A Journalist's Guide to writing on Social Protection

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Introduction

This manual was prepared with technical and financial assistance from the International Labour Organisation and support from the Ministry of Community Development and Social Services (MCDSS) and Ministry of Labour and Social Security (MoLSS). The objective of this manual is to enhance knowledge levels among Zambian journalists in social protection. It is envisaged that once journalists are trained in this subject matter, improved reporting and content on social protection in the Zambian media will be attained while the journalists' agenda setting and watchdog roles will be ignited towards the subject of social protection in Zambia. In developing this manual MISA Zambia engaged academia from the University of Zambia media department and social protection experts from the government of Zambia and the International Labour Organisation (ILO). It is therefore, expected that once media has enhanced knowledge on social protection international standards and the current social protection landscape, the citizens will be well informed on the social protection services, where to access them and benefits/impacts of social protection. Further, a healthy discourse on how to improve social protection will abound as beneficiaries will have an opportunity to add their voices in the design and implementation of social protection services as opposed to being mere recipients. This can only arise if there is improved knowledge on the subject matter of social protection.

Layout of the Manual

The manual opens with a presentation of key journalism requirements for every journalist. It also defines journalism, media and news. Subsequently, it outlines journalism writing standards, the quality of a journalist, elements of journalism and news yardsticks. The stated topics on journalism are intended to open the eyes of the target journalists to understand how journalism can be used to write interesting and impactful stories on Social Protection. Furthermore, the manual explains the agenda setting and watchdog roles of the media and how these roles can be leveraged by the media to enhance reporting on social protection. The second part of the manual provides a basic introduction to social protection, and then outlines the International standards of what constitutes a comprehensive social protection system. This is to provide an overview of framework that can be used to understand the Zambian Social Protection system. The materials used in this manual were drawn from MCDSS and MoLSS. With the support from the International Labour Organization, the manual has used adapted training materials from the TRANSFORM - Leadership and Transformation Learning Package on Building and Managing Social Protection Floors in Africa. Other materials were obtained from reputable media online resources which are outlined in the reference sections of this manual. The manual also outlines methodology of delivery of the lesson and objective of the lesson.

Module

01

Basic
Reporting

Basic Reporting

Objective of Module

- ▶ Participants are able to understand, news, mass media and journalism.
- ▶ Participants are able to appreciate the power of news/media/journalism in influencing the social protection agenda.
- ▶ Participants are able to improve their basic reporting skills on social protection.

Topic: Definitions of News

Method of Delivery

Instruction to Facilitator:
Ask participants to pair up and define what News, journalism and mass media is. Allow participants to make their presentation and then proceed to present the information below to the participants after the interactive session.

What is News?

News gives us information to help us understand the world around us. Generally, newspapers and broadcast stations stress news that has impact on our lives. Many people have attempted to define news in a variety of ways.

a. According to the Oxford English Dictionary, News is the account of recent events or occurrences brought to or coming to one as new information.
b. News is information which society makes decisions about concerning issues that affect them. It is a brief, accurate, objective, balanced, truthful and timely account of events reported or scene of events made available to the public.
c. This means news is only news when made available to the people. Therefore, news on social protection is not news unless it is published to the public.

Types of News

1. **Hard News -** This is news of important public events, live and current. For example, unexpected events, government events, social or economic trends and education news. It also includes news on national budgets, taxes, disasters, laws and policies - both old and new , social cash transfer, FISP among other. This is in contrast to features. Therefore, a journalist can write hard news stories on social protection.

1. **Soft News-** This is information that is less important than hard news but often more interesting for readers' interest e.g. Celebrities, arts, sports, lifestyle, graduations, anniversaries and holidays. Similarly, soft news on social protection can be written by journalists. For instance, the graduation of a beneficiary of social protection, or it could be a story on a celebrity who was once a beneficiary of social protection or is supporting social protection programmes through funding or charity work. Such can make good stories on social protection.
1. **Straight News-** This is the unvarnished facts without attempt to analyse, interpret or capture human interest. It could be a story from the government reports about social protection services or the launch of a social protection programme just as it was presented or as earlier stated without being varnished.
1. **Spot News-** This is news which happens suddenly and is totally unexpected e.g. Families that are made vulnerable due to natural disasters such as floods or sudden death of a bread winner.
1. **Expected News-** This is a term used to describe the everyday events that journalist cover through media releases, invitations and other forms of advance notice. These could include issues to do with social protection.
1. **Unexpected News-** can be used to describe the news that is collected as a result of a regular call to news sources or as a tip off from the public or source contact. It is also news that is got through observation. Therefore, calling social protection sources and beneficiaries of social protection can yield such news. Further, observations can assist one identify social protection stories. E.g streets kids increase, or them having children on the streets and how such children are deprived of social protection in form of under five free health care services provided by the state. Further, observing sales of certain products, number of workers for businesses can lead to social protection stories. For instance, if chain stores have reduced sales, they are likely to reduce workers and this pushes such persons into unemployment or vulnerability. Therefore, a journalist can follow up and check how the Zambian social protection services are assisting such persons who are left unemployed as a result of job losses

Instruction to Facilitator:
Ask participants to give examples of stories they would write on the different types of news.

Key Take Aways

▸ In this manual we shall define news as being information for public consumption that is processed using journalism ethics, principles and laws; and transmitted using mass media which considers itself a media house that publishes news as part of its programming or content.

▸ Similarly, information, according to https://dictionary.cambridge.org/dictionary/ english/information; is about facts about a situation, person, event, etc.

▸ It is therefore different from news because such information does not go through the rigorous journalism processes of applying media guiding principles and laws peculiar to the media or journalism profession though the intention may be to publish the content which could be audio, video or printed material.

▸ There are different types of news and its possible to write stories on social protection based on the different news categories.

▸ Types of news include soft, hard, spot, expected news and unexpected news among other. These news types can also be applied to social protection news story writing.

Topic: **Mass Media Definition**

Mass medium is a means of communication to a mass or a large number of people who are considered to be one large group. People in this group are indistinguishable from each other. Modern mass media includes T.V, Radio, Newspapers, Magazines, Books, Recordings, Films, and Internet etc. Mass in mass media refers to:

a. The mass production of messages
b. The large number of recipients reached by mass media
c. The anonymity of recipients of mass messages
d. The complexity of the mass communication process which includes both the technology and the number of communicators required to produce one message.

Key Take Aways

▸ Mass media has the ability to reach a lot of people at the same time as opposed to physical outreach activities.

▸ Therefore, journalists can leverage their strength of being able to reach a large number of people at the same time in a cost effective way by writing stories on social protection which are key to national and individual development.

Key Take Aways (cont.)

▸ By writing on social protection, journalists will be preventing Zambian citizens from falling into destitution when faced with vulnerability such as old age, unemployment or disability.

▸ However, we shall learn about social protection in detail in Module Two of this training manual.

Topic: **Journalism**

Method of Delivery:

Five-minute definition contest.

Instruction to Facilitator:
Ask participants to write a definition of journalism in five minutes. The one who writes the definition in five minutes can read it to the group. Ask the participants to discuss the definition in five minutes. After the above exercise, proceed to present the below definitions. According to Merriam-Webster online dictionary, journalism is:
1.a: the collection and editing of news for presentation through the media.
1.c: an academic study concerned with the collection and editing of news or the management of a news medium.
Journalism is also defined as the activity of gathering, assessing, creating, and presenting news and information.
Ask participants which definition they prefer and why?
Then ask the participants to state the purpose of journalism. Pick two or three participants. After their responses, present the below:

Key Take Away

▸ Journalists can take keen interest to gather, create and present social protection news stories to the public to improve debate, knowledge and quality of social protection services in Zambia.

Purpose of journalism

The purpose of journalism is to provide citizens with the information they need to make the best possible decisions about their lives, their communities, their societies, and their governments.

This alludes to the role of media in social protection through provision of information/ news as and platforms for interaction between the state, duty bearers and rights holders/citizens. The platforms allow rights holders to engage duty bearers on the type of social protection services they want.

Key Take Aways

► The purpose of journalism is to;
► Inform the public through the news coverage which applies to matters of social protection.
► To influence and mold the public opinion and this includes matters related to social protection.
► Serve and promote community welfare as a whole. This purpose makes it even more apparent that journalists should increase coverage on social protection because social protection is key to enhancing welfare of society.
► Social protection prevents persons from falling into vulnerability due to various eventualities which include unemployment, old age, disaster, disability among other.

What makes journalism different from other forms of communication?

Communications and journalism both revolve around the process of disseminating information to various sources ranging from an individual to a viewing audience or a large organization. However, journalism and communication differ is many ways as is illustrated in Table 1.

Key Take Aways

► Journalism has the ability to simplify complicated subjects and compress it into a story with only three or so paragraphs.
► It reaches large audiences at the same time and its information is trusted by the public due to
► the process it goes through to be produced.
► Therefore, journalists can improve knowledge on social protection bearing in mind this unique role and ability.

Qualities of a journalist

The journalist occupies an important place in news reporting. He/she is the ear and the eye of his/ her community. It is what he/she reports that the audience will know about. He/she touches lives with his report. As such, a journalist must possess certain attributes for him/her to function properly and among them are the following:

Sociable
Social protection stories require the journalist to speak with the poor and vulnerable, the journalist should be able to break the ground, create the trust. Therefore, a journalist must be open, not judgmental, listen more and resist making promises to a source who is in a vulnerable position during interview. Blend and adapt especially when speaking to the vulnerable. it creates a good environment for collection of information.

Analytical skills
Develop the skill to break down the complex technical issues for the common man to understand; that requires comprehension and analysis. Compress mass/long reports information into a simple story (angling helps a journalist to narrow the focus and therefore the information to look out for - summarize).

Research skills
A journalist must be able to discover relevant information to aid writing of the story. This can be through reports, interviews and observation. Read literature on social protection policies and laws, the services being provided, the statistics of the beneficiaries and budgetary allocations.

Nose for news
A journalist is expected to know what constitutes news. Therefore, pay extreme attention to your surroundings. Be alert and discern possibilities for news from discussions, reports and developments around you. A good reporter should have an eye for what is newsworthy and should be able to produce new stories without being told, including on social protection.

Passion for precision/accuracy
For a journalist to excel, accuracy and precision are key. A journalist must record information properly, interpret it correctly and base it on context and accurate information. Journalists must not mislead their audiences. Facts and correct information are key ingredients to any journalist. Gather facts in a very careful and accurate way even on matters of social protection because inaccurate and untruthful information can cause poor decision making and unwanted but negative impact on society.

Speed
A journalist has to work fast and enthusiastically on any given story while maintaining the principle of accuracy. News is about deadlines. Be ready to work under pressure and ensure that a reliable list of contacts is developed and sustained. A reporter should have the ability to beat deadlines even while reporting social protection matters

Journalism	Other Forms of Communication
Journalism presents a more narrow approach to the types of information included, usually	
focusing on news and current happenings, but it often is targeted toward a more broad audience.	The field of communications covers a broad range of disciplines and often is targeted toward a narrow audience.
Topics covered in journalism are based on currency of information and importance to the public.	Topics are usually based on expertise and objective of the writer wishing to communicate the information.
Information is dissected, simplified and packaged in consumable pieces to allow the varied audience to understand the information being published.	Information is communicated in a form it was created and usually contains jargon. Even presentations which are extracts usually lack the simplification that journalism offers for different audiences to understand the information being published.
Information communicated in journalism undergoes the rigorous journalism ethics, guiding principles and laws. It is assessed for news values as well.	It goes through general information requirement such as truth, verification but lacks the journalism values, media ethics and guiding principles though the intention is to publish the information like media houses do.
The information to be published is subjected to	
journalism requirements .	The other forms of communication publish information that abides by other information production norms.

Objectivity
A journalist is expected to be impartial, impersonal, objective and dispassionate. Place emphasis on fact and not your opinion or emotional reaction to news even as you report on social protection. Some topics on social protection are sensitive or emotional but a journalist is expected to still remain impartial or disconnected from the story and facts before him or her. Don't take sides either or leave out information or add to the information given.

Perseverance
A journalist should have unwavering spirit. Getting news requires tenacity. People who may have news may refuse to give it. Develop tenacity. Social protection stories may require this spirit

as they require transparency and dealing with vulnerability or victims of crimes. To capture the impact of social protection and create a story, a journalist may need to follow through a specific programme or family story and this too requires perseverance.

Ability to establish & sustain contacts
Make contacts with persons or institutions that deal in social protection and communities as they are beneficiaries of social protection services. Keep the contacts (sustain them)! They will help you with information for your stories. It is vital however, to have reliable, credible and authentic sources to avoid legal suits and misinformation.

Trustworthiness/credibility
Being able to keep your word to withhold sources' or identity or names of persons who have shared information in confidence is vital. Being ethical and not demeaning sources, especially the vulnerable will build confidence among your sources.

Don't ask for bribes and make promises you may not be able to keep. The promises could include promises to vulnerable sources that when you write a story on their problem, government or NGOs will address it. This will undermine your credibility when the promise does not happen. Sources should be able to believe and trust you with their information. Therefore, how you use the information matters.

Knowledge of working tools
Know and learn how to use aids that help you carry out your work such as cameras, recorders, editing software, social media among others. Also develop the skill to capture the information accurately.

Ability to work under minimal supervision
Remember that your editors may not be there to provide all the guidance while you are in the field. Be your own supervisor by being resourceful, disciplined and innovative as you conduct your work. Common sense is key in this case. When you meet challenges remember that "where there's a will, there's a way". Stumbling blocks can be overcome while reporting on social protection.

Persistence
Get the information even from people who may show publicly that they despise you. Consistently follow up until you obtain the response or information. Be bold. Even when you write negative stories, do not be afraid of persons caught on the wrong side of the law. That is the watchdog role and agenda setting role of journalism.

Communication Skills
Be conversant with the language of your media house, sources and audience. A journalist should be able to transmit the intended information in a manner that is logical, clear and comprehensive.

Courageous and confident
Do not be easily intimidated. Value your profession and the role it plays in society and as regards social protection. It is one of the few professions embed in the Zambian Constitution. Practice your watchdog role and agenda setting roles without fear, when it comes to matters of reporting on social protection.

Curiosity
Be inquisitive. Things that seem apparent may have a different dimension or more detail may lie behind what is presented. For instance, some beneficiaries of social cash transfer have been able to purchase animals, construct better shelter and take children to school. However, the amount may be small, use your curiosity to find out how such persons where able to attain such progress from small amounts of social cash transfer.
When covering scheduled assignments, ensure to go beyond the information provided. Dig deeper, read more on the subject matter.

Skepticism
Ensure to obtain undeniable proof on matters of social protection.

Reporters should be able to write well
Know the language your media house and audience use and understand. Build your stories with sentences that use simple words, explain jargon and present information logically. Make sure the spellings are correct and that punctuations are correct.

