



International  
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## ► Progress Report

Inclusive Growth, Social  
Protection and Jobs  
Programme

Final Report 2017 –2022

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## Inclusive Growth, Social Protection and Jobs Programme

Final Report 2017 –2022

Project Codes (GLO/16/63/IRL, RAF/17/53/IRL, VIE/16/54/IRL, TZA/16/51/IRL)

ILO-Irish Aid Partnership



International  
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**Irish Aid**  
Rialtas na hÉireann  
Government of Ireland

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## ► Abbreviations and acronyms

<b>C19</b>	COVID-19
<b>COP</b>	Community of Practice
<b>CSO</b>	Civil Society Organization
<b>CSPR</b>	Civil Society for Poverty Reduction
<b>CTA</b>	Chief Technical Advisor
<b>DEVINVEST</b>	Development for Investment Branch
<b>DFID</b>	Department for International Development
<b>DW</b>	Decent Work
<b>ECT</b>	Emergency Cash Transfers
<b>EIIP</b>	Employment Intensive Investment programme
<b>FCO</b>	Foreign and Commonwealth Office
<b>FIPE</b>	Fundação Instituto de Pesquisas Econômicas
<b>GDP</b>	Gross domestic product
<b>GIZ</b>	German Agency for International Cooperation
<b>GoM</b>	Government of Mozambique
<b>HIV-AIDS</b>	Human Immunodeficiency Virus/Acquired immunodeficiency syndrome
<b>IGSPJ</b>	Inclusive Growth, Social Protection and Jobs
<b>ILO</b>	International Labour Organization
<b>ITC-ILO</b>	International Training Centre - ILO
<b>LFA</b>	Logical Framework Analysis
<b>M&amp;E</b>	Monitoring and Evaluation
<b>MEF</b>	Ministry of Economy and Finance
<b>WCFCB</b>	Workers Compensation Fund Control Board
<b>MIS</b>	Management Information System
<b>MISA</b>	Media Institute for Southern Africa
<b>MNSSP</b>	Malawi National Social Support Programme
<b>MoCDSS</b>	Ministry of Community Development and Social Services
<b>MOLISA</b>	Ministry of Labour, Invalids and Social Affairs



<b>MOZMOD</b>	Tax-benefit microsimulation model for Mozambique
<b>MPSARD</b>	Master Plan for Social Assistance Reform and Development
<b>MPSIR</b>	Master Plan on Social Insurance
<b>MTE</b>	Mid Term Evaluation
<b>NDP</b>	National Development Plan
<b>NGO</b>	Non-Governmental Organization
<b>NHIMA</b>	National Health Insurance Management Authority
<b>NAPSA</b>	National Pension Scheme Authority
<b>NPC</b>	National Project Coordinator
<b>OASP</b>	Old Age Social Pension
<b>PARDEV</b>	Partnerships and Field Support Department
<b>PMT</b>	Proxy Means Test
<b>PVR</b>	Zambia social protection Poverty and Vulnerability Reduction cluster
<b>RAF</b>	Regional Social Protection Project for Southern Africa
<b>SASPRI</b>	Southern African Social Policy Research Insights
<b>SOCPRO</b>	Social Protection Department
<b>SP</b>	Social Protection
<b>SUN II</b>	Scaling Up Nutrition phase two programme
<b>SWS</b>	Single Windows System
<b>TASAF</b>	Tanzania Social Action Fund
<b>ToC</b>	Theory of Change
<b>UNDP</b>	United Nations Development Programme
<b>UNICEF</b>	United Nations Children's Fund
<b>UNJP-SP</b>	United Nations Joint Programme on Social Protection
<b>UNU-Wider</b>	United Nations University World Institute for Development Economics Research
<b>VWU</b>	Viet Nam Women's Union
<b>WCFCB</b>	Workers Compensation Fund Control Board
<b>WFP</b>	World Food Programme
<b>ZIPAR</b>	Zambia Institute for Policy Analysis and Research
<b>ZSPW</b>	Zambia Social Protection Week

# Executive Summary

The sixth and final Report of the ILO implemented *Inclusive Growth, Social Protection and Jobs Programme*, covers the Programme's implementation progress from 01 January 2017 to 30 December 2022. The programme implements projects in Zambia, Malawi, Mozambique, Tanzania, and Viet Nam covering the period of 2017-2022. Irish Aid as the development partner of the programme provided a total

budget of EUR 10,2 million. The programme is implemented within the framework of the ILO's Global Flagship Programme on Building Social Protection Floors for All (Flagship Programme). The Flagship Programme has recently undergone a final independent evaluation and is currently launching a second five-year iteration, based on lessons learned and broad multi-stakeholder consultation, including Irish Aid.

Country	Component	2017-2022 in USD	In EUR
Zambia, Malawi, Mozambique + sub-region	RAF/16/54/IRL	1 052 890,43	989 634,65
	RAF/17/53/IRL	5 128 361,14	4 449 134,01
Viet Nam	VTN/16/54/IRL	1 843 423,35	1 610 655,12
Tanzania	TZA/16/51/IRL	2 324 184,00	2 018 627,41
Global (SOCPRO HQ)	GLO/16/63/IRL	1 352 772,17	1 131 948,81
<b>TOTAL</b>		<b>11 701 631,09</b>	<b>10 200 000,00</b>

Despite the C-19 pandemic that has persisted since the beginning of 2020, the project has maintained its course and produced substantial results, in line with its overall objectives and the recommendations of the mid-term evaluation.

As will become apparent throughout this report, the ILO-Irish Aid Partnership Programme between 2017 and 2022 has had a significant impact on the advancement of social protection floors, which can be summarized as follows:

- **Social protection systems in implementing countries have been significantly improved** through continued technical support to and capacity building of national institutions and social partners including civil society organizations. As a result, social protection floors have been extended to new beneficiaries among the most vulnerable in all implementing countries.
- **A substantial body of new knowledge on how to extend social protection has been developed** from case studies in different

countries and have been communicated online under various forms such as compendiums, articles, study briefs, media communication, training guides, international or national conferences, webinars, training workshops and special events to promote a culture of social protection.

- **Conventional and innovative approaches to training, knowledge sharing, and monitoring have been developed** and made accessible to specialists and the wider public with a stake in the extension of the social protection floors to all.

More specifically, core highlights from country and component include:

- **In the subregion** (Africa with focus on Zambia, Malawi, Mozambique) the TRANSFORM initiative has reached maturity and is widely acknowledged as an innovative bottom-up approach to capacity building of social protection practitioners and is meeting an increasing demand across Africa and beyond

– furthermore it is also providing specialized senior staff not only to national institutions but also to agencies running programmes on social protection including the ILO. The ILO-Irish Aid partnership supported the design and development of the TRANSFORM training package (modules) including the online course and the TRANSFORM knowledge sharing platform. Following the recommendations of the TRANSFORM formative evaluation, the partnership also supported the sustainability of the initiative through its institutionalization, for example in Zambia and Malawi, as well as its geographical extension across English-, Portuguese-, French- and Arabic-speaking countries in Africa. Most importantly, the Irish Aid partnership directly supports the coordination of the initiative and facilitates the interagency participation of the Steering Committee and the Advisory Group

- **In Zambia**, the programme has contributed significantly to the implementation of the Integrated Framework for Basic Social Protection Programmes (IFBSSP), through support to two major inter-agency initiatives: TRANSFORM already mentioned above, and the Social Protection Single Window Services (SWS) which since its launch in 2016 has been deployed in 43 districts, well beyond the 30 planned in Zambia's National Development Plan. Furthermore, the participation of civil society in social protection has significantly improved during the 2017-2022 programme. The Ministry of Community Development and Social Services signed a memorandum of understanding (MoU) facilitated by the project with the Civil Society for Poverty Reduction, to enhance effective participation and involvement of the network of civil society organisations in national social protection policy formulation and monitoring. The programme has contributed to strengthen the capacities of civil society actors, including the media, to promote a culture of social protection, and to foster the engagement of key stakeholders and opinion leaders in the public debate on social protection as well as in the social accountability mechanisms of social protection in the country.
- **In Malawi**, The Irish Aid partnership has actively contributed to the development of a national social protection system in Malawi from several systemic and societal perspectives. Most notably, the national policy framework includes priority areas for the expansion of social protection floors, particularly contributory schemes. The programme has significantly strengthened the governance, coordination and monitoring and evaluation functions of the system (e.g., the M&E framework for the Malawi National Social Support Program II (MNSSP II). In terms of advocacy, social accountability, and the promotion of a social protection culture, the programme has greatly increased the informed participation of the general public, but also of the media, policy makers, civil society and social partners in the national debate on the issue, ultimately to influence the course of policy and budgetary decisions. Finally, the programme has made a significant contribution to building the capacities of policy makers, District Commissioners, Directors and Deputy Directors from key line ministries involved in social protection in social protection governance and administration through the implementation of the TRANSFORM initiative, which is now being institutionalised in Malawi. It is worth highlighting the new TRANSFORM module on shock-responsive social protection, which has been very instrumental in developing responses to the COVID crisis, including the COVID 19 Urban Cash Intervention (CUCI) programme.
- **In Viet Nam**, the Programme has provided advisory support to constituents for the development of the Road Map for Social Assistance Reform MPSARD (2017), the Master Plan on Social Insurance Reform, including for the preparation of the draft policy orientation for revision of the Social Insurance Law 2014, the reform of the pension indexation led by the Viet Nam Social Security (VSS) and Ministry of Labour, Invalids and Social Affairs (MOLISA) and, transversally, the mainstreaming of gender.
- **In Tanzania**, the ILO, through a coordinated multi-agency effort involving the Programme, has significantly strengthened the government's institutional capacity to develop innovative social protection and public works programmes, including in response to crises, to provide employment and livelihoods for the poorest while developing basic infrastructure

in rural areas and building skills and job opportunities with an emphasis on women's entrepreneurship.

- At Global level, the Irish Aid-ILO Partnership Programme has significantly contributed to the technical and policy coherence of the support provided by the ILO to national institutions, social partners, and core stakeholders to strengthen and extend social protection floors to all. The global component frequently promoted the ILO-Irish Aid partnership in international policy debates on social protection. The global component has constantly fostered the development and sharing of evidence-based practical knowledge on how to extend social protection including Floors (e.g., 102 country case studies in the two volumes of the compendium "100 years of social protection: The road to universal social protection systems and floors"). The global component has supported the development and implementation of both conventional and innovative approaches to training, knowledge sharing, and monitoring of the extension of social protection floors to all (e.g., TRANSFORM and the Results Monitoring Tool). Additionally, it has provided coordination and managerial support to the overall programme (e.g., to produce consolidated quality reports, and to support the two

independent evaluation processes and related management responses).

In accordance with the signed programme agreement and the ILO evaluation policy, a midterm independent evaluation was finalized in 2020 – highlighting positive results in most of the countries covered as well as the need to further integrate gender equality, disability inclusion and other non-discrimination concerns.

The final independent evaluation was conducted in September 2022. It acknowledges the significant added value of the capacity of social protection systems in the implementing countries to extend coverage and adequacy to workers in the informal economy, with a particular focus on gender and the inclusion of people with disabilities. It reveals achievements in supporting legal reform and governance, but also in delivery. Finally, it highlights the project's cross-cutting impact in extending and instilling a culture of social protection based on the decent work principles promoted by the ILO. In terms of recommendations, it indicates that the strengthening and extension of social protection systems will be a long-term undertaking but will benefit significantly from the experience of work completed in 2017-2022 Irish Aid programme. For this reason, it will be important to invest in more systematic knowledge development and sharing between implementing countries and in the Global South: the learning experience must be a strategic lever at the heart of the new Partnership Programme.







# 1

## INTRODUCTION

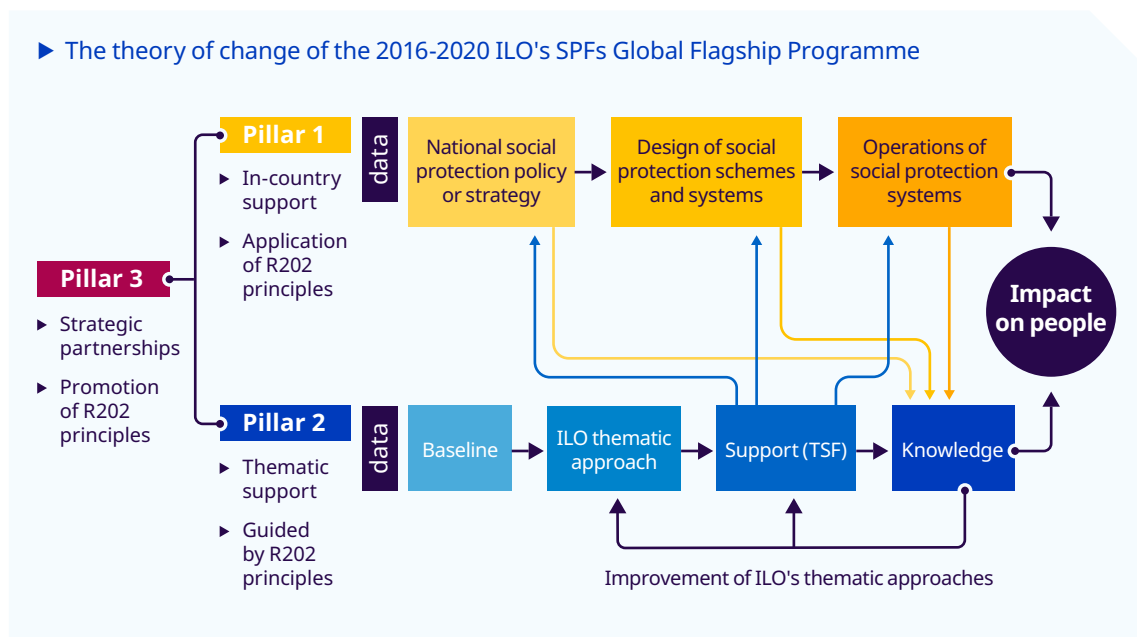
## ► INTRODUCTION

This is the Final Report the ILO-implemented Inclusive Growth, Social Protection and Jobs (IGSPJ) Programme, with the duration of 2016-2021, with a possible project extension until 2022.

Irish Aid is the development partner providing a total budget of EUR 10,2 million. The Programme is operated within the framework of the ILO’s

Global Flagship Programme on Building Social Protection Floors for All (Flagship Programme), which has officially launched its second phase in October 2021 (2021 -2025)<sup>1</sup>.

The theory of change of the Flagship Programme applies naturally to the Irish Aid-ILO 2017-2022 Partnership Programme, as it is an integral part.



<sup>1</sup> [Flagship Programme: ILO’s Global Flagship Programme on Building Social Protection Floors for All launches its second phase, extending support to 50 focus countries and aiming to improve the lives of 60 million people](#)

## The Inclusive Growth, Social Protection and Jobs (IGSPJ) Programme

The central purpose of the Programme is for national governments to strengthen their social protection systems in order to deliver appropriate, well-designed and well-managed social protection measures and employment promotion approaches in the delivery of public investments, in order to promote resilience, access to services and employment opportunities for poor and vulnerable people, thereby contributing to inclusive economic growth.

The Programme has a regional and national scope, as well as international significance through its global component at headquarters, developing the capacity of national stakeholders in the selected countries; and sharing knowledge on how to develop policies, systems and schemes on social protection and employment-intensive investment programmes.

The project countries are Zambia, Malawi, Mozambique, Tanzania and Viet Nam.

All the project countries are committed to achieving the global sustainable development goals. In cooperation with the UN and national partners, they have developed strategic partnerships and plans to ensure synergy through the UN Joint Programme on Social Protection (UNJP-SP) programmes in the respective countries. The countries have also committed themselves to achieving the goals set out in their respective Decent Work Country

Programmes (DWCP) - in which the extension of social protection and employment are two of the four pillars of the Decent Work Agenda.

### The final report 2017-2022

This report covers the implementation progress from 01 January 2017 – 30 December 2022. It addresses the management response to the Mid-Term Evaluation’s (MTE) recommendations, highlights the recommendations of the final evaluation and outlines the work done in each of the country projects.

The authors of the report are as follows:

- The RAF report has been prepared by Patience Matandiko, Isaac Bwalya, Nienke Raap, Felix Mwenge, Muya Mwiya, Taonga Mshanga, Reagan Kaluluma, Ruben Vicente, Luis Cotinguiba, reviewed by Andrew Allieu and approved by George Okutho.
- The Viet Nam report has been prepared by Andre Gama and Nguyen Hai Dat, reviewed by Nuno Cunha, Senior SP Specialist and approved by Marielle Phe Gousat, OIC
- The Tanzania report has been prepared by Dampu Ndenzako, reviewed by Asfaw Kidanu and approved by Wellington Chibebe
- The Global report and the overall consolidation of the final report has been prepared by Jean-Louis Lambeau, reviewed by Karuna Pal and approved by Valérie Schmitt

► Budget allocations per country and component:

Country	Component	2017-2022 in USD	In EUR
Zambia, Malawi, Mozambique + sub-region	RAF/16/54/IRL	1 052 890,43	989 634,65
	RAF/17/53/IRL	5 128 361,14	4 449 134,01
Viet Nam	VTN/16/54/IRL	1 843 423,35	1 610 655,12
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2

PROGRAMME  
ACHIEVEMENTS  
2017-2022

## ► PROGRAMME ACHIEVEMENTS 2017-2022

As will become apparent throughout this report, the ILO-Irish Aid Partnership Programme between 2017 and 2022 has had a significant impact on the advancement of social protection floors, which can be summarized as follows:

- Social protection systems in implementing countries have been significantly improved through continued technical support to and capacity building of national institutions and social partners including civil society organizations. As a result, Social Protection Floors have been extended to new beneficiaries among the most vulnerable in all implementing countries.
- A substantial body of new knowledge on how to extend social protection including Floors has been developed from case studies in different countries and have been communicated online under various forms such as compendiums, articles, study briefs, media communication, training guides, international or national conferences, webinars, training workshops and special events to promote a culture of social protection.
- Conventional and innovative approaches to training, knowledge sharing, and monitoring have been developed and made accessible to specialists and the wider public with a stake in the extension of the social protection floors to all.

### The COVID-19 pandemic (2020 ongoing)

Overall, in African implementing countries, vaccination rates range from 10% (Malawi) to 30% (Zambia, Tanzania) and 40% (Mozambique), still far behind the rates observed in the world's rich nations). In Viet Nam, over 80% of the population is vaccinated. Restrictive social distancing measures tend to be withdrawn but are still present and can be reactivated at any time.

Some activities and outputs have been adversely affected due to the overall context of travel and meetings restrictions. To address these challenges, the ILO developed a contingency plan for the programme, where some project delivery modalities were revised, and some programs outcomes adjusted particularly to support the C19 response.

In any case, the C-19 pandemic will have changed the relationship to certain aspects of work in a lasting way, particularly about training, of which a new online tradition is emerging, and office work with remote working and meeting arrangements. However, the remote approach has also shown its limits, and there is now a strong expectation to return to face-to-face working sessions and workshops, as the relational dimension and added value of face-to-face communication has been demonstrated.



## Human security risks exacerbated in 2022

In 2022, the risks landscape has evolved, adding new threats to the old ones:

- Climate change continues exacerbating threats on environmental, economic and physical security in all implementing countries frequently exposed to droughts and floods.
- The war in Ukraine which erupted in February 2022 is severely impacting the prices of food and of essential agricultural inputs in Africa
- The risk of debt distress is affecting all implementing countries in Africa

## New opportunities arising in 2002

- Political Support for Social Protection has increased in all implementing countries, in particular in Africa where new governments

have been elected with strong commitment to social protection

- The launch in September 2021 of the Global Accelerator on Jobs and Social Protection for Just Transitions, under the coordination of the ILO, is providing an enabling institutional environment to channel national and international, public, and private investments into national social protection systems. Among the implementing countries so far Viet Nam and Malawi have expressed interest to pilot the initiative.
- Within the framework of the reinforced cooperation between the ILO and the IMF for the establishment of social protection floors, Mozambique has been selected as a pilot country.
- [A new Africa strategy \(2021-2025\) to accelerate the extension of social protection](#) to achieve the SDGs has been developed and launched by the ILO with constituents across the continent.

## ► 2.1 SOCIAL PROTECTION

- The Social Protection component of the Irish Aid-ILO Partnership Programme focuses on 5 of 6 of the Irish Aid strategic priorities reflected in the 2017 Irish Aid Social Protection strategy, and articulated in 4 immediate objectives as follows:



**Immediate Objective 1:**  
A well informed political and public debate on social protection



**Immediate Objective 4:**  
A sustainable and progressively domestically funded social protection financing framework



**Immediate Objective 2:**  
Institutional coordination and right-based approaches for effective delivery of social protection floors



**Immediate Objective 5 (Regional):** Governments and social partners in southern (and eastern) Africa share best practices on right-based approach to building universal social protection floors

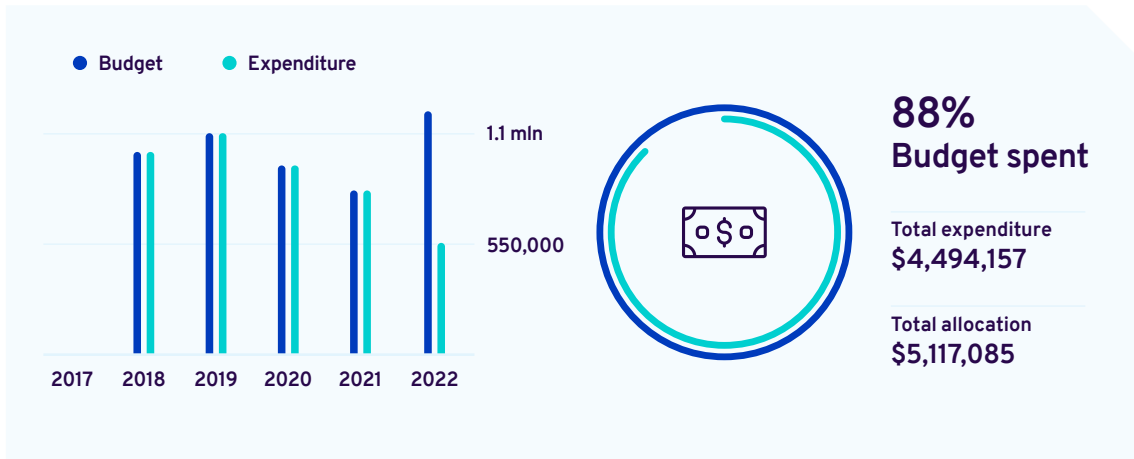


**Immediate Objective 3:**  
A comprehensive national social protection policy, supportive framework of programmes and prioritized implementation plan

These four pillars are transversal to the report and structure the presentation of achievements in each Country.

## 2.1.1 AFRICA (SUB) REGIONAL COMPONENT (RAF/17/53/IRL)

### Financial summary (as of June 2022)



The allocation of the RAF component has varied and decreased over time. As financial commitments are closely monitored by a tracking system in the RAF programme, the rate of expenditure is typically constant and productive. This year, several activities are positioned in the second semester, including a

a TRANSFORM Strategic Meeting to be held in Zambia early December 2022. The departure of two programme officers (CTA and TRANSFORM coordinator) early this year temporarily hampered spending on human resources, a deficit that is now being absorbed with the support of the global component.

### Summary Table

(Sub) regional objectives		
	<b>Immediate objective 1:</b>	Governments and social partners in Southern and Eastern Africa share best practices on right-based approaches to building universal social protection floors
	<b>Immediate objective 2:</b>	Capacity building of practitioners and national trainers in Southern and Eastern Africa

► In the Africa sub-region, the Irish Aid partnership has made a significant contribution to building the knowledge and capacity of governments, social partners, and practitioners to extend universal social protection floors for all.



## Immediate objective 1: Governments and social partners in southern and eastern Africa share best practices on right-based approaches to building universal social protection floors

**The regional Learning and Practice Lab on sharing best practices for right-based approaches to building universal social protection floors** through interactive regional platform for sharing country experiences, practices and strategies has continued to grow in outreach. Following initial participation from Zambia, Mozambique, Tanzania, Kenya, Namibia, Rwanda, Madagascar and Zimbabwe, the network has grown to a wider Africa participation through interface with the ILO Regional Africa Office and the African Union, to link social protection policy makers and experts. Multiple regional events in Africa have been mobilized in the period under review with a focus on extension of social security coverage to informal sector, strengthening of monitoring and evaluation frameworks, as well as strengthening the social protection linkages with public finance management.

► **A regional engagement between the Media Institute's Southern Africa chapters in Malawi and Zambia** to support capacity development of media professionals to improve their understanding of social protection and increase the quality of reporting. Following the success of this experience in Zambia, a regional experience-sharing event on practices and experiences in implementation of social accountability practices in social protection programs has been initiated to replicate these outcomes in Malawi.

- **A series of peer-to-peer exchanges on practices for extension of coverage to the informal economy, were hosted by the ILO in collaboration with the National Pension Scheme Authority (NAPSA) of Zambia, the Kenya's Mbao Pension Fund and the Kenya National Social Security Fund.** These exchanges have resulted in the development of a learning guide to support practices on extension of coverage in the region. **5 webinar sessions were held with support from the International Policy Centre (IPC) - UNDP and socialprotection.org** focusing on the different strategies used to extend social protection to the informal economy in 6 countries (Zambia, Mozambique, Tanzania, Kenya, Namibia, Rwanda, Madagascar, and Zimbabwe). A report was developed as a reference document for further engagement among participating countries.
- The programme will organise a TRANSFORM strategy meeting in December 2022 to take stock of the initiative, its progress in recent years, its impact in terms of strengthening social protection systems, its necessary integration into the regional strategic frameworks, and to propose future directions. The event will bring together master trainers, the agencies involved, and the main partners at country and regional level.



## Immediate objective 2: Capacity building of practitioners and national trainers in Southern and Eastern Africa

The Coordination hub for the Transform inter-agency initiative is hosted by the ILO office in Lusaka, which includes the Secretariat for TRANSFORM activities primarily in Zambia, Malawi and Mozambique, and beyond, across Africa. The Irish Aid Partnership Programme supports the key positions of TRANSFORM Coordinator (ILO P3 officer) and National Project Coordinators.

Overall, the TRANSFORM initiative, under dynamic and collective leadership through the

Advisory Group and the Steering Committee (now chaired by FAO) and the Coordination Hub, is constantly increasing its coverage in Africa: its pool of accredited Master Trainers is enriched with new participants from different countries of the continent, while the contents of the courses are strengthened and deepened through a quality improvement process, which includes its language declination, but also the inclusion of cross-cutting issues such as gender and disability.



To date, a total number of 2545 practitioners attended TRANSFORM trainings (women: 36%, Men: 64%)<sup>1</sup> including policymakers, ministry staff, frontline workers, social partner representatives and members of civil society mainly in Zambia, Malawi and Mozambique, as well as across other countries in Africa.

The pool of trained African Master Trainers now includes over 50 English, Portuguese, French and Arabic-speaking professionals.

During the reporting period, eleven (11) face-to-face trainings took place in Ghana, Tanzania and Zanzibar, Malawi, Sudan and Mozambique, with direct financial support and/or technical assistance provided by the partnership ILO- Irish Aid through the TRANSFORM Coordination Hub hosted by ILO Lusaka.

Ghana is the first country in TRANSFORM history to organize a national training of trainers to scale up the initiative across the country and to institutionalize the TRANSFORM District Module into the training curriculum of the national School of Social Work. The very first Training of Trainers (TOT) for National Master Trainers was held in Ho, the Capital city of the Volta Region, Ghana, between 18th to 27th October 2021. The TOT aimed to build the capacity of 9 delegates from the Ghana's School of Social Work in Accra. The programme was funded by the EU Delegation through the Ghana Employment and Social Protection Project (GESPP), with technical support

from UNICEF Ghana and the TRANSFORM Coordination Hub.



Participants during the TRANSFORM National ToT in Ghana



- The Kenya School of Social Work Conducted the TRANSFORM Training of Trainers with a view to institutionalising the curriculum in the Kenya School of Governance.

**A TRANSFORM M&E assessment was presented to the AG In 2021, highlighting:**

- Good progress in implementation of trainings and increased visibility amongst stakeholders, despite the COVID 19 restrictions
- Areas for improvement concerning agile monitoring and reporting mechanisms, and the establishment of partnership with regional institutions.

The Coordination Hub is also taking steps to put in practice the recommendations of the 2020 Strategic Review, with a focus on the four key priorities:

1. Extension of the initiative to other regions in Africa
2. Revision and update of the existing materials (e.g., gender and inclusion revision);
3. Communication and visibility
4. Institutional and financial sustainability.

Most activities of the project feed into those recommendations, and the AG launched two specific workstream:

- In 2021, the initiative has taken a significant step forward in terms of raising its profile and visibility by updating and developing new Communication and Advocacy materials, including a new brochure, flyer, promotional videos, social media decks etc. The ILO-Irish Aid partnership supported the procurement of services by a specialized consulting firm, which has resulted in a new visual identity designed and validated by the Advisory Group in March 2021, as well as the provision of clear guidelines for the branding of future training and communication materials. Revision and update of the official website ([transformsp.org](http://transformsp.org) & the host platform [socialprotection.org](http://socialprotection.org)) is completed.

- In 2022, the TRANSFORM curriculum has been reviewed to ensure Gender and Inclusion mainstreaming across the training materials. This is in line with the recommendations of the mid-term review undertaken in the framework of the Irish Aid - ILO partnership. Besides, several recommendations have been incorporated in the modus operandi of the initiative, such as including further reference reporting on Gender and Inclusion of people with disabilities in training reports, as well as in the templates provided to countries and agencies preparing for new applications. Consideration of gender balance are also applied in the composition of the training



teams and the organising agencies were sensitized to seek and encourage in culturally sensitive ways the active participation of female officials during training sessions.

- The sustainability analysis consultations are ongoing with members of the Advisory Group to identify the scope of a sustainability analysis of the TRANSFORM initiative, in the perspective of developing guidelines to support options for institutionalisation of the TRANSFORM curriculum in national training institutions.
- Towards sustainability: The first National Training of Trainers took place in Ghana in October 2021. The objective was for the staff of the Ghana School of Social Work to gain the facilitation skills needed for the replication of the Transform curriculum through in-service training of social welfare professionals in country. The EU Delegation in Ghana has supported this effort with technical assistance by UNICEF.
- Steps have been taken to establish new partnerships with regional and national training centres such as the Ghana School of Social Work, the Kenya School of Government and the Magomero community development training centre in Malawi. The Hub has contributed to the review of the National Capacity Building Strategy in Tanzania and the consolidation of the national rollout strategy of Transform in Zambia. All these initiatives aim to support the progressive integration of the Transform initiative in regional and country-based training programmes managed by Government, academia, CSOs

and/or private sector, as well as to identify the most viable operational modalities for the initiative to be managed and financially supported in the medium and long term.

- Beyond the numerous partnerships undertaken to support both technically and financially all activities in the Transform work plan, the Coordination Hub has also made a conscious effort to expand its visibility and reach out with key players in the social protection sector in the region. As such, Transform took an active role in showcasing its learning offer during the global e-conference “Turning the COVID-19 crisis into an opportunity: What’s next for social protection?” organised by IPC-IG in October 2020. Likewise, several of Transform Master Trainers have been engaged by ITC – ILO in various runs of the “E-coaching on social protection: Towards Responsive Systems between 2020 and 2021.” The Hub also reached out to donor agencies, such as FCDO and GIZ for preliminary discussion on potential partnerships and collaboration, in view of their existing support to country-based initiative. Both FAO and UNU-Merit (University of Maastricht) joined the Transform Advisory Group during 2021 and UN Women is expected to join this year. Finally, the close support and collaboration between the Coordination Hub in ILO Lusaka and the new chapter of the initiative spearheaded by ILO Beirut and other relevant UN agencies in the Middle East and North Africa Region, is likely to open new opportunities both in terms of financial as well as institutional sustainability.

## During the Irish Aid Programme, the TRANSFORM initiative has progressed consistently across Africa:

Requests for TRANSFORM trainings are again increasing, after a significant shortfall due to the C-19 restrictions of travels and face-to-face meetings. The TRANSFORM Coordination Hub based in Lusaka has continuously provided technical advice, including to support:

- 99 TRANSFORM sessions in Ghana, Tanzania and Zanzibar, Malawi, Sudan, Mozambique, Cameroon, including 7 e-TRANSFORM courses

for a total number of 2,545 trainees (women: 36%, Men: 64%) including policymakers, ministry staff, frontline workers, social partner representatives and members of civil society.

- Additional requests for trainings in the course of 2021 and 2022 include Angola, Gambia, Tunisia, Nigeria, Malawi, Zambia, and Sao Tome & Principe.

- ▶ Training of African Master Trainers, which now include over 50 English, Portuguese, French, and Arabic-speaking professionals.
  - ▶ The most recent Training of Trainers in 2021 was successfully completed by twelve candidate Master Trainers (6 French-speakers; 5 Arabic speakers and 1 English speaker from West Africa). To date, out of this cohort, three have completed the accreditation or pre-accreditation phase by successfully delivering one application of Transform.
- ▶ A virtual Training of Trainers designed and implemented between September and November 2020 to equip a cohort of French and Arabic-speaking social protection experts with the necessary facilitation skills for the delivery of the Transform training package in French and Arabic-speaking countries:
  - ▶ The translation in French of the SRSP module with UNICEF WCARO, a member of the TRANSFORM Advisory Group, for implementation in West Africa
  - ▶ The translation in KI-Swahili of the District Curriculum, with support of ILO Tanzania and technical contribution from the Tanzania-based TRANSFORM Master Trainers.
  - ▶ The pilot of the new Financing and Financial Management Module, which includes remote lecture sessions with activities implemented in person by Master Trainers in Malawi; this took place in September 2021 and the full course has been applied among policy makers and national officials in Malawi and Uganda, over 100 government officials involved in implementation of social protection programmes have been trained in financing and financial management. The course is available to the public on the [Transformsp.org](https://transformsp.org) website.
- ▶ The progressive adaptation of TRANSFORM to digital platforms has also continued with the design and piloting of the online Shock Responsive Social Protection course, launched in 2021. In 2021 the course was provided to 16 Government officials from Zambia and Malawi in collaboration and with the contribution of UNICEF and WFP Malawi as well as IPC-IG and the UNJP on Social Protection in Zambia. The online course, which span through 5 weeks, benefited from various multi-media lectures and activities and has been received very positively by officials particularly for its relevance to the measures in place for the current pandemic.
- ▶ The Social Protection Shock Responsive training was finalised, and a face-to-face application was conducted in September 2022 among officials from disaster prone districts in Malawi. Over 60 Participants including officials from the humanitarian and social protection sectors were trained on implementation of shock responsive social protection programmes. It is now available for future use on the [sp.org](https://sp.org) platform.



## PILOT OF THE TRANSFORM SHOCK RESPONSIVE SOCIAL PROTECTION ONLINE COURSE

The International Labour Organization (ILO) in collaboration with United Nations Children’s Fund (UNICEF) and World Food Programme (WFP) and cooperating partners have developed the new TRANSFORM online course on Shock Responsive Social Protection (SRSP).

On February 15, 2021, five officials from the Government of Zambia and twelve officials from the Government of Malawi started the training on the new TRANSFORM online course on Shock Responsive Social Protection. An inter-agency team consisting of WFP, UNICEF and ILO country offices in Malawi, in collaboration with the TRANSFORM Coordination Hub at ILO Lusaka developed the course, hosted on the socialprotection.org platform. Foreign Commonwealth and Development Office Malawi and the UN Joint Programme on Social Protection in Zambia (including the Republic of Ireland, the Swedish International Development Cooperation Agency, and UK aid) funded the development and piloting of the online course.

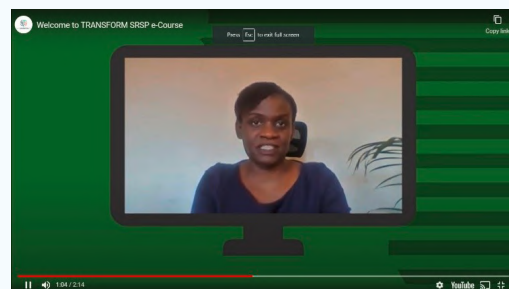
The development of the Shock Responsive Social Protection module started in 2019, when the TRANSFORM inter-agency Advisory Group identified significant need for specialist training and recommended its integration within the existing TRANSFORM curriculum. This new training module will support African social protection practitioners to gain an in-depth understanding of covariate shocks that increasingly affect the lives of millions of people.

In line with the TRANSFORM’ pedagogical approach, government officials from social

protection, humanitarian and disaster management agencies, are empowered to challenge their existing beliefs and to drive the message home that “*business as usual*” is no longer a sustainable strategy. In fact, course participants are encouraged to consider the comparative advantages of enhanced coordination with the emergency response sectors and to prepare for recurrent shocks through existing social protection programmes, rather than creating parallel and fragmented mechanisms.

While the course is scheduled to end in few weeks, participants have already shared positive feedback about achieving the intended learning outcomes:

*“The SRSP course is a comprehensive learning tool for those seeking to make their Social Protection Programmes more shock responsive”,* said Addis Yibzawork, TRANSFORM Master Trainer and UNICEF Social Welfare Specialist from Ethiopia. Further, Mr Lukonga Luwabelwa, from the Zambian Disaster Management Unit added, “the TRANSFORM SRSP course was a unique learning experience and thanks to the ILO team for facilitating this process”



TRANSFORM Master Trainer Nkatha Ntoburi during the Online Shock Responsive Training on SP.org

- The development of a new TRANSFORM Module on “Leadership and Change Management in Social Protection”, consisting of a new handbook, training materials and a coaching programme, in collaboration with the UN Joint Social Protection Programme in Zambia. This was piloted with a selected cohort of senior Government officials by the end of 2021. The main novelty of the module is not only the emphasis on change management leadership skills for the successful implementation of social protection programmes in a system-strengthening framework, but also the inclusion of a one-to-one coaching component to support the trainees in the development of individual action plans aimed at kick starting change management in their organization.

## TRANSFORM PILOT TRAINING ON LEADERSHIP & CHANGE MANAGEMENT IN LUSAKA, ZAMBIA

Within the framework of the Government of Zambia - UN Joint Programme on Social Protection Phase II, ILO organized the pilot training of the new TRANSFORM Module on Leadership and Change Management from November 30th till December 2nd, 2021, in Lusaka. 15 Senior Government officials from various Ministries under the Cluster on Poverty and Vulnerability Reduction of the 7th National Development Plan were the main beneficiaries of this initiative. They were joined by 2 Social Policy staff members of UNICEF Zambia and 1 Zambian Master Trainer, Mr Stanfield Michelo. The training was facilitated by Kate Blaine from Learn to Lead – lead author of the Module – and Abidemi Coker, a Zambia-based Master Trainer. The 3-day training workshop was opened by Madame Marrian Tembo, Director of Policy and Planning from the Ministry of Community Development and Social Services – lead Ministry on social assistance programme

- On Day 1, the focus was understanding the concept of change applied to social protection programming. Specifically,

the space for change which is part of the traditional TRANSFORM curriculum was explored further and the concept of “multi-agent leadership” was presented to participants through mini-lectures and innovative activities, like the Team Building ball game.

- Day 2 focused on the skills, qualities, and roles of a Transformative Leader. The Red-Blue Game was a crucial activity in opening the minds of participants to the importance of communication and trust to ensure effectiveness in social protection delivery.
- Day 3 was focused on an application project, where participants were asked to develop a Vision for Change and go through the necessary steps for its realization.

While the pilot allowed trainers and the Coordination Hub to appreciate potential for improvement in the content and flow of the training module, the overall feedback by participants was enthusiastic, with the overall feedback assessment scoring 9 out of 10.



Prudence Kaoma from the Ministry of Finance mapping out the interconnections of the building blocks of the Social Protection System during the Transformative Leadership and Change Management training in November, 2021



Team building through innovation: the Leadership Ball Game during the pilot of the Leadership and Transformation training

Photocredit:ILO@Taonamshanga

- A 7th run of E-Transform, completed, with support from UNDP Regional Centre for Africa, in March 2021, along with a new cohort of e-facilitators selected amongst the TRANSFORM Master Trainers with a dedicated TOT.
- A new blended version of the TRANSFORM Curriculum - mixing online and face-to-face training -was developed by the Transform Coordination Hub with IPC IG and with UNDP Africa in 2022. The e-TRANSFORM and the blended TRANSFORM are meant to allow for the training to be implemented widely and despite travel restrictions.



## In the Middle East and Northern Africa (MENA) region, the TRANSFORM initiative is gaining traction

The TRANSFORM initiative has been launched in the Middle East and Northern Africa (MENA) region, as part of a strategic objective for the ILO social protection programme in the Arab States.

### TRANSFORM IN ARABIC – PILOT TRAINING

The first implementation of the Arabic curriculum took place in Khartoum, Sudan, from June 27th to July 1st 2021, with one of the Arabic-speaking Master Trainers, as a collaborative effort between the ILO offices in Lusaka and Beirut, and the ILO Sudan office that piloted the initiative.



Participants group discussion during the first TRANSFORM Training in French in Tunisia (November 2021)

Photocredit: Abdelwahab Atif Abdelha Mohamed



*“Whereas I am used to teaching social protection in academic settings, preparation for and delivery of TRANSFORM introduced me to a totally different experience; I learned how building on the experience of participants and the context of the country where the training is being delivered can make a huge difference to learning outcomes. I also learned how experiential learning can enable getting key messages across more clearly, and can result in higher group interaction, and higher learning retention” — Rania AbdelNaeem, Egypt*

The Training was organised with the Ministry of Social Development in Sudan within the framework of the “EU support for a Social Protection System in Sudan – Policy development and dialogue”. Additional financial support was provided by SIDA and ADB. 24 Officials participated in the training, representing key Social Protection agencies – Ministry of Health, National Council for Child Welfare, National Council for People with Disabilities, Humanitarian Aid Commission, and the Ministry of Social Development itself – both at central and state level. While the main objective of this TRANSFORM training – the second one held in the country since 2018 – was to strengthen the knowledge and skills of Government officials managing social protection programmes - this application

also provided the opportunity to pilot the Arabic curriculum and to accredit the first Arabic-speaking Master Trainer. Two experienced English-speaking TRANSFORM Master Trainers – Mr Samuel Ochieng and Dr Moonga Mumba were supported through simultaneous interpretation while delivering their sessions. Ms Rania Abdelnaeem, a WFP social protection specialist, did deliver her very first TRANSFORM sessions in Arabic and the participants could follow the presentations through the Arabic materials. The team – including the Coordination Hub at ILO Lusaka and an officer from ILO Beirut – was able to collect feedback for the revision of the translated curriculum and extract valuable lessons for its future use.

Participants expressed deep appreciation for the content and methodology of the TRANSFORM training, to which they were exposed for the first time. All of them rated the training between Excellent and Good, especially highlighting that the course had improved their knowledge of social protection; that they can practically apply many of the learning in their daily work and that their mind-set around social protection had shifted. They rated the team facilitators highly, indicating that they found the Master Trainers

to be friendly, energetic, and knowledgeable. While a representative from the EU delegation opened the training, the Permanent Secretary of the Ministry of Social Development of Sudan participated to the closing ceremony. The Official commended the organizing team and participants for their commitment and requested that similar opportunities for capacity building replicated by ILO during the course of the EU-funded programme on social protection system strengthening

- In March 2022, a Pilot training in Jordan for government officials was overall well received and gave important insights for improvement. Further, a National ToT in Tunisia was supported with 26 trainers that will be training social workers in all regions of Tunisia. The initiative sees demand growing in the region, with requests coming from a range of countries including Mauritania, Palestine and Iraq.

- The first TRANSFORM Introductory training in French was being hosted by UNICEF Tunisia from 8-12 November 2021. The main objective of the training was to support the Tunisian governments in strengthening capacities to modernize their social protection system, as well as to implement their Reform Agenda to enhance social cohesion and ensure stability.



Participants group discussion during the first TRANSFORM Training in French in Tunisia (November 2021)

Photocredit: Abdelwahab Atif Abdelha Mohamed



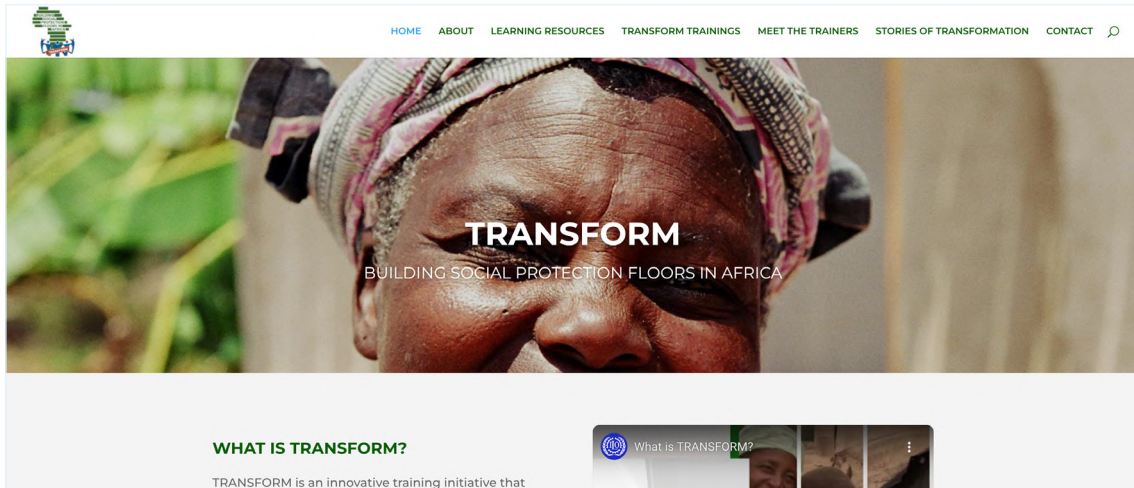
Participants group discussion during the first TRANSFORM Training in French in Tunisia (November 2021)

UNICEF Tunisie  
@Unicef\_Tunisie

Atelier de formation des cadres de différentes institutions opérant dans le domaine de la protection sociale en Tunisie  
[uni.cf/30k1bTQ](https://uni.cf/30k1bTQ)  
#KFW #UNICEF #ILO #TRANSFORMSP #Tunisie

Twitter posting on the Tunisia Trainings in French: [https://twitter.com/Unicef\\_Tunisie/status/1460218072460140548](https://twitter.com/Unicef_Tunisie/status/1460218072460140548)

## The TRANSFORM initiative and brand are acknowledged internationally



During 2020-2022, the Transform initiative, through its coordination and collaborative network, and following recommendations from recent evaluations and reviews, has sought to maximize its communication and visibility impact.

- Examples of specific online activities include the IPC-IG Global e-conference, the ITC-ILO e-coaching on responsive social protection systems; the preparation of a podcast to be

hosted on IPC-IG and new features in the UNU-Merit magazine.

- Most importantly, following the new visibility guidelines, both Transform web page on [socialprotection.org](https://socialprotection.org) (<https://socialprotection.org/connect/stakeholders/transform>) and [Transformmsp.org](https://transformmsp.org/) (<https://transformmsp.org/>) have been revised and upgraded ( see below) :



New and revised knowledge and communication products including brochure, flyers and videos have been developed and disseminated, such as:

- Brochure: <https://transformmsp.org/wp-content/uploads/2021/09/TRANSFORM-Brochure.pdf>
- Video: <https://www.dropbox.com/s/g31fzapy2fn1tnl/Transform%20Video%20V12.mp4?dl=0>
- Flyer: [TRANSFORM flyer web.pdf](#) ([dropbox.com](#))





► Diffusion of Transform products through social media (twitter, Facebook) expanded following the internal capacity building on digital marketing provided to Hub members at ILO-Lusaka as well as to the AG and Master Trainers, as illustrated below:

**socialprotection.org**  
@SP\_Gateway

#TRANSFORMSP  
To learn more about the latest activities and achievement of TRANSFORM, access the 6th issue of the programme's e-newsletter now: [bit.ly/news16transform](https://bit.ly/news16transform)

**TRANSFORM NEWSLETTER**  
HIGHLIGHTS | ISSUE NO.6 | DATE: 30<sup>th</sup> July, 2021

**STATS & FACTS**

59	Trainings in person in 14 countries
7	E-TRANSFORM courses
1614	Participants
	Partnerships and Stakeholders

socialprotection.org  
Newsletter: TRANSFORM - Sixth Edition

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**socialprotection.org** @SP\_Gateway · 2. ruj 2021.  
Odgovor korisniku/ci @SP\_Gateway  
>> TRANSFORM is an innovative learning initiative to support the design and administration of National #socialprotection Floors in #Africa. To know more, access: [socialprotection.org/connect/stakeholders/transform](https://socialprotection.org/connect/stakeholders/transform)

[https://twitter.com/SP\\_Gateway/status/1433444061109792769](https://twitter.com/SP_Gateway/status/1433444061109792769)

**socialprotection.org**  
2 September 2021 ·

#TRANSFORMSP  
To learn more about the latest activities and achievement of TRANSFORM, access the 6th issue of the programme's e-newsletter now: <https://bit.ly/news16transform>

The news includes new training and communications materials available, and the establishment of a new advisory group for TRANSFORM in the #MENA region.

>> TRANSFORM is an innovative learning initiative to support the design and administration of National #socialprotection Floors in #Africa. It promotes critical thinking and helps the capacity-building at national and subnational levels to improve the design, effectiveness, and efficiency of social protection systems. To know more, access <https://socialprotection.org/connect/stakeholders/transform>

**TRANSFORM NEWSLETTER**  
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socialprotection.org  
Newsletter: TRANSFORM - Sixth Edition  
Please see the Sixth Edition of the TRANSFORM Newsletter that covers the first half of 2021...

<https://www.facebook.com/socialprotectionorg/posts/1964689443686678>

**ILO Lusaka**  
@ilolusaka

We're receiving applications for the 6th run of the e-TRANSFORM course! Click [bit.ly/31AFrBS](https://bit.ly/31AFrBS) to apply. TRANSFORM is a leadership and transformation learning package on building and managing #socialprotection floors in #Africa. Learn more:

youtube.com  
Why TRANSFORM? Learn more about this social protection...  
TRANSFORM is an initiative that seeks to build at national and decentralized levels to improve the design, effectiveness...

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<https://twitter.com/ilolusaka/status/1278674152380129280>

**ILO Lusaka**  
@ilolusaka

6th run of the free e-TRANSFORM course is available! Click [bit.ly/31AFrBS](https://bit.ly/31AFrBS) to apply. TRANSFORM is an #African Leadership & Transformation learning package on building & managing #socialprotection floors. Visit on [transformsp.org](https://transformsp.org), watch on: [youtu.be/OdUEbHsOcqw](https://youtu.be/OdUEbHsOcqw)

socialprotection.org i još njih 2

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5 proslijedenih tweetova 7 oznaka „svida mi se”

<https://twitter.com/ilolusaka/status/1278679071795412995>

**The socialprotection.org platform**  
6,542 followers  
Tyr •

**#TRANSFORMSP**  
To learn more about the latest activities and achievement of TRANSFORM, access the 6th issue of the programme's e-newsletter now: <https://lnkd.in/gQ-yKDbB>

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**TRANSFORM NEWSLETTER**

HIGHLIGHTS | ISSUE NO.6 | DATE: 30<sup>th</sup> July, 2022

**STATS & FACTS**

- 59 Trainings in person in 14 countries
- 7 E-TRANSFORM courses
- 1614 Participants
- Anglophone and Lusophone Member

<https://www.linkedin.com/feed/update/urn:li:activity:6839208665543782400>

**ILO Lusaka**  
@ilolusaka

Latest TRANSFORM newsletter OUT: [ilo.org/africa/countri...](https://ilo.org/africa/countri...)  
Learn more on this innovative Leadership & Transformation African initiative that supports capacity building in the social protection sector. Visit our website: [transformsp.org](https://transformsp.org) #TRANSFORMSP

TRANSFORM

NEWSLETTER

NOW

AVAILABLE

WWW.TRANSFORMSP.ORG

Contact us: [transform\\_socialprotection@ilo.org](mailto:transform_socialprotection@ilo.org)

<https://twitter.com/ilolusaka/status/1422076649785409541>

**ILO Lusaka**  
@ilolusaka

We are excited to invite you to a Global virtual booth on #TRANSFORM tomorrow during the eConference on Social Protection Approaches to COVID-19 #whatsnextforSP. To register click [sched.co/efHw](https://sched.co/efHw). Learn more on Transform on [transformsp.org](https://transformsp.org)

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

Global e-Conference

5, 6 and 8 October 2020

#whatsnextforSP

Marielaura Ena, ILO

<https://twitter.com/ilolusaka/status/1313108572637736960>

**Social Protection in Zambia**  
August 2021

TRANSFORM Newsletter is OUT, read the latest on [https://ilo.org/.../zambia/WCMS\\_819655/lang-en/index.htm](https://ilo.org/.../zambia/WCMS_819655/lang-en/index.htm). TRANSFORM is an innovative learning initiative on the implementation of national social protection floors in Africa. If you'd like to learn more about this innovative Leadership & Transformation African initiative which support capacity building in the social protection sector across the region, please visit our website <https://transformsp.org/>

TRANSFORM

NEWSLETTER

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Contact us: [transform\\_socialprotection@ilo.org](mailto:transform_socialprotection@ilo.org)

<https://www.facebook.com/SPinZambia/photos/a.2177410632284934/6549673745058579/>

**ILO Country Office for Zambia, Malawi & Mozambique**  
2 August 2021

TRANSFORM Newsletter is OUT, read the latest on [https://ilo.org/.../zambia/WCMS\\_819655/lang-en/index.htm](https://ilo.org/.../zambia/WCMS_819655/lang-en/index.htm). TRANSFORM is an innovative learning initiative on the implementation of national social protection floors in Africa. If you'd like to learn more about this innovative Leadership & Transformation African initiative which support capacity building in the social protection sector across the region, please visit our website <https://transformsp.org/>

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<https://www.facebook.com/ILO-Country-Office-for-Zambia-Malawi-Mozambique-723926564322112/photos/4168120556569345>

Generally, project results are communicated through various channels, including radio, television, and the quarterly TRANSFORM Newsletter. Visibility materials are developed and shared with donors and other partners to inform them about the progress of the initiative across the region.

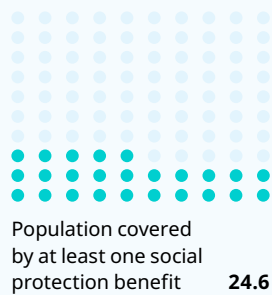
## 2.1.2 ZAMBIA



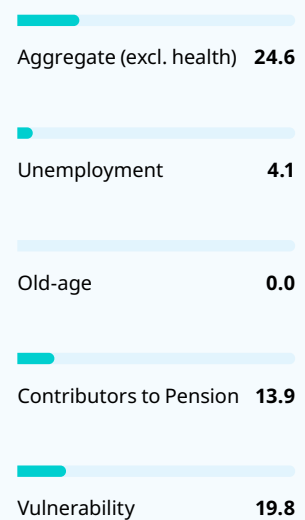
### Background information

Indicator	Value
Total population (0+)	<b>17,861,034.0</b>
Children(0-14)	<b>7,941,470.0</b>
Old-age population (65+)	<b>377,812.0</b>
Female Labour force par. Rate (%)	<b>70.4</b>
Self-employed in total employment (%)	<b>78.4</b>
Informal employment (%)	<b>64.2</b>
Maternal mort. (per 100.000 live births)	<b>213.0</b>
Human Development Index (HDI)	<b>0.6</b>
Gini Index	<b>57.1</b>
GDP per capita (current USD)	<b>1,318.5</b>

### Effective coverage (%)



### SDG 1.3.1: Effective coverage by function of social protection (%)



## Social Protection in Zambia<sup>2</sup>

The social protection sector in Zambia has grown significantly over the past years, within a comprehensive National Social Protection Policy Framework (NSPP - 2014).

The government priorities currently include:

- Establish a comprehensive social protection floor and ladder as an enabler of more equitable economic and social development.
- Strengthen the inclusion, integration, and convergence of different existing social protection systems.
- Extend social insurance and social health insurance to the informal economy, including through reforming the pension system into a mandatory system.

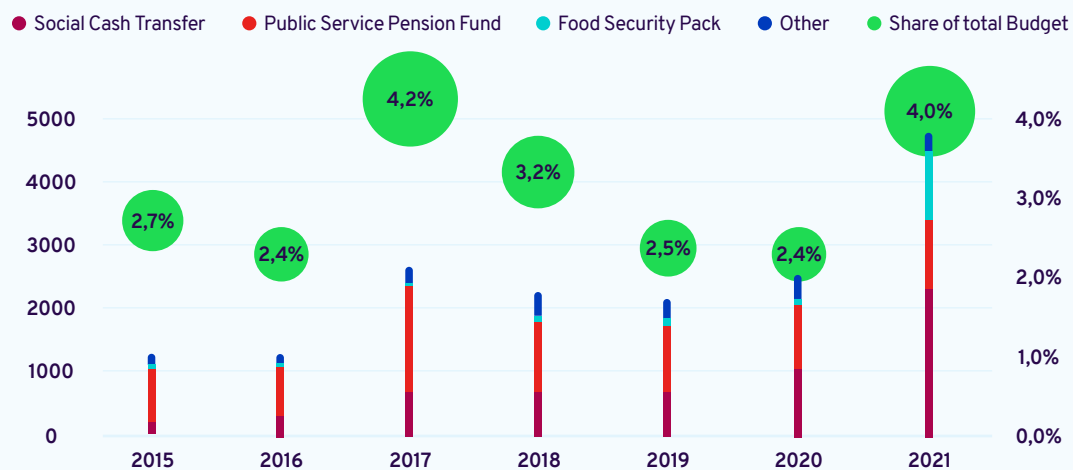
**Social insurance** covers pensions (old-age, invalidity, and survivors) and is provided through the National Pension Scheme Authority (NAPSA). Employment injury is an employer-liability scheme. They are both mainly limited to the formal economy, leaving workers in the informal economy (89% of the workforce, 2015) mostly uncovered.

A 2018 law introduced mandatory health insurance for eligible workers, including many of those working in the informal sector. The responsible agency was established in October 2019 and is progressively beginning to gain some traction.

**Social assistance** has been scaled up in recent years, particularly the Social Cash Transfer, which now provides a bimonthly transfer to 973,323 beneficiaries (2021). It is funded through a mix of donor and government funds.

Zambia’s government is currently managing five major non-contributory programs, and several other relatively small programs and social care services. The main social assistance programs include Social Cash Transfer Scheme (SCT), Public Welfare Assistance Scheme (PWAS), the Home-Grown School Meals Program (HGSM), Bursary for Orphans and Vulnerable Children (OVCS), and the Keeping Girls in School (KGS) initiative. These programs are designed to promote human capital investments among incapacitated households and help them have more secure access to food and basic needs.<sup>3</sup>

► Budget Allocations to Social Protection 2015-2021 (in millions Kwacha)



Source: Constructed from the Ministry of Finance Budget Speeches 2015–2021

The social protection sector in Zambia has grown significantly over the past 5 years, on the back of a National Social Protection Policy Framework. Implementation of the Framework has been supported by the Irish Aid and UN Joint Programme for Social Protection since 2016.

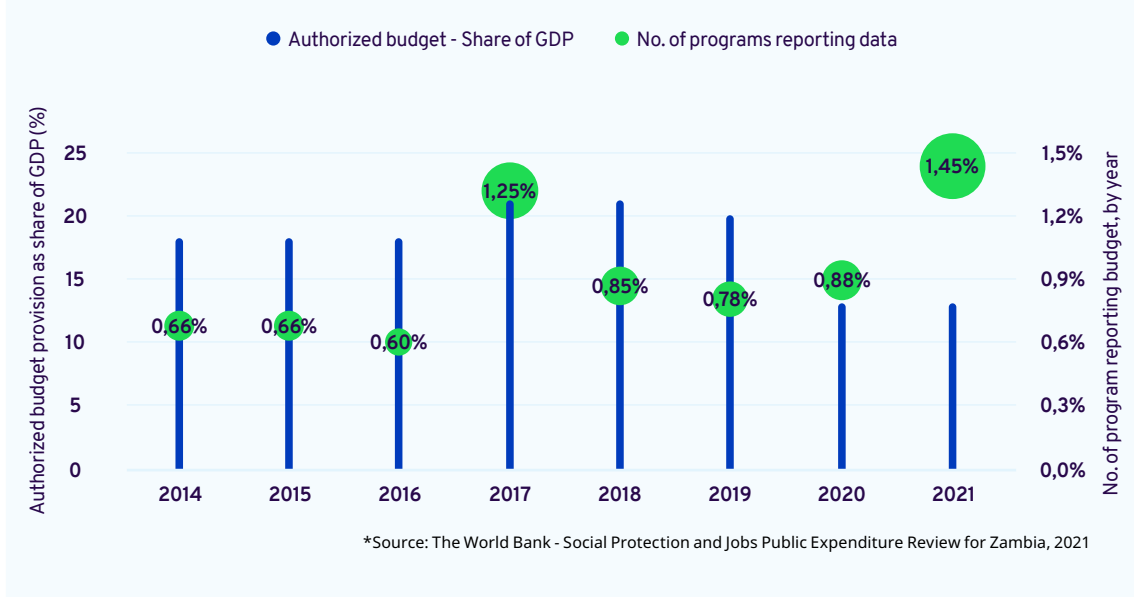
<sup>2</sup> ILO | Social Protection Platform ([social-protection.org](https://social-protection.org))

<sup>3</sup> <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/443591633674322885/zambia-social-protection-and-jobs-public-expenditure-review-2021>

Rapid growth in the sector, especially in Social Cash Transfers programme (Zambia’s flagship social assistance programme and the key element of its Social Protection Floor), exposed major weaknesses of systems, procedures, and structures to effectively underpin such scaling-up. Since 2019, efforts by the UN and WB to support SCT governance and administration, including for improved funds management, stronger accountability, and benefits payments (e-cards), led from 2020 onwards to a steady expansion the SCT programme with funding from the national budget and additional funding from cooperating partners through the Multi-Donor Trust Fund and the World Bank (e.g., the Project

[Girls’ Education and Women’s Empowerment and Livelihoods \(GEWEL\)](#)<sup>4</sup>). As illustrated in the graph below, budgetary allocations for Social Protection programmes increased from K1,140 million in 2014 to K5,654 million in 2021: during this period, the share in total GDP of allocations for Social Protection and Jobs (SPJ) increased from 0.68 percent to 1.45 percent. While allocations dropped immediately after 2017, they picked up again from 2020 onwards following the COVID-19 crisis. The sharp ascent in 2021 can be attributed to a 994 percent and a 124 percent increase in authorized budget allocations for the [Food Security Pack](#) and Social Cash Transfer programs, respectively.<sup>5</sup>

► Figure: Trends in budget allocation for Social Protection, 2014-2021



The increase in social protection spending in recent years has allowed for the progressive extension of coverage to vulnerable people: the SCT programme, for example, reached over 887 759 beneficiary households in 2021, and targets 1 million by the end of 2022.