Should be fair
Be reasonable, unbiased and non-discriminatory as you report on social protection. Do not exaggerate issues nor under rate the issues being reported on. Provide what represents the issues as they are. In doing so, seek to balance the story; cover all sides or provide the different perspective.

Ability to analyse
Have the ability to understand the information before you and interpret it. While as a journalist you come across so much information, you should be able to know where the story is and the meaning behind the words. Know what is at the core of the piles of words or report.

Empathetic
Be able to place yourself in another person's shoes. This attribute will help you report better on social protection. However, that should not compel you to exaggerate anything to ensure the vulnerable person or community gets the help as soon as possible.

A Good Team Player
A journalist must learn to work with others. Working with others include respecting others in action and words. The tone of voice one uses and the words matter greatly even during work as a journalist. Teamwork can also enhance creation of your network base.

Be Open to Criticism and Correction
As you conduct your work, allow others to provide feedback which may be negative at times. It will help you to improve yourself, sharpen your writing skills and accuracy and will promote your growth.

Calmness
Don't easily get excited but try to remain composed even amidst sad or shocking news happenings. Even under provocation remain composed. Keep your emotions in check and avoid outbursts even under provocation.

Key Take Aways

▶ As a journalist, it is important to embrace most if not all the above stated qualities as they can aid your ability to be an effective journalist who can write good quality and attractive social protection stories.
▶ Some of the qualities of a journalist include, being Trustworthiness/credible, Ability to establish & sustain contacts, Perseverance, Objectivity, Passion for precision/accuracy, Nose for news, Research skills, Analytical skills, Sociable among others.
▶ This will guarantee you good social protection stories.

Topic: **Writing The News Story**

Objective of the Topic

To enhance capacity and knowledge of participants on the process of writing good and attractive
social protection stories

Method of Delivery

Ask participants to create two groups and do a five-minute role play on how a news room functions in relation to news ideas development, gathering the materials and writing the story, editing it and finally publishing it. They can even have a news caster or a vendor to sell the newspaper.
15 minutes' activity. 5 minutes is for preparation and 10 minutes for presentation of the role play. Each group should make their presentation in 5 minutes.

Planning the Story

Planning is a process of thinking about the activities one has to undertake to attain a desired end result. It is an indispensable process which helps one to know what to do first, the amount of time and resources to allocate to the outlined steps/activities. This concept applies to journalism as well. Therefore as part of planning the story, always ask questions such as:-

▶ What do I know?
▶ What do I need to know?
▶ Where can I go to get it?
▶ Who can answer my questions?
▶ What is the problem?
▶ The reporter should discuss these questions with her/his editor

▶ Decide the story you want to write on social protection.
▶ Decide the objective of the story
▶ Consider the Budget Elements for the Story:
  • Travel (mileage/petrol/transport fares)
  • Accommodation and meals (Will you need to spend time away from your office? Will you need to provide modest hospitality for sources?)
  • Fees for conducting archive or record searches or getting notarised copies of documents
  • Communication costs (phone, fax, internet)
  • Photographic costs
▶ Order: Mapping the Story
  Like Generals who go into battle field with a plan; Football coaches/managers who go on the football pitch with a game plan and Builders who lay a foundation after a housing plan – journalists must also plan their story.
  This is one of the most overlooked or difficult activities by many journalists. Planning the story requires organizing the information into coherent and appropriate structures i.e.
  • Think about where the story begins
  • Where does it end?
  • What belongs in the introduction, main body, closing sections?
▶ Importance of planning a story in journalism
  • It makes the work manageable by giving it boundaries and goals
  • It assists in communicating and 'selling' the idea to others
  • It can also help to assess the feasibility and potential impact of the story. It allows you to budget time and resources more accurately
  • It provides criteria of relevance for the evidence you collect
  • It lays the foundation for a coherent final story

Key Take Aways

▶ Planning for a news story or indeed any journalistic writing helps one to ascertain whether it is feasible to produce it.
▶ It also helps us know who to approach for information, what questions to ask and the resources to use.
▶ This planning should also be employed in writing social protection stories if they are to be attractive to editors and impactful to society.

Topic: **Sourcing for the Story**

Objective of the Topic

Participants will have enhanced capacity and knowledge on how to source for good and attractive social protection stories.

Method of Delivery

Instruction to Facilitator:
Ask participants what sourcing means to them? Ask them how they build a reserve of sources. Depending on their responses, present the below information in full or in summary.

News gathering means getting around talking to news makers and sources, asking questions, observing, learning and trying to balance useful enthusiasm with journalistic uncertainty. Sources vary so do the methods of coverage. Social protection also demands the need to learn who your sources are. Ministry of Community Development and Social Services can be a source of reliable information on the social cash transfer, support to elderly citizens or child headed homes. Ministry of Labour and social security can be a source for labour and social security related issues. The listed may provide more services than outlined and therefore, a journalist needs to develop sources who can explain the legal mandate of each entity, its policies, programmes and budgets for the services. Generally, there are many sources of news. Among them are:

Beats
In the newsroom, a beat is a regular source of news that a reporter cultivates sometimes over a period of time. This includes the police, hospitals, empowerment clubs, schools, colleges, courts, government institutions, Parliament, prisons, banks, labour movements etc.

Printed material
Journalists can gather background information from printed material like newspapers, books or magazine, documents from institutions that provide social protection programmes/services. For your research, consider these sources:

▶ Annual reports put up by many organisations on social protection
▶ Budgets on social protection
▶ Policies on social protection
▶ Laws on social protection
▶ Research reports from academic institutions like universities and research organisations for the general public
▶ Vital statistics such as birth records, marriage, divorce and death records.

Tips from the public
Some ideas or information can be obtained from known contacts or members of the audience who phone in with what they consider to be news items.

A great deal of what reporters learn comes from listening to people talk. Journalists can also listen to what people are saying or observe what is going on. However, the danger is that you may not have the whole information, therefore in line with the principle of accuracy, always get the facts. The source may be unreliable, the facts confused or even unfounded. Careful listening is important.

Develop a habit of visiting places where there is always something going on and you will hear what people are saying e.g. markets, bus and train stations, airports etc.

Topic: Where do Journalists get Story Ideas From?

Objective

Participants have improved knowledge on how to get story ideas.

Method of delivery

Ask participants what the difference is between sourcing for news and getting story ideas. Allow four participants to respond and then proceed to present the below. Journalists live in the community where events are happening all the time. Through everyday contact with people and through their observations, ideas will come. Further, other sources of story ideas come from some of the listed means below.

Contacts
Contacts are connections a journalist makes in the process of gathering news. It includes institutions and persons who are authorities, experts or affected persons. A contact book is a reporter's most valuable resource in which these contacts are listed and the best method to reach them. It contains names and phone numbers of the movers and shakers of society which include policy makers/ law makers/ civil servants and opinion leaders in communities.

Newsroom diary
Newsrooms keep a diary made up of each day's activities by the news editor. It gives details of stories the newsroom will cover, the times of the event and the reporter allotted to each assignment.

Files
This refers to typically a folder in the newsroom computer where selected news releases about events at some future date are noted in the diary and put on file. These could include stories written in the past.

Pressure groups
Pressure groups are people who have organized themselves to stir up attention towards their cause. They either want change or are opposed to it. The journalist can bring out the point of contention on matters of public interest including on social protection.

Staged events
They are pressure groups' ultimate way of winning attention. They take the form of;

i. Protest- placards and songs or sitting on the road, blocking officials from accessing their offices.
ii. The announcement- This is more formal. E.g. news conference.
iii. The set piece- This is staged simply for publicity e.g. a celebrity is invited to officially launch a campaign.

Press statements/release
Some are embargoed and can only be used on the stated date. An embargoed statement can only be used as a news item on the officially stated release date even though it is received much earlier. The advantage is that an embargo gives the newsroom time to prepare its report by giving advanced notice of the event and analysis. They can be used as background to a story.

Line Ministries that provide social protection services
They include but not limited to Ministry of Community Development and Social Services, Ministry of Labour and Social Services, Ministry of Gender, DMMU, Ministry of Agriculture, Ministry of Health, Ministry of Education among others...

Communities/ Beneficiaries
These include communities around the media house, street kids, children or orphanages, retirees, farmers, vulnerable/orphaned children, child headed house-holds, rural communities that are recipients of social services.

News Exchange networks
Media organizations can share their news stories and programmes. This produces economies of scale.

Monitor other media
Journalists take professional pride in being the first to publish a story. Most news editors monitor the rival media house to make sure they are ahead with the news and to see if there is anything they have missed. Editors also check other media houses in order to follow up on certain stories. Following up a news item means checking and developing it to find a new angle.

Key Take Aways

▶ A journalist's trade is news.
▶ News is about currency and relevance.
▶ Therefore, a journalist must develop a robust list from which to get story ideas.
▶ Further, it is important for a journalist to know correct sources to obtain news information from.
▶ To ensure consistent access to such contacts, a journalist should create a contact list or keep a contacts book.
▶ Remember to create and keep reliable and credible sources for you to produce credible and reliable news including on social protection.

Topic: Writing the News Story

Objective of the Topic

Participants are able to understand the building blocks of a news story and how to use them in print and broadcast media.

Method of Delivery

Ask participants what they think the building blocks of a news are. Ask about four participants to respond. Based on their responses, present in summary the below or in full if knowledge levels are lower.

Writing news stories is not difficult. However, it is important to follow the guidelines below, to ensure you write an effective news items.

The Five "W"s and the "H"

This is the crux of all news - you need to know the five themes below:

Who? What? Where? When? Why? How?
Any good news story provides answers to each of the above questions. Master these five aspects. For example, if you wish to cover a social protection story, you will need to answer these questions:

- ▶ Who is the beneficiary? Who is the provider? Who has benefited before?
- ▶ What is the purpose of the service? What is it trying to cure?
- ▶ Where are the persons intended to benefit? Where is the service being provided?
- ▶ When is the service beginning. When is the service made available?
- ▶ Why are they providing the service? Why now? Why the selected persons and not any other?
- ▶ How is the service being delivered? How is the policy speaking to the needs on the ground on social protection? How is social protection changing the lives of the people on the ground. How are funds being used. How are the procedures being followed?

The Inverted Pyramid

This refers to the style of journalism which places the most important facts at the beginning and works "down" from there. Ideally, the first paragraph should contain enough information to give the reader a good overview of the entire story. Many news stories begin with the most newsworthy information, following a traditional story structure developed more than 100 years ago.

The rest of the article explains and expands on the beginning. The "inverted pyramid" form puts the most important information at the top, followed by other information in descending order of importance.

In the inverted-pyramid structure, information following the lead expands or develops the point that is made in the lead.

A good approach is to assume that the story might be cut off at any point due to space limitations. Does the story work if the editor only decides to include the first two paragraphs? If not, re-arrange it so that it does.

This pyramid structure is useful when reporting important or breaking news, when timeliness is of the essence. If you are the first to report a significant development, you'll want to tell the audience what has happened right at the top of your story.

Writers who resist using this structure when it is called for may be accused of "burying the lead," making it more difficult for the audience to determine the story's importance.

In the case of the storm report, the writer might describe the scene of the worst devastation, and then include a quote from a survivor or an emergency worker. Supporting paragraphs would elaborate on the topic, filling in details and providing background on the storm.

In a longer story, a reporter might include secondary information that is related to the primary theme but not directly.

Inverted Pyramid: Advantages

- ▶ Gets the point of the story to the reader in the fastest way possible
- ▶ Prioritizes relevant information
- ▶ Lends itself to quick editing of story length
  - • Sub-editors start cutting from the bottom
  - • Story is complete even if its last few sentences are cut to fit into a column on a page
  - • Particularly well suited to use with mobile devices and host services
- ▶ Offers quick reading
- ▶ Features less repetition
- ▶ Offers faster headline preparation
- ▶ Easier to add to a story (as well as cut it)
- ▶ Allows for faster writing of a story (can do it in your head, from a phone booth even)
- ▶ Offers a quick organizing tool

Tips as you Use the Inverted Pyramid Writing

It's About People
News stories are all about how people are affected. In your social protection story, you might spend some time focusing on one or more individuals or how the social protection programmes and services are changing the beneficiaries' lives.

Have an Angle
Most stories can be presented using a particular angle or "slant". This is a standard technique and isn't necessarily bad - it can help make the purpose of the story clear and give it focus.

Keep it Objective
You are completely impartial if there is more than one side to the story. Cover them all. Don't use "I" and "me" unless you are quoting someone speaking or quoting a publication,/report.

Quote People
For example: "We're really excited about the social cash transfer," says Mkushi beneficiary.

Don't Get Flowery
Keep your sentences and paragraphs short. Don't use lots of heavily descriptive language. When you've finished, go through the entire story and try to remove any words which aren't completely necessary.

Source: https://www.mediacollege.com/journalism/news/write-stories.html

Key Take Aways

▶ When writing a news story, it is vital to ensure that basic questions are answered.
▶ Therefore, employing the 5Ws and one H come in handy if this is to be met.
▶ Journalists should always use this method in the process of writing for news and does apply to stories on social protection.
▶ They must use the 5 Ws and One H: who, why, what, when, where and how.
▶ Instruction to facilitator: Ask participants to write a story using the invented pyramid and pick two participants to make their presentation. Allow four comments and move to the next topic.

Topic: Choosing What To Include In Your Story

Objective of the Topic

Participants will have improved knowledge on how to write a good news story.

Method of Delivery

Ask two participants to explain constituents of a good news story. After their responses. Present the below.

Simplicity
We write for different audiences and therefore have to make sure we write for the common man on the street to understand the story. No jargon and hard words that can force news readers to run to the dictionary. Don't include them in your story unless necessary. For broadcast media it gets worse

because it is fleeting media - what is said is not repeated. Therefore, keep the language and grammar clear and simple. This is not just a rule for intro writing - it applies throughout the whole news story.
It is standard practice in news journalism to start a news

paragraph with each sentence. We call each of these short paragraphs a para. You should get used to this term. The great advantage of having short paras in radio scripts is that the newsreaders have no trouble keeping track of where they are on the page. When they finish one sentence, their eyes automatically move to the beginning of the next para. In newspapers, short paragraphs introduce white space on to the page, at the beginning and end of each para, which makes the story more readable. It also makes the story easier to cut, if it is too long to fit on the page.

Accuracy
Exactness in capturing information and writing the social protection news story is vital. It keeps legal suits away and unnecessary retractions or apologies for your publication.

Sequence and continuity
Identify key points and rank them according to importance. Place the facts also in order. Certainly this is the best method to use for the intro and the first few paragraphs. However, with a long and involved story you will find that jumping from key point to key point may confuse your reader or listener. You will have to put your facts in a logical sequence and provide continuity between different segments of the story.

Facts first
Some stories involve both the announcement of facts (such as an increase in social cash transfer and comments on the facts themselves from an authority. You must always give enough explanation of the facts first and then add the comments in context in subsequent paras to avoid news confusing the news consumer. You must also make sure that any facts or comments which are given in a brief form in the intro are explained in full later in the story. You must never leave anything important - Who? What? Where? When? Why? or How? questions unanswered. Let us have a look at our example below.

Right	Wrong
Social Cash Transfer is to increase by ten percent next month.	The Ministry of Community Development and Social Services said today that government cares about the needs of those who receive social cash transfer support.
The Minister of Community Development and Social Services, Ms Mwala Stone, said today the increase was needed to help beneficiary meet their basic monthly food needs.	Ms Stone therefore said that amount of social cash transfer per person would be increased by ten percent.

Quotes and attribution
Use actualities, soundbites to authenticate the story. Attribute the statement of facts to someone your reader or listener can identify in the story.

Background
Very often, you will write a news story updating something which has been reported by your newspaper, radio or television station before. We call stories that continue to produce new developments running stories, and we call stories, which build upon previous news items follow-ups. However, do not assume that your audience remembers the details. Always provide the background on all running or follow-up social protection stories.
Instruction to facilitator: Ask participants to outline follow-up stories on social protection and running stories on social protection. Then move on to the next topic.

Topic: Tips for Writing for Print and Broadcast Media

Objectives

Participants will be able to write scripts for print and electronic media from the provided tips.
They are able to appreciate the key difference in news presentation for print and electronic media.

Method of Delivery

Ask participants to outline key differences between print media and electronic media as regards news writing. Allow six responses then proceed to introduce the subject matter and make the presentation on the fundamental differences of writing news for print and electronic media. Electronic/broadcast and print news share similarities but in some cases they vary distinctly. Electronic news and print news are similar in that they both apply the use of the characteristics of news writing; they use headlines, leads and other basic journalistic writing specifications such as ethics and news yardsticks. However, both provide consumers with news on a daily basis. Suffice to say, print media can only be accessed by persons who are literate. However, the broadcast media can be accessed by anyone and literacy is only an added advantage.

Print Media Writing Tips

News papers require an audience that is able to read and write. The stories should be understood by people from varied educational backgrounds. Therefore, the use of the English language should be simple and to the point. Below are some of tips used in presenting print news stories.

Use short sentences.
When writing for print media, use short sentences. The sentence should not be long and winding even though print media material can be reread. Use each sentence as a paragraph to reduce the grey. However, a journalist writing for print media is allowed room for more detail to describe the incidences or subject matter at hand than in broadcast media.

Further print media has more space than broadcast media.

Use the past tense
In print media we usually use past tense as opposed to broadcast media which usually use present tenses. Use such words as he said, explained stated, happened. This is normally the case because it is usually published a day after the news event happened. For example:
President Edgar Lungu has said that government will increase the budgetary allocation towards social protection services because of the key role it plays in reducing vulnerability.
He was speaking during the launch of the social protection communication strategy in Lusaka yesterday.
The President said he was cognisant of the importance of social protection to every citizens. He stated that any citizen can fall into vulnerability at any time.
He explained that unemployment, disability, disaster and old age are some of the events in life that make one vulnerable.

Highly apply the 5 Ws and one H
News items that are published basically use inverted pyramid style to mark the importance of the news items that has been published. All the important detail is at the top and the importance of the detail reduces with every sentence. This is to make it easy to cut the story or fit it into the print media space. However, broadcast media uses fewer of the standard 5 Ws and one H because it does not provide for a repeat once the words READ OUT are not understood. So broadcast media uses single topic sentences.

Give as much detail as you can
Include as much detail as you can in a print media story. For instance, a broadcast media story may state the launch of a social protection programme. Where it was launched and who was the guest of honor after which sound bytes will be aired. In the case of print media, you can further state the background to the programmes, when the first social protection services commenced,
why the change and how the change would bring about the intended impact. Views from intended beneficiaries can also form part of the news story.

Broadcast News Writing Tips

Keep It Simple - KISS
Newspaper reporters who want to show off their writing style occasionally insert a fancy word into a story. That just doesn't work in broadcast news writing. Broadcast copy must be as simple as possible. Remember, viewers aren't reading what you're writing, they're hearing it. People watching TV or listening to the radio generally don't have time to check a dictionary.

So keep your sentences simple and use basic, easily understood words. If you find you've put a longer word in a sentence, replace it with a shorter one.
Example:

▶ Print: The physician conducted an extensive autopsy on the deceased.
▶ Broadcast: The doctor did an autopsy on the body.

Keep It Short

Generally, sentences in broadcast copy should be even shorter than those found in print articles. Why? Shorter sentences are more easily understood than long ones. Also, remember that broadcast copy must be read out loud. If you write a sentence that's too long, the news anchor will be gasping for breath just to finish it. Individual sentences in broadcast copy should be short enough to be easily read in one breath. Example:

▶ Print: President Rupiah Banda and Ministry of Community Development have said government has launched the student programme in order to ease the struggle of students who are unable to afford university fees due to the negative impact of COVID 19 on the Zambian economy.

▶ Broadcast: President Rupiah Banda and Ministry of Community Development set to bailout struggling students. The students expressed concern to the President that they are unable to pay their fees due to adverse effects of COVID 19 on the economy. Most students said their guardians or parents have been left jobless.

Keep It Conversational

Many sentences found in newspaper stories simply sound stilted and awkward when they're read out loud. Use a conversational style in your broadcast writing. Doing so will make it sound more like real speech, as opposed to a script someone is reading. Example:

▶ Print: Pope Benedict XVI joined U.S. President Barack Obama and Queen Elizabeth II on Friday by launching his own YouTube channel. It is the latest Vatican effort to reach out to the digital generation.

▶ Broadcast: President Obama has a Youtube channel. So does Queen Elizabeth. Now Pope Benedict has one, too. The pope wants to use the new channel to reach out to young people.

Instruction to Facilitator:
Ask participants to use the above examples to develop social protection stories in 5 minutes. Ask two participants to present their stories. Ask for comments from three participants and close the discussion. Inform the participants that you are continuing with writing for broadcast media and present the below.

Use One Main Idea per Sentence

Sentences in newspaper stories sometimes contain several ideas, usually in clauses that are broken up by commas. But in broadcast writing, you really shouldn't put more than one main idea in each sentence. Why not? You guessed it — put more than one main idea per sentence and that sentence will be too long.

Use the Active Voice

Sentences written in the active voice just naturally tend to be shorter and more to-the-point than those written in the passive voice. Example:

▶ Passive: The officers stealing social cash transfer funds were arrested by police.

▶ Active: Police arrested social cash transfer thieving officers.

Use a Lead-In Sentence

Most broadcast news stories start with a lead-in sentence that is fairly general. Broadcast news writers do this to alert viewers that a new story is being presented, and to prepare them for the information that is to follow. Example:

"There's more bad news today from pensions."
Note that this sentence doesn't say very much. But again, it lets the viewer know that the next story is going to be about pensions. The lead-in sentence almost serves as a kind of headline for the story.

Put Attribution at the Start of the Sentence

Print news stories usually put the attribution, the source of the information, at the end of the sentence. In broadcast news writing, we put them at the beginning. Example:

▶ Print: Two men were arrested in connection with farmer input theft, police said.

▶ Broadcast: Police say two men were arrested in connection with farmer input theft.

Leave out Unnecessary Details
Print stories tend to include a lot of details that we just don't have time for in the broadcast. Example:

▶ Print: After robbing the track ferrying food support packs from MCDSS, the man drove approximately 9.7km before being apprehended, police said.

▶ Broadcast: Police say the man who stole food security packs from MCDSS drove nearly 10 km before being nabbed.

Reference material: https://www.thoughtco.com/how-to-write-broadcast-news-copy-2074314

References

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"What makes good broadcast writing?" StudyLib, 2019.

Key Take Aways

- News writing has general basic guidelines. However, some peculiarities relating to broadcasting and print media need to be observed even when writing social protection stories.
- Broadcast media for instance requires that you write in present tense, conversational tone, write shorter sentences and use each sentence as a paragraph to enhance ability of the caster to read the news with ease and your audience to follow and understand the story easily.
- However, print media requires stories to be written in past tense, in the inverted pyramid style; addressing almost all the 5 Ws and One H. For broadcast media only a few of the 5Ws and One H are used due to its fleeting nature, one cannot access a repeat of the words once the caster has read them out unless they wait for the next news bulletin.
- However, all news writing has basic building blocks. The idea behind news writing is pretty simple: keep it short and to the point. Have supporting facts, background and accurate figures.
- Ensure that you present your story logically and with a correct context. This applies to social protection stories.

Topic: Lead Writing

Objective of the Topic

Participants will have improved knowledge on how to write an attractive lead that ensures news stories on social protection are passed for publication by the editors.

Method of Delivery

Instruction to Facilitator:
Ask participants to state the structure of a news story again. Ask participants what they understand about the lead. Proceed to present the below.

The lead is the first paragraph of a news story and contains the 5Ws and H. In fact, the lead is the most important part of a news story because it contains the most important facts of such a news story. The lead also summarizes the facts of a news story and it must be attractive, interesting and readable.

Instruction to Facilitator (continued):
The lead could extend to the second paragraph of the story but under normal circumstances, it should not go into the third paragraph. This is not to say that one has not come across a story of three-paragraph leads in our dailies. What we are trying to emphasise here is that a reporter should not indulge in writing three-paragraph leads. According to Mencher (2010), "The lead sentence usually contains one idea and follows the subject- verb-object sentence structure for clarity."

This means the lead should begin with the subject, followed by an active verb and conclude with the object of the verb. This structure also makes the reporter to write simple and short sentences.

Some writers and editors also prefer to place word limit on leads. Mencher (2010) says a lead should not exceed 35 words. Since most stories are written in the inverted pyramid form, the news reporter must master the lead. The words should be shorter for broadcast media.

Importance of the Lead

1. **The lead summarizes the news** It gives the reader the sense of the story to follow and takes him or her to the supporting facts or claims presented in the opening statements.
2. **The lead answers the questions raised by the 5Ws and H**
   However, not all the answers provided by the 5Ws and H must be present in every lead to make it acceptable but no important one should be left out or omitted.
3. **The lead must emphasize the news feature**
   The lead is expected to play up the most interesting or significant aspect of the story. The news feature must be played up in the lead.
4. **The lead must furnish the reader with identification needed for clarity**
   Persons, places and events must be given identification to make the lead clear to the reader. These bits of information may be considered as parts of the answers to the WHO, WHERE and WHAT of an event.
5. **The lead must also suggest or give the authority on which the news is written**
   This is called DOCUMENTATION. Documentation gives credence to the news story.
6. **The lead must attract readers to the story**
   As the window of the story, the lead must get the attention of the reader and sustain this till he or she gets into the story. There are different types of leads but this manual will not delve into this.
7. **The Lead Should Suggest the Headline**
   From the lead, it becomes easy for the sub-editor or editor to cast the headline for the story. The lead should help suggest the headline.

Key Take Aways

▶ The lead or intro is key to attracting readers or news listeners/viewers to the story.
▶ Hence paying close attention to the requirements is vital. The lead also makes it easy for the editor to write a headline if properly written.
▶ The lead is usually the summation of the story and states the theme of the story or what is known as the angel of a news story.
▶ Journalists can use this concept to write attractive leads for social protection stories.

Topic: Essentials of Good Journalistic Writing

Objective of the Topic

Participants are able to use essentials of good journalistic writing to produce attractive social protection news stories

Method of Delivery

Instruction to Facilitator:
Ask participants to mention some of the essentials of good journalism after which you should present the below terms and explain them.

Clarity

Clarity in news writing requires that the reader is left in no doubt as to the meaning of words in sentences. A word or groups of expression with more than one meaning should be replaced with a simple and clearer word. A good writer takes great pain of going an extra mile to ensure that he/she presents only one possible meaning. A news story that is open to more than one interpretation is dangerous to the reader, writer or society, because the multi-phase of such interpretations can lead to confusion or unrest in society.

Conciseness

Conciseness deals with the necessity to be brief. A concise write-up is that which is written in a succinct way, avoiding pointless elaboration, exaggeration, tautology or circumlocution.

Correctness

A news report must be correct in all aspects. It is one of the most important commandments of news writing. It is linked to the question of truthfulness, credibility and accuracy. Correctness means checking and crosschecking figures, names of persons, towns/cities, facts, spellings, maps etc.

For local or even international names or places, there is always a stylebook or a resource person(s) who should assist in ensuring that the facts are made available. The dictionary, in its various forms can also be very useful in this area.

Courteousness

Any writer that fails to take into account the sensibility of his readers, in terms of showing politeness or restraints in the use of language lacks skill and courtesy. This attitude readily offends the reader and is sometimes classified as one of the features of "low-brow journalism".

There are a number of words or expressions that are not acceptable in polite writing. Many of them are those that depict sexual desires, racial slurs or profanities that are utterly against religious personalities or beliefs. A polite expression or language as well as the filthy one is determined by the society. The reporter must therefore empathize with his/her society and present only those aspects of language, which his/her culture does not frown at.

Candidness

Being candid means that a report must be fair, frank, straight-forward, objective, and sincere in purpose. This doctrine can also be seen as an aspect of the special responsibility view of mass media practice. It demands getting both sides to a story. Thus, it is not enough for a reporter to say "when I called in his office to get his side of the story, he was not on his/ her seat".

Concreteness

Make sure the story is solid. Think of the word tangible. All its ingredients are of required amount for it to hold. This is especially important for stories on social protection. This concerns writing about realities or particular events, real persons, rather than generalities or abstractions. Although the writer can report events in other context or in abstraction, as metaphors for explaining his own situational problem in the country. This should be done in a manner that the explanation is not lost in the minds on the readers.

Completeness

Remember the total picture of an event or in short the whole story. It should be complete with all the essential parts. It calls for the inclusion of the necessary details about an issue in order to add muscle to the report. This has an added advantage of making a story clearer and leaving no room for guesses that might open pathways to misinterpretations. A complete picture is more useful than individual parts. If stoppages become unavoidable, then a report should be serialised. Yet, each part of the serial package should be meaningful and complete in relation to other parts.

Coherence

A report may have unity but lacks coherence. Coherence has to do with the sticking together, logically, of the parts that make up the whole story. It means every part in terms of ideas, facts, or details should have connection with the central idea of the story. Such a balanced flow in news writing can be achieved through the use of link words like:

but, although, besides, meanwhile, except, however, nevertheless, also, etc. Coherence describes the way anything, such as an argument (or part of an argument) "hangs together." If something has coherence, its parts are well-connected and all heading in the same direction. Without coherence, a discussion may not make sense or may be difficult for the audience to follow. It's an extremely important quality of formal writing. Coherence is relevant to every level of organization, from the sentence level up to the complete argument.