Other key milestones in the development of social protection in Zambia include

- The increase in the Social Cash Transfer value for beneficiaries from ZMK 90 (USD13) per household per month in 2021, to ZMK 200 (USD 27) in 2022, and from ZMK180 (USD12) to ZMK 400 (USD 27) for persons with disabilities.
- The Single Window delivery system, which aims to strengthen coordination and integrated programming in the social protection sector has, since its launch in 2014

<sup>4</sup> <https://www.worldbank.org/en/news/loans-credits/2020/03/27/zambia-girls-education-and-womens-empowerment-and-livelihood-gewel-additional-financing>

<sup>5</sup> <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/443591633674322885/zambia-social-protection-and-jobs-public-expenditure-review-2021>



in 6 pilot districts, surpassed the target of 30 districts by 2021 to reach 43 districts in 2022.

- ▶ The adoption of the “Cash Plus” agenda<sup>6</sup>, linking cash transfers to services and sector. The CASH+ initiative is based on the impact assessment of social protection using the SOUTHMOD tax-benefit microsimulation model in collaboration with SASPR, ZIPA and the ILO.
- ▶ The C-19 ECT programme reached 204 106 vulnerable households in 25 most affected districts with ZMK 400 monthly payments for six months. The ILO was instrumental to promote the inclusion of workers in the informal economy.
- ▶ The annual Social Protection Week, which promotes a culture of social protection in Zambia, has increased the number of participants in online platforms from 911 in 2018 to 17,669 in 2021, with a noticeable improvement in the quality and quantity of news stories.

It is also worth noting that the new government, elected in August 2022, is willing to develop the

hybrid approach recommended by the Social Protection Floors strategy, building synergies between social assistance and social insurance, in order to accelerate the implementation of the National Strategy on Extension of Coverage to the Informal Economy, with the support of the ILO. It will be applied to the SCT Program starting in 2022, in partnership with the Ministry of Labour and Social Security, the Ministry of Finance, the Ministry of Agriculture, and the Ministry of Community Development and Social Services (in charge of social assistance), with NAPSA, WCFCB, NHIMA and social partners.

As will become apparent in the next section, the Irish Aid-ILO partnership has been instrumental in the substantial progress made by the social protection system in Zambia, resulting in increased coverage of the most vulnerable, including during times of crisis. The system is now better equipped in terms of public policy, governance, and delivery mechanisms, in a more participatory and informed societal context, to consider a sustainable acceleration in the extension of social protection to all, necessary in light of the persistent coverage gap.



<sup>6</sup> [Policy Brief: Towards greater poverty reduction in Zambia: Simulating potential Cash Plus reforms \(ilo.org\)](#)

## Key Achievements of the Irish Aid Partnership Programme


In Zambia the Irish Aid project main areas of support were clustered around the three conceptual steps of the ILO’s Global Flagship Programme on Building Social Protection Floors for All:

1. Adopting national social protection strategies;
2. Designing or reforming schemes; and
3. Improving operations.

The Project’s core assumption was that improvements in social protection policies,

programme design, administrative and institutional capacities have direct and immediate impacts on actual and potential beneficiaries of social protection, such as the poor and vulnerable in Zambia. Therefore, all activities, outputs, and intermediate outcomes were designed to contribute towards the delivery of the overall Outcome, which was defined as follows: **More people in Zambia have access to adequate social protection benefits, delivered by a more efficient and effective system.**

- The project was structured across four pillars, corresponding to the four immediate outcomes, which are common across the three countries in the Southern Africa region as follows:

	<p><b>Immediate objective 1:</b></p>	<p>A well informed political and public debate on social protection</p>
	<p><b>Immediate objective 2:</b></p>	<p>Institutional capacity for effective delivery of social protection floors</p>
	<p><b>Immediate objective 3:</b></p>	<p>A comprehensive national social protection policy, supportive framework of programmes and prioritised implementation plan.</p>
	<p><b>Immediate objective 4:</b></p>	<p>A sustainable and progressively domestically funded social protection financing framework</p>



## Immediate Objective 1: The Irish Aid partnership has significantly contributed to foster a well-informed political and public debate on social protection in Zambia

In partnership with the main national civil society organization called Civil Society for Poverty Reduction (CSPR) and national media organizations such as Media Institute for Southern Africa (MISA), and in coordination with

the United Nations Joint Programme on Social Protection (UNJPSP), the Irish Aid partnership focused on increasing awareness, advocacy and on raising citizen’s interest and voice on the role of social protection in national development.



**180** journalists trained in all **10** provinces of Zambia



Quality and quantity of social protection news articles increased across the country, from **80** in 2020 to **160** articles in 2021



Zambia Social Protection Week successfully delivered via online platforms, increasing coverage and engagements from **911** participants in 2018 to **17, 669** participants in 2021



Public Social Protection for Development campaign launched and delivered with engagements of **16** political parties in Zambia



## Raising social protection awareness for journalists and the media

It is essential to enable the extension of social protection systems to foster a very strong engagement of core stakeholders, such as civil society, media, and members of parliament, in social protection policy debates. The Ministry of Community Development and Social Services (MCDSS) and the Ministry of Labour and Social Security (MLSS), contracted in that sense, with the support of the programme, the Media Institute for Southern African (MISA) to train media and journalists to deepen and intensify reporting on social protection in the press and in the media - to eventually raise the profile of the topic in the public opinion, and ultimately to influence policy making and to advocate for increased financing for and delivery of social protection programmes in Zambia. In 2020, MISA Zambia carried out a needs assessment for

media personnel aiming to assess and establish the knowledge gaps among Zambian Journalists on social protection. Surveys were conducted in selected media houses in nine provinces of Zambia, including Lusaka, Ndola, Kitwe, Kasama, Mpika, Serenje, Mkushi, Chipata, Katete, Petauke, Nyimba, Livingstone, Kalomo, Choma and Mazabuka as well as the SWS pilot districts of Kafue, Mongu, Mpulungu, Mambwe, Samfya and Lunga. The findings highlighted that the number of articles that journalists write on social protection was very low compared to other types of articles, and that most respondents (66%) had a minimum understanding of social protection that needed to be strengthened. On the basis of the knowledge gaps identified, appropriate resources and guidance were then developed in capacity building manuals for journalists.



[https://www.ilo.org/africa/countries-covered/zambia/WCMS\\_855493/lang--en/index.htm](https://www.ilo.org/africa/countries-covered/zambia/WCMS_855493/lang--en/index.htm)

The Media Institute for Southern Africa developed A Journalist's Guide to writing on Social Protection.

The objective of the training guide is to enhance knowledge levels among Zambian journalists in social protection. The [baseline survey](#) highlighted that most respondents (87.3) had not received any training on social protection. Most respondents (70%) had fair knowledge on what constitutes the watchdog, agenda setting role of the media as well as basic knowledge on journalistic reporting. However, the 30% who did not understand these roles was still a source of concern. To address these gaps, the manual was developed in the style of the TRANSFORM curriculum and complemented with tailored guidance related to journalism basic reporting principles. Following development of the draft training guide, MISA Zambia in collaboration with the International Labour Organization, Ministry of Community Development and Ministry of Labour organized a pilot training on social protection for journalists in Lusaka. This also includes highlighting media's role as a watch dog, setting social protection as a national agenda priority as well as creating awareness on the various social protection programmes available in Zambia.

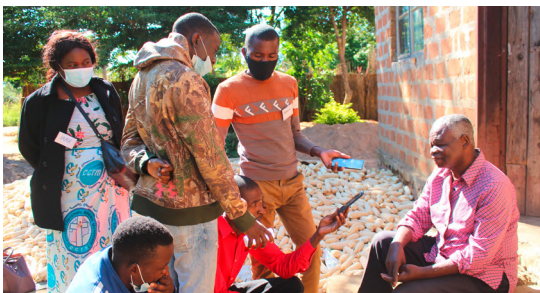
Following the development of this guide, MISA trained a total of 180 journalists in all 10 Provinces

of Zambia. Additionally, an online mentorship programme developed by the project supports

the media in further developing their reporting skills as well as their knowledge of policies and programmes of social protection in Zambia.



Jane Chirwa, MISA programme manager introducing her colleague using an artwork as part of the ice breakers activities during the Social Protection Media Reporting training.



Journalists interviewing a COVID 19 ECT beneficiary as part of the practical session of the Social Protection Media Reporting training in Chisamba.

Furthermore, in 2021, the Annual MISA Awards included a category on Social Protection Reporting. On 24th September 2021 winners of the 2021 Media Awards were announced at the Gala Dinner Awards Ceremony with 3 winners identified based on their reporting on radio, television and print media. The trainings yielded immediate results that were evident through a news monitoring tool, also developed by the project. In 2020, there were articles produced on social protection programmes were at 80, whilst in 2021 an average of 160 quality articles were produced with improvement in quality of reporting.



One of the awards winners in the Social Protection Category Cindy Sipula from Zambia National Information Services posing with her award under the Social Protection category ZANIS after getting her award.

**Links to resources on raising awareness of social protection in the media:**

The training guide can be accessed: [https://www.ilo.org/africa/countries-covered/zambia/WCMS\\_855493/lang--en/index.htm](https://www.ilo.org/africa/countries-covered/zambia/WCMS_855493/lang--en/index.htm)

Zambian Journalists Trained In Social Protection Reporting - Article on the Ministerial Page: <https://www.mcdss.gov.zm/?p=5392>

Be part of the interventions in media reporting: <https://zambia.misa.org/2022/03/24/be-part-of-interventions-in-media-sector-misa-zambia/>

MISA preaches Social Protection Reporting: <https://dailynationzambia.com/2021/05/misa-preaches-social-protection-reporting/>

MISA training in Luapula training: <https://www.facebook.com/search/posts/?q=LUAPULA%20ZANIS%20MISA>

MISA Pilot training on Social Protection Sector: <https://www.facebook.com/misazambiamain/posts/day-two-2-of-the-social-protection-training-is-focusing-on-module-two-which-expl/2844699985804989/>

'Government strengthen social protection responses' - <https://dailynationzambia.com/2021/05/15/government-strengthen-social-protection-responses/>

MISA preaches social protection reporting - <https://dailynationzambia.com/2021/05/13/misa-preaches-social-protection-reporting/>

Increase Social Cash Transfer Funding – DC - <https://dailynationzambia.com/2021/05/17/increase-social-cash-transfer-funding-dc/>

Low reportage on Social Protection Worries - <https://www.dropbox.com/s/ttt3ywagioindyw/IMG-20210526-WA0003.jpg?dl=0>

Government strengthen social protection responses - <https://www.dropbox.com/s/mb55fa7iig3gwa8/IMG-20210526-WA0002.jpg?dl=0>

Media major driver of social protection service delivery - <https://www.dropbox.com/s/ltfcbm8110b113b/IMG-20210526-WA0000.jpg?dl=0>



## The Zambia Social Protection Week

The Zambia Social Protection Week (ZSPW) is an annual event/campaign meant for the general public: it brings together a wide range of stakeholders including Government, Civil Society Organizations, Academia, Faith Based Organizations, Social Partners, Cooperating Partners, Private Sector, Beneficiaries, Media and most importantly the general public. ZSPW serves as a platform to foster and shape the public debate around social protection, where all participants will have the opportunity to make their voices heard and contribute to the course

of development of Social Protection in under the various themes, namely, "Achieving Prosperity for all", in 2016; the following year (2017), the Week was commemorated under the theme, "Inclusive Sustainable Social Protection: Leaving No One Behind" ([video](#)) whilst in 2018, the theme was 'Decentralisation and Innovation. 'There was a break in the SPW over the 2019 and 2020 cycle, due to amongst others the COVID 19 pandemic. This program was resuscitated in 2021 under the theme "Responsive Social Protection in a Changing World."



Zambia's Second Social Protection Week Media in 2017 hosted by Minister of Community Development and Social Services as well as Minister of Labour and Social Security under the theme 'Inclusive Sustainable Social Protection: Leave No One Behind'



2018 ZSPW Panellists from Ministry of national development Planning, General Education and Community Development, Labour and UNICEF Zambia discuss the progress made towards the realization of the implementation of Zambia's Seven National Development Plan (7th NDP)

The ZSPW 2021 took place from 28<sup>th</sup> June to 2nd July 2021. The week was characterized by multiple thematic discussions centred around the theme, "Responsive Social Protection in a Changing World.' In the week leading to event week, an awareness campaign that focused on informative graphics on the pillars of social protection were posted to the event page. In addition to posts, a ZSPW infographic video was published on [Facebook](#) to raise awareness of the event. The event had an overall digital outreach to 78,563 persons, with 15,812 people registering active participation online. However, this outreach is severely underestimated as it does take into account the audience engaged via radio and television feeds, on various discussion across the 6 radio stations and 2 television **stations**.



First Ever Digital 2021 ZSPW that took place during the COVID Pandemic. [Read ZSPW 2021 full Report](#)

Behind the scenes of the Launch of 2021 ZSPW Streaming [Facebook Live](#), Ms Pamela Chibonga Kabamba, Permanent Secretary of Ministry of Community Development and Social Services in charge of contributory programmes



## Poverty and Vulnerability Communication Cluster



2021 ZSPW Facebook LIVE panel discussion on A Review of Policy Responses and Potential Alternatives for Responsive and Sustainable Social Protection Systems in the Context of COVID 19



Makambe Namulwanda, Director of SANI Foundation and Muya Mwiya, Disability Officer, ILO discuss the Impact of COVID -19 among Learners with Disabilities with ILO Radio Talk Show on Phoenix FM and streamed LIVE during the 2021 ZSPW

With various entities contributing towards the reduction of Poverty and Vulnerability Reduction (PVR) cluster in the 7NDP in Zambia, there is need to create linkages and ensure coherence in communication among the social protection policy pillars through enhanced partnerships. Therefore, to strengthen capacity of MCDSS in their role of providing leadership towards an integrated communication approach, the Programme supported MCDSS to constitute the PVR Communications Cluster. The membership of this cluster includes eleven ministries, UN organisations, Civil Society Organisations as well as media representatives.

The overall objective of the Communication Cluster is to harness effective communications, using appropriate media for different audiences under the wider PVR Cluster so as to increase the visibility of social protection programmes being implemented by various ministries. Through the leadership of MCDSS, a PVR communications cluster workshop was held in 2020 aimed at orienting new members as well as developing

the 2021 PVR national communication plan, which included the development of national inter-ministerial [PVR Communication Plan](#), this included the digital concept of 2021 SPW. The PVR communications cluster is responsible for the implementation of national-level communication and advocacy activities using various platforms, to improve outreach and visibility on social protection programmes to varying audiences.



Ministerial focal communication members of the Poverty and Vulnerability Reductions Cluster as prescribed in the 7NDP during the development of the [Communications Strategy Workshop](#).

## MCDSS national communication strategy on social protection

Further, the ILO supported the MCDSS in the development of their ministerial national [communication strategy](#) that was launched in August 2022. The Communication and Advocacy Strategy aims to raise awareness on the mandates of the different departments in the Ministry and policies aimed at alleviating lifelong consequences of poverty among vulnerable and marginalised populations across the country. The Ministry implements many programmes of

significance is the scale up of the flagship Social Protection Programme about eligibility processes, services and payment modalities for current and potential beneficiaries. This Strategy will provide guidelines for strategic advocacy amongst key decision-makers in Zambia and contribute to its sustainability within Zambia’s national development framework.



Launch in Lusaka of the Ministerial Communication and Advocacy Strategy, the Nutrition Sensitive Social Protection Guidelines and Single Window Implementation Guidelines.

Photocredit: UNZambia@NkoleMwape



*“The media are our partners and we are eager to help Journalists to start reporting effectively on social protection issues,”* — Ms. Doreen Mwamba, Minister of Community Development and Social Service, with the Permanent Secretary (Ms. Angela Chomba Kawandami) and UN Resident Coordinator Ms. Beatrice Muntali.

One of the major interventions successfully delivered through the PVR Communications plan was the 2021 Zambia Social Protection Week delivered virtually for the first time. Innovation was a key driver for the delivery of the 2021 ZSPW, which took place against a backdrop of increased COVID-19 health and movement restrictions. The event was timely to highlight the key role of shock responsive social protection in alleviating hardships experienced by the poor and vulnerable against the health and socioeconomic impacts of the COVID-19 pandemic. It was also utilized as an important advocacy tool to call for increased social protection investments. Due to COVID-19 restrictions, the ZSPW was for the first time hosted virtually, taking advantage of multiple platforms held virtually, such as

Radio Stations, Television Stations, Newspapers, and Social Media Platforms such as: Facebook, Twitter, and Zoom. The event had an overall digital outreach to 78,563 persons, with 15,812 people registering active participation. This outreach is underestimated as it does not take into account the audience engaged via radio and television feeds, across the 6 radio stations and 2 television stations. Overall, the 2021 Virtual ZSPW was considered a success considering it was a first of its kind. Following the ZSPW, there was an increase on social media as well as and print media reporting, with an average of 10 articles written in print media in the following week.

► ZSPW Annual Trends in Attendance

YEAR	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5 & 6	OVERALL PARTICIPANTS PLUS MEDIA
2016					-	545
2017	163	157	152	99	-	616
2018	330	284	190		-	911
2021	4,821	1,849	2,887	5,948	2,164	17,669

Overall, the 2021 Virtual Zambia Social Protection Week noted great success despite being the first-time event was being held virtually. According to the social media analysis, the event had an overall virtual reach of 78,563 and an attendance of 17,669 people. Outreach was further enhanced

through the listenership base of 6 national radio stations that coverage various provinces.

Following the ZSPW, there was a significant increase on social and print media reporting, with a strong potential to involve further virtual and multimedia platforms.

**Links to resources:**

2017 Social Protection Week Video: <https://www.youtube.com/watch?v=K8ANmO4iQtc>

2021 Zambia Social Protection Week Full Report: [https://www.ilo.org/wcmsp5/groups/public/---africa/---ro-abidjan/--ilo-lusaka/documents/publication/wcms\\_826309.pdf](https://www.ilo.org/wcmsp5/groups/public/---africa/---ro-abidjan/--ilo-lusaka/documents/publication/wcms_826309.pdf)

2021 Zambia Social Protection Week Facebook Discussion: [https://www.facebook.com/events/961217001322527/?active\\_tab=discussion](https://www.facebook.com/events/961217001322527/?active_tab=discussion)

2021 Zambia Social Protection Week Programme: [https://www.ilo.org/africa/countries-covered/zambia/WCMS\\_807623/lang--en/index.htm](https://www.ilo.org/africa/countries-covered/zambia/WCMS_807623/lang--en/index.htm)

2021 Data for Social Protection Decision Making: <https://www.youtube.com/watch?v=UrIbT1f3Ajo>

2021 ZSPW Launch Speech by MCDSS Permanent Secretary: <https://www.facebook.com/watch/?v=206712778018707>





## The Civil Society for Poverty Reduction (CSPR)

CSPR led in the implementation of the Social Protection for Development Campaign that was rolled out in the second quarter of 2021. The campaign aimed at raising the profile of social protection as a development strategy during the 2021 general elections and beyond by influencing political party candidates and policy makers to adopt effective social protection measures in policies and budgets. Policy makers, political party presidents, media and the public were engaged to discuss on how social protection will be prioritised in the new development framework of Zambia.

The ILO collaboration with CSPR is co-funded by the Programme and the United Nations Joint Programme for Social Protection. CSPR has produced several information, education and communication materials promoting the role of

social accountability and social protection in the national development planning processes.



## Social Accountability Training Manual

The programme developed a Social Accountability Training Manual to build capacities of key social protection stakeholders in matters of advocacy, awareness raising and good governance.

- In March 2021, 30 participants from civil society organizations (CSOs) were trained in two districts (Monze and Mansa) to apply the social accountability tools at the different stages of the public resource management cash flows earmarked for social protection. Following the training, participants formed Social Audit Committees which monitored social protection expenditure and service

quality through community scorecards.

- In September 2021, the Social Accountability Training Manual was endorsed by the Government of Zambia after a validation exercise involving the Civil Society for Poverty Reduction (CSPR) network members and selected government officials from Ministry of Community Development - Department of Social Welfare, Ministry of Agriculture, the National Assembly, and local media institutions. The government will partner with CSOs to support its national roll-out

## Civil society participation to radio programs on social protection

CSPR, with the support of the programme, has significantly increased the quality participation of CSOs and community members in social protection debates, e.g. through social protection radio campaign programs.

CSPR hosted six (6) radio programs at national and provincial levels, providing an active platform

for community members to contribute to the social protection discussions. Those debates have allowed the public to raise a wide a range of issues, including:

- The need for budget tracking on all Social Protection programs,



- More sensitization activities on available programs,
- Community involvement in social protection policy debates,
- The need for decentralized design of social protection programs,
- Transparency in the selection process of social assistance programs.

It is expected that the continued engagement of civil society and members of the public will help influence social protection policy changes in the human rights perspective. In this regard, Zambia’s new legislative framework for policy and budgeting provides for civil society engagement, including in the development of the 8th National Development Plan and the 2022 National Budget and the 2023 National Budget.

## Social Protection for Development Campaign

The Programme in partnership with the UNJPSP organized a communication campaign, in the context of the 2021 general elections, to advocate for social protection as a development issue. The initiative contributed to influencing political party candidates to include social protection measures in their political party programmes and campaign messages during the 2021 General Elections and beyond.

- The social protection measures proposed by 14 political parties were audited by a network of CSOs, and the findings of this audit published in newspapers to raise public awareness and increase demand for social protection.<sup>7</sup>

- The campaign provided a platform for engagement with 16 political parties on how to prioritize social protection as a developmental issue when they form government.
- Citizens were also able to share their questions and wishes regarding social protection with the future government and policy makers, including members of parliament.
- The campaign enhanced the participation of the general public in social protection campaigns as the launch conducted via Diamond TV, Facebook platforms had reached on Facebook<sup>8</sup> 1.5k viewers.

### The Social Protection for Development Campaign Launch being broadcasted Live on Diamond TV and streamed on 3 other Facebook Pages.



All the 16 political parties virtually attended the event launched by the Executive Director of the Zambia Centre for Interparty Dialogue (ZCID). As part of the build up to the event CSPR held Lobby Meetings with political parties. During the launch, the political parties also got another opportunity to explain their Social Protection measures provided in their Manifesto to the viewers.

<https://www.facebook.com/273812309715103/videos/217097480315827>

<sup>7</sup> <http://www.csprzambia.org/2021/08/11/summary-of-political-parties-manifesto-extracts-on-social-protection-and-public-debt/>

<sup>8</sup> <https://www.facebook.com/273812309715103/videos/217097480315827/>

**A community member in Mambwe District holding up a Placard during the Social Protection for Development Campaign in the communities.**



Photo: CSPR

Social Protection for Development Campaign in Mambwe District was characterized by competitions and solidarity messages for communities affected by poverty. The community volunteers educated members of the public on the importance of social protection in poverty reduction and climate change. Furthermore, Advocacy Messages were displayed whilst moving through the communities.



The University of Zambia during the commemoration of the International Day for the Eradication of Poverty the CSPR Campaign team held a Social Protection Public Discussion.

Photocredit: CSPR



Edward Musosa, Head of Programmes at CSPR addressing students during the Social Protection Public Discussion at the University of Zambia.

Photocredit: CSPR



Students getting ready to hit the road with Advocacy messages as part of the Social Protection for Development Campaign Launch.



Students on the streets taking part in the Social Protection for Development Campaign Launch.

Photocredit: CSPR

## Civil Society Organizations in social protection programs – the CSOs network

The CSOs network, with the support of the programme, is promoting the capacity and involvement of Civil Society Organizations in the design, implementation and monitoring of social protection programs as well as in the prioritization, design and implementation of Social Protection Programme in National Development Plans. CSPR contributed in that sense in:

- Supporting the government to setup priorities and approach for the formulation of the 8th National Development Plan, based on the reforms adopted in responding to the gaps identified in the 7<sup>th</sup> NDP Mid-Term Review
- Continued support to the government to strengthen CSOs' participation in monitoring and implementation of social protection programs, e.g CSOs formed the proposed 4 Clusters which government is used to frame the consultations on the 8th

National Development Plan (NDP). 25 CSOs participated in the consultations on the 8th NDP 2022.

- Supporting CSOs to produce a “shadow national development plan” including a chapter on social protection, submitted to the Ministry of National Development Planning for consideration in the 8th National Development Plan.<sup>9</sup>
- Civil Society for Poverty Reduction is Co-chairing with government the national technical committee to review the National Social Protection Policy.<sup>10</sup>

## Impact gained through collective advocacy efforts:

- The Social Cash Transfer (SCT) programme: a positive adjustment was made to the transfer value to account for inflation with households without and those with persons with disabilities now receiving 150 from 90 ZMW and 300 from 180 ZMW respectively.
- The year 2021 also saw an increase in the number of households benefiting by 57.5 percent from 618,000 to 887,759 households resulting from the national SCT scale up, which was undertaken amidst the 2021 general election, the ongoing COVID-19 pandemic, and in parallel to the roll-out of the COVID-19 Emergency Cash Transfer programme.
- Under the social cash transfer programme, there has been a notable increase on the number of beneficiary households across the country, with the number of beneficiary households being supported up from 887,759 in 2021 to 913,254 in 2022, while targeting 1 million beneficiary households by the end of the year. Further, the government has also increased the transfer value for all social cash transfer beneficiaries from k300 to k400 every two months, with the transfer value for persons with disabilities up from k600 to k800 every two months.

<sup>9</sup> <http://www.csprzambia.org/2020/01/28/civil-society-submits-on-the-national-planning-and-budgeting-bill-22/>

<sup>10</sup> <http://www.csprzambia.org/2021/09/15/cspr-resource-governance-coordinator-selected-to-the-national-social-protection-policy-review-technical-working-group/>

**Links to resources:**

Radio Discussion: [https://www.facebook.com/watch/live/?ref=watch\\_permalink&v=3102269400001175](https://www.facebook.com/watch/live/?ref=watch_permalink&v=3102269400001175)

Facebook streaming: <https://www.facebook.com/watch/?v=646705676267776>

Social Protection Advocacy News Article: <https://diggers.news/business/2020/07/22/cspr-fears-poverty-reduction-projects-will-slow-as-budget-deficit-widens/>

Social Protection News Article: <https://diggers.news/business/2020/03/02/rising-govt-debt-will-increase-poverty-levels-warns-cspr/>

Social Protection Campaign Voices: <https://www.facebook.com/watch/?v=276881547245383>

Social Protection Campaign Voice: <https://m.facebook.com/watch/?v=1028771591216265&rdr>

Social Protection Discussion: [https://www.facebook.com/watch/live/?ref=watch\\_permalink&v=542888620099310](https://www.facebook.com/watch/live/?ref=watch_permalink&v=542888620099310)

Social Protection for Development Campaign: <https://twitter.com/Lumweene/status/1425180898367000576>

Social Protection Campaign Lobby Meeting with United Party for National Development Election Chairperson: <https://m.facebook.com/CSPR-Zambia-236724309808222/photos/sp4dev-campaign-team-led-by-acting-executive-director-mrs-christabel-ngoma-meets/2138914789589155/>

Radio programme for the Social Protection Campaign: <https://twitter.com/CsprZambia/status/1431146832198049792>

CSPR tips government on effective government implementation: <https://twitter.com/CsprZambia/status/1471045334629498881/photo/1>

CSPR Social Sector Budget Submission - <https://twitter.com/CsprZambia/status/1458160440492662786>

End Proverty Campaign: <https://twitter.com/CsprZambia/status/1448956771855474688>  
<https://www.facebook.com/236724309808222/posts/2206275849519715/>

Live Social Protection Public Discussion: <https://www.facebook.com/236724309808222/videos/326854072542923/>  
<https://www.facebook.com/236724309808222/videos/371887647959793/>  
<https://www.facebook.com/236724309808222/videos/5078062922208818/>

Mambwe District Posting on the Social Protection Development Campaign <https://www.facebook.com/236724309808222/posts/2205876226226344/>

Facebook posting on the Social Protection Campaign: <https://www.facebook.com/236724309808222/posts/2204274143053219/>

International Day for the Eradication of Poverty- Gallery : <https://drive.google.com/drive/folders/1m9IL9R4PJ9ZYMJUnDxUNPNwGTskWoIwa?usp=sharing>

## Outcome/Immediate objective 2. Institutional coordination and rights-based approaches

In order to promote institutional coordination and rights-based approaches of social protection floors, the Programme continued to promote the Integrated Framework for Basic Social Protection – referenced in the (revised) 7th National Development Plan, to guide programming and implementation of social protection programmes. The Programme facilitates the operationalization

of the integrated framework through the single windows and the “cash plus” initiatives at district levels.