Simplicity

The purpose of news writing is to communicate meanings through news and not to confound or confuse. Therefore, a reporter must understand the background of his audience to enable him choose and use words that are not difficult or cumbersome enough to leave them searching for a dictionary. A good reporter must always replace difficult words with simpler ones. Even the technical register of some disciplines or exclusive slang can be explained or illustrated where necessary.

Key Take Aways

- Essentials of Good Journalistic Writing require that a journalist should consider clarity, conciseness, correctness, courteousness, candidness, concreteness, completeness, coherence and simplicity as they write a news story.
- Taking these into considerations will attract news consumers and assist them to understand the story.
- The journalists will also avoid legal suites and society backlash in cases where sensitivity was ignored or where facts were jumbled or left out.

Topic: News Yardsticks

Objective of the Topic

Participants are able to determine what is news and able to use the knowledge to write social protection stories.

Method of Delivery

Instruction to Facilitator:
Instructions to facilitator: Write the words yard sticks and determinants of news and then ask the participants what the words mean. Follow this with the presentation below.

References for topic Sunil Saxena - News Writing 2

Over the years, journalists have developed several yardsticks to judge the news value of an event.

Impact, consequence, magnitude

The most important news reports are those that either affect a large number of people or a large number of people want to know about. This is why social protection is key. It affects everyone; whether rich or poor. It concerns every one because life is unpredictable and even a well to do person will need social protection services at different stages of his/her life. Similarly, floods, COVID 19, hunger brought by drought make big news.

Prominence

The common man is consumed by a desire to know what the rich and the famous are doing. A story of how a prominent figure has become a destitute may make interesting reading on the need for social protection. For example media have in the past published stories of how footballers and other popular personalities in Zambia have fallen into poverty. These are good stories on social protection news.

Conflict

Any event that pits man against man has news value. Conflict on persons receiving social protection or bursaries and those not receiving although they are all poor creates the conflict. This can be brought out. Further conflict between those seeking increase of budget allocation to social protection and those seeking increase of allocation to economic activities can be highlighted and benefits of social protection also outlined.

Proximity

Any event that concerns people directly or happens in an area where they live is news for them. Therefore, issues of social protection are matters close to all media consumers. They include social cash transfer, pensions and access to affordable health care.

Timeliness
The news must be current if it has to have any value. The news must be current to be relevant. It must affect the people now. There are so many social protection issues that are current and affecting the Zambian people now. These include pensions, social cash transfer, relief provided by DMMU from natural disasters and food security packs.

Currency
There are news reports that are not based on a single event. But show a pattern or reveal a concern that is shared by a large number of people. These issues may be related to subjects like healthcare, education, taxation or transportation. They hold the attention of the readers for some time before fading away.

Unusual
The most read news reports are those that are unexpected, which take people by surprise. For instance, a person who receives a social cash transfer of K90 purchasing cows or goats or building a better house or using it to produce a better yield can be highlighted by journalists.

Human spirit
Finally, we as human beings love to celebrate the scaling of each new peak. This may be a family of children alone being supported by the state and finally making it out of vulnerability. The bigger the challenge, the bigger is the news value. https://www.easymedia.in/journalists-decide-news-value/

Key Take Aways

▶ News yard sticks are used to determine what is news.
▶ They are key for one to write attractive news stories on social protection that an editor will publish.
▶ Journalists can use this knowledge to determine social protection stories.
▶ News yard sticks include: Timeliness Proximity Prominence Impact, consequence, magnitude conflict, currency, unusual and, human spirit.

Topic: Elements of Journalism/ Principles of Journalism

Objective of the Topic:

To enhance capacity and knowledge of participants to use the elements of journalism to write good, attractive and impactful social protection stories

Instruction to Facilitator:
Instruction to facilitator: Ask three participants to state why they are journalists, whom they serve and why? Proceed to present the below.

Method of Delivery:
Principles of journalism are a statement of purpose based on the Pew Research Center's Project for Excellence in Journalism. The Pew Research Center's Journalism Project was founded in 1997 in the US as the project for Excellence in Journalism and it seeks to assess the state of news and information in a changing society . Below are the principles, as outlined in the original Statement of Shared Purpose:

Journalism's first obligation is to the truth
Good decision-making depends on people having reliable and accurate facts put in a meaningful context.

Journalists should be as transparent as possible about sources and methods so audiences can make their own assessment of the information.

Its first loyalty is to citizens
The publisher of journalism – whether a media corporation answering to advertisers and shareholders or a blogger with his own personal beliefs and priorities — must show an ultimate allegiance to citizens. They must strive to put the public interest – and the truth – above their own self-interest or assumptions.

Its essence is a discipline of verification
Journalists rely on a professional discipline for verifying information. Journalists must use the best methods to ensure objectivity. It calls for a consistent method of testing information – a transparent approach to evidence – precisely so that personal and cultural biases would not undermine the accuracy of the work. Seeking out multiple witnesses, disclosing as much as possible about sources, or asking various sides for comment, all signal such standards. This discipline of verification is what separates journalism from other forms of communication such as propaganda, advertising, fiction, or entertainment. Its practitioners must maintain an independence from those they cover.

Independence is a cornerstone of reliability. On one level, it means not becoming seduced by sources, intimidated by power, or compromised by self-interest. On a deeper level it speaks to an independence of spirit and an open-mindedness and intellectual curiosity that helps the journalist see beyond his or her own class or economic status, race, ethnicity, religion, gender or ego.

It must serve as an independent monitor of power
Journalism has an unusual function to serve as watchdog over those whose power and position most affect citizens. It also offers voice to the voiceless. Being an independent monitor of power means "watching over the powerful few in society on behalf of the many to guard against tyranny," Kovach and Rosenstiel write. In terms of social protection, it means journalists must check how resources for social protection are used, allocated, how beneficiaries are identified and mode for delivery of service.

Is it the best, can it be done better? Are policies or laws fair and just? How are beneficiaries using the resources?

It must provide a forum for public criticism and consensus
The news media are common carriers (platforms) of public discussion, and this responsibility forms a basis for special privileges that news and information providers receive from democratic societies.

It must strive to keep the significant interesting and relevant
Journalism is storytelling with a purpose. It should do more than gather an audience or catalogue the important.

It must balance what readers know they want with what they cannot anticipate but need. Media must avoid publishing stories that propel meaningless information such as insults from one politician to another. Issues of social protection which some journalists may presume to be boring are significant and very relevant to every citizen in Zambia.

It must keep the news comprehensive and proportional
Journalism must ensure that news is proportional or rational. Therefore, inflating events for sensation, neglecting others, stereotyping, or being disproportionately negative all make a less reliable news. The most complete stories take into account diverse backgrounds and diverse perspectives.

Its practitioners must be allowed to exercise their personal conscience
Individual journalists must be allowed to critic stories from their colleagues or stance of their organisations based on what they consider to be moral at personal level. They should also allow others to critic their work or position on media related matters including their news stories.

Story example	Compliance analysis to elements of journalism
NATIONAL Health Insurance Management Authority (NHIMA) has collected over K500 million from registered members on its health insurance scheme. NHIMA Director General James Kapesa said this during an international workshop on secure and trustworthy e-governance in Lusaka. Mr Kapesa said the money was collected from a pool of 20,000 members who have so far been registered on the health scheme since NHIMA started its operations in 2019. "The NHIMA Act makes it mandatory for all Zambians aged 18 up to 65 years to register on the health scheme. Today, over 20,000 principal members have been registered on the scheme and, where I stand, just about half a billion Kwacha has been collected into the fund," he said. Meanwhile, Mr Kapesa said as of February, 2,020 members of the health scheme had access to the widest range of health services ever in Zambia – Source – Zambia Daily MailMail December 13, 2020	• It did not inflate or understate but said what was released. • Loyalty in this story is to the citizens who want to know how much money the NHIMA has collectedthe collected • Its obligation is to the truth, the story stated the truth as indicated by the sourcesource • In terms of verification, financial reports, could have been beneficial. It terms of monitoring power or keeping them accountable, there was no dissenting voice asking how this money was being used and how it has improved health servicesimproved services • It tried to keep the significant interestinginteresting

Story example	Compliance analysis to elements of journalism
INTRODUCE SOCIAL PROTECTION PROGRAMMES IN CHAMA– MULENGA MWILA NSOFU AUGUST 1, 2020 (NAIS) Chama District Administration in Muchinga Province has appealed to Non Governmental Organisations to introduce social protection programmes in the district. Chama District Administrative Officer Steven Mulenga says there are no NGOs implementing any social protection programs in Chama, apart from the ones being implemented by government. Mr Mulenga says the district has many vulnerable people who need help through social protection projects such as the Supporting Women's Livelihood being implemented by the Ministry of Community Development and Social Services. He has observed that much as government is doing its part, the situation requires the intervention of the NGOs so as to reach out to many vulnerable communities. Mr Mulenga was speaking in Chama when officers from the Ministry of Community Development and Social Services visited the district to check on the impact of the Supporting Women's Livelihood Project. And Chama District Community Development Officer Lloyd Kalumba says the Supporting Women's Livelihood Project is targeting 1,600 women in the district, out of whom 90 percent have received productivity grants. Mr Kalumba says there is currently high demand in the district from many women wanting to join the project due to the positive impact they have seen in the livelihoods of those who have benefited. And some women who have benefited from the project have praised government for giving them grants and training in Life and business skills which have tremendously improved their livelihoods. Source – ZNBC	• It brought out the significant aspect which is lack of NGO participation in social protection programmes services in Chama district. • It served the truthIt truth • It did place loyalty on the citizens of Chama districtChama district • It was proportional • It was holding NGOs accountable

Story example	Compliance analysis to elements of journalism
LAUNCHES EMPOWERMENT INITIATIVE FOR WOMEN AND YOUTHS - CHRIS PHIRI JUNE 24, 2020 The Economics Association of Zambia (EAZ) has launched a national initiative aimed at promoting the empowerment of youths and women. The initiative dubbed Economics Association of Zambia National Economic Empowerment Initiative would use crowdfunding to pool a wealth of ideas, skills and financial resources EAZ for various businesses across the country, with a key focus on the agriculture sector. "This year, the Association had planned to host the Diaspora Women Economic Empowerment Summit in Kitwe, Diaspora Youth Empowerment Summit in Lusaka and the Diaspora investment conference in Livingstone but the COVID-19 pandemic led to postponement of the events. COVID-19 has amplified economic woes because of disruption in supply chains, business pulse and upsets in employment across various sectors. This has clearly threatened attainment of Sustainable Development Goals – SDGs which has prompted EAZ to step in with interventions that will seek to cushion youths and women from economic hardships," EAZ national secretary Mutisunge Zulu stated in a statement. "It is against this background that EAZ has championed a program that would promote empowering youths and women, and as such has decided to launch the Economics Association of Zambia National Economic Empowerment Initiative. This will aim at using crowdfunding to pool a wealth of ideas, skills and financial resources that will be used to partner and formulate various businesses across the country with the sole purpose of creating wealth and employment predominantly in the agriculture sector. Crowdfunding is the practice of funding a project or venture by raising small amounts of money from many people. It is based on three types of actors: the project initiator who proposes the idea or project to be funded, individuals or groups who support the idea, and a moderating organization (the 'platform') that brings the parties together to launch the idea. In this case, EAZ will act as the platform that actualises the idea." Source – Zambia Reports – 24 June 2020	Please analyse the story on your left in relation to the elements of journalism in as learned above.

Method of Delivery: Buzz Group

Key Take Aways

- Knowing who you serve as a journalist is key.
- Establishing the objective of your profession is a key compass as you practice your trade.
- It keeps unethical practice away from your writing.
- They ensure that you are objective, fair, serve public interest and not few powerful individuals in society.
- Elements of journalism can be applied in the practice of journalism especially in writing social protection stories because social protection affects and impact everyone regardless of the social or economic status.
- The elements of journalism state as follows:
- Its practitioners must be allowed to exercise their personal conscience,
- It must keep the news comprehensive and proportional,
- It must strive to keep the significant interesting and relevant,
- It must provide a forum for public criticism and consensus,
- It must serve as an independent monitor of power,
- Its practitioners must maintain an independence from those they cover,
- Its essence is a discipline of verification,
- Its first loyalty is to citizens,
- Journalism's first obligation is to the truth

Topic: Media Ethics

Objective of the Topic

Participants are able to appreciate media ethics
Participants are able to apply them whilst compiling news stories on social protection.

Proceed with the below introduction after this exercise. The purpose of distributing news and informed opinion is to serve the general welfare of the public. Journalists who use their professional status as representatives of the public for selfish or other unworthy motives violate a high trust. Journalists uphold the right to speak unpopular opinions and privileges to agree with the majority while at the same time respecting the will of the minority. Journalists shall at all times defend the principle of the freedom of the media in relation to the collection of information and the expression of comment and criticism.

Why Ethics?
Social Reasons - Everything that a journalist does has ethical implications. This is because everything that a journalist writes or says or neglects to write or to say in some or other way has an influence on people's thinking and perceptions. This influence can be good or bad. Because the media have an enormous influence, it is vital that journalism be practiced in an accountable and responsible way.

When the media act irresponsibly several things may happen, some of them are listed below.

1. Unnecessary harm is done to people;
2. The media loses credibility;
3. It may weaken the media's vital role as watch dogs;
4. The well-being of democracy suffers

What are Ethics?
Most scholars define ethics as a branch of philosophy which deals with the study of moral behaviour, its underlying moral principles and rational justification. However, there is a difference between morality and ethics. The Latin word mores refers to the customs and conventions that govern the ways people behave while the ethos from Greek means character. The following are some definitions:

1. The study of what we ought to do. It has to do with duty. Duty to self and duty to others.
2. Rules of conduct or principles of morality that point us towards the right or best way to act in a situation.
3. Ethics are concerned with making rational judgements as well as sound moral decisions in daily journalistic performance.

Source: Five Core Principles of Journalism according to Ethical Journalism Network

Source: Five Principles of Ethical Journalism - Ethical Journalism Network

Source: Journalistic Ethics: The four principles and the impact they can have. | by Perry Cohen | Medium

Source: Aljazeera: Code of Ethics/Accountable Journalism

Source: Association of Southeast Asian Nations ASEAN Journalists Code of Ethics(Drafted by the members of the Confederation of ASEAN Journalists' Code of Ethics Committee in Manila, on November 25, 1987, and adopted by the 1989 Seventh Assembly of the Confederation of ASEAN Journalists.)

Source: (Adopted by the East Africa Free Press Assembly; ratified on 17 May 2001, in Mombasa and re- affirmed on 9 June 2002 in Nairobi, Kenya.) East and Central African Code of Ethics

International Federation of Journalists : Declaration of Principles on the Conduct of Journalists/NOTES: Adopted by 1954 World Congress of the International Federation of Journalists - IFJ. Amended by the 1986 World Congress.