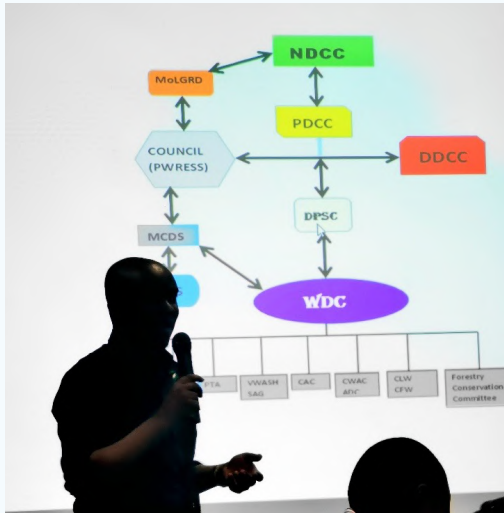
### The Single Window services (SWS)

The SWS Initiative is a national programme, reflected in the 7th National Development Plan to



facilitate the access to social protection through a unified service delivery approach. In past years, 17 pilot champion districts were identified, where the initiative was implemented, followed by a gradual scale up to cover 30 districts by 2021. In line with the 7NDP, the Ministry of Community

Development and Social Services (MCDSS) has been spearheading the implementation of the Single Window System (SWS) delivery of Social Protection Programmes with the support of the ILO through the Irish Aid and United Nations Joint Programme for Social Protection (UNJPSP).



The 3rd SWS Learning Workshop in August 2022 allowed districts to share their experience and best practices to implement the Single Window Initiative, a national mechanism based on the principle of coordination of existing social protection services and programmes in each district, aimed at managing cases at community level, registering potential beneficiaries who will eventually be covered. This initiative is developed across Ministries, including the Ministry of Community Development in charge of social protection, the Ministry of Finances, Health, the Zambia information management system, ZISMIS, which is now aiming at integrating all decentralized SP data management subsystems.



*"Resilience and adaptation to climate change can be strengthened through the Single Window initiative, notably by complementing the social protection basket of services by active labour market opportunities such as skills building in climate adaptation good practices."*

Muyatwa NDiyor, coordinator of the Single Window initiative at the Ministry of Community Development in charge of social protection in Zambia



District official during the stakeholder mapping exercise as part of the TRANSFORM District training in Samfya district.

The TRANSFORM training is the first step to support the implementation of the SW System as it gives district officials of various government ministries and other stakeholders an opportunity to be introduced to the building blocks of a functional social protection systems, specifically focusing on the importance of coordination amongst all of them

Photocredit: ILOLusaka@TaongaMshanga

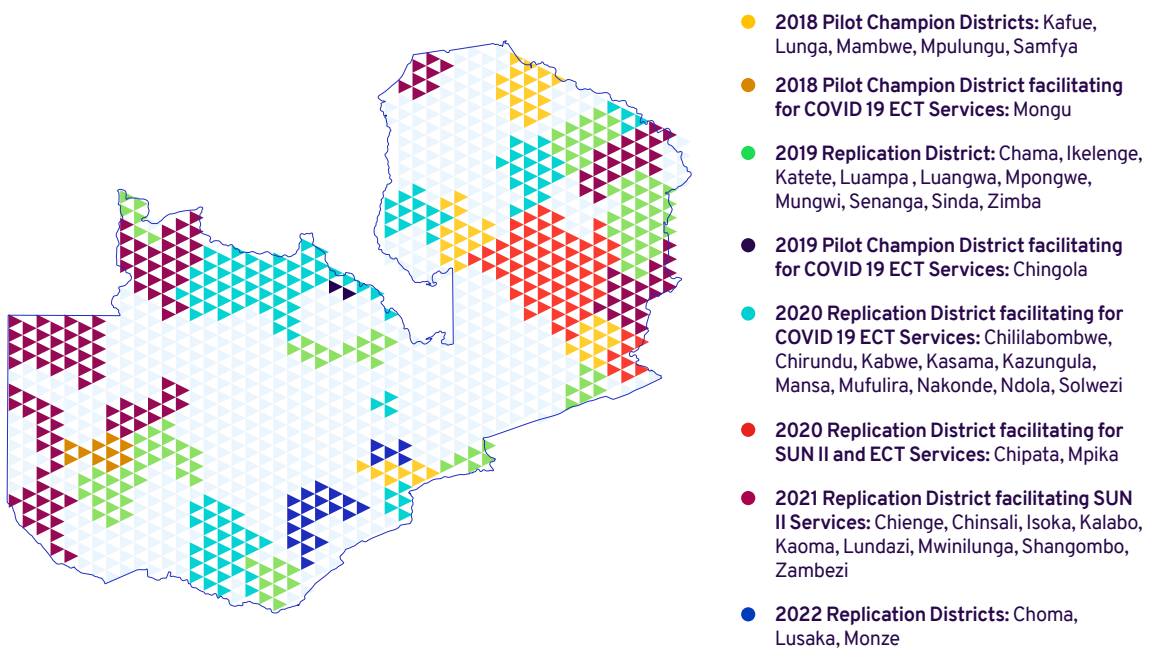
The pilot single windows initiative started in 2018 in six (6) Districts namely Kafue, Lunga, Mambwe, Mpulungu, Mongu and Samfya also referred to as Champion Districts. Stakeholders in the Champion Districts were trained through the TRANSFORM training package in order to build their capacity in implementation of the Single Windows initiative in the respective districts. The TRANSFORM training is the first step to support the implementation of the SWS as it gives district officials of various government ministries and other stakeholders an opportunity to be introduced to the building blocks of a functional social protection systems, specifically focusing on the importance of coordination amongst all of them. Following the training, champion districts received funding to facilitate implementation of the first phase district specific single windows work plans.

The single windows initiative was further scaled up to eleven (11) more districts which include Chama, Chingola, Ikelenge, Katete, Luampa, Luangwa, Mpongwe, Mungwi, Senanga, Sinda and Zimba. The scale-up of the SW pilot initiative to an additional 11 districts begun with the TRANSFORM Leadership training that was conducted in the fourth (4th) quarter of 2019. The TRANSFORM training was further followed

by the first single windows “Lessons Learning Workshop” held in December 2019. This workshop provided an opportunity for the new 11 districts to learn from the six champion districts as well as develop their district specific work plans.

In 2018, the ILO-IA and UNJSP programme facilitated TRANSFORM training for officials in the six champion districts. The outcome of these trainings was the development of district-specific Single Window work plans. The trainings were specifically requested by the coordinating Ministry of Community Development and Social Service to introduce relevant officials at District level to the building blocks of a functional social protection system, specifically focusing on the importance of coordination amongst all of them. Subsequently 12 additional districts were trained in 2020 under the COVID – 19 Emergency Cash Transfer roll-out, including two others added under the SUN II districts. The scale up continued with the inclusion of 10 more districts under the Scaling Up Nutrition phase II in 2021, and finally concluded with 4 more in 2022 to complete the target of 17 districts implementing the Scaling up Nutrition Programme to be implementing the Single Window service delivery. The map below shows a depiction of various category scale up of the Single Window Initiative in Zambia.

► Mapping of the Single Window Services by District, October 2022



Since 2018, the SWS initiative has been scaled up to a total of 43 districts of different categories, surpassing the target set in the 7NDP of 30 districts by the year 2021. Some of the targeted districts include those which were targeted for the COVID – 19 [Emergency Cash Transfers \(ECT\)](#), as well as those which were implementing the [Scaling Up Nutrition phase two \(SUN II\) programme](#). The Single Windows System facilitated for the registration and enrolment of beneficiaries.

The scale-up of the Single Window Pilot has largely been influenced by the success stories emerging from various Champion Districts since

the start of implementation. Some of them have included; enhanced access to Social Protection Services at District and Ward levels through setting up of Single-entry Points (SEPs), hence cutting out the need for beneficiaries to travel long distances to access these services; improved case management through development of structured referral and feedback forms which has led to the establishment of effective programme linkages across various stakeholders (both state and non-state actors); enhanced communication, community sensitization and awareness through drama groups, radio programmes, development of Single Window Information, Education and Communication (IEC) materials/tools, etc.



Ms Anna Mubukwanu Sibanze, Principal Information Officer from MCDSS sensitizing members of Namushakende Ward on the Single Windows Initiative at the Namushakende School in Mongu District.

Photocredit: ILO/TaongaMshanga

**Silver Zhingha a beneficiary of the SWI, shares with her community during a Single Windows Sensitization Meeting on how she accessed services from various social protection programmes.**



Namushakende School in Mongu is one of the Single Access Points used by government district officers for sensitization, registration and enrolment of community members onto various social protection programmes in Namushakende Ward

Photocredit: ILOLusaka@TaongaMshanga

**Through the Single Windows, Florence Mubita a single mother of 6 children accessed the village banking loan and purchased tomato seedlings to start a garden.**



*“I take my tomatoes to Sesheke (the nearest town) in order to gain high profits”, Florence says. “This tomato garden helps me to provide food for my children as well as buy them all the items they need for school, such as books, pens and uniforms”*



**Pumulo Akombelwa a Social Cash Transfer beneficiary and a single mother of 5 children that owns a grocery shop.**



*“During a Single Windows Workshop, I was educated on simple business skills that enabled me to start a grocery shop,” says Pumulo Akombelwa from Nakato Ward in Mongu. “In 2021, I was enrolled into the Village Banking Programme through MCDSS that gave me access to money to purchase the goods for my store”*

- The Programme supported the development of the Single Windows implementation guide which help new districts have standardized operational processes for the implementation of the Single Window. These operational guidelines are expected to seed the development of a Management Information System (blueprint) to interphase with the Zambia Integrated Social Protection Information System (ZISPIS).
- The Single Windows initiative has translated into the key social protection coordination tool at both national and district level. It

is currently facilitating the accelerated implementation of the Scaling Up Nutrition program in selected districts (see above map), the TRANSFORM capacity building efforts, as roll-out of the Social Accountability tool to district level CSOs.

- The Single Windows initiative was further applied to support the coordinated implementation of the 2020-2021 COVID 19 Emergency Cash Transfer (C-ECT) programme in 14 districts.



C-ECT sensitization meeting in Kabwe facilitated through a Single Windows Access Point in the Central Province in May 2021.

Photocredit: ILOLusaka@TaongaMshanga

- In 2021, with joint support from UNJPSP, the ILO supported the government to scale up the Single Window Service delivery to an additional 10 districts implementing the Scaling Nutrition phase II (SUN-II) programme bringing the total number of districts implementing the Single Window Service (SWS) to 44. In the same period, both programmes supported the continued SWS design process at district and community level leading to the development of the implementation guidelines for the SWS

system. In 2022 [SWS Implementation Guidelines](#) were finalized and [launched](#) through the Ministry of Community Development and Social Services. They contain documented and proven steps which were developed through a ‘learning by doing’ approach, underpinned by the Problem Driven Iterative Adaptation (PDIA) methodology (which has been described in previous annual reports).

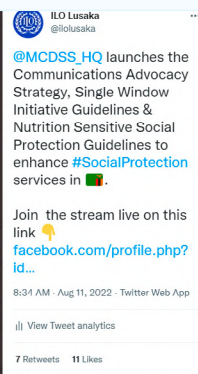


**On 11 August, 2022 Ministry of Community Development and Social Services Minister Honourable Doreen Mwamba launched the Single Windows Implementation Guidelines along side MCDSS Communication Strategy and Social Protection Nutrition Guidelines.**



Ms. Mwamba said the three documents launched are key guides to better implementation of Social Protection Programmes in the country and would not only enhance the work of implementers, but also improve coordination in service delivery.

Photo: UNZambia@NkoleMwapa



**Links to the Social Media Posting on the Launch of the Single Windows Initiative:**

<https://twitter.com/ilolusaka/status/1557308071898189832>

<https://twitter.com/ilolusaka/status/1556966289964470272>

<https://twitter.com/ilolusaka/status/1557616433915461633/photo/1>

[https://twitter.com/MCDSS\\_HQ/status/1557254665338867712](https://twitter.com/MCDSS_HQ/status/1557254665338867712)

In 2021, eight districts implementing the Single Window Service Delivery were sampled to assess case management. This involves enhanced access and registration to various SP programmes by potential beneficiaries of social protection programmes within their districts and communities. The use of referral and feedback forms has enhanced access to social protection programmes and services as it has reduced the long distances beneficiaries used to travel to access these services when the system was more centralized. The table below shows a summary

of 597 cases referred across the sampled eight districts and the ultimate outcome of the referral. 375 cases (ca. 63%) were successfully enrolled into different (state and non-state) Social Protection programmes. 105 cases did not materialise in enrolment due to unavailability of funds or no additional enrolments being done at certain periods. Some were put on waiting lists. The remaining 117 applicants were not considered because they did not meet the targeting criteria of the programmes to which they were referred to.

► Referrals and feedback data 2021

District Name	Social Protection cases recorded via referral and feedback forms	Successfully enrolments	Unsuccessful enrolments
Kafue	86	64	22
Katete	5	2	3
Lunga	1	0	0
Mambwe	135	0	19
Mongu	26	9	17
Mpulungu	13	6	7
Samfya	8	6	2
Senanga	323	288	35
<b>TOTALS</b>	<b>597</b>	<b>375</b>	<b>105</b>

#### Human Interest Story: Single Windows Initiative impacting Livelihoods in Mongu

Life was not easy for Imasuku Mubiana after her husband left her in 2015. As a middle-aged woman who relied on her husband for financial provision. Imasuku had no choice but to take up her role in fending for the family.

*"My husband left me with 5 children and 3 nephews, my only option was to raise money by working in people's fields in order to put food on our table", she described. "I didn't have any capital to start a business so I would walk long distances seeking for opportunities to cultivate someone's land" she added.*

Imasuku felt like her life was shattered when she realised her husband was never returning. She sought after any opportunity

to earn money, but at times she hardly had any money to buy food for her family. *"I was a full-time housewife in my marriage, my husband didn't allow me to take on any income generating activity."*

In 2017, she was identified by Ministry of Community Development and Social Services (MCDSS) and enrolled onto the Social Cash Transfer Programme which aimed at providing cash payments to vulnerable families to reduce extreme poverty.

*"I was happy to receive the cash support from the government. However, it was not enough to sustain our household,"* said 40 years old Imasuku.

Through the cash transfer programme and working the fields, Imasuku was able to pay for rent as well as provide at least one meal a day for 8 members of her household. As time went by, Imasuku realised that her children started to get sick due to inadequate food. *“My deepest desire was to start a business that could yield profits so I could build a small home, take my children to school and provide well balanced meals for my family,”* she expressed. *“It pained me to see my children suffer every day and I could hardly do anything,”* she added.

*“One summer afternoon in 2019, our community leader called for a meeting that was being organized by local district officers from various ministries. The sensitization meeting shared information on the Single Windows Initiative which was a platform that introduced me to various social protection programmes”,* said Imasuku from Namushakende in Mongu district.

Mr. Rogers Tembo, an officer from the National Agriculture information Services (NAIS) in

Mongu, shared that Single Window Service (SWS) delivery system provided a “one stop shop” or physical access used in the delivery of social protection programs services hosted in district government structures.

*“We no longer have to walk long distances for hours to access information on various social protection services. District officers, use access points, such as schools or clinics in our villages/wards to sensitize communities as well as enrol eligible people onto programmes”,* she explained.

Through the single windows access point, Imasuku was able to get information and get enrolled onto the Scaling Up Nutrition (SUN) programme that aims to help household overcome malnutrition and stunting.

*“I received 3 goats, 1 male and 2 females. I was later enrolled onto the village banking group in my community and was given a starting capital of K2000”,* she exclaimed. *“I bought more goats and through breeding, they multiplied to 30 in two years”,* she added.



Imasuku in her vegetable Garden growing Rape, Chibwawa and Chinese Cabbage (Local Vegetables):

*“During the Single Windows Meeting district officers from Ministry of Agriculture taught us on sustainable farming techniques, how to make manure for gardening as well as how to feed my children a healthy diet,”* Imasuku shared. *“I now have a vegetable garden which I started two years ago. When my produce is ready, I go into the city to sell it at a lucrative price,”* she added.

Photocredit: ILO/TaongaMshanga



Photo: Chair of Pulukelo Village Bank collecting monthly savings from each member of the group.

Imasuku Mubiana is a member of the Pulukelo Village Bank that was provided with money through Single Windows Initiative entry point through MCDSS. Each member received K2,000 loan to get kickstarted with a small business.

Photocredit: ILO/TaongaMshanga





Imasuku's Goats coming out of their homestead to look for food.

*"I used my K2000 loan to purchase 7 more goats in addition to the 3 goats I received from the SUN II Programme," Imasuku exclaimed. They goats have multiplied upto 30 in last year", she added.*

Imasuku uses the manure from the goats to grow her garden and sells it to other farmers in her area. Through, the Single Windows initiative, Imasuku also joined a village savings where she has been saving money.

*"The district officers have taught us on sustainable farming techniques, how to make manure for gardening as well as how to feed my children a healthy diet," she shared. "I now have a vegetable garden which I started two years ago. When my produce is ready, I go into the city to sell it at a lucrative price," she added.*

The single windows initiative also provides a platform for various ministries as well as civil

society organizations to sensitize, provide information as well as hold capacity building trainings on nutrition, sustainable farming techniques, how to run a business and many more social services to improve the livelihoods of households and communities.

*"I am so happy with the programmes I was introduced to. I sold some of my goats and was able to buy a solar panel for electricity in my house," she exclaimed. "It's a dream come true, I can now provide nutritious food for my family and mostly importantly, my children can now go to school," narrated Imasuku.*



Imakuku purchased a solar panel to access electricity in her house through money she raised in her vegetable and goats sells.

*"I am happy with the programmes I was introduced to. I sold some of my goats and was able to buy a solar panel for electricity in my house," she exclaimed. "It's a dream come true, I am able to provide nutritious food for my family and mostly importantly, my children can now go to school," narrates Imasuku.*

The Single Window Service (SWS) delivery system provides a "one stop shop" approach in the delivery of social protection programs and employment services hosted in district government structures. SWS is enhancing coordination of social protection service provision through locating social protection services close to the people, empower local communities and the sub-national administration in the delivery of services, and increase access to information,

transparency traceability and case management through efficient management information systems.

The Single Windows Initiative is spearheaded by the Ministry of Community Development and Social Services with participation of other line ministries in the implementation of social protection programmes through the GRZ-UN Joint Programme on Social Protection UNJPSP II



as well as the Irish Aid Partnership Programme. Cooperating partners, the ILO, UNICEF, and the World Bank, supported the pilot- approach in six

Champion Districts (Mongu, Mambwe, Samfya, Lunga, Mpulungu and Kafue).

#### Links to resources:

Single Windows Implementation Guidelines - [https://www.ilo.org/africa/countries-covered/zambia/WCMS\\_855499/lang--en/index.htm](https://www.ilo.org/africa/countries-covered/zambia/WCMS_855499/lang--en/index.htm)

2022 Reflections on Zambia Social Protection Programms: <https://ctpd.org.zm/wp-content/uploads/2022/05/P5-9.pdf>

Single Windows Human Interest Story: [https://www.ilo.org/africa/countries-covered/zambia/WCMS\\_846466/lang--en/index.htm](https://www.ilo.org/africa/countries-covered/zambia/WCMS_846466/lang--en/index.htm)

2021 Social Protection Joint Annual Review: <https://www.unicef.org/zambia/media/2901/file/Joint%20Annual%20Review%20Report%202021%20-%20Social%20Protection.pdf>

Key guidelines to enhance social protection program implementation launched: <https://www.pressreader.com/zambia/daily-nation-newspaper/20220813/281539409738269>

Coordinated delivery of social protection programmes: <https://www.lusakatimes.com/2021/03/13/coordinated-delivery-of-social-service-protection-programmes-key-ps/>

Launch of the Single Windows Implementation Guidelines and Ministerial Communication Strategy: <https://www.mcdss.gov.zm/?p=5923>

2019 government prospects for Social Protection: <https://socialprotection.org/discover/blog/government-prospects-social-protection-zambia>

Communication Materials developed by Mongu: <https://www.facebook.com/mongumunicipalcouncil/photos/a.764841467685336/764841934351956/>  
UN Zambia Twitter: <https://twitter.com/UNZambia/status/1557824012885102595>

ILO Twitter: <https://twitter.com/ilolusaka/status/1557616433915461633>

Single Windows Twitter: <https://twitter.com/ilolusaka/status/1539885354014183425>

## Mainstreaming disability using the rights-based approach

In 2020, the Government of Zambia was supported to strengthen the local frameworks that promote access to social protection services. These included the development of statutory Instrument (SIs) on health, education, information, and employment. These efforts by the Ministry of community development and social services resulted in state and non-state actors to champion the rights-based approach to support disability inclusion within the mainstream Government. For instance, in 2020 the Ministry of Education through the teaching service commission provided for 10 percent quota allocation for teachers with disabilities to be employed in the public sector. This resulted in over 300 teachers with disabilities employed.

Successful implementation of these SIs will promote equitable access to health services, employment opportunities, education, and access to information on an equal basis with others.

The programme further supported livelihoods opportunities for persons with disabilities by strengthening training for officers at the National Trust fund for persons with disabilities (NTD) on basic business and entrepreneurship skills. The skills obtained were used to train about 40 grants Officers at NTD to support capacity building sessions and programs for persons with disabilities as they participate in the open labour market. This improved their competitiveness and resilience to shock and risks.

## The covid 19 emergency cash transfer (ECT) programme

The Partnership Programme during the pandemic provided technical support as part of an interagency effort (with UNICEF, WFP and UNDP) to support the government and social partners to design and implement the COVID-19 [Emergency](#)

[Cash Transfer](#) (ECT). Under the leadership of the MCDSS and with the Ministry of Labour and Social Services the ECT managed vertical and horizontal expansion of social protection towards, essentially, workers in the informal economy.

► The ECT provided USD 22.03 (ZMW 400) per month for six months to 24 priority districts, reaching :

Over <b>118,000</b> households	Vertical expansion- current Social Cash Transfers (SCT) targeting <b>80,000</b> households	Horizontal expansion- Adding <b>38,000</b> households in the same district by including food insecure households and informal workers (technical lead by the ILO).
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The C-19 ECT strengthened the SWS framework by further preparing and adapting to future shocks, e.g. by registration of potential beneficiaries, by implementing impact evaluation exercises, also opening opportunities to strengthen SWS structures, delivery and staff capacities at district and ward level, in line with the national social protection and decentralization policy.



Link to the C-ECT programme objectives can be accessed: <https://www.unicef.org/zambia/reports/infographic-covid-19-emergency-cash-transfers>



ZAPD government official during the training exercise on the mobile data collection Kobo toolbox conducted with 15 enumerators comprising officials from MoLSS, MCDSS and Zambia Agency for Persons with Disabilities.



A multi-sectoral team of officers from UNICEF, MCDSS and MLSS undertook a joint mission to kick-start the horizontal expansion of the C-ECT project through a pilot in Kabwe, District of Central Province. The enumerators’ training on the mobile data collection Kobo toolbox was held on Wednesday 24th March 2021.

The ILO provided iPads to facilitate the training and subsequent field enumeration exercise. The enumerators were each provided with an iPad loaded with airtime time and data bundles to be used during the field data collection exercise.



The MLSS government officer (as an enumerator) interviewing potential beneficiaries during the enumeration exercise of the C-ECT Programme.



Ms. Matishi, a single mother of three, at her Hair salon at Solwezi's Messenger market in Mongu. For three years plaiting hair has been her main source of income but she lost customers due to the COVID 19 pandemic.

*"I am hopeful that I will be selected for the C-ECT programme once the enumeration exercise is completed,"* Ms Matishi said during the enumeration exercise.



A happy grandmother about to receive her C-ECT from the Single Windows Access point at a local school in Kabwe.



Mary Chibwe a beneficiary of the from K400 C-ECT from a Single Windows Access Point in Kabwe after being enrolled onto the C-ECT Programme.

*"I used to sell vegetables and tomatoes in the market,"* says Mary. *"Due to the C-ECT pandemic, I lost so many customers and my business shut down. I am happy to receive this cash so I can provide food for my household,"* she added.

**Links to resources:**

C - ECT Brochure: <https://www.unicef.org/zambia/media/2376/file/Zambia-CECT-2021-brochure.pdf>

C-ECT Factsheet: <https://www.unicef.org/zambia/media/2106/file/Zambia-COVID19-factsheet.pdf>

C-ECT Story: [https://zambia.un.org/en/176987-emergency-cash-transfers-](https://zambia.un.org/en/176987-emergency-cash-transfers-supporting-vulnerable-households-managing-mental-health-zambia)

[supporting-vulnerable-households-managing-mental-health-zambia](https://zambia.un.org/en/176987-emergency-cash-transfers-supporting-vulnerable-households-managing-mental-health-zambia)

C-ECT Story: <https://www.unicef.org/zambia/stories/zambia-second-chance-life-covid-19-emergency-cash-transfers>

C-ECT Story: <https://www.unicef.org/zambia/stories/supportive-family-helps-overcome-disability-barriers-zambia>

## The TRANSFORM Leadership and Transformation Learning Package on Building and Managing Social Protection Floors in Africa

- The blended training follows a multifaceted approach including technical knowledge, soft skills and coaching, 15 senior managers of key line ministries in the Poverty and Vulnerability Cluster responsible for the design and implementation of social protection programs in Zambia have followed the training. The training package is expected to strengthen

results of the capacity building initiatives, as it will increase the knowledge and capacity on leadership and change management for relevant national and subnational institutions responsible for the design and implementation of social protection programs in Zambia.

**Shock responsiveness of the social protection system** - Zambia has an overarching national social protection policy that provides a basis for implementation of social protection floors; however, the pandemic has also highlighted the need to make it more shock responsive. In that sense, the programme provided technical support to build capacity and increase knowledge among social protection officials at national level, with a view to influence future policy reform and to better adapt existing coordination and delivery mechanisms.

- Five (5) government officials from Zambia representing the Ministry of Community Development and Social Services, Ministry of Labour and the Disaster Management and Mitigation Division were informed on the importance of shock responsive social protection programs.
- Government officials took part in an online course on shock responsive social protection programs



The Irish Aid and UNJPSP programme supported jointly the development of additional modules of the TRANSFORM Leadership and Transformation Social Protection Capacity Building programme planned for replication in Zambia in 2022. The TRANSFORM training, which was the highpoint of a consultative development process engaging Zambian Government Ministries and the

regional TRANSFORM Advisory Group aimed at providing senior officials engaged in the management of social protection programmes with a sound understanding of the importance of Transformative Leadership and Change Management skills in the reform of the social protection system.



Kennedy Mumba, *Director of Social Welfare Department MCDSS* making a presentation during the Transformative Leadership and Change Management training in November, 2021.



Participants during a team building exercise through innovation of the Leadership Ball Game at the pilot application of the New Leadership and Change management module for Social Protection in Lusaka.

As per their feedback, the training was very well received by the participants, who rated the course 9 out of 10 for its technical content and facilitation methodology. Some of the “Commitments to Change” undertaken by Government Officials in relation to the implementation of their specific portfolios, are reported below as indicative of the mind-shifting potential of this innovative Transform Learning module:

- *“Be an enabler of change in the roll out of single window in the next couple of months, and to trust the skills of others.”* – Juma Phiri, MOF
- *“Enable ZISPIS to be actualized and bring trust from beneficiaries; to actualize government to government plans with USAID; and to facilitate the streamlining of the case management system.”* – Kennedy Mumba, MCDSS
- *“Lead from behind as a leader in government; give power to staff to be leaders and give their ideas.”* – Prudence Kaoma, MOF
- *“Be a better enabler and not a “mother hen” so that each member of my team can work even in my absence.”* – Bernadette Malungo, MCDSS
- *“Setting manageable targets and refrain from endless implementation cycles.”* – Evans M. Kapekele

- Through the TRANSFORM change management programme, 7 out of the 14 selected Government officials completed four tailored one-to-one leadership coaching sessions with key decision makers of the UN to stir self-reflection on current management practices and explore opportunity for change, by analysing and planning concrete working scenarios.

30 district officers, selected across 6 Districts implementing the Scaling Up Nutrition Programme phase II (SUN II), received a 5 Days TRANSFORM Learning Package at district level. These trainings play a key role in building capacities of district officers implementing the Single Window Service. These districts are part of

the 17 which were targeted for the Single Window Scale up under the SUN II programme. The target is to train all the focal point officers in all the 17 districts by November 2022. Preparations to train the remaining 11 districts have reached an advanced stage which includes the recruitment of Master Trainers.

### Immediate objective 3. National social protection policy, and implementation plans

**The Public Expenditure Review (PER) for Social Protection and Jobs** was developed in 2021 (led by the UN and the World Bank). In this context, the ILO, through the Irish Aid Partnership Programme, provided technical support to develop financing options for the sustainable social protection financing strategy in support of the ongoing National Social Protection Policy (NSPP) review.

**The strategic framework for enhanced sector coordination** and results-based programming under the Poverty and Vulnerability Reduction cluster of the 7<sup>th</sup> National Development

Plan has been supported by the Partnership Programme. This included further strengthening of the monitoring and evaluation processes and mechanisms for social accountability, the operationalization of the coordination unit and of the Integrated Framework for Basic Social Protection Programmes (IFBSPP), continued work on the legal framework with a view of enacting the draft Social Protection Bill, concerted efforts towards more sustainable financing, strengthened policy frameworks around social protection and volunteerism, enhanced cluster communication and advocacy, and strengthened partnerships.



NAPSA informal sector participant, who has benefitted from the access to finance feature.

*“My husband has been sick for 19 years, I support the family alone. With the loans being provided to Dairy Farmers under SPIREWORK, I will be able to buy feed and medicine to increase milk production and get more money”* says NAPSA informal sector participant, Judith.

The 2022 cycle will see the consolidation of the synergies between NAPSA and its peer national social security agencies, namely the Workers Compensation Fund Control Board (WCFCB) and the National Health Insurance Management Authority (NHIMA) against which an extension

of coverage target of 1 million informal sector participants has been set. The domestic work sector is a key focus area, considering its wider representation, vulnerability status, and unique gender perspective.

- The Ministry of Labour and Social Security has further the implementation of the National Strategy on Extension of Coverage to the Informal Economy, by launching a technical working group including the ILO, NAPSA, WCFCB, NHIMA and informal sector associations. The technical working group has since engaged with the Ministry of Finance, Ministry of Agriculture and the Ministry of Community Development and Social Services to enhance synergies between contributory and non-contributory schemes and to develop a system's approach. This approach will be applied to the flagship Social Cash Transfer and Farmer Input Support Program over the 2022 cycle, which will see social security coverage to the informal sector eclipse an ambitious one million target.

The **National Social Protection Monitoring and Evaluation Framework (M&E)** has been supported as part of an interagency effort by the program. At its core is a **social protection data dashboard, still under development**, integrated into the Zambia Integrated Social Protection Information System (ZISPIS) and

hosted on the website of the Ministry of Community Development and Social Services, to provide continuously updated statistics on coverage and expenditure, with data updated by all participating line Ministries and agencies. The dashboard will feed directly into the ILO Social Security Inquiry databases.

## Outcome/ Immediate objective 4. Sustainable and domestically funded social protection financing framework

### Social Accountability and Budget Tracking Tools

Under the Social Accountability space, the programme supported the establishment of strong working relationships between the Civil Society Organizations and the Government, institutionalized by a Memorandum of Understanding (MOU) signed between the Ministry of Community Development and Social Services and Civil society for Poverty Reduction (CSPR). The enhanced collaboration between CSOs and the Government resulted in the inclusion of the Social Accountability and Budget Tracking Tools into the Permanent Secretary's Performance Contract.

- Through this MOU, a partnership has been forged to undertake the social protection budget tracking and service delivery-monitoring exercise, meant to support both government and civil society organizations advocacy efforts on social protection financing. The Social Accountability Budget Tracking and Service Delivery Monitoring Tools have since been piloted in 6 Districts including Chipata, Petauke, Mongu, Senanga, Mpika and Chinsali. The tools will be rolled out in an additional 10 Districts in November 2022.
- The programme also trained thirty (30) participants, representing various CSOs committed to work with the District Social Protection Working Team, on Social Protection

programs and coordination including the Integrated Framework for Basic Social Protection Programme and the SWS.

### Financial microsimulations for policy makers

- Microsimulations of the Cash Plus options to assess policy options with optimal impact on poverty reduction within the context of the Integrated Framework for Basic Social Protection Programme has been supported by the Partnership Programme. With ILO support and coordination, these microsimulations were developed by the Zambia Institute for Policy Analysis and Research (ZIPAR), the United Nation University (UNU-WIDER), the Southern African Social Policy Research Insights (SASPRI) in collaboration with other UN agencies such as FAO and UNICEF. A policy brief was completed and launched in October 2021.

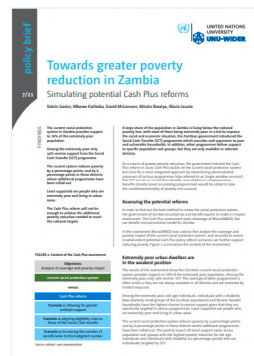


NHIMA data manager leads a team in data cleaning for the ILO-HEALTH model supported by the EU project for building synergies between Social Protection and Public Finance Management



Minister of Community Development Hon. Doreen Mwamba, Permanent Secretary Mrs. Pamela Kabamba and ZIPAR Executive Director Dr. Herrick Mpuku during the launch of the [Cash Plus Policy Brief: An Assessment of the impact of social protection programmes at Southern Sun Hotel in Lusaka \(2021\)](#).

- Through the leadership of the Ministry of Community Development & Social Services, the Cashplus policy brief was presented to the Cabinet Office for endorsement. In 2022, the Cashplus submission was approved by Cabinet Office and presented in the [2022 Presidential Statement](#). Furthermore, the Zambia’s 8<sup>th</sup> National Development (2021–2026) highlighted that *“The Government will continue to implement programmes aimed at improving welfare and livelihoods of people, especially the poor and vulnerable, such as the aged and people with disabilities”*. The number of beneficiaries and support offered to interventions such as the social cash transfer (SCT), food security pack and the Keeping Girls in School programme will be scaled-up. Further, the Government will link the SCT transfer value to economic trends through the “Cash Plus” Agenda, allowing SCT beneficiaries to access programmes such as the food security pack, livelihood schemes and human capital investments (nutrition, early childhood development, primary and secondary education and skills development). This will contribute to breaking the intergenerational cycle of poverty.
- The project is currently supporting the development of the Cash-Plus implementation Guidelines after the approval by Cabinet of the implementation of the Cash Plus Approach. The implementation guidelines are expected to enhance harmonization across all line Ministries and Agencies on the implementation of the Cash Plus, as well as addressing issues of targeting of beneficiaries to be linked to the Cash Plus.



The Cash Plus study analysed the coverage and impacts of current social protection policies and potential Cash Plus policy reforms using MicroZAMOD, the tax-benefit microsimulation model for Zambia. The purpose of the study aimed to support the technical committee and the Ministry of Community Development and Social Services (MCDSS) in evidence-based social protection policy decision making.

**Links to resources:**

Cashplus Policy Brief: [https://www.ilo.org/africa/countries-covered/zambia/WCMS\\_824005/lang--en/index.htm](https://www.ilo.org/africa/countries-covered/zambia/WCMS_824005/lang--en/index.htm)

2022 Presidential Speech of the National Assembly of Zambia: <https://www.parliament.gov.zm/node/10338>

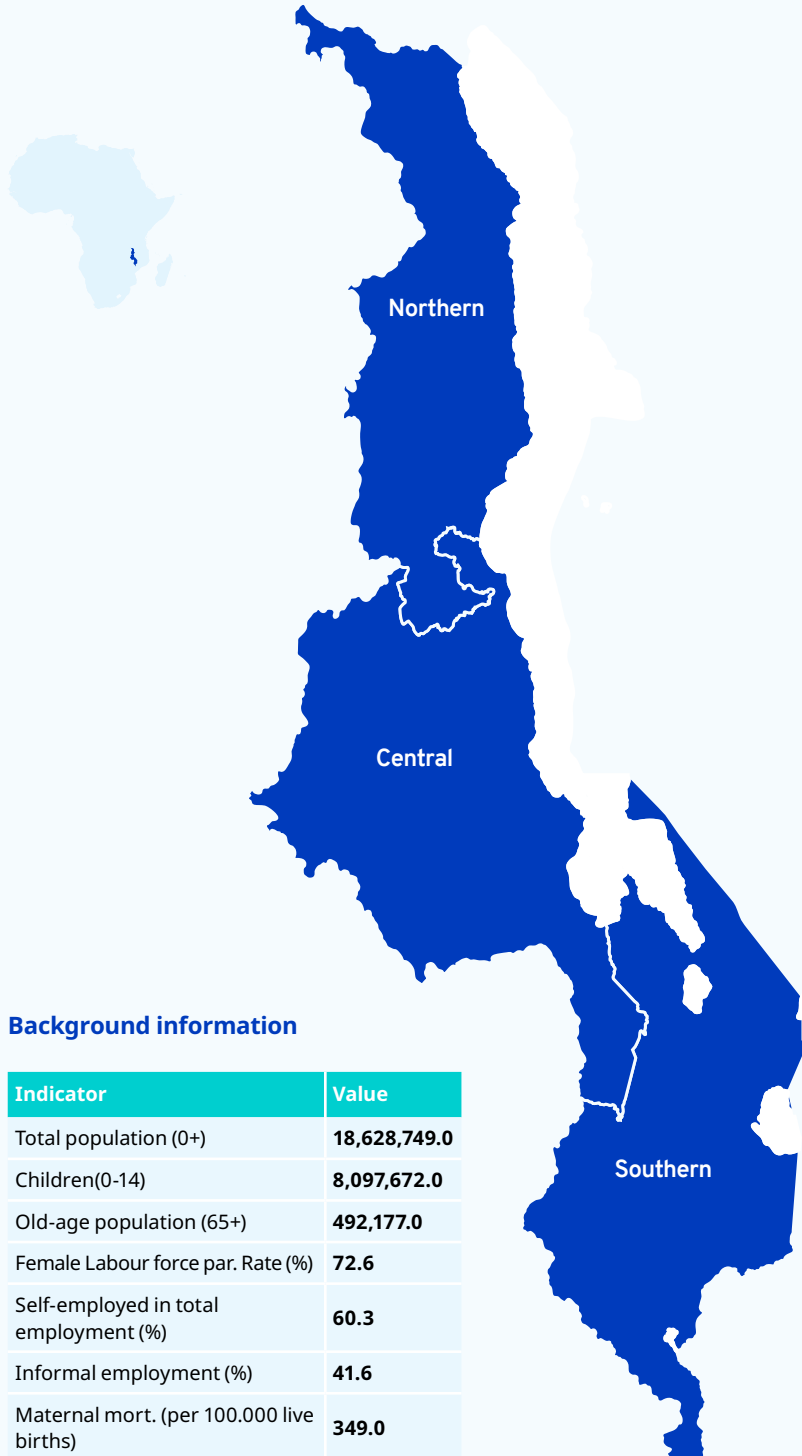
Zambia Eight National Development Plan: <https://www.nydc.gov.zm/wp-content/uploads/2022/04/8th-NDP-2022-2026.pdf>

Launch of the CashPlus Policy Brief: <https://www.mcdss.gov.zm/?p=1189>

Twitter: <https://twitter.com/ZiparInfo/status/1445337432845586437>



## 2.1.3 MALAWI



### Background information

Indicator	Value
Total population (0+)	18,628,749.0
Children(0-14)	8,097,672.0
Old-age population (65+)	492,177.0
Female Labour force par. Rate (%)	72.6
Self-employed in total employment (%)	60.3
Informal employment (%)	41.6
Maternal mort. (per 100.000 live births)	349.0
Human Development Index (HDI)	0.5
Gini Index	44.7
GDP per capita (current USD)	377.7

### Effective coverage (%)



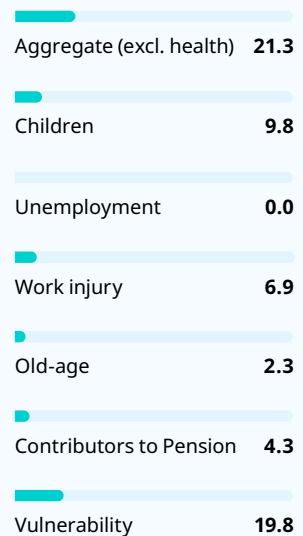
Population covered by at least one social protection benefit **21.3**



● 4.6 Total ● 3.0 Healthcare

Public social protection expenditure by function (% of GDP)

### SDG 1.3.1: Effective coverage by function of social protection (%)



## Social Protection in Malawi<sup>11</sup>

Adopted in 2018, the Malawi National Social Support Programme II (MNSSPII) provides a wide-ranging framework for the development of the social protection system in the country. Since the inception of the first MNSSP, investment in non-contributory social protection has increased significantly. The Social Cash Transfer programme, piloted in 2006, has seen a large extension of coverage. However, it remains the only social assistance programme that covers all districts. There have been concerted efforts to harmonize the different programmes, but the system remains fragmented and siloed, supported, and implemented by different NGOs and international organizations. Social security remains limited to pensions for the small formal sector, although an occupational injury scheme should be launched in 2021, marking an important step for contributory programmes in Malawi.

The new Government of Malawi has steadily increased its commitment to social protection as part of its national development strategy as reflected in the core policy documents guiding social protection in the country: the National Social Support Policy (NSSP) of 2012, the Malawi National Social Support Program (MNSSP) II of 2018 and Malawi Vision 2063 in 2021. Operationally, the MNSSP sets the roadmap for improving the coherence, integration and sustainability of the social protection system, while the NSSP guides the design and implementation of social protection programs and interventions.

The Malawi National Social Support Program (MNSSPII) focuses on three thematic pillars:

- **Consumption Support:** The provision of consumption support through timely, predictable and adequate cash and/or in-kind transfers to poor and vulnerable people throughout their life cycles.
- **Resilient Livelihoods:** Promote resilient livelihoods through tailored packages based on individual, household, and community needs.
- **Shock-Sensitive Social Protection:** Reduce vulnerability and enhance the resilience of the

population to disasters and socio-economic shocks.

The government of Malawi also wants to:

- Explore how they can effectively introduce social insurance schemes to extend coverage to the informal economy.
- Improve the accountability and transparency of social protection programmes.
- The ILO, in partnership with government agencies and civil society organizations, and with the support of the Program made significant contributions to shaping Malawi's social protection system, from policy to delivery.

**However, the participation of stakeholders (such as civil society, the media, and politicians) remains limited, leading to low financial investment by the Malawian government, making social protection highly dependent on foreign aid.**

The programme has therefore provided support to ILO's constituents and civil society to strengthen the social protection system, by enhancing the government ownership, accountability and financing commitments, the participation of civil society, the inclusion of gender, and by exploring potential extension strategies, building on lessons learned and opportunities opened by the response to the Covid crisis (such as by sustaining the temporary emergency urban cash transfers) or through contributory schemes.

In recent years, the Irish Aid Partnership Programme, following the same logical structure as in Malawi, has achieved important results in Malawi, including

- Building the capacity of district councils in the effective delivery of social protection programs through TRANSFORM
- Contributing to the development of a five-year social cash transfer strategic plan,
- Revision of the National Social Support Policy

<sup>11</sup> ILO | Social Protection Platform ([social-protection.org](https://social-protection.org))

- contributing to the expansion of the current social protection framework in Malawi,
- Update of the Workers' Compensation Fund guidelines,
  - Advocating and promoting a culture of social protection in the society at large, including the media, civil society organizations, chiefs and politicians.

## Immediate Objective 1: The political and public debate on social protection has gained depth and traction in Malawi

**The Irish Aid programme has considerably increased the involvement of key social protection stakeholders (media, academic/research institutions, members of parliament) in awareness raising and advocacy initiatives to promote their active engagement in debates around social protection reform.**

While the Government of Malawi has put some mechanisms to improve implementation of social protection programmes, the overall level of knowledge and appreciation of the importance of social protection as an investment is still low. The programme contributed to increased involvement of key stakeholders in social protection awareness raising and advocacy initiatives to promote effective debates around social protection reforms. The ILO supported implementation of the activities aimed at raising the profile of social protection in the country.

The project recognized the important role that political will plays in supporting comprehensive and sustainable social protection systems.

**To enhance political will the programme systematically engaged policy makers through Malawi Parliamentary committees on social and community affairs and the political parties.**

After the 2019 tripartite elections the project supported an analysis of political party manifestos to gauge the extent to which political party documents covered social protection. This assessment report was presented to the political parties. Key findings included limited understanding on social protection in general and how parties can finance it. The ILO organized an orientation meeting with leading political parties in Malawi that included participation from top party leaders such as Secretary Generals, Research Directors, Campaign Directors

and Social Welfare Directors. The political leaders were capacitated with knowledge on social protection, practices on incorporating social protection in party manifestos and its contribution to national development. This meeting culminated in further engagements with members of parliament, specifically members of the budget and finance committee, and the community and social affairs committee.

The engagements with parliamentary committees on community and social affairs led to the realization of the need for rights-based and inclusive social protection systems through enactment of social protection legislation. In view of the above outcomes the parliamentary committee on community and social affairs moved a motion on the need for establishment of the old-age social pension which was unanimously adopted leading to the development of the draft bill on the old-age social pension scheme. The draft bill is at committee level being finalized in readiness for presentation to parliament for adoption. The bill, once adopted, will contribute to a rights-based approach to social protection. Once established the old-age pension scheme will translate into increased coverage of vulnerable populations, specifically the elderly. It is estimated that the old-age pension scheme will support more than 600,000 elderly people aged 65 and above who are not adequately covered by the current social protection system.

The ILO-Irish Aid Partnership Programme supported strengthening the governance of social protection programmes by successfully implementing social accountability activities in social protection programmes through increased involvement of key stakeholders such as the civil society and media. The programme systematically conducted capacity building initiatives targeting civil society organizations,

the media and traditional leaders like chiefs and religious leaders. These systematic interactions were designed to ensure maximum collaboration and to raise the profile of social protection, including at community level. The engagements led to improved understanding of social protection as a necessity for national investment. This has contributed to raising citizens' interest

and voice on the role of social protection in national development. One example includes beneficiary communities [advocating for the resumption of public work programmes](#)<sup>12</sup> through their traditional leaders. Non-state actors were also able to engage government and call for more investments in social protection programmes<sup>13</sup>.

Traditional Leaders empowered with knowledge on social protection and can advocate for investment in social programmes. Below is Senior Chief Kachindamoto Advocating for Public Works Programmes that was helping the poorest in the village.



450 Traditional leaders capacitated with knowledge on social protection programmes

Dedza Traditional Leaders Ask Gvt To Re-Introduce Public Works

<https://www.zodiakmalawi.com/nw/national-news/65-news-in-central-region/3251-dedza-traditional-leaders-ask-gvt-to-re-introduce-public-works>

The programme activities contributed to enhance media coverage on social protection through capacity building of media practitioners and systematic engagement with leading media house editors and journalists. The programme engaged the Malawi chapter of the Media Institute for Southern African (MISA) to collaborate on capacity building of media houses to enhance reporting on social protection programmes. Arising from this partnership, MISA Malawi conducted a training needs assessment and developed journalists

guide to reporting on social protection. The guide was developed in collaboration with the Government of Malawi and partner UN agencies such as UNICEF. The guide is aimed to enhance knowledge levels on social protection among Malawian journalists. Over 180 journalists were equipped with knowledge on the existing national social protection programmes, and it expected that this will lead to a more informed and engaged media and citizenry, able to take part in national debates around social protection reform.



- Improved Social Protection Media Coverage
- Social Protection Media Training Manual Developed
- Over 180 media personnel equipped with knowledge on social protection

For example, the systematic media engagements held since 2018 have resulted in improved

coverage of social protection activities, improving awareness and understanding the sector.

<sup>12</sup> <https://www.mwnation.com/chiefs-demand-resumption-of-public-works-program/>.

<sup>13</sup> <https://malawi24.com/2021/01/29/ngos-call-for-more-investments-in-social-protection-programs/>





Traditional Leaders empowered with knowledge on social protection can advocate for more investment in social programmes. Above: Senior Chief Kachindamoto advocating for Public Works Programmes that help the poorest in the village.

Ms. Aleta Kasongo is a journalist from the Malawi Broadcasting Cooperation making a presentation on the proposed social protection stories to be developed. She said that *"the training has been an eye opener and will impact my profession as a journalist and will enhance my reporting on social protection."*

Ms. Towera Mwenda, a journalist from Zodiac Broadcasting Services, said: *"am grateful for the training, we are now going to disseminate truthful information on what social protection is and we will be able to educate people on how they can benefit and the importance of social protection programmes."*

## The public and key stakeholders are now more involved in debates and communication campaigns about social protection in Malawi

The low knowledge levels on social protection among the public, policy makers and practitioners affect decisions made in creating a comprehensive social protection system. A study commissioned by the ILO indicated that most beneficiaries and the public view social protection as charity. This weakens social accountability mechanisms for social protection programmes. To address this, the project conducted social protection awareness raising meetings through engagement with civil society organizations. Through the main partner CSO, the Outreach Scout Foundation (OSF), the project conducted an in-depth workshop on inclusive social protection. The workshop was organized as a follow up to support advocacy on the old-age social pension bill which was drafted to roll out the old-age social pension scheme.

The project supported sensitization workshops organized in collaboration with the Ministry of Gender and Department of Disability to promote mainstreaming of disability and elderly issues in social protection programmes. The workshop

identified a number of challenges, including a lack of representation at district level due to limited human resources. Other challenges included limited understanding and appreciation of elderly and disability issues in district development plans. To address this challenge the programme supported the massive orientation of District Executive Committees in all 28 districts. The outcome of this intervention led to raising the profile of elderly and disability issues that will help improve the implementation of old age social pension scheme when the bill is passed into law by the Parliament of Malawi. The policy issues and recommendations from the district executive committees are feeding discussions on strategies to address the current resource allocation and structural challenges affecting effective disability and elderly inclusive planning and programming at district council level.



District Executive Committee Sensitization Meeting on Disability and Elder Inclusive planning in Thyolo District, Malawi

- Elderly and disability inclusion in social protection programmes strengthened
- 28 District Executive Committees trained on disability and elderly inclusive social protection programmes
- 988 Officials capacitated on disability and elderly inclusive social protection

The ILO through the Irish Aid Regional programme championed the social protection week in 2018. The social protection week provided a forum for different stakeholders to interact with the public and share experiences in strengthening national social protection systems and measures, including good practices, innovative approaches, lessons learned and key developments and impacts of social protection programmes. During this week, the Malawi National Social Support Program II was launched.

In 2022 the project through MISA Malawi supported panel discussions which were conducted in three major cities of Lilongwe,

Mzuzu and Blantyre. The panel discussions included participation of Government Officers, media, academia, and civil society organizations, while Malawi development partners were represented by the ILO. The panel discussions were broadcasted live through various radio stations such as voice of Livingstonia with estimated listenership of 1,860,000 people and Times Radio station with estimated listenership of 4,000 people. This contributed to improve dissemination of knowledge on social protection programmes.



## ► Improved Social Protection Media Coverage:



Over **1,860,000** reached with social protection radio panel discussion programmes

### ILO social protection media coverage

OSF and ILO appeals to government to finance more on social protection program <https://www.nyasatimes.com/ilo-presses-malawi-govt-to-increase-allocation-to-social-protection-programmes/> | <https://times.mw/gaps-opportunities-in-protecting-the-weak/> | <https://www.theatlas.mw/osf-and-ilo-appeals-to-government-to-finance-more-on-social-protection-program/>

Social protection programme sustainability under scrutiny <https://www.mwnation.com/social-protection-programme-sustainability-under-scrutiny/>

Govt says social protection key in tackling inequality <https://independentmw.com/govt-says-social-protection-key-in-tackling-inequality/>

Move towards developing more robust comprehensive social protection system-ILO <https://www.kulinji.com/article/news/2022/move-towards-developing-more-robust-comprehensive-social-protection-system-ilo>

Donor funds inflow fears <https://www.africa-press.net/malawi/all-news/donor-funds-inflow-fears>

Social protection program is an investment an investment not consumption-ILO <https://www.maravipost.com/social-protection-program-is-an-investment-not-consumption-ilo/>

ILO presses Malawi Govt to increase allocation to social protection programmes <https://www.nyasatimes.com/ilo-presses-malawi-govt-to-increase-allocation-to-social-protection-programmes/>

Gaps, opportunities in protecting the weak <https://times.mw/gaps-opportunities-in-protecting-the-weak/>

Convenient cash for poor families <https://times.mw/convenient-cash-for-poor-families/> | <https://www.africa-press.net/malawi/all-news/convenient-cash-for-poor-families>

Chiefs demand resumption of public works program <https://www.mwnation.com/chiefs-demand-resumption-of-public-works-program/> | <https://www.zodiakmalawi.com/nw/national-news/65-news-in-central-region/3251-dedza-traditional-leaders-ask-gvt-to-re-introduce-public-works?highlight=WyJkZWV6YSIsInRyYWRpdGlubmFsIiwidHJhZGl0aW9ucyIsInRyYWRpdGlubiIsImxIYWRLcnMiLCJsZWV6ZXIiLCJsZWV6ZXJzIjYsImxIYWRLcidzIiwZGVkemEgdHJhZGl0aW9uYWwiLCJkZWV6YSB0cmFkaXRpb25hbCBsZWV6ZXJzIiwidHJhZGl0aW9uYWVwgbGVhZGVycyJd>

NGOs call for more investments in social protection programs <https://malawi24.com/2021/01/29/ngos-call-for-more-investments-in-social-protection-programs/>

Research faults political party manifestos for lacking social protection <http://www.malawiexclusive.com/research-faults-political-party-manifestos-for-lacking-social-protection/>

Government trains district officers on transform <https://www.leymanck.com/government-trains-district-officers-on-transform/>

Are social protection programmes selective? <https://times.mw/are-social-protection-programmes-selective/?amp=1>

Include media in all stages of social protection programmes-MISA Malawi <https://kulinji.com/article/news/2022/include-media-all-stages-social-protection-programmes-misa-malawi>

## Civil society organizations, workers' and employers' organizations have gained a stronger capacity to engage and influence the debate on social protection reform

Civil society organizations (CSOs) have great potential in the implementation of social protection programs. The project supported trainings for CSOs which enabled them to enhance knowledge and skills in social protection programme monitoring. The project commissioned the social accountability assessment report in 2019 which identified the gap in social accountability mechanisms in the implementation of social protection programmes. CSOs are key to advocacy and strengthening of social accountability systems in social protection. As part of strengthening governance and accountability systems for implementing effective social protection programs, the ILO has been supporting the government in increasing the capacity and involvement of CSOs in implementation and monitoring of social protection programs. This has been achieved through the TRANSFORM capacity-building program on building and managing national social protections systems. One of the key outputs from this activity is the engagement of Outreach Scout Foundation which has collaborated with the ILO to conduct research dissemination meetings, community awareness and political party engagement.

The project contributed to improve the capacity

of civil society organizations, workers, and employers' organizations to engage in debate on shaping social protection reforms. The program capacitated the CSO called Malawi Social Protection Platform through its annual executive committee to review its activity workplan. The program also supported the Malawi Network for Older Persons Organizations in advocating for the old-age pension scheme. <https://zodiakmalawi.com/nw/national-news/57-national-news/3618-manepo-reminds-government-of-elderly-pension-scheme>. During the year 2022, the project supported Outreach Scout Foundation to conduct consultative meetings with civil society organizations in the three regions in Malawi. The meetings were meant to disseminate social accountability assessment reports and discuss how the CSOs can strengthen their mandate in social protection sector. The results of the continued advocacy work and engagement with civil society will now lead to the establishment of the Civil Society Network on social protection. Terms of reference were developed, and the project will support a national meeting for representatives of CSOs from all the regions in Malawi. This national social protection network is envisaged to enhance the culture of social protection in Malawi, which will contribute to sustainability of social protection programmes.



- Culture of Social Protection Enhanced
- Strengthened Civil Society Society participation in implementation of social protection Programmes.
- Over 150 CSOs organizations engaged and contributing to formation of CSOs Network on Social Protection in Malawi

Advocacy Meeting on establishment of CSOs Network on Social Protection held in Lilongwe, Central Region, Malawi



The programme during the year 2022 supported the tripartite partners such as Malawi Congress of Trade Union, Employers Consultative Association of Malawi, and the Ministry of Labor to build capacity to implement social insurance schemes. The programme provided support to promote sensitization on the establishment of the workers

compensation fund and the review of the workers compensation guidelines. The knowledge acquired during the capacity building initiatives has contributed to enhance the capacity of the tripartite partners in policy decisions on the review of the national social support policy.

### An Advocacy Story: ILO Malawi Project Office Leads Partners in Social Protection Advocacy

In 2012, the Government of Malawi adopted a National Social Support Policy to guide implementation of social protection interventions in the country. Since then, there has been good progress in a number of areas except that government funding to social protection programmes is still limited. Several programmes such as; social cash transfer, public works, school meals feeding are by far funded by development partners. This raises the question of financial sustainability of social protection programmes.

One key element to improve government financing and ownership of social protection programmes is advocacy. Over the years development partners have been implementing social protection advocacy **initiatives to promote increased** government funding to social protection but the impact has been very minimal. This is partly due to key partners working in silos. One of the key outcomes of ILO - Irish Aid Regional Programme on Inclusive Growth, Social Protection and Jobs project is to promote a well-informed political and public debate on social protection. To achieve this, the social protection team in Malawi in 2019 embarked on systematic advocacy initiatives with media, civil society organizations and Members of Parliament through standing committees.

For the past three years, the ILO social protection team has met members of the parliamentary committee on community and social affairs on three occasions. The first engagement was during the caucus meeting between the ILO and Members of Parliament, the second advocacy meeting involved participation from Members of Parliament, Ministry of Gender, Community Development

and Social Welfare, and Ministry of Finance and Economic Planning. The third one was a landmark as for the first time, the ILO managed to bring together, Government line ministries, development partners and representatives of civil society organizations.

The attendees of the meeting called for an increased social protection budget and lobbied for social insurance measures to be incorporated within the priority areas of the new social protection policy. They also raised, among others, the need to increase the target groups for social protection programmes, increase awareness on targeting approaches, improve monitoring, and strengthen engagement to ensure effective advocacy.

This milestone is a demonstration of the ILO taking the lead in advocacy in social protection sector. It is an indicator that focused and strategic implementation of activities is bearing positive impact in shaping the future of social protection.

During the meeting the Government of Malawi through line ministries, Parliament and development partners appreciated the role of the ILO in bringing key players together to dialogue on social protection. Meanwhile the Chairperson of the Parliamentary Committee on Community and Social Affairs, Honourable Savel Kafwafwa said a comprehensive social protection system is key to national development. Honourable Kafwafwa has since appealed to the ILO to continue engaging parliament and other stakeholders to ensure they all understand the role of social protection in national development. Furthermore, Community and Social Affairs Committee member Honourable Gladys Ganda expressed

happiness over the engagement meeting, stating that the parliamentarians were sensitized on the importance of effective social protection programmes. *“This is an eye opener and I would like to request the ILO to engage with budget and finance committee of parliament so that we appreciate and take action towards social protection financing”*, said Honourable Ganda, who is also Chairperson of the Budget and Finance Committee of Parliament.

Meanwhile, Ms. Patricia Zimpita, Director of Poverty Reduction and Social Protection,

Ministry of Finance and Economic Planning, hailed the ILO for organizing the meeting. *“This meeting offered us an opportunity to engage with the parliamentarians, this is very important, and I urge the ILO to continue supporting this advocacy”*, said Ms. Zimpita.

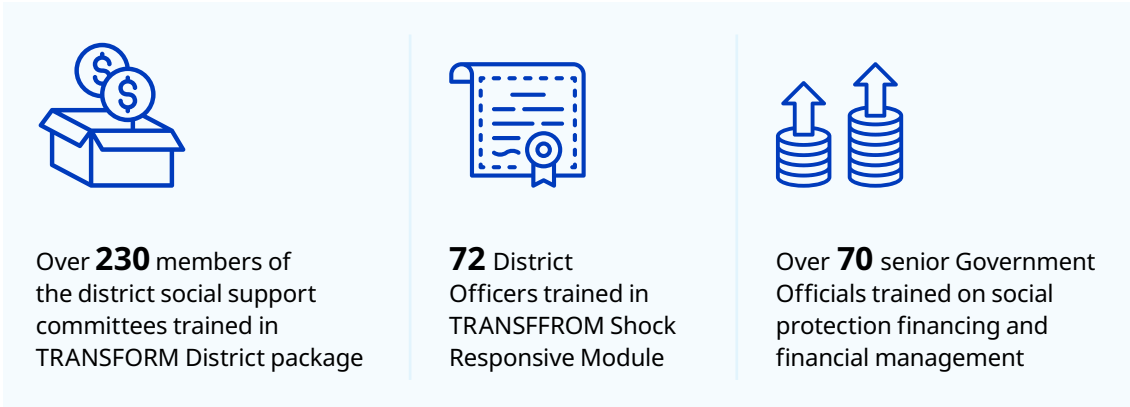
And Outreach Scout Foundation Director Mr. Amon Lukhele said the engagement meeting had strengthened the working relationship among development partners in the country. [https://www.ilo.org/africa/countries-covered/zambia/WCMS\\_842796/lang-en/index.htm](https://www.ilo.org/africa/countries-covered/zambia/WCMS_842796/lang-en/index.htm)



Social Protection Advocacy Meeting with Members of the Parliamentary Committee on Community and Social Affairs.



## Immediate Objective 2: The implementation of social protection floors has gained in efficiency through increased institutional coordination and the promotion of rights-based approaches.



## Social protection stakeholders at national and district levels have gained essential knowledge of social protection governance and legal frameworks as a result of the Irish Aid Programme.