Microsoft Word - Media Ethics - A Call to responsible journalism a presentation at MEC Stringers training course 19 July 2008 R (unesco.org)

Accuracy
Accuracy firstly involves gathering all the relevant facts. This means that firstly, if a journalist leaves out one important detail of a particular story the story will not be accurate. Secondly, concentrate only on all the relevant facts. Irrelevant facts will not only lack space (newspaper) and time (radio and television) but will also distort the balance that is so important for accurate reporting. Furthermore, accuracy involves verifying and checking your facts thoroughly using more than one source. Thirdly, put the relevant facts in proper context. Do not exaggerate or give your comments. This is not what readers are looking for because they are not interested in your opinion but facts.

Truth
The journalist shall report only in accordance with facts of which he/she knows the origin. The journalist shall not suppress essential information or falsify documents. Truth is the oldest and most highly regarded ethical principle of humankind. It has been the fundamental journalistic value since the invention of the printing press by Gutenberg.

Fairness and balance
Avoid biased reporting. Balance and Fairness - one of the cardinal rules in journalism is taking cognisance of the fact that there is virtually all the time another side to a story.

Objectivity
Objectivity just like neutrality and impartiality mean not to take sides. Objectivity is a commitment. The first step to overcoming subjectivity is therefore to understand that although you are a journalist but as a human being you are subjective. The second step is to make a quality decision, that is, "a fundamental commitment"

as Retief 2002: 102 calls it "to strive to be objective". This means nothing but the commitment to report truthfully, comprehensively, and intelligently. Always put an event into its right perspective or context.

Independence
Journalist shall exercise his/her profession in the public interest without undue interference from any quarter. Journalists must be independent voices; we should not act, formally or informally, on behalf of special interests whether political, corporate or cultural. We should declare to our editors – or the audience – any of our political affiliations, financial arrangements or other personal information that might constitute a conflict of interest. The highest and primary obligation of ethical journalism is to serve the public.

Respect for human dignity
The journalist will respect and defend basic freedoms and rights of human beings as stipulated in all the international and regional charters and conventions, with sensitivity to socio-economic status and socio-cultural issues. Videos and photography or reports that compromise human dignity should not be used by journalists or media houses. Journalists should do no harm. What we publish or broadcast

may be hurtful, but we should be aware of the impact of our words and images on the lives of others.
Treat our audiences with due respect and address every issue or story with due attention to   present
a clear, factual and accurate picture while giving full consideration to the feelings of victims of crime, war, persecution and disaster, their relatives and our viewers, and to individual privacies and public decorum. Journalists shall do the utmost to rectify any published information which is found to be harmfully inaccurate. Acknowledge a mistake when it occurs, promptly correct it and ensure it does not recur.

Plagiarism
It is the duty of the journalist to regard plagiarism as unethical and to always credit the source.

Fairness and Impartiality
Most stories have at least two sides. While there is no obligation to present every side in every piece, stories should be balanced and add context. Objectivity is not always possible, and may not always be desirable (in the face for example of brutality or inhumanity), but impartial reporting builds trust and confidence. Present the diverse points of view and opinions without bias and partiality.

Accountability
A sure sign of professionalism and responsible journalism is the ability to hold ourselves accountable. When we commit errors we must correct them and our expressions of regret must be sincere not cynical. We listen to the concerns of our audience. We may not change what readers write or say but we will always provide remedies when we are unfair. Ethical journalism means taking responsibility for one's work and explaining one's decisions to the public. Journalists shall do the utmost to rectify any published information which is found to be harmfully inaccurate. Acknowledge a mistake when it occurs, promptly correct it and ensure it does not recur.

Minimize Harm
Ethical journalism treats sources, subjects, colleagues and members of the public as human beings deserving of respect. Therefore, journalist shall refrain from writing reports which have the effect of destroying the honour or reputation of a private person, unless public interest justifies it. Journalists shall not write reports, opinions or comments which would endanger the security of his/her country or foment armed confrontation between his/her country and any other nation and will strive at all times, instead, to promote closer friendly relations among them.

Competition and Commercial Interests
Welcome fair and honest media competition without allowing it to affect adversely our standards of performance and thereby having a "scoop" would not become an end in itself.

Uphold Diversity
Journalists shall pay due regard to the multi-ethnic, cultural and religious fabric of their nation and the world. They should recognise diversity in human societies with all their races, cultures and beliefs and their values and intrinsic individualities so as to present unbiased and faithful reflection of them.

Distinguish News/Opinion/Advertisement, Minimize Harm, Accountability, Fairness and Impartiality, Respect for human dignity, Independence, Objectivity, Fairness and balance, Truth, Uphold Diversity
Distinguish between news material, opinion and analysis to avoid the snares of speculation and propaganda.

Defend the Journalism Profession
Stand by colleagues in the profession and give them support when required, particularly in the light of the acts of aggression and harassment to which journalists are subjected at times. Cooperate with like-minded local and international journalistic unions and associations to defend freedom of the press.

Fair Methods to Obtain News
The journalist shall resort only to fair, open and honest means or efforts to obtain news, photographs or documents necessary to enable him/her to carry out his/her professional work, properly identifying him/herself in the process as being a representative from media. The journalist shall use only fair methods to obtain news, photographs and documents.

Integrity
Journalists shall not demand or accept any payment, gift or other consideration by way of recompense for reporting what is not true, or withholding or suppressing the truth.

Right to Reply
Journalists should give any person aggrieved by his/her report or interpretation of the news the right of reply. Journalists shall write and the mass media shall publish, broadcast or report fair, accurate, unbiased stories. All sides of the story shall be reported. The right to reply from any person mentioned in an unfavourable context shall be obtained. Avoid malicious misrepresentation, calumny, slander, libel, unfounded accusations.

Confidentiality/ Information Source Disclosure
Journalists should not violate confidential information or material obtained by him/her in the exercise of his/her calling. Journalists shall not identify his/her source, and shall resist any outside attempt to make him/her do so, when specifically so enjoined by his/her informant. The journalist shall observe professional secrecy regarding the source of information obtained in confidence. The journalist shall observe professional secrecy regarding the source of information obtained in confidence.

Non Acceptance of favours and bribes
Journalists and their employers shall conduct themselves in a manner that protects them from real or apparent conflicts of interest. Such conflicts of interest may arise through accepting gifts, bribes, favours, free travel, special treatment or any other form of inducement or privilege. Acceptance of a bribe in any form in consideration of either publication or suppression.

Discrimination
The journalist shall be aware of the danger of discrimination being furthered by the media, and shall do the utmost to avoid facilitating such discrimination based on, among other things, race, sex, language, religion, political or other opinions, and national or social origins. The mass media shall avoid prejudiced, pejorative or stigmatising language in reference to, among other things, a person's nationality, ethnicity, class, religion, political affiliation or sex, or to any physical or mental illness or disability. Such references shall be avoided unless they are relevant to a story.

Social responsibility
In collecting and disseminating information, the journalist should bear in mind his/her responsibility to the public at large and the various interests in society.

Key Take Aways

▶ As you write social protection stories, remember to apply all the media ethics.
▶ Social protection stories require reporting the truth, being accurate, using fair methods to obtain news, upholding confidentiality, Distinguish News/Opinion/Advertisement, Minimizing Harm, being accountable, Fairness and Impartiality, Respect for human dignity, Independence, Objectivity, Fairness and balance, Truth, Upholding Diversity among others are key.
▶ In the case where these are not applied, the journalists and his media house risks losing integrity and eventually public trust.

Topic: Agenda Setting And Watchdog Roles Of Media

Objective of the Topic

The participants will have improved knowledge on the agenda setting role of the media and the watchdog role of the media and how it relates to social protection reporting. Media is the means through which something or information is transmitted while mass media is the means of communication to the masses or a large number of people who are considered to be one large group of people and people in this group are indistinguishable from each other. Mass media include Television, Radio, newspapers, films and the internet. From the above definitions, it is clear to see that mass media is indeed a powerful tool in society today based on its ability to reach masses of people at the same time with information. While it plays so many roles, the main highlight is its agenda setting and watchdog role.

Agenda Setting Role of the Media
The central normative premise of agenda setting theory is that problems covered in the news media should highlight the importance of these issues for the public and duty bearers. In other words, the press should operate like an alarm which empowers duty bearers and citizens with information to address issues that have been left out of the spotlight.

The news media are seen as exerting independent influence on the concerns of the public and elites. Studies show that presidents or governments often respond to headline stories featured in the news media.

Our first good example of the agenda setting role of the media on matters concerning social protection is the Robiana Muteka story. Mr Muteka was from the Southern province of Zambia and his story was published in the Times of Zambia and Zambia Daily Mail. He was a cancer patient who had a growth on his back. Following publication of his story, he was quickly evacuated to Lusaka and an operation was conducted on him. However, his plight was highlighted quite late and he died.

Further examples of the agenda setting role of the media include the stories on the students' safety in relation to crossing the Great East Road and the resultant fatalities. This led government to construct a foot bridge over the Great East Road which greatly reduced deaths of students from the University of Zambia (UNZA).

The third example is when the media ran stories of government removing the abuse of authority clause and the new government reinstating it back. Through this story, the media was able to set the agenda and cause action to be taken to address the challenge.

Another example under the agenda setting role of the media is the gender based violence and gender inequality. Through the media highlighting the challenges that women face economically and as weaker members of society, government of Zambia put in place policy measures including a Gender Ministry to address the

highlighted shortcomings. As illustrated above, the media is able to set the agenda for society by calling attention to matters that require attention thereby resulting in action to rectify the highlighted challenges.

Key Take Aways

▶ Ability of media to influence the importance we (the public) attach to certain topics and create public opinion is what is called the agenda setting role of the media.
▶ The number of stories we write, how we place them, how often we cover the issues helps the public to determine their importance.
▶ Therefore, media need to leverage this role to improve social protection policies, laws, programmes or services effective. Media are able to place importance on issues around social protection.

Instruction to Facilitator:
Ask participants to state how they can contribute towards this media role in relation to social protection. Ask three respondents to present their answers and invite about three to four comments. Close the discussion and proceed to present the watchdog role of the media.

Watchdog Role of the Media
As watchdogs the media should serve democracy by providing checks and balances on powerful sectors of society including leaders in public and private domains. As the fourth estate, the media's role is to counterbalance the power of the executive, legislature and judiciary. According to the ideal, the news media should keep a skeptical eye on the powerful, guarding the public interest and protecting it from incompetence, corruption and misinformation. The watchdog role of the media is to dig or to investigate what is hidden from the public. The defining feature of watchdog journalism is not the political stance of the reporter or media outlet but rather the role of asking hard and probing questions of the powerful to maximise transparency and to serve the public interest. Investigative reporting commonly highlights failures in government especially those arising from incompetent management of public service delivery.

The overall benefit or advantage of watchdog journalism is that it forces authorities to take standing corrective measures. New laws or policy guidelines are made. These include those on social protection.

The first good example of the role of the media as the watchdog was when it exposed Dr Kashiwa Bulaya for abusing his authority through allowing drug tests to be conducted on innocent citizens. He was convicted of the crime.

The second example of this role is when the media exposed the theft of public resources by security wing personnel and these ended up in the conviction of Commander of the Zambia Air Force Captain Singongo.

Further, media reports on use of social cash transfer resulted into the dismissal of a minister. Below is a story from the Lusaka Times: Zambia : President Edgar Lungu fires Emerine Kabanshi over cash transfer scandal (lusakatimes.com)

In conclusion, the media's ability to expose wrong doing has resulted into action that has acted as a deterrent to wrongdoing and also stopped culprits in their tracks. However, the above two roles are different. The agenda setting role is about calling attention to the problem for action while the watchdog role seeks to expose wrong doing to rectify a wrong.

Instruction to Facilitator:
Ask participants to explain in their own words what the watchdog role of the media is.

Ask them to also list some of the ways they would play this role as it relates to social protection reporting.

After the exercise, inform participants that the media component of the capacity building has been concluded and the next focus areas is social protection.

Ask the participants to explain their role as watchdogs and agenda setting arm of society? Ask them how they can play these two roles in relation to social protection?

Key Take Aways

▶ Media is considered as the fourth estate. It plays the role of big brother; monitoring what is happening, highlighting injustices, social ills and things that may need some change.
▶ Access to health for mothers, children, birth registration, titling of land can be assessed. Know the social protection programmes to be able to monitor and evaluate (impact) effectively.
▶ Media can contribute to check how social protection programmes are being implemented. It assesses access to social protection, brings out areas of need to authorities and plays the role of advocates for policy makers themselves and beneficiaries.
▶ Finally, media should play a part in monitoring and evaluation of social protection including supporting accountability in the social protection area.

Module

02

Introduction to Social Protection

Introduction To Social Protection

Objective of the Module:

- Help participants understand Social Protection and why it is important
- To help participants to understand the social protection system and its building blocks.
- Participants understand the international standards for Social Protection
- Participants able to understand the social protection services, policies and programmes in Zambia
- To equip journalists with knowledge to support development of social protection articles to enhance awareness raising and advocacy

Method of Delivery

Instruction to Facilitator:
Start with a jolt called Days of the Week. (5 min)

- Ask the participants to all stand. Instruct them to say out loudly the days of the week from Monday to Sunday as fast as possible. As soon as they are finished they should sit down.
- Repeat the jolt
- On the third round, start with everyone standing again. Instruct them to this time say out loud the days of the week in the alphabetical order and only those who have successfully stated the days in alphabetical order can sit. The result: Initial silence. Everyone is radically slowed down and then some unsure voices start to utter the days of the week.
- Round 4: Ask them to do the days of the week again in alphabetical order. This time it's a bit faster but still nowhere near the speed and ease of round 1 and 2.
- Ask the participants to sit down. Inform them that they are going to hear a lot of new information which is going to make them think about Social Protection differently. However, change isn't easy and there is a strong possibility that they go back to their work contexts and continue to do things exactly as they did before. Challenge them to go through the pain of change (on one or two things) and do things differently because that's how real transformation happens.

Instruction to Facilitator (cont.):

- Inform the participants that the more we do something, the easier it becomes until we can do it without even thinking about it. This is quite a dangerous time because we stop questioning how it could be improved. Changing what comes naturally and easily to us is hard work, however with practice one gets to a point of ease and reaps the rewards. Remind them that during the course, each one may be receiving a lot of new information and may have lots of ideas of how they could change things. Encourage them to go through the pain of change when they get back to work and not just fall back into the easy way.

Further instruction to Facilitator: Ask participants the below questions:

- What is social protection?
- Is it a human right?
- Are our states obliged to provide it?

Following responses from participants, the Facilitator should proceed to use slides from Transform.

Before introducing social protection, facilitator should start acknowledging that the material is based on the TRANSFORM Leadership and Transformation Leadership Training package on building and managing national social protection floors as below.

What is TRANSFORM?