The Constitution of Malawi recognizes development is a right to be enjoyed by all citizens. In view of this the Government of Malawi, with the support of development partners, has been implementing social protection interventions such as social cash transfers, public works, and village savings groups among others. Institutional coordination still needs to be enhanced as these programs face challenges due to fragmented implementation. The project has been supporting the Government to enhance social protection practitioners’ critical knowledge on institutional and governance frameworks in implementation of comprehensive social protection programmes.

The programme supported the roll out of TRANSFORM capacity building initiatives to social protection practitioners at different levels in government. By December 2021, members of the district social support Committees from 23 out of 28 district councils were trained and capacitated in designing and implementing effective social protection programmes through the TRANSFORM capacity building initiative covering over 200 members of the district social support committees. During programme implementation 3 TRANSFORM trainings on social

protection financing and financial management were conducted for national officials and district commissioners covering about 90 senior government officials. One TRANSFORM trainings targeting representatives of civil society organizations were held in 2018, while two TRANSFORM trainings on shock responsive social protection trainings were conducted in 2022. The TRANSFORM trainings have contributed to enhance capacities of districts and national officials in managing social protection. In recognizing the role of district commissioners in managing programmes at district level, the project organized trainings on social protection financing and financial management to equip the district commissioners on advocating alternative means of financing social protection. The impact of transform trainings for district officials have attracted interest of the high-level policy makers such as the Deputy Minister for Ministry of Local Government who has shown commitment to improve government capacity for service delivery.

### **TRANSFORM STORY: Promoting Delivery of Social Protection Services Through a Transformative Capacity Building Initiative**

The TRANSFORM social protection capacity building programme has been implemented in Malawi as a response to the National Social Support Programme (MNSSP) II objective to increase the operational capacity to implement effective and comprehensive social protection programmes. The TRANSFORM Malawi roll out is aimed to consolidate capacity building of district councils in the implementation of social protection programs while strengthening the role of central government in line with the MNSSP II.

The training programme modules are tailored to cater for practitioners at district and national level, and policy makers. The TRANSFORM Capacity Building and Leadership Course was developed by and for African social protection experts through an inter-agency collaboration between the International Labour Organization (ILO), United Nations Children's Emergency Fund (UNICEF), and the United Nations Development Programme (UNDP) with financial support from European Union Social Protection Systems Program, the Government of Finland, and Irish Aid.

The TRANSFORM training programme takes an innovative approach to promote transformative leadership skills in building **and managing social protection** programmes. The training delivery method follows an innovative pedagogical style that comprises an interactive learning approach based on the principle that decision makers and practitioners should take ownership in building national social protection systems through continuous learning and reflective practice tailored to local contexts.

The TRANSFORM training programme is designed to impact beneficiaries of the training with an in-depth understanding of the elements for a comprehensive, rights-based social protection system especially relevant for countries in the process of developing and strengthening their social protection systems. The use of highly participatory learning methodologies enables development of individual leadership skills empowering

practitioners to reflect on the changes they can make in their work. Following the training sessions participants are allowed to commit on how they will put the knowledge to practice by indicating actions they will implement as change agents and leaders in their area of responsibility.

The initiative began by targeting government as the main beneficiary of the capacity building programme. This engagement resulted in the clarification of roles among government agencies to support smooth implementation of activities. The Ministry of Finance and Economic Affairs provides policy guidance, the Ministry of Local Government coordinates implementation while the Ministry of Gender, Community Development and Social Welfare will lead the domestication of the curriculum. The clarification of roles was followed up with the implementation of district sensitization meetings to increase awareness on the TRANSFORM capacity building programme.

Recently, the ILO with financial support from the German Technical Cooperation (GIZ) supported the sensitization meetings aimed at presenting the initiative to members of the district social support subcommittee, structures that coordinates social protection at operation level. The district sensitization meetings facilitated better understanding on district capacity needs and packaging delivery of the training at district level.

In addition, the sensitization meetings contributed to increase the uptake and demand for the TRANSFORM trainings in the districts. These were followed up with TRANSFORM trainings for practitioners at different categories including district, national and policy level. To ensure effective application of the knowledge and skills acquired the ILO supported government to undertake post-training supervisory support visits to monitor the impact and application of the knowledge from the training. The TRANSFORM initiative had trained officers from 23 out of 28 district councils in Malawi covering approximately



600 officials involved in the implementation of social protection programmes at district level.

To ensure realisation of the training outcomes the training beneficiaries are taken through the process of preparing follow up work plans to be implemented after the trainings. Follow up monitoring supervision also reinforce support and ownership by the Government while at the same time ensuring implementation of work plan commitments. The programme has also supported tailor-made in- depth training including shock responsive social protection, Identification, monitoring and evaluation, financing and financial management.

**Mr. Peter Chiumbuso, one of the** participants of the TRANSFORM training, narrates that the initiative has made him appreciate various components of the social protection system in the country. Mr. Chiumbuso, who is also Balaka District Council Liaison Officer, adds that: *“I liked the way the training triggered our minds to think critically in linking various components of the social protection system. We learnt a lot more especially on how we can move from where we are now. We learnt that change is not easy but possible. Transform has helped us to develop*

*confidence in ourselves as change agents. From now going forward, I will be doing things differently. I know how we should network and relate with different partners within the council.”*

Meanwhile, Salima District Community Development Officer, Mr. Brighton Chunga explains that the training in transformation were good and educative. *“We have learnt a lot of things showing how different things are interlinked. Each one depends on the other and cannot work independently. Skills I have acquired in this training are a lot and I will be able to use them. Moreover, this training has come at the right time when we are implementing a lot of social protection programmes. Before the actual implementation, we have other officers we have left back home who I feel also need to go through an orientation so that we can move together properly. Once we are done with that, we shall organize a stakeholder mapping exercise for all our implementing partners in social protection so that we can better manage and coordinate our activities”* relates Mr. Chunga.

[https://www.ilo.org/africa/countries-covered/zambia/WCMS\\_842796/lang--en/index.htm](https://www.ilo.org/africa/countries-covered/zambia/WCMS_842796/lang--en/index.htm)



Participants from Ministry of Finance and Economic Affairs receiving certificate of Completion following the TRANSFORM Training on Financing and Financial Management held in Lilongwe, 10th - 12th August 2022

The Government of Malawi has since adopted TRANSFORM as a capacity building tool in the management of Social Protection Programmes in Malawi. The programme is supporting the integration of the TRANSFORM training curriculum in national training institutions to facilitate sustainability of the capacity building

programme. The programme supported 2 consultative meetings with Magomero College of Community Development to discuss institutionalization of the TRANSFORM training curriculum in the Magomero college curriculum resulting in development of the work plan. Magomero College has since incorporated



some components of TRANSFORM curriculum in its course on Integrated Social protection programmes. A consultant has undertaken a comprehensive review of the curriculum in view of the integrated social protection course offered by the college. It is envisaged that the institutionalization of the TRANSFORM training curriculum will enhance sustainability of Government capacity in building comprehensive and sustainable social protection systems. Additionally, the programme has contributed to strengthening government capacity on implementation of social insurance mechanisms in line with expansion of the current national social protection system in Malawi.

**The programme has significantly contributed to improve, at central, district and community levels, the governance, coordination, and integration of social protection delivery while promoting a rights-based approach to social protection**

The project contributed to improve institutional coordination, governance, and programme integration by commissioning an institutional coordination assessment study which confirmed that implementation of social protection in Malawi is still fragmented with each program

using its own working structures at all levels. The cost of social protection management is high. To address this challenge, the project has been promoting the use of single structures such as district social support committees in implementation of social protection programmes. as indicated under output 2.1 above, the project trained district officers who are members of district social support committees in 23 out of 28 districts. This led to committees being harmonized and the members equipped with knowledge and skills to improve coordination of social protection programmes. Capacity building has promoted social protection coordination in the 23 districts, the profile of district social protection committees has also been raised as they are being recognized as a standard structure for coordination of social protection programmes such as social cash transfer, public works, school meals among others. The results of the follow up visits have revealed improved coordination of social protection programs in some districts.

At central government level the project has contributed to strengthen coordination between Ministry of Local Government, Ministry of Finance and Economic Affairs, and Ministry of Gender, Community Development and Social Welfare all

key line ministries in implementation of social protection programmes at national and district level. The key line ministries are conducting joint district monitoring visits to support social protection service delivery at district level. This approach has contributed to enhance coordination of social protection programmes at policy level which has been identified as being weak for many years.

In collaboration with other partners such as UNICEF and GIZ, the project supported the Malawi National Social Support Program II (MNSSP II) coordinating structure. This led to the introduction of Pillar Working Groups (PWG) to improve integration and linkages of social protection programmes.

The programme contributed to the design of the COVID-19 Social Protection Response Coordination Structure. The response to C19 required a novel approach on coordination to ensure alignment and collaboration between social protection and humanitarian actors. The ILO, together with UNICEF and WFP developed a proposal for an ad hoc structure at technical and strategic level that contributed to facilitate efficient coordination between the humanitarian and social protection sectors, while supporting leveraging existing social protection systems for the response.

The ILO supported the review and update of the proxy means testing (PMT) mechanism used in all social protection program. The current PMT model was developed in 2012, and no longer reflected the needs of the population. The new PMT is aligned to the life-cycle approach, facilitating the policy discussions on the reforms of the targeting approaches to consider categorical targeting in line with the rights-based interventions.

**Practitioners managing and implementing non-contributory social protection programs have gained essential technical, leadership and transformational skills**

The programme has successfully contributed to increase the technical capacity to manage and implement social protection programmes through the TRANSFORM capacity building programme which has become one of the key capacity building initiatives.

The programme supported the Ministry of Finance and Economic Affairs to conduct a TRANSFORM training on social protection Financing and Financial Management targeting Directors and Deputy Directors from key government Ministries and Departments. Over 22 Directors and deputy Directors attended the two-day training. In 2019 another training was held targeting the Ministry of Local Government District Commissioners who are policy makers at district level, 22 district commissioners out of 28 were empowered with knowledge on implementation of social services at district level. As indicated above in 2022 a total for 26 district commissioners were trained in social protection financing and financial management. This training contributed to enhance knowledge on the effective management and mobilization of social protection resources.

In 2019 the programme supported TRANSFORM sensitization meetings in 22 districts resulting in reaching out to 660 social protection practitioners. As a result, the programme with joint financial support from GIZ, conducted TRANSFORM Trainings in 10 districts reaching out to 230 participants from 23 districts. The targeted officers were members of the district social support committees, structure that coordinate social protection at district level. The project conducted a shock responsive social protection TRANSFORM training which brought together practitioners from the social protection and humanitarian sectors who are members of district social support committees and district civil protection committees respectively. This approach will contribute to strengthen linkages between humanitarian and social protection sectors and contribute to strengthen capacity of government for delivery of responsive social protection programmes. as reported under output 2.1. The Government of Malawi has since adopted the TRANSFORM package as a capacity building tool in the management of Social Protection Programmes. The programme is supporting the process to institutionalize the TRANSFORM training curriculum in national training institutions.

The ILO supported the Ministry of Gender, Community Development and Social Welfare in training 65 new social support officers. These officers are the frontline in delivering social protection programs at district and community levels.



### Immediate Objective 3: The Irish Aid-ILO partnership contributed to the development of a national social protection policy, an operational framework for programmatic support and an implementation plan

#### IMPACT

Strengthening the scope and coverage of the national social protection framework in Malawi is expected to improve coverage for a total of **1,285,183** beneficiaries currently on Social Cash transfers (714,944 Females: 570 329 males) **3,002,661** beneficiaries on schools' meals programmes).

Extension of social insurance schemes will potentially extend coverage to **8,205,369** million people in the labour force

The Partnership Programme contributed to strengthen and update the existing social protection policies and strategies in Malawi. The ILO has been part of the taskforce leading the review of the Malawi National Social Protection Policy (MNSPP) and the development of the MNSSP II. The programme supported the Ministry of Finance and Economic Affairs to review and update the National Social Support Policy. The policy adopted in 2012 expired in 2016. Through the policy review process including participation of social partners, the programme has contributed to expanding the current social protection framework in Malawi, broadening the scope of the social support policy by including other critical priority areas such as contributory schemes that will subsequently lead to an increase in coverage of social protection schemes to include workers in the informal sector.

The stakeholders' consultations were delayed due to COVID-19. The Covid-19 pandemic unearthed the vulnerability that people working in the informal economy face highlighting that such inclusion of these priority areas is timely. The comprehensive policy framework once adopted will contribute to providing social security for the working age population, promote productive activities, decent job creation, and potentially formalization of the informal economy through extension of social protection. In addition, finalization of the revised national social protection policy is expected to improve coverage for a total of 1,285,183 beneficiaries currently on Social Cash transfers (714,944 Females: 570 329 males) 3,002,661 beneficiaries on schools' meals programmes). The extension of social insurance

schemes is expected to provide coverage for potentially 8,205,369 million people in the labor force (data from World Bank).

In January 2019, the MNSSP II Monitoring and Evaluation Framework Development started the project supported district consultations in Mangochi, Mchinji and Rumphi. A total of 30 government officers attended the consultations that provided an opportunity to assess the status of monitoring and evaluation of social protection programmes across the Malawian social protection sector. One key finding from the consultations was that the social protection programmes were not well coordinated and that, in February 2019, the government commenced the M&E Framework Development. Recommendations on how to improve programme monitoring and evaluation were discussed including the indicators and tools. Regional consultations were organized in all the three regions with a total of 124 government officers being capacitated on the design of the social protection monitoring and evaluation framework. A sector-wide M&E framework developed by government will strengthen monitoring progress across various social protection initiatives that will lead to improved coordination, governance, and performance of social protection programmes in their poverty-reduction objectives.

As part of strengthening social protection systems in Malawi, the programme provided technical support and inputs for the development and implementation of the Malawi National Social Support Policy (MNSSP II) Implementation Plan, which was finalized in May 2019.



The ILO provided support to costing the implementation plan through a participatory and consultative process, involving all Government agencies, development partners and donors in the social protection sector. The assessment provided valuable information on the resource gaps that provided valuable information on the required resources for the execution of the MNSSP II.

**The Social Cash Transfer Program Strategic Plan** has been designed by the Ministry of Gender, Community Development and Social Welfare with the support of the Partnership Programme in collaboration with UNICEF and the UN Joint programme on Acceleration of SDGs.

### Development of the Social Cash Transfer to improve service delivery for 1.2 million SCT beneficiaries

The Social Cash Transfer Program is the most visible social protection program in Malawi. Since its inception in 2006 the program has been rolled out to all 28 districts in the country. The cash transfer annually benefits 1.2million people which is about 7% of the total population. The beneficiary households receive unconditional cash transfer every month. The program is heavily dependent on development partners providing financial support in 27 out of 28 districts. The social cash transfer strategy is being designed to guide the implementation of social cash transfer programme. The strategic plan is expected to

improve implementation and administration of social protection service delivery by making services more accessible. This will contribute to sustainability of the SCT program through enhanced government ownership and financing commitment. This process was partly delayed due to COVID-19 pandemic restrictions. The draft SCTP strategy will be presented to cabinet for approval once finalized through the steering committee led by the Ministry of Gender, Community Development and Social Welfare.

### COVID-19 Urban Cash Interventions (CUCI) cushioned a total of 95,000 households or 378,000 individuals against negative impacts of loss of Income

The impact of the COVID-19 pandemic has negative socio-economic effects in both urban and rural populations in Malawi. The programme provided support to the Government of Malawi to implement a temporary social cash transfer intervention for the urban poor. Support was provided to identify potential beneficiaries of COVID-19 Urban Cash Interventions (CUCI) in two of the four cities in Malawi. A total of 95,000 households representing 378,000 individuals

were identified and benefited from cash transfers over four months. Lessons learnt from the urban cash intervention is contributing to policy discussions on extending social support programmes to the vulnerable populations in the urban areas.

**Planning and monitoring tools to implement social protection policies and monitor their evolution based on administrative data have been developed and put into practice.**

In 2018, the ILO supported the Ministry of Labour to conduct a consultative and capacity building workshop on strengthening Workers Compensation Fund, which led to the development of the workers compensation regulations in line with international standards. This led to recommendations for improvement of coverage for the employment injury scheme. A total of 25 government officials were capacitated with knowledge on implementation of workers compensation fund. Additionally, in March 2019, the ILO supported the Ministry of Labour to conduct regional meetings with social partners and government officers on

workers compensation fund. A total of 60 social partners and government officers attended the workshops. As a result, the regulations governing the scheme were reviewed based on the feedback from these workshops.

The programme further supported Employers Consultative Association of Malawi to conduct a meeting with Ministry of Labour to discuss the reforms in the Workers Compensation Fund. The key outcome of this meeting was the high commitment by both parties (government and employers) to work together to recreate a solid workers compensation fund.



Participants during the Workers Compensation sensitization meeting held in Blantyre, Malawi



In 2018, the Malawi Government launched the Malawi National Social Support Program II (MNSSP II) which has been guiding the implementation of social protection programs till 2023. The programme contributed towards strengthening the monitoring and evaluation system of social protection, through support to the Ministry of Finance and Economic Affairs to conduct a public expenditure tracking survey to assess the financing and management of key social protection programs. In addition, the programme supported development of the monitoring and evaluation framework for the Malawi National Social Support Program II (MNSSP II) in 2019. The ILO with co-financing from GIZ supported the Malawi Government in rolling out the framework and providing technical

backstopping to district teams in data collection and reporting. The manuals, data collection protocols and guidelines for the implementation of the M&E framework were developed, and regional trainings for all district M&E officers and relevant teams were conducted. The framework will support efficient and regular collection, compilation and monitoring of both contributory and non-contributory statistical social protection data to support monitoring progress of national social protection programmes in line with Recommendations No. 202 on National Social Protection Floors.

Further, the programme supported government to conduct an evaluation of the Geographic Information System (GIS) for electronic payments

to verify its sustainability for social cash transfers. The report submitted to the Government of Malawi will contribute to improving the cash transfers payment system to make it effective and timely. The programme further supported the

assessment of management information system which was disseminated within government system. This will contribute towards improved social protection management

### **Immediate Objective 4: The Irish Aid-ILO partnership has contributed to the development of a financing framework for sustainable and progressively domestically funded social protection.**

Activities for this objective have been closely related to advocacy and public debate efforts undertaken with support from the project. With the completion of the MNSSP II Implementation Plan. Since September 2018, the ILO had been working with Government of Malawi through the Ministry of Gender, Ministry of Finance and Malawian Parliament, as well as development partners MANEPO and HelpAge, to advocate for an old-age social pension scheme. A series of activities were conducted by December 2019 with the aim of supporting the Government to make an informed evaluation of options for expanding pensions, including considerations for a universal scheme with the relevant domestic resource mobilization.

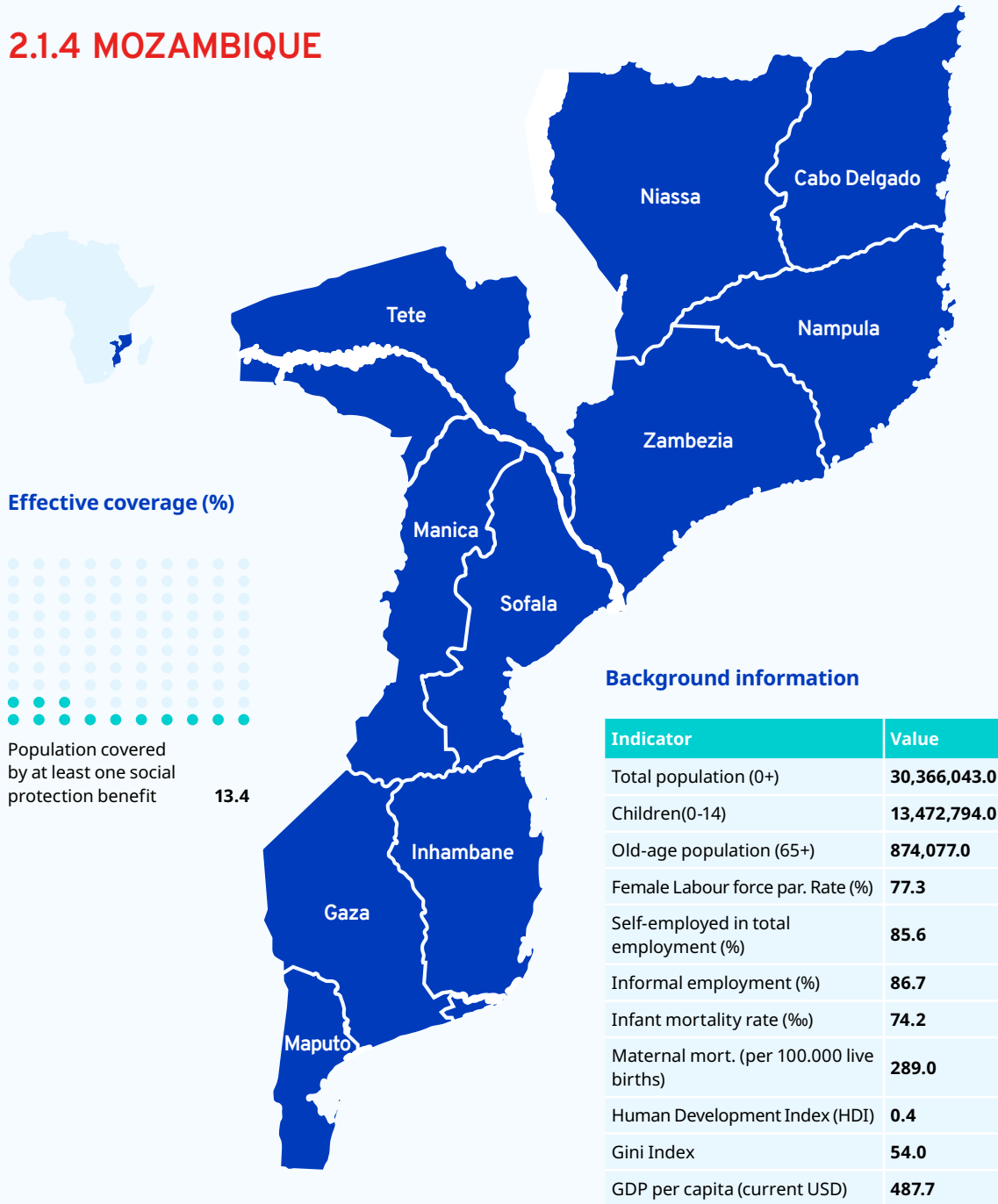
The project supported advocacy meetings with the parliamentary committee on budget and finance and Community and social affairs. The meetings arose as a demand from by the parliament to orient members of this committee on social protection and how it contributes to national development. The advocacy meeting empowered parliamentary committees with knowledge on options available to support sustainable social protection financing. Parliamentary Committees appreciated and appealed for more in-depth discussion on social protection financing options available for Malawi. This contributed to a better understanding on the role of social protection as an investment in national development. Field visits led by the Minister of Gender, Community Development and Social Welfare were organized for the parliamentary committees to appreciate the impact of social protection as a poverty reduction tool. The engagement with parliamentarians has contributed to enhanced commitment of the policy makers and led to the effective involvement

of the policy makers in the review of the national social support policy.

The programme supported the advocacy work on introduction of the Old Age Social Pension (OASP) scheme in collaboration with Civil Society and Government by developing a technical note on costing scenarios. The technical note supported the submission of the social pension bill to cabinet for consideration. Once established the old age pension scheme will translate into an increased coverage of vulnerable populations, specifically the elderly. It is estimated that the old age pension scheme will support more than 600,000 elderly people aged 65 and above who are not adequately covered by the current social protection system.

Eventually, the Programme supported trainings on social protection financing and financial management for government officials. As outlined under output 2.1 the programme supported 3 TRANSFORM trainings on social protection financing and financial management conducted for national officials and district commissioners covering about 90 senior government officials. It is envisaged that the capacity built on social protection financing among government officials will contribute to improve effective resource mobilization, allocation and utilization of social protection resources

## 2.1.4 MOZAMBIQUE



The Mozambique social protection landscape is guided by the 2007 Social Protection Law. It consists of a series of programs aimed at mitigating the impact of economic and social risks on the population living in poverty and vulnerability. This program consists of four components, namely Direct Social Action, Social Action in Education, Social Action in Health, and Productive Social Action. Since

2005, the Government of Mozambique (GoM), in partnership with international donors, has significantly intensified its efforts to consolidate the basic social protection system. These wide-ranging efforts have included increasing budget allocation for social expenditure, strengthening systems of delivery for social protection programmes, and implementing legislative and institutional reforms.



The Irish Aid Programme in Mozambique has consistently contributed to building capacities of public officers and social partners in matters of governance of social protection with the deployment of the TRANSFORM package in Portuguese, as well as in matters of advocacy and fiscal space analyses with the continuous trainings on MOZMOD. However, in 2022 the program has also supported the government and constituents to share lessons learned while strengthening the social protection system, including the development of a social protection information and management system (MIS) and a monitoring and evaluation framework.<sup>14</sup> Indirect support from the programme takes place in many

different areas, such as the organization of the national social protection week.

It is worth noting that the level of budget allocated to Mozambique within the Irish Aid programme has always been small, and rather intended to complement activities co-funded with other projects and partners. However, given Mozambique's considerable experience in, e.g., statistics and data management, public finance and shock-sensitive systems, a stronger integration of the Mozambican component into the programme is desirable to allow for a better capitalisation of the project's experience in a common regional perspective.

### Core achievements of the programme in Mozambique include:

#### MOZMOD (tax-benefit microsimulation model): building capacities in matters of advocacy and public finance management

MOZMOD, the tax-benefit microsimulation model for Mozambique, has been developed in cooperation with the [Ministry of Economy and Finance of Mozambique](#) and Southern African Social Policy Research Insights ([SASPRI](#)), with the technical support of the ILO through **its partnership with Ireland on Social Protection**, in collaboration with the **UN Joint Programme on Social Protection** (financed by Sweden, FCDO, Netherlands and Finland) and the United Nations University World Institute for Development Economics Research (UNU-WIDER).

The [first training course](#) on MOZMOD was organized in collaboration with ILO and took

place in Maputo at the end of June 2017. After that two more training courses have been organized for over 50 participants from different government departments to explore how they could use MOZMOD in their daily work. As a result, the MOZMOD team has used the model to simulate [the impact of a universal child grant on poverty reduction](#), and implications for the government's budget. Such simulations have contributed to the debate in the Ministry of Gender, Child and Social Action on the upcoming pilot of a child grant in Mozambique. MOZMOD was officially [launched](#) for use in 2019.



MOZMOD training workshops have been taking place with ILO technical support and financial support from the Irish Aid programme annually since 2017, when the model was first adapted to the Mozambican context from the original EUROMOD model. These workshops serve to create an occasion for institutions to join forces for strengthening the design of public policies and improving institutional planning and management of social protection systems.

<sup>14</sup> <https://www.social-protection.org/gimi/ShowCountryProfile.action?iso=MZ>

The latest available version of MOZMOD is based on the Household Budget Survey (Inquérito ao Orçamento Familiar, IOF) 2008-09 and 2014-2015, allowing for representative results at the national level. Policies are simulated for 2015-2019 (based on updated household level data from 2008-2009 and 2014-2015). Given its expertise and long-term

support to the Government of Mozambique since 2006 in establishing a Social Protection Floor at the national level, International Labour Organization (ILO) has collaborated with the MOZMOD initiative and supported the training courses during 2017-2019.



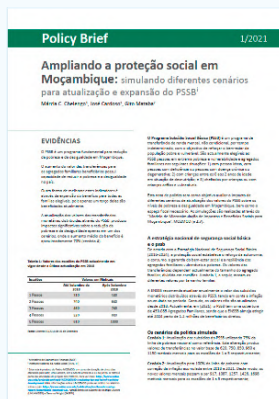
As part of the continuous process of building capacities of Mozambican State institutions to develop evidence-based social protection policies, the Ministry of Economy and Finance (MEF) convened the second iteration of the technical retreat on MOZMOD between 25 and 29 April 2022 with the support of ILO and the Irish Aid Programme. The retreat was opened by representatives from MEF, ILO and UNU-Wider.

In 2022, 13 representatives from State institutions took part in the event, namely from Ministry of Economy and Finance (MEF), the National Institute of Social Security (INSS), the National Institute of Social Action (INAS), the National Institute of Social Providence (INPS), the Tax Authority (AT) and the National Institute of Statistics (INE).

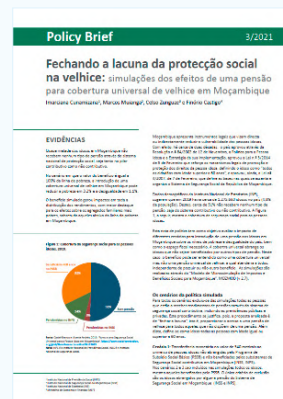
benefit legislation. A tool for policymakers and researchers alike, it applies user-defined tax and benefit policy rules to micro-data on individuals and households (based on the national Household Budget Survey, IOF) and calculates the effects of these rules on household income. This allows simulating scenarios on poverty, inequality and government revenues, serving as an analytical instrument for devising new policies and reforms.

MOZMOD combines household data on incomes and expenditures and coding of tax and existing

► Policy briefs launched by MEF following 2021's MOZMOD technical retreat



[Ampliando a proteção social em Moçambique: simulando diferentes cenários para atualização e expansão do PSSB](#)



[Fechando a lacuna da protecção social na velhice: simulações dos efeitos de uma pensão para cobertura universal de velhice em Moçambique](#)

Since 2021, participating institutions have contributed with data and analysis for developing models for tax policy and social protection reforms in Mozambique through MOZMOD, and

have elaborated a second generation of Policy Briefs, with ILO and UN-Wider support, to be presented during Mozambique's National Social Protection Week in November 2022.

## TRANSFORM: building capacities in matters of governance of social protection

The Irish Aid programme in Mozambique is a core contributor, in coordination with other partners, to the Portuguese adaptation of the TRANSFORM training package and to the organisation

every year of related TRANSFORM trainings for practitioners and public servants involved in policy making or in the coordination and implementation of the social protection system.



A 3-day TRANSFORM training was implemented by ILO in Mozambique (Boane District) on 14th-16th July, 2021. The training provided the opportunity for the translation in Portuguese of the newly revised package for Senior Policy Makers, a compressed version of the standard introductory curriculum targeted at high level officials. A 3-days TRANSFORM training for Ministry of Economy and Finance,

using the newly revised package for Senior Policy Maker, is taking place in November 2022 supported by ILO and co-funded by the UN Joint Programme on Social Protection in Mozambique (financed by Sweden, FCDO, Netherlands and Finland) and the Ireland-funded regional project on Social Protection and Jobs programme.

As reported by the TRANSFORM Master Trainers, the Senior Policy Makers package is well received by participants and contributes to a mind-shift about the understanding of social protection, often seen in the country as a form of charitable assistance rather than a lawful entitlement. Training assessments indicate that the course improved the participants' knowledge of social

protection (92%), with direct application in their daily work (77%). There is a strong demand in Mozambique for the replication of TRANSFORM trainings amongst public servants and social protection practitioners.

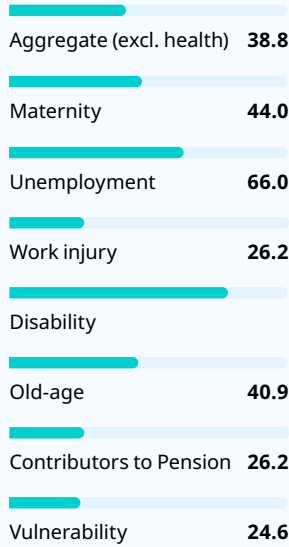
## 2.1.5 ASIA: Viet Nam (VTN/16/54/IRL)



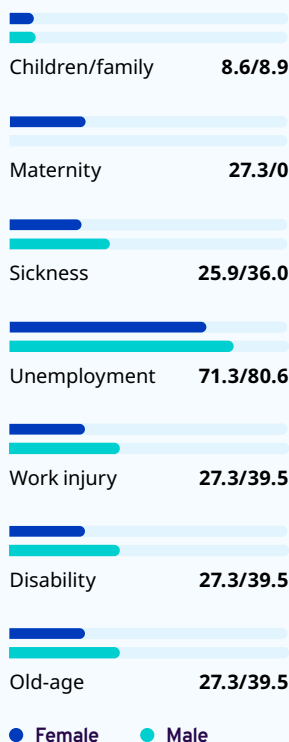
### Background information

Indicator	Value
Total population (0+)	96,462,108.0
Children (0-14)	22,392,562.0
Old-age population (65+)	7,286,411.0
Female Labour force par. Rate (%)	72.7
Self-employed in total employment (%)	56.1
Informal employment (%)	54.2
Maternal mort. (per 100.000 live births)	43.0
Human Development Index (HDI)	0.7
Gini Index	35.7
GDP per capita (current USD)	3,416.2

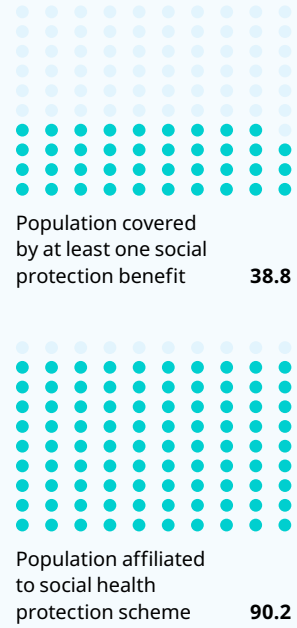
### SDG 1.3.1: Effective coverage by function of social protection (%)



### Legal coverage by function and by sex (%)



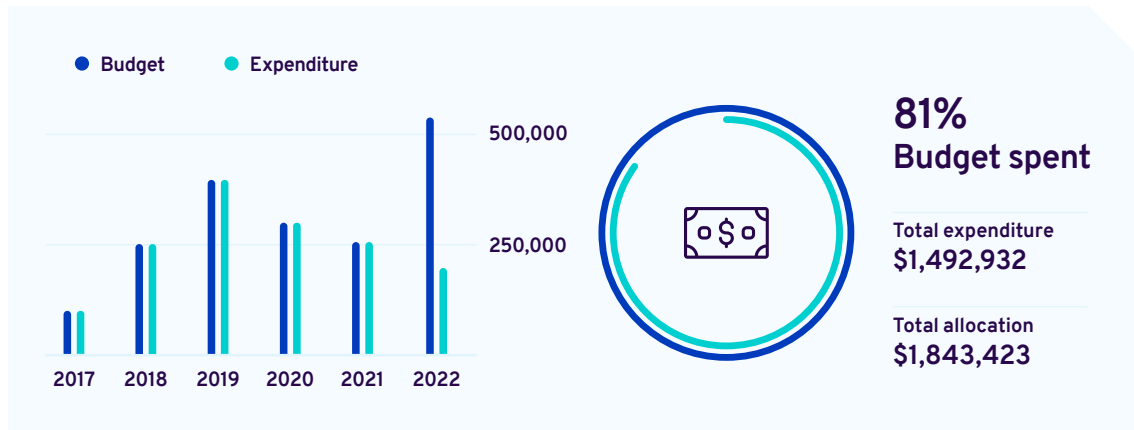
### Effective coverage (%)



● 7.0 Total ● 2.7 Healthcare  
Public social protection expenditure by function (% of GDP)



## Financial summary (as of June 2022)



► In general, the Viet Nam Programme component has been very efficient in the use of its resources. At a time when the annual allocation was decreasing, it was able to benefit from reallocations from other components to intensify its work on gender issues. This year, several activities are planned at the end of the year to build the capacity of constituents to expand fiscal space for social protection, which will exhaust the available resources.

### Social Protection in Viet Nam

Viet Nam’s relatively developed social protection system has a social insurance (SI) system that covers a wide range of contingencies. However, SI and social assistance (SA) policies have been independently designed and implemented, making the expansion of coverage and effective financing of social protection a challenge. Compulsory SI covers around 27% of the labour force, while voluntary SI only covers 0.5% of informal economy (2017). Investment in SA remains modest (i.e. 0.37% of GDP). As a result, the coverage, both in terms of beneficiaries (nearly 3 million) and monthly cash benefit level (\$12 as an average) is not sufficient.

Viet Nam has made strong progress towards achieving universal health coverage, with social health insurance (SHI) covering nearly 87.7% of the population in 2018. However, coverage remains inequitable, with the low enrolment of the near-poor, irregular contributions, weak enforcement, and low awareness of the benefits of SHI all contributing to effective coverage gaps.

### Government priorities

In 2017 the Government adopted a Master Plan on Social Assistance Reform, aiming to expand the scope of beneficiaries of social assistance

policies, raise the level of monthly allowances, and develop and propose policies for low-income people, giving priority to the 40% poorest. In 2018 it adopted a Master Plan on Social Insurance Reform, both with the assistance of the ILO and other UN agencies. These aim to:

- Develop a multi-tier social insurance system, reaching 35% of the labour force by 2021, and 45% by 2025.
- Create flexibility in minimum contribution requirements for pension entitlement
- Increase the retirement age from 2021 and narrow the gender gap in retirement age
- Expand social insurance to the informal sector.
- The government also aims to expand social health insurance coverage to 95% of the population by 2025, and to improve delivery of social protection as a whole through improving management information systems.

In this context, the ILO, through the Irish Aid Partnership and in coordination with other partners, has significantly contributed to support the social dialogue leading to the reform of strategic public policies on social protection, which will benefit over 50 million people, in terms of both extension of coverage and adequacy,

notably for children, older persons and persons with disabilities (PWD), male and female workers. These reforms include:

- The Master Plan for Social Insurance Reform (MPSIR, 2018)
- The Master Plan for Social Assistance Reform and Development (MPSARD, 2017)
- The adjustment of the retirement age (2019)
- The development of a new Decree on expansion of social assistance (2021)

- The revision of the Social Insurance Law (ongoing)
- The revision of Party Resolution No 15 on Social Policies (ongoing)

The policy advocacy and technical support to these key areas of policy reforms throughout the life of the programme have transversally mainstreamed gender, through a life cycle approach which promotes the development of a multi-tier social security system which leaves no one behind.



**The specific achievements during the programme are included under the outcomes 1,2 and 3 below:**

**Immediate Objective 1. The Irish Aid Partnership Programme has significantly contributed to the development of an integrated and fiscally sound Social Protection system in Viet Nam, through the support given to the implementation of the Master Plans for the Reform of both Social Assistance and Social Insurance**



- **The new regulation on extension of non-contributory social protection to implement MPSARD, prepared with technical support from the Programme, has been endorsed by the Prime Minister on 15 March 2021 (Decree 20/ND-CP/2021).** The Decree 20, effective from 1st July 2021, regulates the increase in social protection coverage for its vulnerable population, including groups of children, older persons and persons with disabilities. [The new](#)

Decree on extension of non-contributory social protection has expanded the coverage of social assistance for additional 204 000 among the most vulnerable, including elders and PWDs. In terms of adequacy, 3.4 million people currently receiving social assistance benefit, including 1.9 million older people and 1.1 million PWDs, benefited from a 33 percent increase in social assistance standard benefit, thanks to the social assistance reforms initiated by the programme.

- On contributory social protection, the project supported the preparation of the Policy orientation for revision of the Social Insurance Law 2014 through:
  1. A Legal review for policy changes needed
  2. Actuarial assessment of the pension fund and
  3. Policy options for increasing the coverage of social insurance, reducing lump-sum withdrawals and increasing old age pension coverage.
- The Policy Orientation on Revising the Social Insurance Law was endorsed by the Government in December 2021 by the Government's Resolution 152/ND-CP/2021). The National Assembly approved the Policy Orientation for reforming the Social Insurance Law in May 2022. The reform of the social insurance has resulted in the increase in the coverage from 27% in 2017 to 35% of TLF in 2021, meaning that additional 4 million men and women workers newly joined the social insurance system. Between 2017-2021, the average contributory pension increased by 41%.
- The actuarial assessment of the long-term

pension fund was completed. Consultations have been organized to share the findings with the Government. Results from the actuarial assessment are being used to support the ongoing revision of the Social Insurance Law, especially to support MOLISA to provide evidence-based policy orientation for the MPSIR implementation. This activity has been implemented in collaboration with the World Bank in Viet Nam. A second actuarial assessment of short-term benefits (sickness and maternity, unemployment insurance, EII) has been finalized, discussed and endorsed by the relevant stakeholders in 2022.

- The programme contributed to an increase in NRA in 2019, which impacted totally 50.5 million people in labour force. 27 million male workers benefited from increasing NRA from 60 to 62, and 23.5 million female workers benefited from increasing NRA from 55 to 60. The gender gap in NRA narrowed down from 5 years to 2 years. Finally, the Programme supported the implementation of the Government's Social Insurance Communications Master Plan through technical assistance in:
  1. Development of the Government Social Protection Communication messages for 2020-2025,
  2. Development of indicators to evaluate effectiveness of communication on social insurance in Viet Nam, and
  3. The organization of ToTs on communication for Social Insurance in 2022 for stakeholders responsible for the implementation of Social Insurance programmes in Viet Nam.

## **Immediate Objective 2. The Irish Aid Partnership Programme has significantly contributed to the establishment of adequate legal framework to enable the implementation of the Master Plans for the Reform of Social Assistance and Social Insurance, with a focus on social assistance for older persons, pregnant women, children, emergency relief and social assistance services.**

The policy orientation for the revision of the Social Insurance Law 2014, developed by MOLISA with the Programme's support, was submitted to and

approved by the Prime Minister. The proposed policies include changes in the Law on Social insurance to make contributory social protection a

main pillar of the social security system, gradually expanding social insurance coverage, towards achieving the goal of universal social insurance. Building on that approval, the National Assembly of the Party, after consulting with the ILO team responsible for the programme, has formalized, in June 2022, its decision to add the revision of the Social Insurance Law 2014 to the legal reform calendar of 2023, underlining the strong progress of the process which the programme has supported since the beginning.

The Project completed a research on Social Protection fiscal multiplier effect which sheds light on the pivotal role of social policy in Viet Nam's economic performance. The research, built on data of Government expenditure on social protection in 200 year, shows that increasing investment in social policies and social insurance in Viet Nam can be a source of sustainable, inclusive and shock-responsive economic growth.

The ILO was requested, in early 2022, to lead the UN support in Viet Nam to the revision of Party Resolution 15 on Social Policies. As the only framework in the country covering all branches of social protection, this is a key process in developing an effective and efficient multi-tiered

social protection system which promotes greater integration across social protection branches. The ILO has supported the Government in organizing 5 high level dialogues to analyse the implementation of Party Resolution 15 on Social Policies since 2012 and discuss the recommendations for the development of a new party resolution on the topic. This has culminated with the preparation of a joint UN summary report of main gaps and recommendations, lead and coordinated by the ILO, with contributions from UNDP, UNICEF, UNFP and UN Women.

A High-level Dialogue on Gender Gaps in Social Protection has been organized by the Programme, in collaboration with the Viet Nam Women Union and the National Assembly Social Affairs Committee. 150 participants from key national social protection stakeholders, both at the national and sub-national level, including National Assembly, MOLISA, Viet Nam Women's Unions, and development partners, have engaged in discussions about gender equality in social insurance outcomes, particularly pensions, arising from labour market inequalities and suboptimal social insurance regulations.



The event also allowed a nation-wide discussion of policy options to promote gender equality within the framework of the ongoing revision of the Social Insurance Law of 2014. The ILO Programme, in collaboration with Viet Nam Women's Union developed two policy briefs to introduce key recommendations for increasing adequacy and narrowing down gender gaps in coverage and benefit levels.

The programme has also partnered with VWU in 2022 to deliver a training on gender responsive social protection to a wide set of stakeholders, including the social partners, which received a very positive feedback from all stakeholders involved.



### **Outcome 3. The Irish Aid Partnership Programme has significantly contributed to the effective and efficient delivery of social protection programmes through improved administration, coordination and monitoring and evaluation**

The project supported MOLISA and social partners (VCCI and VGCL) to organize capacity building on multi-tiered social protection throughout 2021-2022. These trainings have supported Government partners, workers and employers' representatives better informed about the potential impacts of multi-tiered social protection, including contributory and non-contributory schemes, can help to expand the coverage of social protection in Viet Nam.

The programme supported Viet Nam Women Union (VWU) to organize capacity building on gender equality in social protection in Viet Nam, this included sessions on the Gender Impacts Assessment (GIA) and MTCB with the VWU and their members, as well as the multiple consultations with National Assembly, Government and social partners on the GIA.

A key training on social protection data collection in Viet Nam has been organized in collaboration with ITC-ILO: 100 staff from national social protection stakeholders received training on social protection statistics, contributing to the harmonization of national knowledge base in the field of social protection. The training also helps participants to:

1. Become familiar with ILO methodology for collection and monitoring social protection data;
2. Improve capacity to monitor and evaluate social protection data, specifically with regard to assessment of social protection coverage and adequacy of benefits;
3. Strengthen the capacity to avail of ILO Social Security Inquiry as a tool to produce comprehensive, reliable, and quality social protection data, reinforcing national social protection statistical systems; and
4. Discuss key concerns and identify opportunities using SSI tool to compile, monitor and process social protection data in Viet Nam.

The Programme has also supported the improvement of capacity to monitor and evaluate social protection data in Viet Nam through a collaboration with Viet Nam Social Security, MOLISA, Ministry of Finance and the Viet Nam Women's Union. The social protection data generated with the support from the Programme, have been utilized as inputs for:

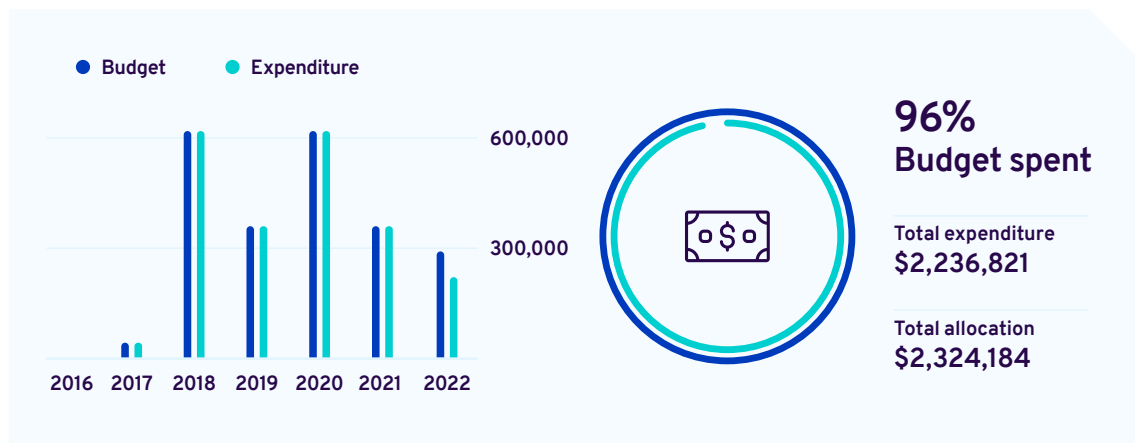
1. An actuarial valuation of the pension system;
2. The assessment of the gender impact of the social insurance system in Viet Nam;
3. A review of the current social pensions legislation; and
4. The costing of national and sub-national policy options and development of provincial plans for expansion of social pension.

Lastly, the data has also been used to feed the larger ILO's global study of multiplier effects of various types of social protection expenditures and other government expenditures, as well as the economic effects of different sources of government revenue.

The Programme has further supported, under the framework of the development of a new party resolution on social policies, a study on social budgeting, in collaboration with ILSSA, which provides a national framework, which was endorsed by the relevant stakeholders, for the measurement of expenditure on social protection and on social policies. Based on this framework, two studies were developed: one analysing the expenditure trends between 2012 and 2022, and a second forecasting expenditure in the two areas in the short- and medium-term. The framework and studies were further used as the basis for a capacity building exercise aimed at providing national stakeholders with the necessary tools to replicate this level of analysis going forward without need for additional technical support.

## ► 2.2 EMPLOYMENT INTENSIVE INVESTMENT PROGRAMME (EIIP) IN TANZANIA (TZA/16/51/IRL)

### Financial summary (as of June 2022)



- As the EIIP component in Tanzania was not funded by Irish Aid this year (time extension only), the budget halfway through the year is already fully engaged.
- The key implementing partner of the EIIP project component in Tanzania is the Tanzania Social Action Fund (TASAF). Others are Tanzania Rural and Urban Roads Agency (TARURA), Tanzania National Roads Agency (TANROADS), ILO constituents (Government, Trade Unions and Employers organizations from both Tanzania mainland and Zanzibar) and training institutions such as the Institute of Construction Technology (I-COT).

### Immediate Objective 1: The Irish Aid partnership has significantly contributed to mainstreamed inclusive and transparent pro-employment investment strategies in national employment policies and programmes (with implementation guidelines)

- During the 6-month inception phase of the EIIP, the creation of technical working groups with broad participation of constituents and partners to further dialogue on policy, procurement and possible south-south cooperation allowed for the adjustment of the project's operational and strategic orientations. Various consultative meetings and workshops were organized with a wide spectrum of multi-stakeholders ranging from government, workers and employers' organizations to civil society organizations and private sector actors in infrastructure investment. Discussion covered mainly key contextual concerns of good governance, inclusive growth, job creation, poverty reduction, enterprise promotion and improvement of working conditions in the broader framework of nationally defined macro-economic employment and investment policies, and the promotion of employment-intensive works and public employment programs in times of social and economic hardship and crisis.

- An ISPA assessment of the Productive Social Safety Net (PSSN) Public Works Programme was carried out. This revealed specific sub-projects and technical challenges of the TASAF PSSN Public Works and Livelihood Enhancement Programs and set scene for EIIP technical support to PSSN. The ISPA assessment report is accessed through the following link: <https://ispatools.org/tools/ISPA-Country-Report-Tanzania-PWP.pdf>
- The ILO under the EIIP project component in Tanzania supported the execution of the Employment Impact Assessment (EmpIA) with the objective to assess the employment impact of public investment in relation to application of employment intensive approaches in three value chains namely, Cashew Nuts, Grapes and Cotton which are being promoted nationwide under the TASAF PSSN programme. The key findings of the study showed that agricultural value chains studied would multiply jobs and income by three if produced with the new agricultural technology under TASAF public works compared to the conventional approach. Also reforms on relevant agricultural policies and market linkages were revealed to be key to the success of jobs promotion and creation in the value chains under study. ILO has continued to support TASAF in the implementation of specific recommendations of the assessment to enhance agricultural production for improved livelihoods of beneficiaries through jobs creation and employment promotion. The EmpIA report can be accessed through the following link: [Employment Impact Assessment \(EmpIA\) for the Agricultural Value Chain Promoted under Public Works of the TASAF PSSN Programme \(ilo.org\)](#)
- The ILO under EIIP in partnership with UNICEF provided technical assistance in the review of the National Social Security Policy (2003) to develop a comprehensive policy for social protection in Tanzania Mainland to accommodate all key components including productive inclusion and public works through training and knowledge, international experience sharing of the policy review task force; supporting drafting of the policy sections specifically on public works and productive inclusion; facilitating and supporting policy draft workshops and technical meetings with high level government officials. The revised policy is in approval processes and its implementation will be launched in 2023. The draft policy is accessed through the following link: [National Social Protection Policy Draft Copy 2018](#)

**Immediate objective 2: To increase the participation of small-scale enterprises, contractors and local communities in infrastructure delivery, the Irish Aid partnership has supported the development of procurement systems, procedures, and legal frameworks**

- The ILO under EIIP project component in Tanzania conducted a public procurement awareness workshop among the key project partners.
- The ILO facilitated a dialogue on the development of a National Public Procurement Policy with the Ministry of Finance and Planning (Division of Public Procurement Policy) in Tanzania mainland. The aim was to develop a comprehensive policy that accommodates vulnerable groups including women youth and people with disability. The ILO executed a study on a public procurement situation analysis. The study assessed effectiveness, efficiency, performance and policy environment of public procurement processes. It also assessed regulations guiding procurement function, conducive environment as well as the political will to develop efficient, effective and sustainable procurement systems. The study report can be accessed through the following link: [Assessment on the Inclusion of Special Groups in Public Procurement in Tanzania](#)
- ILO under the EIIP project provided technical support to the establishment of Tanzania Women Contractors’ Association (TWCA).



*The launch of Tanzania Women Contractors' Association (TWCA) on 28th October 2021 by Her Excellency Samia Suluhu Hassan, The President of the United Republic of Tanzania, represented by the Minister for Works, Transport and Communication Hon. Professor Makame Mbalawa, with various stakeholders of construction and financial institutions in attendance. The theme of the launch was 'Women in Construction – Opportunities for Contributing to Economic Development'. The event organized an exhibition on various construction technology and equipment.*

### Immediate objective 3: The Irish Aid partnership has contributed to strengthen the technical capacity of institutional partners on Employment intensive investment planning

- The program has significantly strengthened the capacity of government and partners to innovate and expand opportunities to grow jobs, businesses, and livelihoods for beneficiaries. The capacity development interventions were informed by an assessment on existing capacity gaps on EIIP among the project partner which was meant to assess the scope, policy environment and capacity of partners including TASAF, implementing and regulatory bodies in various sectors for application of employment intensive investment approaches in the sectors and tripartite partners. The capacity assessment report can be accessed here: [Capacity Needs Assessment for Scaling up EIIP in Tanzania](#). The assessment report provided the actual context on the status of application of employment intensive approaches in job rich sectors and provided the guidance towards the type of capacity development interventions required.
- Based on the capacity needs assessment, The ILO under the EIIP project in Tanzania built the capacity of its partners in various areas in order to have adequate capacity in the areas of mainstreaming EIIP interventions in job rich sectors. Capacity development has been a key activity to ensure quality results. Capacity building in strategic areas based on capacity needs assessment conducted during the beginning of the project was used to guide capacity development activities through various approaches which include training, demonstrations, pilots, coaching, hand-on-support, supportive supervision, mentorships and learning/study visits.
- As part of developing the capacity of its partners, a consultative workshop was conducted to 45 (12 female and 33 male) participants from relevant stakeholders<sup>15</sup> in both Tanzania mainland and Zanzibar with the aim of raising awareness on the project among the key government ministry officials

<sup>15</sup> Prime Minister's Office, Labour, Employment, Youth and People with Disability (PMO–LEYD); Ministry of Works and Transport; Ministry of Agriculture (both Mainland and Zanzibar); Ministry of Education (both Mainland and Zanzibar); Zanzibar Ministry of Infrastructure, Communication and Transportation, President's Office, Regional Administration and Local Government; Zanzibar Second Vice President's Office, President's office, Labour, Economic affairs and Investments



and get the buy-in for project implementation. Additional consultations to raise awareness of the project took place with additional stakeholders and partners<sup>16</sup>

- As part of capacity development initiatives and promotion of south-south learning, two officials from two partner institutions (TASAF & TARURA) were supported to participate in the 18th ILO African Regional Seminar on Labour Based Practitioners held in Tunis, Tunisia from 9th -13th September 2019. The seminar was organized by the Government of Tunisia through the Ministry of Development, Investment and International Cooperation, in collaboration with the ILO. The participants discussed, and shared ideas, knowledge and experiences on policies, practices and technologies with high potential for job creation and income generation in their relevant countries using feasible technologies and public private partnerships through public investment programmes. This has enhanced planning and implementation of public investment programmes among the institutions.
- A total of 20 participants (14 male and 6 females) from TARURA (Engineers, Technicians, Social Specialists, Environmental Specialists, Monitoring and Evaluation Specialists and Procurement Specialists) were trained on knowledge and skills on community based routine maintenance (CBRM) model with a focus on mainstreaming crosscutting social and environmental issues including gender equality, procurement and inclusion aspects in the planning and implementation of rural infrastructure. The training has led TARURA to adopt the model in constructing and rehabilitating rural roads.
- ILO continued capacity development, advocacy and promotion of the use of Employment Intensive approaches specifically in job rich sectors. It has led some institutions such as TARURA to adopt such approaches to enhance use of community



Group photo of participants from TARURA holding their certificates

groups in maintenance of rural roads. Through ILO technical support more than 50 groups (with 1,500 members) from special groups and small-scale entrepreneurs were awarded contracts to maintain rural roads from TARURA in Chamwino, Mvomero and Kilombero districts. Each group was provided a contract with a 6 KMs length worth between 6 and 12 million Tanzania shillings ( \$2,600 and 5,200) This has enabled community groups to access more than 3,000 jobs (with 60% women), improve their livelihoods and thus increase access to social protection.

- The ILO supported the Tanzania Women Contractors Association (TWCA) in building the capacity of their members to maximize their participation in the delivery of public infrastructure development programs. A total of 35 TWCA Members and leaders of TWCA were trained on contract administration management and business development services (BDS) with an objective of addressing the skills and knowledge gaps in technical, managerial aspects of construction business. Specific areas covered include organizational development, administration business and cooperative leadership, contract administration & management as well as financial management. The workshop created opportunity for women contractors to network and share experience on how to improve their performances. The training

<sup>16</sup> Tanzania Social Action Fund; National Construction Council; Contractors Registration Board (Tanzania mainland and Zanzibar); Engineers Registration Board; Public Procurement Regulatory Authority (both Tanzania Mainland and Zanzibar); Tanzania Rural and Urban Roads Authority; Tanzania National Roads Agency; Trade Union Congress of Tanzania; Zanzibar Trade Union Congress; Association of Tanzania Employers; Zanzibar Association of Employers; Vocational and Educational Training Authority; Appropriate Technology Training Institute (ATTI); Works Training Institute;

imparted necessary skills and knowledge for women leading enterprises and created an avenue for advocacy. Through the knowledge gained, the TWCA members have ventured into their businesses by winning more tenders and grow their businesses.



Guest of Honour, Director, ILO Dar office (seated second from left) with TWCA Leaders and Members during the training workshop

- With technical assistance from ILO,<sup>17</sup> the government conducted a training on Low Volume Sealed Roads construction technology in Dodoma, Tanzania for 25 (13 F & 12 M) technical officials from various institutions (TASAF, TANROADS, TARURA, ATTI, MWTI, PO-RALG, PMO – LEYD, Road Fund Board and private enterprises). The training facilitated learning and showcase new employment intensive technological options for development of rural roads among engineers, technicians and small-scale contractors, whilst also impacting skills for enterprise development, and employment potential for rural vulnerable communities. Practical training included upgrading of 100m section of a road in Chamwino district, Dodoma region to a low-volume sealed road (LVSR) using Cuplump Modified Asphalt (CMA) and Emulsion Treated Base (ETB). Key government institutions working on roads have adopted the technologies and more than 20 small-scale contractors from Dodoma, Iringa, Lindi, Mbeya, Mwanza and Rukwa regions are benefiting from contracts for road construction using the technology.



<sup>17</sup> Ministry of Works, Communication and Transport under Appropriate Technology Training Institute – ATTI and Morogoro Works Training Institute; ii) President’s Office: Regional Administration and Local Government Authorities – under Tanzania Rural and Urban Roads Authority (TARURA) and iii) Prime Minister’s Office, Labour, Employment, Youth and People with Disability

- 35 staff from the government and other partner institutions were trained as trainers on Labour Based Technology (LBT), Entrepreneurship and enterprises development, organizational development and management.
- 300 community members from TASAF beneficiary households (173 female and 127 male) from Chamwino and Kongwa districts in Dodoma region were trained on Labour Based Technology (LBT); Entrepreneurship and enterprises development and organizational development and management. The trainings were conducted from 25th – 30th March 2019 in both districts in close collaboration with Tanzania Social Action Fund (TASAF) and Tanzania Rural and Urban Roads Authority (TARURA).
- The ILO in collaboration with the Government of Tanzania conducted a two weeks Training of Trainers (TOT) on soil and watershed management for 30 (21 male and 9 female) Tanzania Roads Practitioners (Labour based trainers, engineers, technicians, Environmentalist and Social Experts). With the aim of mainstream environmental protection, in particular the erosion prevention and control, in the delivery of road infrastructure. Participants came from Relevant Stakeholders<sup>18</sup> Participants have used the knowledge gained to adopt some useful approaches in addressing soil and water conservation challenges.
- The ILO under the EIIP component in Tanzania piloted the project on Solid



Participants demonstrate construction of galley control during the training on Environmental and watershed management training

Waste Management through production of Black Soldier Fly (BSF) targeting the TASAF beneficiaries in 2022. BSF production is one among the potential Livelihoods Enhancement activities that can be implemented in urban areas. This approach has been proven to be both viable and beneficial in dealing with biodegradable waste in low-income communities, while providing an opportunity to improve livelihoods through the production of black soldier fly which is a good source of food for livestock (poultry, pigs and fish) as well as potential commercial trade in animal food. The project was piloted in two regions (Dar es Salaam and Morogoro) with construction of 8 BSF production units in 8 communities (4 in each region).



BSF Production Units

- All 8 communities were trained how to produce the lava from the waste. The results from this pilots shows that all bins are in use

<sup>18</sup> Stakeholders were fro Tanzania Rural and Urban Roads Agency (TARURA); Ministry of Works, Transport and Communication, Tanzania Mainland; Ministry of Infrastructure, Transport and Communication Zanzibar, Tanzania National Roads Agency (TANROADS) and Tanzania Social Action Fund (TASAF).





with larvae being produced, the design of both production units adequate- final design choice to be evaluated within final report, the overall engagement at a community level is positive albeit not uniform with low waste quantities being placed in some bins (households reporting they are getting rid of their organic waste other ways such as selling to pig farmers). Some sites sell larvae to local small-scale chicken farmers: the income generated from the sale of larvae is then placed in existing savings groups set up by the PSSN LE programme. This is an important link to the LE programme and an innovative way for the whole community to benefit from these bins. After the evaluation of the pilot, The ILO has agreed with TASAF and WB to scale up the intervention in more PAAs.