TRANSFORM is a Leadership and Transformation Learning Package on Building and Managing Social Protection Floors in Africa.

Many training curricula exist in the field of social protection and thus fundamental ideas, concepts, approaches and techniques are accessible. At the request of the African Union, the United Nations system has promoted development of a social protection capacity-building package called "TRANSFORM - Leadership and Transformation Learning Package on Building and Managing Social Protection Floors in Africa". The TRANSFORM training package is an innovative learning package, whose prime objective is to build critical thinking and capacities of social protection policy makers and practitioners at national and decentralized levels to improve the design, effectiveness and efficiency of social protection systems. TRANSFORM aims not only at imparting state-of-the-art knowledge appropriate for challenges faced by countries, but also encourages learners to take leadership on the change and transformation of nationally defined social protection systems.

TRANSFORM is organized in a modular structure reflecting the key building blocks of a holistic and interdependent social protection system.

The TRANSFORM training package also includes tailored modules such as the 5-day TRANSFORM Introductory module tailored for district practitioners, the 2.5 days TRANSFORM training package for policy makers.
Other in-depth modules include the 2.5 days module on governance and coordination, the 3 days in-depth module on selection and identification, 3-Days module on Management Information systems, and the Financing and financial management in-depth module.

Social systems are not inert and static machines, which can be subject to technical tinkering. Reinforcing the implementation of social protection programmes at national and sub-national level demands capacity building of both practitioners and policy makers at various levels of governance. TRANSFORM aims to encourage learners to take leadership on the change and transformation of nationally defined social protection systems. Social protection systems are also a sum of specific units and relationships between them, the mechanisms that connect them, and the established patterns of behaviour – formal and informal which govern how things work" (Mallet and Denney, 2015:1).

Instruction to Facilitator:
Facilitator must acknowledge sponsors who assisted ILO to develop the transform material as provided in the slide

TRANSFORM Collaboration:

Created Upon Request of:

African Union

Implemented and Supported by: (in alphabetical order)

OECD dev DEVELOPMENT CENTRE / EU Social Protection Systems Programme / Finland

FAO Food and Agriculture Organization of the United Nations

IngeniousPeoplesKnowledge

International Labour Organization

ITC International Training Centre

Irish Aid Rialtas na hÉireann Government of Ireland

LEARN TO LEAD imagine learning differently

socialprotection.org

SASPEN Southern African Social Protection Experts Network

UKaid from the British people

UNDP Empowered lives. Resilient nations.

unicef

UNITED NATIONS UNIVERSITY

WFP World Food Programme

Topic: Introduction To Social Protection

Objective

Participants have improved knowledge on social protection. Participants able to identify and write stories on social protection. Participants able to understand the different types of social protection.

Method of Delivery

Instruction to Facilitator:

Instruction to facilitator: Ask participants the below questions. Who has received social protection before?

Ask those who have not to stand.
Ask about four participants to explain their answers. Ask them to sit down after the discussion.
Then proceed to make the presentation below.

What is Social Protection?

African Union Definition
According to the "Social Policy Framework for Africa – Implementation Strategy Proposal" Social Protection refers to protective policies and instruments which enhance the capacity of poor and vulnerable people to escape from poverty and enable them to better manage risks and shocks. Social protection as a range of instruments and policies is itself not only about protective safety nets, but also can enhance productivity, reproduction and redistribution. The UN has aligned its concept of a national Social Protection Floor to that of the AU Social Policy Framework, proposing a normative approach towards country defined and implemented provision of access to basic services and basic income. According to the National Social Protection Policy, Social Protection is defined as "Policies and practices that protect and promote the livelihoods and welfare of people suffering from critical levels of poverty and deprivation and/or are vulnerable to risks and shocks" Social protection includes basic social services, enabling the poor to access basic health, nutrition, education, housing and access a basic income to live a life with dignity. Social protection has been critical in development of all successful industrialised countries. It has been an important aspect of the poverty reduction and state building agenda in many middle income countries. It has four key components: • Social assistance, (non-contributory regular and predictable transfers in cash or kind, including public works programmes); • Contributory Social insurance; • Setting and enforcing minimum standards for citizens in the workplace; • Access to social welfare services, including child protection.

Social protection is important for inclusive growth, a key response to any economic downturn, to food and climate insecurity and for promoting more inclusive access to basic services. Protecting lives and livelihoods helps ensure that the most vulnerable people are in a better place to contribute to renewed growth when conditions improve. Research undertaken in Africa has found no statistically significant evidence that cash transfers reduce labour market participation overall or induce dependency. In fact, in some contexts they have been found to increase the labour market participation of poor households, help to lessen the burden of childcare responsibilities, and reduce days of work lost due to ill health. Small but reliable income flows can also help poor households to diversify their livelihoods away from farming, and to improve their long-term income generating potential by funding the costs of job seeking, or by allowing them to avoid losing their assets through distress sales or an inability to repay emergency loans in times of economic crisis. The impact of food, fuel and financial crises underscore "the need to strengthen existing national social protection systems and to implement new ones to ensure that all the vulnerable groups are included in mainstream development".

UN – ILO Definition
Social protection is the set of public actions, policies and programmes aimed at preventing or protecting all people against poverty, vulnerability and social exclusion throughout their life cycle. Social protection programmes address both the absolute deprivation and vulnerabilities of the poor, and the needs of the currently non-poor for security in the face of shocks and lifecycle events.

Topic: Types Of Social Protection

Social protection programmes encompass a broad range of policy instruments. Sometimes classified differently in different countries and by different thinkers. But can be broadly organised as outlined below.

Contributory programmes – social insurance – involve participants making regular payments to a scheme that will cover costs related to life-course events, for example, maternity, unemployment, old age or illness. Sometimes costs are matched or subsidised by the scheme provider. However, social insurance is strongly linked to the formal labour market, meaning coverage is often limited to formal workers. This makes non-contributory transfers a necessary part of the picture!

Non-contributory programmes - Are financed through tax revenues. Or through external aid in many low income countries. In our classification these include:

▶ **Social assistance (sometimes referred to as social safety net)** – most commonly targeted at low income groups or vulnerable population categories, providing monetary, non-monetary or semi- monetary support through social transfers or public works.

▶ **Social care services –** sometimes classified entirely separately from social protection, social care helps address the interaction between social and economic vulnerability, through services such as home-based care and family support services

SOCIAL PROTECTION

Contribution	Non-Contributory	Other
Social insurance	Social Assistance	Labour market interventions

Contribution / Social insurance:
- Insurance
  - Unemployment
  - Maternity
  - Disability/health
  - Work accident
- Pensions, survivor benefits

Non-Contributory / Social Assistance:
- Social Transfer
  - Monetary
  - Non Monetary
- Public Works

Social care services

Other / Labour market interventions:
- Subsidies, free waivers
- Informal SP
- Etc...

- **Other social protection programmes -** Some other types of responses somewhat fall through the cracks of this divide (though this framework is not prescriptive, just indicative!) e.g a set of schemes providing subsidies such as farmer input support programme, fuel subsidies, other programmes could be nutritional and labour market support.
- **Labour market interventions** provide protection for poor people who are able to work, and aim to ensure basic standards and rights. Interventions can be active or passive:
  Active labour market policies aim to help the unemployed and the most vulnerable find jobs, through interventions such as job centres, training, and policies to promote small and medium sized enterprises. i.e, road construction creates a demand for labour and hence youths get employed. Passive labour market interventions include maternity benefits, injury compensation, and sickness benefits for those already in work, financed by the employer. Passive interventions also include changes to legislation, for example establishing a minimum wage or safe working conditions.
- **Informal social protection.** Traditional community-based forms of social protection distribute risk within a community and fill some of the gaps left by formal interventions. We should always be asking how state interventions support or corrode such spontaneous systems! Chilimba is one such.

Further Classification of Social Protection

- Social protection programmes comprises 'protective', 'preventive', 'promotive' and 'transformative' measures.
- Protective measures are those that provide relief in the sense of safety nets for individuals and households suffering from deprivation, who are otherwise unable to earn a livelihood;
- Preventive measures avert deprivation;
- Promotive measures have a function of consumption smoothing, but with additional objectives of improving a household's own earning potential;
- Transformative measures address social equity.

Life Cycle Approach
The social protection programmes follow the principle of the lifecycle approach. They recognize that people face challenges as they move through their lives. For example, disability and chronic illness are risks that individuals can face at any point in their lives. Therefore, countries should aim to build social protection systems to address these risks, although systems can take decades to build. Social protection programmes are multi-sectoral and depending on the country context could include programmes from other sectors such as health insurance, education stipends, and school feeding programmes among others. It is important to ensure programmes are implemented in a coherent manner to address needs of different categories of the population. Below is an image that depicts the life cycle approach to social protection.

Social Protection systems built to address lifes risks
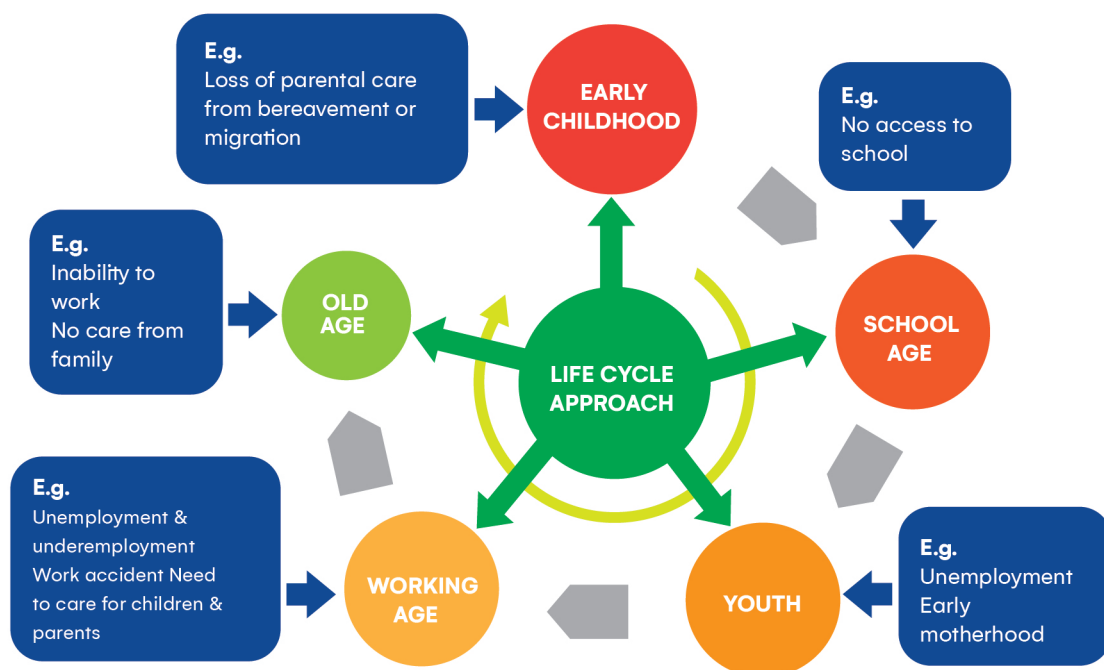
The illustration above shows that social protection takes on the life cycle approach.

Instruction to Facilitator:
Ask participants to provide only a few examples of the risks that can be addressed by social protection schemes.
Ask them if the illustration on the types of social protection and life cycle has broadened their knowledge on social protection and if so what stories can they write?

Key Take Aways

▶ Social Protection Programmes are not just about redistribution to the poor! We all have benefited from social protection programmes at some point in our life.
▶ Social protection covers one from cradle to grave.
▶ Journalists can write stories on social protection from pregnancy, early childhood, youths, working age and old age.
▶ They can also write stories on contributory, non-contributory and other forms of social protection.

Topic: Some Key Terminology in Social Protection

Objective of topic

To improve participants' knowledge of key social protection terms.

To enhance the ability of participants to understand and interpreted social protection concepts to their audiences.

Method of Delivery

Introduce participants to key terminologies on Social protection. Ensure everyone is clear on core definitions and refer participants to matrix below for definitions. Hand out can be given after the discussion of terminologies below. Explain that some of these words are overlapping and used by different actors in different ways. We should never get stressed over a word but always ask clarification on what that word means in any given context. Example of 'Social safety net' which is the word used by the World Bank to refer to social assistance.

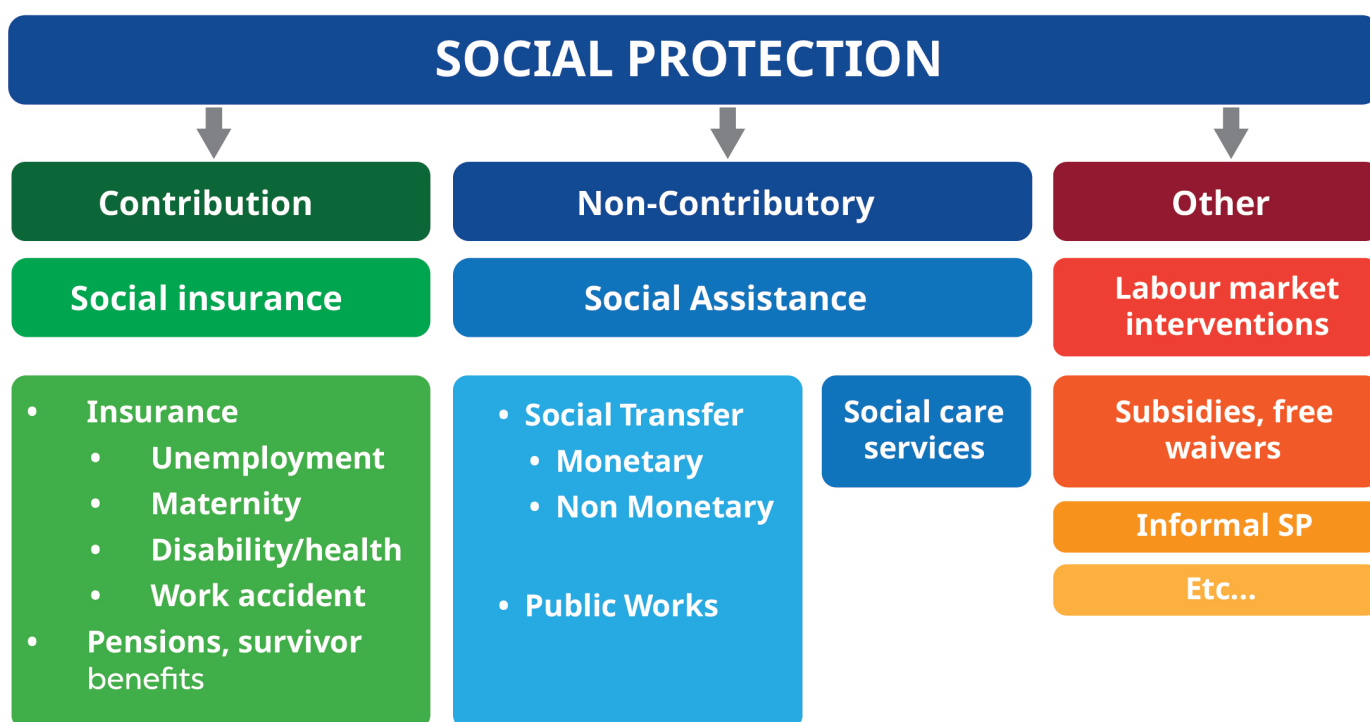|	
Social protection/ Social Security *	Social protection is the set of public actions that address both the absolute deprivation and vulnerabilities of the poor, and the needs of the currently non-poor for security in the face of shocks and lifecycle events. It encompasses a broad range of policy instruments.
Non-contributory social protection / Social safety net/ Social welfare / Social assistance	Social Protection financed through tax revenues or through external aid in many low-income countries i.e. the recipient does not contribute to this social protection. Non-contributory social protection often comes in the form of: social transfers (cash transfers, in kind or vouchers), cash/food for work (public works) or fee waivers for health or education.
Contributory social protection/ Social Insurance *	Involve participants making regular payments to a scheme that will cover costs related to life-course events, for example, maternity, unemployment, old age or illness. Sometimes costs are matched or subsidised by the scheme provider. However, social insurance is strongly linked to the formal labour market, meaning coverage is often limited to formal workers.
Social care services	Sometimes classified entirely separately from social protection, social care helps address the interaction between social and economic vulnerability, through services such as home-based care and family support services.
Poor relief	A system that provides Social protection in the form of financial assistance to the 'defined' poor, from state or local community funds.
Life cycle relief	Social protection that recognises that people need different protection at different stages of their life cycle. The social protection system aims to provide different programmes and services in accordance with different life cycle needs.
Subsidies	Subsidies can keep prices low for basic goods and services consumed by the poor. However, subsidies are often regressive, e.g. on fuel, favours the middle classes who own cars and travel more.
Informal social protection	Traditional community-based forms of social protection distribute risk within a community and fill some of the gaps left by formal interventions. We should always be asking how state interventions support or corrode such spontaneous systems!
Social protection floors*	A nationally defined set of basic social security guarantees which secure protection aimed at preventing or alleviating poverty, vulnerability and social exclusion for all – especially those at risk (children, the ill, elderly, disabled & those unemployed). Embedded in ILO Recommendation 202.

Topic: Why Social Protection?

Objective

Participants are able to understand the importance of social protection.

Participants are able to identify and write stories that detail the importance of social protection in Zambia.

Methodology of Delivery

Instruction to Facilitator:
Place a flip chart on two ends of the room. Ask participants to write why social protection is important. They should each write one point. After they have done this, ask one participant to read out the outlined responses from the participants. Ask them to discuss which points are true and which ones may not be correct regarding the importance of social protection. This is often referred to as a 'theory of change' and is an important starting step for understanding the rationale for social protection interventions. The section answers the question why should governments implement social protection programmes, what do we expect to happen? Following this exercise, proceed to make the presentation below.

Social protection is a key strategy in promoting human capital development and economic development at large. Social protection is a human right grounded in the universal declaration of Human Rights. States have obligations under international human rights laws to guarantee minimum level of social protection for its citizens and all individuals should hold the right to social protection. However, many developing countries have limited social protection programs due to limited domestic resources and low economic development. The level of social protection an individual can claim therefore depends on the country context.

Social protection programs are important because they are effective tools to:

- ▶ reduce poverty and inequality,
- ▶ protect people from risks they face across their life-cycle (life time)
- ▶ increase human capital development
- ▶ support economic growth at large as they have impact at:-

  - **Individual level:** supports protecting and accumulating assets, investing in health, education, nutrition.
  - **Local Economy Level:** Spillovers (spending, assets) improve a local economy as a result of social protection interventions for target groups. Creates local economy aggregate demand for goods and services.
  - **Macro Level:** stabilising aggregate demand, enhancing social cohesion (there is less conflict due to reduced vulnerability).
  - It is worth noting that these pathways are all confirmed by extensive research and rigorous impact evaluations around the world.

INDIVIDUAL LEVEL IMPACTS

Expenditure on education	Expenditure on health	General house – hold expenditure (e.g. clothes, sopa, furnitre)	Expenditure on food	Saving and access to credit	Investment and disinvestment

COMMUNITY LEVEL IMPACTS

School enrolment, attaendance and retention	Utilisation of health services	Self–acceptance, pride, dignity hopefulness	Food intake, dietry diversity and food security	Income earning potential and business start up capital	Labour participation and sector of work

COUNTRY LEVEL IMPACTS

An educated population	Healthier nation	Less absenteeism, Less demand on medical facilities	Psycosocial wellbeing and social capital: Decrease in crime	Employment, Economic Growth, Attract global talent to your country	Resilience, (coping with shocks), adaptive capacity

Instruction to Facilitator:
Ask the participants why they should speak of social protection? Depending of response, you can remind them about that the Agenda setting role of media can be used. Use the social cash transfer illustration to explain the benefits of social cash transfer.

After the introduction to SP, ask participants to outline social protection in Zambia.

Key Take Aways

▶ Social protection is a key strategy in promoting human capital development and economic development at large.
▶ Social protection is a human right grounded in the universal declaration of Human Rights.
▶ States have obligations under international human rights laws to guarantee minimum level of social protection for its citizens and all individuals should hold the right to social protection.
▶ Social protection is not a waste of resources.
▶ Evidence has shown that social protection has a positive impact on both economic developments aside from protecting an individual from vulnerability.

Topic: Social Protection In Zambia

Objective

Participants will have improved knowledge on social protection services being provided in Zambia. Participants are able to write informed stories on social protection services in Zambia.

Method of delivery

Ask participants to stand. Inform them that each participant will only sit if they mention a social protection service being provided in Zambia. After a few answers ask the participants to sit. Inform them that what happened can be likened to social protection. Those who provided the answers are like the state which cover those who need social protection or social assistance. Proceed to present the below.

Zambia's population is over 17 million people. According to Central Statistical Office (CSO) the National poverty rate is 54.4%, with that of the Rural being at 76.6% while urban poverty rate is at 23.4%. Despite sustained growth poverty has been stubborn and inequality is on the rise.

Social Protection interventions have been implemented since pre-colonial times. The Social Protection interventions were however being implemented without a coherent policy framework resulting in fragmentation.

Framework for Current Social Protection Programmes

In Zambia, social protection programmes are implemented by several stakeholders including Line Ministries, Non-Governmental Organizations and Civil Society Organizations. Among the line ministries implementing social protection programmes are Ministry of Community Development and Social Services, Ministry of Labour and Social Security, Ministry of Education, Ministry of Science, Vocational Training and Early Education, Ministry of Agriculture and Livestock, Ministry of Health and Ministry of Gender.

Zambia has a multi- pillar social security system that represents public and private schemes in the delivery of social protection. The National Pension Scheme provides the basic framework for Pensions and its membership is mandatory. The second layer consists of occupational pension schemes, which vary from employer to employer.

Thirdly, the legal and regulatory framework of Zambia permits the establishment of individual pensions through private annuities under the various insurance companies.

Non Contributory Social Protection Programmes

Social Assistance
Social Assistance schemes includes:

▶ Public Welfare Assistance Scheme (PWAS)
▶ Social Cash transfer.
▶ Education support (e,g Keeping Girls in school)
▶ Home Grown School Meals

Livelihood and Empowerment
These programmes seek to provide support to households and groups who lack sufficient capacity and entrepreneurship skills including public works; micro-finance services, agricultural input supplies, women's empowerment programmes, functional literacy;

▶ Empowerment Programmes such as Supporting Women's Livelihood under the GEWEL programme;
▶ Farmer Input Support Programme (FISP);
▶ Food Security Pack Programme;
▶ Self Help Programmes and
▶ Village Banking.

Protection Programmes
The Programmes under the protection pillar seek to strengthen the legal rights of the vulnerable and to provide appropriate support to victims.

Protection from violence, abuse, and exploitation.
The programmes include the following issues:

▸ Justice for Juveniles in contact with the law;
▸ Victims of Gender Based Violence;
▸ Victims of human trafficking and child labour;
▸ Adoptions and foster care

Cross cutting themes in Social Protection
▸ Coordination: This was identified as a cross cutting issue on all the pillars of the Social Protection to avoid duplication of efforts;
▸ Disability: This is another cross cutting issue running across all the pillars based on the principles of:
  • participation,
  • equity and equality,
  • family and community care; as well as
  • non-discrimination.

Contributory Social Security Schemes Public Sector Schemes

The four Public Sector schemes and their respective Acts of Parliament are as follows:-

i. Public Service Pensions Fund (PSPF)
The PSPF is a creation of CAP 260 of the laws of Zambia, Act No.35 of 1996 that came into force in 1997 and established the Public Service Pension Board to be responsible for pension matters for all public service employees contributing to the Public Service Pension Fund. The Scheme is a defined benefit scheme.

Membership (selection an identification)
The membership of the Fund is drawn from the Public Service as defined under Section 10 of the Public Service Pensions Act, No. 35 of 1996 and includes employees of the Public Service Commission, Teaching Service Commission, Police and Prisons Commission, Judicial Service Commission, Office of the President, and Defence forces.

However, in February 2000, the Fund was closed to all employees of the public service except for members of the armed forces, following the establishment of National Pension Scheme Authority (NAPSA). As at 31st March 2012, there were 95,200 active members contributing to the Fund.

Financing of the Fund and Benefits
The scheme operates on the social insurance principle of pooling resources and sharing the risks. The current contribution rates are 7.25% for the employee and 7.25% for the employer. The fund also invests surplus funds in diversified investment instruments.

The Public Service Pensions Fund provides the (a) retirement lump sum, (b) survivor benefits, (c) pension benefits and (d) invalidity benefits and home ownership to serving members. The retirees and beneficiaries are given 2/3rds (67%) as lump sum upfront and only 1/3rd (33%) is retained pension.

This leaves only a meagre portion for life pension.

ii. National Pension Scheme Authority (NAPSA)
This Scheme was created under the National Pensions Scheme Act Cap 256 of the Laws of Zambia. The National Pension Scheme Act 40 of 1996 administers the assets of the National Pension Scheme (NPS) and the then Zambia National Provident Fund (ZNPF). It came into being in February 2000 following the transformation of the ZNPF which had been in existence since 1966. According to the NPS Act workers aged under 15 years and those above 60 years as well as those earning less than K15, 000 per month are not allowed to be members. Further, the armed forces have been exempt from the scheme. The exemption list also extends to Public officers employed before 1st February 2000.

Membership
The scheme covers all regularly employed persons in the country including public service workers and workers in the local authorities as from February 2000. Those exempted include members of the armed forces, employees of foreign Governments with diplomatic status, employees of international organizations who are not citizens of Zambia and officers in the public service and local authorities appointed before 1st February 2000.

Financing and Benefits
The scheme is a defined benefit scheme financed with contributions from both employers and employees shared equally at the rate of 5% each. NAPSA provides for the main three branches of social security benefits, which include old age pension, invalidity, and survivors. The retirement age is, 55 as early retirement age , 60 years as normal retirement age and 65- late retirement age, optional based on approval from employers. The benefits are indexed to wage inflation and reflect a preservation of the value of the benefits over time. The benefits are paid in form of a pension (monthly annuities) or lump sum is paid for those who do not meet the minimum requirements for a pension. A lump sum funeral grant which is a one-off payment is also paid upon the death of a member. NAPSA is also mandated to administer the ZNPF for purposes of payment of benefits to members who contributed to the closed fund.

iii Local Authorities Superannuation Fund
This Scheme was created under the Local Authorities Superannuation Fund under Government notice No. 314 of 1954. The fund covers employees who joined local authorities and utility companies before 1st February 2000.

Membership
The scheme covers employees working for ZESCO Limited, National Housing Authority (NHA), all the Councils and Water & Sewerage Companies created prior to 1st February, 2000. New employees joining the member organizations on or after 1st February, 2000 contribute to the National Pension Scheme Authority (NAPSA) as a national basic scheme on a compulsory basis. This means the Fund has been closed to new members since February, 2000.

Financing of the Scheme and Benefits
The current pension contribution rates are 10% of basic salary for the employee and 23% of basic salary for the employer. LASF provides for the main three branches of social security benefits, which include old age, invalidity, and survivors.

iv . Workers Compensation Fund Control Board
This Scheme was created under the Workers Compensation Act No. 10 of 1999. In 1999 parliament passed legislation to repeal the Workers' Compensation Cap 271 and the Pneumoconiosis Compensation Cap 217 in order to merge the two schemes which operated independently hitherto. The repealing of the two Acts resulted in the current Workers' Compensation Act No. 10 of 1999 of the Laws of Zambia.

Prior to the merger, the Workers' Compensation Board was responsible for accidents and scheduled diseases arising out of and in the course of employment while the Pneumoconiosis Compensation Board was responsible for lung diseases caused by silica in the mines.

Membership
The scheme covers all employers both in the public and private sector and a certain category of civil servants.

Financing and Benefits
The financing is by way of assessments which are levied on all employers except for the state. Currently the ceiling is K800 per month per employee and this takes into account the industry and degree of risk of exposure to occupational injury or disease. The scheme offers both cash and non-cash benefits.

v. National Health Insurance (NHI)
The National Health Insurance model is a single pool, pro-poor programme that ensures cross subsidization amongst different population groups. Protects beneficiaries from catastrophic expenses on health; NHI fits well in the social protection framework as it is part of the policies and programmes designed to reduce poverty and vulnerability by diminishing people's exposure to risks, and enhancing their capacity to manage economic and social risks associated with sickness.

vi. Private occupational Schemes
The Pension Scheme Regulation Act governs the establishment of private occupational pension schemes. The Act requires that pension schemes are established under an irrevocable trust and that their scheme rule adequately protects the rights and interests of the sponsors and members of the scheme.

Membership
Private occupational pension schemes inlcude membership from registered private occupational pension schemes.

Financing and Benefits
The financing of the pension benefits is through pension contributions from both the employer and the employee which are supplemented by the income from the investments.

The benefits include defined benefit schemes - where a benefit formula is specified.

The other one is a defined contribution schemes where pension payments are provided through the purchase of an annuity from an insurance company. Most of these schemes are of defined contribution nature which implies that the desired retirement promise only actualizes if the investment return and contribution rates perform as hoped for.