- ILO under EIIP component in Tanzania provided support to ZANEMA to conduct a reconnaissance survey with purpose of collecting data from its members and the public on the state of social protection especially on social security schemes coverage in Zanzibar. The results of the survey led to an awareness workshops facilitated by the ILO to disseminate knowledge on social protection to representatives of employers on 23rd -25th September 2022. The workshop played a crucial role of the platform for gathering



Photo:

views and opinions on strengthening the social protection system in Zanzibar and addressed some challenges and concerns of the public.

- The ILO also supported consultative meetings between ZANEMA and its stakeholders in the industrial sector including the hospitality industry to discuss the implication of social protection policy and social security schemes and their response to the victims of the unpredictable global phenomena such as COVID 19 pandemic in both Unguja and Pemba.
- A comprehensive list of specific capacity development trainings disaggregated with training type, training locations and sex of beneficiaries, are summarized in the table below.



S/N	Training Type	Training Location	Male	Female	Total
1	EIIP and SP Management	Dodoma, Tanzania	38	12	50
2	PW and LE Linkages	Morogoro & Zanzibar, Tanzania	207	49	256
3	SIYB	Dodoma, Tanzania	204	323	527
4	Innovation in PEP, A policy focus	Cape Town, South Africa	4	1	5
5	LVSRT ToT	Lusaka, Zambia	5	1	5
6	LVSRT	Dodoma, Tanzania	52	13	65
7	PEP & PIP	Turin, Italy	8	3	11
8	LBT	Dodoma, Tanzania	151	184	335
9	Environmental and Watershed Management	Iringa, Tanzania	21	9	30
10	Basic skills on livelihoods and economic activities	Morogoro, Tanzania	36	24	60
11	BDS for LE	Bagamoyo, Tanzania	21	12	33
12	Roles of EIIP and linkage to SP	Zanzibar, Tanzania	25	20	45
13	Social Protection Reforms in Tanzania as well as Employment Intensive approaches	Zanzibar, Tanzania	19	6	25
<b>TOTAL</b>			<b>848</b>	<b>657</b>	<b>1,505</b>

### Immediate objective 4. Enhanced capacity of stakeholders and institutions to apply tools, methodologies and strategies developed under the programme

- Technical assistance in development of second phase of Tanzania Social Action Fund’s Productive Social Safety Net (PSSN) Programme specifically public works and livelihoods components, through capacity development in technical and business training, hands-on support, mentorships and coordination. The programme was officially launched in February 2020.



The Guest of Honour The Late H.E Dr John Pombe Magufuli, The President of the United Republic of Tanzania in a group photo with Development Partners supporting implementation of TASAF PW programme on 17th February 2020 at Nyerere Conventional Center in Dar es Salaam. The first from right (standing) is Mr Dampu Ndenzako, the NPC for EIIP from ILO and the third from right (standing) is Mr Wellington Chibebe, the ILO Director, Dar es Salaam Country office.

- ILO supported TASAF to conduct the assessment of the public works activities implemented during the first phase of the PSSN in order to assess planning and implementation modalities identify viable urban PW options, identify potential for pro-employment public works in urban and peri-urban areas and develop the Technical Manual that guides planning, design and implementation of such works under the TAFAP/PSSN-II programme.
- The ILO under the EIIP project component in Tanzania supported mainstreaming of Employment Intensive Investment Approaches and Community Based Routine Maintenance model through development of the technical manual for CBRM to guide participation in maintenance and rehabilitation of rural roads under TARURA and TANROADS. The manual provides Engineers, Technicians, Social and Environmental Specialists and other practitioners and service providers (including small-scale contractors and community groups) with concise information on planning and implementation of community-based routine maintenance (CBRM) for roads under TARURA using employment intensive techniques. The manual has increased knowledge and skills on roads maintenance using a community contracting model and has been adopted by TARURA and TANROADS for quality maintenance work for roads. The manual can be accessed through the following link: [Technical Manual for Community Based Rural Maintenance for the RISE Programme under TARURA](#)
- TASAF was technically supported to develop a Handbook on Strengthening Livelihoods Activities through PW activities. The Handbook has improved understanding on the linkage between PW and LE among the PAA facilitators and improved planning, implementation, coordination and monitoring of PW and LE interventions under TASAF. The handbook can be accessed through the following link: [Handbook on 'Strengthening Livelihood Through PW](#)
- A country brief entitled 'Tanzania: Gender-responsive public works as a key building block of social protection for all' was documented to showcase the project work to achieving gender equality and improving access to social protection and economic empowerment among the vulnerable and disadvantaged groups through participation in public works. The documentation is the collaborative work between ILO (Dar office, DWT Pretoria and EIIP HQ team) and TASAF. The brief can be accessed through the following link: [Gender Country Brief Tanzania](#)
- ILO under the EIIP component in Tanzania supported development of various tools that are being used in rolling out of the Public Works interventions under TASAF. The tools are:
  - Technical Manual for Urban Public Works: [Technical Manual for TASAF Public Works Programme](#)
  - Technical Manual for Public Works Programme under TASAF: [Technical Manual for Urban Public Works under TASAF](#)
  - Handbook on Linkages between EIIP and Social protection: [Handbook on Linkages Between Employment Intensive Investment Programme \(EIIP\) and Social Protection](#)
- Tanzania reported the first case of Covid 19 on 17th March 2020. This affected the project activity plan due to preventive measures imposed by the government including restrictions on movements and social gatherings. In responding to this context, the project activities were realigned to the COVID-19 response and repurposing the on-going works related to the delivery of Public Works activities under the TASAF PSSN programme and other sectoral institutions covered by the EIIP based on the country context and situation of the C-19. The government launched the Vaccination programme in 2021 as a part of the measures of the outbreak and 13% have been vaccinated to date. In responding to this context, the project activities were realigned to the COVID-19 response and repurposing the on-going activities with partners. The ILO supported project partners to develop guidelines with relevant information on how to continue with operations in the context of COVID 19. An example is a safety guideline to implement TASAF PW activities in the context

of COVID 19 that was developed in August 2020. It can be accessed through the following link: [A Safety Guideline for Implementation of TASAF Public Works Activities in the context of COVID 19.](#)

- These tools and documents developed, have supported TASAF to enhance their delivery of their mandates specifically on design, planning, implementation, coordination, monitoring and evaluation of the PSSN programme

### Communication and Visibility

- The project implemented different advocacy approaches to ensure the project interventions are well communicated, understood and visible to policy makers, partners, beneficiaries and the general public. Semi-annual reports were produced and communicated to the Steering Committee, various stakeholders and partners to ensure project visibility and promote learning. Activity reports were produced along with documentaries to disseminate information on project activities to wide audience. Media were engaged in every activity to ensure publicity of information and news regarding the project. An example of the activity covered in the media can be found through the following link: <https://www.ippmedia.com/en/news/govt-thanks-ilo-continued-support-improve-infrastructure-%C2%A0>.

- A comprehensive documentary on the project has been developed and disseminated via digital media and other communication aimed at increasing visibility. Brochures and posters about the project have been produced and disseminated to wide audiences. The documentary can be accessed through the following link: [A documentary on the EIIP project component in Tanzania](#)
- The EIIP component has regular meetings with Irish Embassy in Dar es Salaam as well as with bi/multilateral organizations, sister UN agencies, ILO social partners, NGOs supporting TASAF PSSN and institutions benefiting from the project such as TARURA, TANROADS, RFB, CRB, ERB, NCC and relevant sector ministries.

### Good practices and lessons learnt

- The project used the experience gained to improve implementation as well as knowledge sharing among partners. Examples include adoption of the low-volume sealed roads (LVSR) model and models by TARURA such as ETB and cold asphalt that are applied to rural road maintenance. Also being one of the technologies that has been promoted by I-COT including launching of training courses specifically for LVSR technology
- The ILO continued implementation of the recommendations of the gender and inclusion study conducted in 2020 with the aim of





mainstreaming with national partners gender and inclusion in all activities. In that sense, the ILO spearheaded the development of the Gender and Inclusion Action Plan (GIAP) to ensure gender and inclusion dimensions are integrated within the TASAF PSSN II programme. The Assessment report can be accessed through: [Assessment on Gender Inclusion in the EIIP Project Component in Tanzania](#)

### Emerging Opportunities

- The implementation of the EIIP project component in Tanzania has recorded a number of opportunities that continue to be harnessed as part of continued implementation of the programme and enhance quality delivery of the project.
- The ILO is the strategically positioned to continue providing technical assistance in quality delivery of the second phase of the TASAF PSSN programme which will be implemented from 2020 to 2024, launched in February 2020 by His Excellency the Late Dr John Pombe Magufuli, The President of the United Republic of Tanzania. The PW interventions of the second phase of the programme have been expanded from 44 PAAs (in Phase 1 of the PSSN) to 187 PAAs (in Phase 2 of the PSSN). Therefore, the ILO technical assistance is even more necessary to ensure smooth and quality scale up as well as
- continued delivery of quality PW interventions. ILO would continue with provision of technical assistance to support TASAF in the planning, identification, implementation, monitoring and coordination PW projects as well as capacity development of TASAF regional and district staff and community groups, development of relevant technical implementation guidelines, managerial tools and checklists to ensure quality implementation of activities in the PAAs.
- The current government of Tanzania has developed considerable interest and focus on Infrastructure which is one of the potential sectors for application of employment intensive investment approaches. The government is undertaking a number of small, medium and major infrastructure projects such as the East African Crude Oil Pipeline Project (1,400 km length) from Tanga, Tanzania to Hoima, Uganda; Standard Gauge Railway (250 km) from Dar es Salaam to Dodoma for phase I&II) and Nyerere Hydroelectric Power Project which will produce 2,100 MWs. Although these major infrastructure investment projects have been conventionally designed, their sheer size and scope can provide realistic and cost-effective opportunities for appropriate use of EI approaches for some components of these interventions. EIIP has already taken the opportunity to promote the use of





Employment Intensive approaches that can offer cost-effective delivery which can also facilitate job creation for increased access to social protection and improved livelihoods among the vulnerable communities within the 'catchment area' of these major projects.

- Establishment of an independent rural roads management agency Tanzania Rural and Urban Roads Authority (TARURA) in July 2017, mandated to plan, design and develop rural and urban roads is an opportunity for the ILO under EIIP to continue providing technical and institutional capacity support for quality infrastructure delivery and application of Employment Investment approaches. With technical assistance from ILO, TARURA is at design stage of the programme '*Roads to Inclusion and Socio-Economic Opportunities, 'RISE'*' which has the objective of stimulating local economic growth and reducing poverty through improved rural accessibility and strengthening the capacity of rural roads sector management institutions for the sustainable management of the rural road network using the employment intensive approaches in rehabilitation and maintenance of rural roads implemented by community groups. ILO will continue with provision of technical assistance in the implementation of the RISE programme with respect to implementation and rolling out of CBRM.
- Due to demand created by EIIP in various sectors with potential for applications of Employment Intensive approaches, EIIP has been unable to meet all requests from various partners requesting capacity development services and support to other EIIP approaches. Thus, ILO has taken advantage of resource mobilization initiatives to secure more funds so as to respond to various requests. One of these initiatives is a proposal submitted to WB/ Government of Tanzania to provide technical assistance to the implementation of RISE programme, which is still under negotiation.
- Building synergy with other ILO projects in the country has been key to facilitating and accelerating delivery of EIIP. The EIIP is collaborating with the UN joint programme to build the Social Protection System under the Sustainable Development Goal Fund (SDG-F) where employment based social protection

interventions through public works activities are implemented. EIIP is an integral part for expanding social protection floors for the rural poor.

- EIIP implementation capacity for employment based social protection has been further enhanced through strategic collaboration with social protection actors in the Country (incl. UNICEF and WFP) by mainstreaming EIIP approaches as part of the UNDAP II social protection outcome supported by the UN, working closely with ILO constituents, sector managers and higher learning institutions in order to build local capacity for EIIP implementation and use of local expertise. ILO is one of the Development Partners (DPG) supporting implementation of the TASAF PSSN programme. The DPG meet on monthly to review and discuss progress of the programme and determine technical assistance support required to enhance delivery of the programme.

Building synergy with other ILO projects in the country has been key to accelerate delivery of the EIIP project work. During the period under review, the EIIP continued the collaboration with the UN joint programme to build Social Protection system under the Sustainable Development Goal Fund (SDG-F) where employment based social protection interventions through public works activities are implemented. The EIIP is an integral part for expanding social protection floors for the rural poor. Through this synergy, in collaboration with and coordination of the ILO Lusaka office, (under the Inclusive Growth, Social Protection and Jobs Programme), the social protection TRANSFORM Curriculum was translated in Kiswahili language, the language spoken in East African countries, so as to benefit the government staff at regional, district and grassroots level. The Kiswahili translated SP TRANSFORM Curriculum is at final stages of review before it can undergo for a pilot. Once the curriculum is endorsed for implementation, it will benefit the government staff with regards to capacity building on planning, designing, implementing, coordinating and monitoring of social protection programmes in Tanzania (both Mainland and Zanzibar) as well as other Kiswahili speaking countries within the sub region.

## ► 2.3 GLOBAL COMPONENT (GLO/16/63/IRL)

### Financial summary (as of June 2022)



- The financial execution of the programme has been overall constant and efficient, despite typical structural constraints, notably linked to employment contracts and the variability of annual allocations. In order to maximise financial efficiency in the implementation of activities, a flexible mechanism of iterative allocation of resources between countries and components has been put in place over the last three years. In the second semester, after the final evaluation, the global component reallocates unspent resources to countries based on their needs in terms of closing activities.

The Global component is managed by the Social Protection Department (SOCPRO), which bears the ultimate responsibility for the overall Programme implementation.

The Global component provides across the Programme technical support and quality assurance e.g. through the Advisory Platform, facilitates information/knowledge sharing (e.g. through the Results Monitoring Tool or the TRANSFORM website), provides coordination, managerial support, and liaison with the different parties to guarantee the production of, i.a. the evaluations' reports, and the progress reports. The Global component organizes regular

coordination meetings, either at management level, or at partnership level.

#### **Cross-country technical assistance in specific areas**

Through SOCPRO's technical advisory platform and regular support services, the global component aims to support countries and country teams in strengthening social protection systems. In addition, the Global Component also coordinates the management and knowledge management of the programme, from the consolidation of reports to the development of the Results Monitoring Tool.

<sup>19</sup> In 2021, based on the priorities identified by the countries, within the objectives of the project and in the wider perspective of the ILO's Global Flagship Programme on Building Social Protection Floors for All - technical support to all implementing countries will be provided by senior ILO experts through SOCPRO's technical advisory platform.

- ▶ Technical support through the new ILO technical advisory platform<sup>19</sup>, was provided to countries essentially in the areas of gender and extension of coverage, actuarial studies, universal health coverage, public finance management, management of information systems.
- ▶ Completion of a study including recommendation on mainstreaming on Gender & Inclusion and organization of a webinar in May 2021 on the topic of Gender and Inclusion, including country teams, several departments of the ILO (SOCPRO, PARDEV, GERD), and the donor, and the contribution of panellists including international and regional specialists on gender and inclusion, as well as specialized partners (e.g., the Viet Nam Women's Union - VWU). This seminar was an opportunity to share key findings from the global report produced following the recommendations of the mid-term evaluation in 2020, to facilitate South-South learning between Programme countries and to generate additional insights on how to improve gender mainstreaming and disability inclusion in future social protection programmes.
- ▶ Initiated a multi-country (Viet Nam and Malawi) impact study of the multiplier effect of social protection to showcase social protection as a productive investment to be prioritized: The methodology is developed and the commissioning of lead research institute, the FIPE<sup>20</sup> in Brazil, is finalized and the study in the implementing countries will take place in 2022.
- ▶ Development of the Result Monitoring Tool and training of country teams on the management of the tool, mainly in this phase on how to upload the data and information. The next phase of the tool development will be focused on the use of the tool.
- ▶ Constant technical and managerial coordination have been provided for several workstreams across the partnership, linking (in collaboration with PARDEV and other ILO Departments) the different countries and components to each other including EIIP in order to facilitate internal processes including regular multi-country team meetings (for collective decision-making, for the joint development of ToRs and following technical discussions, the collective contribution to events organized by the donor, the internal dispersion of funds, among other),
- ▶ In 2022, the global component has focused on the preparation and facilitation of the collective process leading to the final report, the final independent evaluation, and a rationale for the renewal of the Partnership Programme. These three documents are the result of a series of consultations with the donor, country teams, constituents and key partners, and are presented in an integrated and simultaneous manner.

## Knowledge sharing among governments and social partners in Africa, Viet Nam and globally

The Irish Aid programme through its global component has significantly contributed to documenting country experiences, developing good practice guides, and monitoring impact of ongoing rights-based approaches to building universal social protection. All this material, shared online and presented by ILO experts in

webinars, specialized training or international conferences, represents significant added value for the social protection community in the Global South.

<sup>20</sup> Fundação Instituto de Pesquisas Econômicas (Institute of Economic Research Foundation, Economics Department of the School of Economics, Administration and Accounting of the University of Sao Paulo (FEA-USP), Brazil)



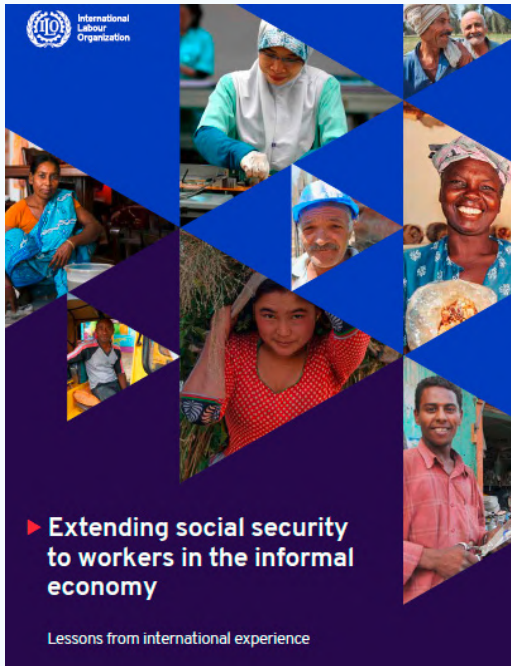
The Irish Aid programme through its global component contributed to the elaboration in two volumes of the compendium **“100 years of social protection: The road to universal social protection systems and floors”**. The first chapter of 50 briefs was published during the ILO centenary (2019, [“100 years of social protection: the road to universal the road to universal social protection systems and floors. Volume 1: 50 country cases”](#)

**The second volume with 52 Country cases is currently being revised** and will be published and disseminated before the end of the year. Covering countries from all regions – including several countries and regions focus of the programme - the briefs address various issues; some are specific to a social protection branch

such as health, family benefits, maternity, unemployment or pensions, others address the challenges of covering specific groups that are typically difficult to reach such as informal economy workers, migrants or domestic workers and yet others discuss certain aspects of implementing social protection programmes, such as single registries, financing etc. It includes stories about the historical development of social protection in countries illustrating how international social security standards and the development of comprehensive legal frameworks contribute to creating coherent social security systems that leave no one behind. Those country briefs and knowledge products are targeted at a vast audience of social protection practitioners in the South, including government officials, social partners and CSO, social security institutions and development partners. They are disseminated widely through the ILO including the social protection dedicated online platform, meetings, webinars and conferences, including the International Labour Conferences. In addition, the key messages are incorporated in other knowledge sharing platforms, i.e., into the UN Platform on Social Protection and Human Rights ([www.socialprotection-humanrights.org](http://www.socialprotection-humanrights.org)) and the ILO Social Protection platform ([www.social-protection.org](http://www.social-protection.org)). In the context of the Irish-Aid programme, these briefs and knowledge products serve as valuable basis to inform the sensitization and training activities of national and international partners in the project countries.

- The Irish Aid programme through its global component contributed to the development of several guides on the extension of social protection coverage that provide hands-on guidance for various aspects of social protection policy planning and implementation, including:
  - The guides on social protection culture,
  - The guide on drafting social protection legislation





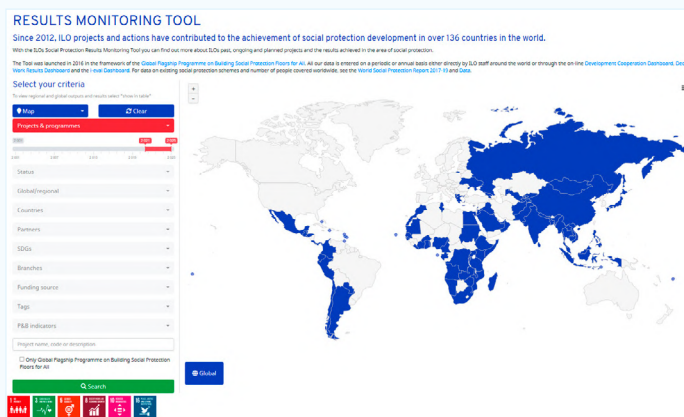
high risk of being informal (domestic workers, workers in the agricultural, construction, self-employed, microenterprise workers) is published in English, and currently being translated in French.

The guides developed under the programme (see above), especially the one on the [informal economy](#), also serve to inform other capacity building activities, such as developing training courses for the ILO Social Security Academy.

The online versions of the guide on informal economy and the one on drafting social protection legislation are organized as self-guided learning courses and by being easily accessible and flexible in their application further contribute to strengthening capacities at country level. Furthermore, a training package has been developed with the ILO Training Centre in Turin that is based on the guide on covering the informal economy. This training has been tested and improved with different audiences (social security and labour market specialists, officials from different ministries, employers and trade unionists) and many countries. In addition, the materials are now translated into French.

The [guide on extension of social security to the informal economy](#), and the related training courses, as well as a range of issue briefs summarising country experiences and focusing on specific categories of workers at

- The Irish Aid programme through its global component contributed to the development, pilot and launch of the [ILO Social Protection Results Monitoring Tool](#) (RMT) : the implementing countries involved have been trained and they initially launched and tested the tool which is now ready to be more broadly systematized.



The Results Monitoring Tool is an online resource that provides information and data including the number of people impacted by past, current and planned projects related to social protection. Users can search impact according to branch, different vulnerable groups, topics, sources of funding, country and other parameters.



- Thanks to this tool, countries, development partners, ILO and United Nations staff as well as the general public can keep track of the ILO's contribution to the achievement of the Sustainable Development Goals related to social protection.
  - The Tool provides information on more than 506 projects (constantly updated) and programmes carried out by the ILO in the area of social protection since 2008.
  - The Tool also includes 551 results achieved (constantly updated) thanks to ILO's and UN's contribution to countries in the area of social protection.
  - Data sources for the Tool include ILO's online databases, among them the [Development Cooperation Dashboard](#), the [Decent Work Results Dashboard](#) and the [i-eval Dashboard](#). Data is also entered directly by ILO staff on a periodic basis.
- Additionally, the experience of the programme has been shared on several occasions, through international webinars and events, such as:
  - A south-south [webinar series](#) on the topic of SP Governance could relate the experience of the Irish Aid programme in the areas of coordination and social accountability, in the context of a UNDESA-ILO programme funded by the UN Peace and Development Fund in Asia (June 25-29, 2021)<sup>21</sup>.
  - An internal regional webinar (across the countries of the partnership with regional experts) on the topic of Gender and inclusion of persons with disability (PWD) (27 May 2021)
  - the [Global Social Protection Week](#) has been a major opportunity to share experience through the participation of programme staff and constituents from all programme countries to thematic seminars and publications (1-week, Oct. 2019)

<sup>21</sup> <https://www.social-protection.org/gimi/RessourcePDF.action?id=57387>

**The Irish Aid programme through its global component has consistently supported capacity building initiatives of practitioners and national trainers in the implementing countries and in the Africa region, which includes the TRANSFORM initiative: its governance structure, technical development and online platform**

TRANSFORM

## HISTORY & GOVERNANCE

TRANSFORM was developed since 2015 with financial and technical support from Irish Aid and the European Union Social Protection Systems Programme (EU-SPS), particularly the Government of Finland.

In 2016, the AU officially recommended the training package be made available to all African countries, thus furthering its development and promotion. African social protection experts and Africa-based officials of the International Labour Organisation (ILO), United Nations Children's Fund (UNICEF) and the United Nations Development Programme (UNDP) collaborated to the creation of the TRANSFORM curriculum, with technical support from Ingenious Peoples Knowledge (IPK).

Training applications, curriculum development and review continue to be supported primarily through country level technical and financial assistance of partner agencies that include the ILO, UNDP, UNICEF, World Food Programme (WFP) and donors, including the Foreign, Commonwealth & Development Office (FCDO), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), beside different multi-donor funding arrangements. TRANSFORM online and face-to-face applications continue to be delivered in partnership with [socialprotection.org](https://socialprotection.org) (IPC-IG) and Learn to Lead.

The global component contributes to the development of TRANSFORM governance structure and takes active part in the Steering Committee and the Advisory Group.

The global component (experts from SOCPRO in Geneva) provides quality assurance to the design, the implementation and the evaluation of the TRANSFORM training package and e-learning courses which are now finalized, translated in four languages (French, English, Arabic, Portuguese) and revised considering aspects of gender and disability inclusion. It provides audiences of local social protection practitioners including social partners not only with a comprehensive (online) training course but also with a source of motivation, inspiration and confidence built through a highly localized process of participation.

The global component has systematically promoted the TRANSFORM initiative at global levels e.g. through the network of ILO specialists offices and partners in other countries and

regions, or its co-leadership (together with the World Bank) of the Global Partnerships for Universal Social Protection (USP2030) and the Social Protection Interagency Cooperation Board (SPIAC-B). Currently, support is given to address an increasing demand to export the model in other countries and regions (West, East and North Africa, as well as Middle East). The implementation of the Single Window Service relies centrally on TRANSFORM to train decentralized staff at District level, with significant success as recently highlighted by the UNJPSP review, initiative at sub district level (ward, village). The last iteration of the districts SWS learning workshop (Kitwe, Zambia, July 2022) now points to the necessity to train sub district staff (Ward, Community) as well which will require specific adaptation of the modules. A TRANSFORM Strategic Meeting will be co-organized at the end of the programme (7-9 December 2022) with key stakeholders to take stock and build a vision for the coming years.

- For further information and to access each of the TRANSFORM training modules, go to: <https://transformsp.org/learningresources/>





**5**

**THE FINAL  
INDEPENDENT  
EVALUATION**



## ► THE FINAL INDEPENDENT EVALUATION

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The programme, in line with ILO and Irish Aid policies, has conducted two independent evaluations.

The first independent evaluation report, at mid-term, in early 2020, indicated that the programme was on track to deliver the expected results, and allowed to strengthen the internal management and coordination processes, to reinforce the cohesion of the programme in its two components, social protection and EIIP, and to reinforce the focus on gender and inclusion of people with disabilities.

The final independent evaluation has just been completed and is included as an annex to this report.

It is worth recalling that the ILO's evaluation procedures are highly respectful of the principle of independence and that the whole process was handled by an evaluation manager who has no ties to the departments concerned.

This evaluation, and in particular its conclusions and recommendations (pp 73-79) suggest that the programme as a whole has achieved relevant results that have contributed to the development objective of increasing access to social protection for all.

- It notes the failure to deliver on the initial vision of synergistically linking the social protection sector with the employment sector through public works (EIIP), as both components were eventually implemented in separate countries.
- However, it recognises the consistency and impact of the implementation of each component in each of the programme countries.
- It also recognises the importance of technical and managerial support, of knowledge sharing, of monitoring and evaluation and generally the value added by a coordination component at global and regional level.

### Data and statistics for financial sustainability

In general, and in view of the sustained expansion of social protection in the beneficiary countries, the evaluation highlights the need to continue to improve internal capacities, particularly in the areas of statistics, financial management and the economic sustainability of social protection policies and programmes.

### Partnerships

In terms of good practice, the evaluation stresses the importance of developing partnerships, which is a strength of the programme, but also a strategic necessity to further complement financial and technical resources in support of national social protection systems.

### Capacity building

The TRANSFORM training is acknowledged as a major success, and a powerful tool in preparing key stakeholders to better understand, debate, and monitor social protection schemes.

### A culture of social protection

Building social protection systems is a long-term commitment that requires constant investment in promoting a culture of social protection. The evaluation recognises that the programme has made very substantial contributions in this area, particularly in supporting awareness raising and capacity building of CSOs, local communities, political parties and the media on social protection issues through training, advocacy and campaigns.

### Programme flexibility

The evaluation recognises, particularly in the light of the Covid-19 crisis, the importance of flexibility and responsiveness of programme resources to evolving needs of countries in changing circumstances.

The recommendations of the final independent evaluation are taken into account in view of a management response in the annex, which advocates for a renewal of this partnership. However, it is worth highlighting those that concern major programmatic orientations rooted in the lessons learned by this programme, such as :

► **Streamlining Programme outcomes** across the programme (as opposed to a programme with different objectives per country), and within each outcome establish country targets and high-level indicators. There is no doubt that a global strategy that applies to all countries will have a greater collective impact and allow for more systematic learning.

► **To create more opportunities for south-south learning and sharing of best practices** on universal social protection, among governments and social partners in the different countries (Further exploring these exchanges is expected from a regional programme). Whatever the scale, number of countries or themes covered, the learning that the programme produces is an impact multiplier, which it is essential to maximise for as many practitioners as possible, particularly in the Global South.

## ► 6 CONCLUSION

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This programme has demonstrated that it is possible for fragile countries to establish social protection systems, including floors, and that strategies based on social dialogue, ILO standards and the systems' approach are valid for doing so, provided they can be sustained over time. On this basis, reducing persistent coverage gaps remains the critical priority for the coming years.

This can only be achieved by mobilising all possible resources in the context of well-coordinated global frameworks, such as the Flagship Programme, and by promoting mutual learning between constituents and development partners in all countries facing the same challenges.

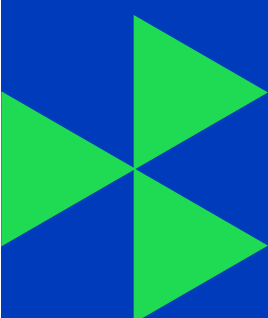
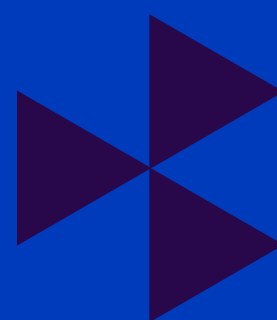
## ► 7 ANNEXES

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Annex I: Certified Financial Statement

Annex II: Final independent evaluation report

Annex II: Rationale for the renewal of the partnership



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