Key Take Aways

► Social Protection in Zambia has come a long way. There is a lot being done in the country by state and non-state actors, which we should continue to harness through various strategies such as the Integrated Framework of Basic Social Protection and the Single Registry of Beneficiaries.
► The Seventh National Development Plan offers a good platform for social protection programmes to be supported and implemented.
► There are different types of social protection programmes as below:

1) Non Contributory Social Protection Programmes

Social Assistance
Social Assistance schemes include:
• Public Welfare Assistance Scheme (PWAS)
• Social Cash transfer.
• Education support (e,g Keeping Girls in school)
• Home Grown School Meals

Livelihood and Empowerment
These programmes seek to provide support to households and groups who lack sufficient capacity and entrepreneurship skills including public works; micro-finance services, agricultural input supplies, women's empowerment programmes, functional literacy;

• Empowerment Programmes such as Supporting Women's Livelihood under the GEWEL programme;
• Farmer Input Support Programme (FISP);
• Food Security Pack Programme;
• Self Help Programmes and
• Village Banking.

Key Take Aways (cont.)

Protection programmes
The Programmes under the protection pillar seek to strengthen the legal rights of the vulnerable and to provide appropriate support to victims.
Protection from violence, abuse, and exploitation. The programmes include the following issues:
- Justice for Juveniles in contact with the law;
- Victims of Gender Based Violence;
- Victims of human trafficking and child labour;
- Adoptions and foster care

2) Contributory Social Security Schemes

Public Sector Schemes
The four Public Sector schemes and their respective Acts of Parliament are as follows:-

i. Public Service Pensions Fund (PSPF)
ii. National Pension Scheme Authority (NAPSA)
iii. Local Authorities Superannuation Fund
iv. Workers Compensation Fund Control Board
v. National Health Insurance (NHI)
vi. Private occupational Schemes

The other one is a defined contribution schemes where pension payments are provided through the purchase of an annuity from an insurance company. Most of these schemes are of defined contribution nature which implies that the desired retirement promise only actualizes if the investment return and contribution rates perform as hoped for.

- When writing social protection stories remember that we need to respect the dignity of every person including the vulnerable.
- We need to report the truth.
- We need to read the law, policies, programmes on social protection to better report on them

Instruction to Facilitator:
Group exercise: Brainstorm on a particular story theme, based on this lesson. What stories have you written on the above. Allow participants to make their presentation and then proceed to the next topic.

Group exercise: Brainstorm on a particular story theme, based on this lesson. What stories have you written on the above. Allow participants to make their presentation and then proceed to the next topic.

Topic: Building a Comprehensive Social Protection System

Objective

Participants will have improved knowledge on the building blocks for a comprehensive social protection system. Participants will be able to write stories on the building blocks of the social protection system.

Method of delivery

Ask participants to form buzz groups. Ask them to discuss what social protection building blocks are and then write down their answers. After that, allow representatives of the buzz groups to make the presentation. Thank the participants and then proceed to make the below presentation.

Comprehensive social protection system meaning
The word comprehensives means "including or dealing with all or nearly all elements or aspects of something; in our case, all aspects of social protection".

Further, the word system means "a set of things working together as parts of a mechanism or an interconnecting network. It can be complex but works as a whole to deliver something or a service".

Therefore, a social protection system must have all the elements that are working together to ensure effective delivery of the social protection system. If one or two elements are missing, we cannot say it is comprehensive. As we look at these components or elements, let us compare with the Zambian social protection system. Our first component or building block is legal framework.

Social Protection Legal Framework

Definition: The social protection legal framework encompasses all national laws and other decrees or secondary legislations and regulations or national social protection laws.

They refer to framework laws encompassing social insurance, social assistance and social services, or specific national social assistance laws. A social protection law encompassing social assistance should also give expression to the principle that social protection is an individual human right. A set of constitutional, legislative, regulatory, jurisprudential and managerial rules - establish the Social Protection rights of citizens. Legal frameworks form a broad system of rules that govern and regulate decision making, agreements, laws and relationships.

In line with international standards and principles, certain main parameters of social security schemes should be in the law and not in a decree or other secondary legislation. Recommendation 202 (R.202) on National Social Protection Floors (2012) recommends that Member States should have a legal framework for basic social protection guarantees, defining the range, qualifying conditions and levels of the benefits.

A legal framework for social assistance fulfills important purposes which give the State a clear and legal general mandate to provide social assistance benefits.

Why do we need a legal framework?

Legal frameworks are important instruments as they help to achieve the following:

- ▶ Meeting international obligations;
- ▶ Implementation of constitutional right;
- ▶ Defining the various roles and responsibilities of all those involved in implementing the programmes at different levels of government, i.e. rights and obligations of all concerned parties;
- ▶ Guaranteeing and improving the correct functioning of the scheme. In the absence of existence and systematic application of administrative rules, institutions may provide social benefits unduly and inconsistently; this includes rules such as the requirement for regular life proofs, and the uniform application of rules across sub national levels.
- ▶ Safeguarding human rights principles of dignity, inclusion and accessibility of benefits;
- ▶ Guaranteeing equal treatment, including gender equality and non-discrimination;
- ▶ Protecting privacy and increasing trust and confidence in the State.

Furthermore, legal framework gives poor and vulnerable people clarity regarding:

- ▶ The specific benefits that may be available to them;
- ▶ Individual rights and obligation;
- ▶ The criteria they have to meet in order to qualify for such benefits;
- ▶ Mechanisms to ensure transparency and access to information,
- ▶ Complaints and appeal mechanisms available to them, should they be dissatisfied by a decision of the relevant institution in charge of paying social assistance benefits;
- ▶ Participation channels for beneficiaries.

A Legal framework should also deal with other important aspects of administration, such as:

The simple and transparent identification and selection of beneficiaries;

- ▶ Education and awareness of administrators, staff and public in general;
- ▶ Strengthening of institutional capacities, i.e. the establishment, functions and powers of the institution responsible for paying benefits;
- ▶ Establish the relationship between Rights Holders & Duty Bearers. Duty bearer: Duty bearers are those actors who have a particular obligation or responsibility to respect, promote and realize human rights and to abstain from human rights violations. The term is most commonly used to refer to State actors, but non-State actors can also be considered duty bearers. For instance, the District Social Welfare officer or Community Development Officer.

Safeguarding the predictability and adequacy of benefits;

- ▶ Promoting human rights approaches in management, i.e. In the use of technology including biometric data,
- ▶ Accessibility of disadvantaged groups,
- ▶ Languages spoken, non-discrimination by front line staff,
- ▶ "Non-shame proof" management practices,
- ▶ Ensuring privacy of data in data exchange and communication.

Ensuring transparency and accountability in financial matters:

- ▶ Open procurement rules and Integrity of benefit payment systems Safeguards against corruption.
- ▶ Appropriate fiduciary risk management for the prevention and avoidance of fraud, errors,
- ▶ maladministration
- ▶ Support establishing a stable and regular funding base,.
- ▶ Clarifying funding sources and public financial management processes for funding that
- ▶ guarantee the sustainability of the scheme

It is therefore advisable, as a rule, to adopt legislation that will protect the rights and entitlements of social protection beneficiaries.

Without a legal framework there will be:

- ▶ Fragmentation and lack of policy coherence,
- ▶ Underfunding,
- ▶ No statutory compulsion to take action,
- ▶ Inability on the part of courts to monitor government action,
- ▶ Vulnerable individuals and communities exposed,
- ▶ Allocation rules can change without consultation, and
- ▶ Less or no incentive/pressure to effectively deliver.

ZAMBIA SOCIAL PROTECTION LEGAL AND POLICY FRAMEWORK

National Social Protection Policy - NSPP-2014
Zambia has mainly adopted the ILO definition of social security i.e. protection that a society provides to individuals and households to ensure access to health and to guarantee income security in cases of old-age, unemployment, sickness, invalidity, work injury, maternity or loss of a breadwinner (death).

In 2014 the National Social Protection Policy (NSPP) meant to reduce poverty, inequality and vulnerability was put in place.

There is currently recognition of the place of Social Protection in national development planning in the Country through the 7NDP Poverty and Vulnerability Reduction Pillar.

The Pillar has three result areas namely:
   a. Enhanced welfare and livelihoods of the poor and vulnerable,
   b. Climate change adaptation, mitigation and disaster risk reduction for reduced vulnerability,
   c. and Reduced vulnerability associated with high HIV/AIDS prevalence.

Organisation of Social Protection in the Policy framework
SP has two major components i.e. social assistance and social insurance. Social assistance is non-contributory and financed through government tax while social insurance is contributory in nature (i.e. beneficiaries have to make contributions as a basis to becoming eligible to benefit).

Social Protection within the Policy framework is thus organised in pillars comprising of contributory and non-contributory schemes:

▶ Constitution of Zambia, Act no. 2 of 2016
▶ Legal status accorded to directive principles of state policy constituted a constitutional obligation on part of the state to take appropriate actions towards progressive realisation of economic, social and cultural rights, however since they fell off during 2016 referendum.
▶ "no express right to social security" (i.e. justiciable right)
▶ 7th National development plan: 2017-2021
▶ Vision 2030- ("prosperous middle-income country by 2030")
▶ National Social Protection Policy- 2014 (social security is a key pillar)
▶ National Employment and Labour Market Policy- revised
▶ Ministry of Labour and Social Security (MLSS) strategic plan 2019-2021
▶ National Pension Scheme Act no. 40 of 1996;
▶ Workers Compensation Act no. 10 of 1999;
▶ Pension Scheme Regulation (amendment) Act, 2005;
▶ Public Service Pensions Act no. 35 of 1996 (chapter 260 of the laws of Zambia
▶ Chapter 284 - Local Authorities Superannuation Fund Act
▶ National Health Insurance Act no. 2 of 2018
▶ Income Tax (Amendment) Act, 2004

Key Take Aways

▶ A SP Legal Framework gives expression to the principle that SP is a human right.
▶ A legal framework for social protection would be contained in a national law, which provides
▶ the basis for more detailed regulation by the relevant lead ministry.
▶ At a minimum, this legal framework should establish key design elements including beneficiary identification, qualifying conditions and conditionalities, range of benefits, and levels of benefits by reference to benchmarks.
▶ No single way to construct a SP legal framework but international, regional & national instruments provide tools to support this.
▶ It is also important to note that the development of standard procedures and operational
▶ manuals are critical to guide the daily activities of staff.

▶ As important as a legal framework is, its implementation is critical to ensure equity, dignity and protection in decisions and actions taken.
▶ Zambia has several acts that provide for social protection.
▶ Journalists can write about such issues. They can assess the laws and policy and also check why the Zambian Constitution does not out rightly provide for social protection as per international standard.

Topic: Selection And Identification - Targeting

Objective

Participants are able to understand the important principles that underpin selection and identification Participants are able to write informed stories on selection and identification in social protection.

Method of Delivery

Discussion

Instruction to Facilitator:
Ask participants to state what they understand regards the words selection and identification. Select five participants to provide their answers and then proceed with the below presentation. Remember to choose participants who have not spoken or females and youths that are facing challenges to speak out their opinion. Proceed to present the below:

A critical issue faced by all countries developing systems of social protection is how to select beneficiaries. No country has ever been able to effectively cover everyone in need of transfers during the early stages of developing their social protection systems. The numbers of people in need are too great and place excessive demands on a country's financial resources. Developed countries have taken decades to develop comprehensive social protection systems, which gradually expanded as resources become available. Therefore, developing countries need to take a long-term vision for their social protection schemes, expanding them as they grow. The process of selecting beneficiaries has at least four stages, as set out in Figure below.

Instruction to Facilitator:
Discuss the four stages as outlined below. Stress the two-way relationship between policy and fiscal choice: they go hand in hand We will be discussing these four stages in turn,

Step 1, Policy Choice

Governments always make policy choices on which categories of the population to prioritise for all types of public services, not just social transfers. However, when deciding their policy approach to social transfers, governments tend to make choices between two approaches. They either decide to direct their social transfers to the category of the population regarded as "poor"; or, they follow a more complex policy direction by designing their social transfer systems to address challenges and risks faced by individuals across their lifecycle. The former can be referred to as a "Poor Relief" approach while the latter can be categorised as a "Lifecycle" approach.

The Poor Relief approach was adopted by developed countries in the 18th and 19th Centuries, when they took the policy choice to address the needs of the "poor". A number of countries developed schemes directed at those regarded as "poor" with England, in 1820, investing 2.7% of GDP in its Poor Laws scheme (Lindert 2004). However, these schemes were developed while these countries still had authoritarian governments and, as democracy strengthened, levels of investment in Poor Relief fell, with expenditure in England, for example, falling to 0.75% by 1880. The fall in investment was the result of the middle class gaining the vote and opposing their taxes being spent on the "poor," while they themselves were excluded. In response to the demands of the middle class, developed countries began to move towards a lifecycle approach, with Poor Relief eventually comprising only a tiny proportion of investment in social transfers.

Policy Choice	Fiscal Choice	Design Choice	Implementation
Governments makes decisions on which categories of population to prioritise...	... it will be important to understand what proportion of that category can be covered.. . And whether policy choices need refining based on available finances...	... need to design an appropriate selection methodology that can help identify desired beneficiaries... And design approach to implementation...	...once design is agree, this methodology needs to be implmented: registration, enrolment... And strong complaints and appeals Policy

The lifecycle approach is based on a broader concept of vulnerability. It considers that the role of social protection consists in guaranteeing basic income security and promoting human development throughout different stages of an individual's life. There are many causes of poverty and insecurity but, often, they are related to stages in an individual's stage in the lifecycle. Individuals face challenges and risks at each stage of their lives, which also impact on their broader social networks, including their families, households, kinship groups and communities. The type of challenges faced by individuals that make them vulnerable to fall in living standards varies as people move across the life course.

Most countries, even when they initially adopt a Poor Relief approach, eventually move towards a lifecycle approach. Countries usually develop social assistance transfer systems – and broader social security systems – by establishing schemes that address particular stages of the lifecycle, as a means of increasing people's resilience to the risks they face. The main lifecycle stages and risks addressed by countries are childhood, disability, widow(er) hood, old age and unemployment.

Fiscal Choice
The policy choice to address the needs of particular categories of population - goes hand in hand with complementary fiscal choices and commitments. These choices determine the effectiveness of a scheme in terms of its exclusion of eligible people. The degree of commitment of governments to their policy choices is indicated, to a large extent, by their level of investment in implementing the policy. As noted earlier, a key determining factor in the cost of a scheme is the level of coverage of that scheme. Decisions on coverage have a significant impact on rates of exclusion from schemes, including the exclusion of those living in poverty. Necessarily, the higher the coverage of a particular category of the population, the lower the rate of exclusion of people within that category.

The higher the coverage, the greater the inclusion of the poorest 20% of the population in a scheme. Therefore, higher coverage of those living in the greatest poverty can be achieved by expanding the coverage of schemes. Evidently, universal schemes are the most effective while, when coverage is low, a high proportion of those living in the greatest poverty are excluded. What do you think about Zambia?

Design Choice
If governments decide not to provide universal access to a scheme, they need to design a mechanism that can identify those who are eligible. There are a range of design options used by countries to select beneficiaries when coverage is limited. They can broadly be classified in three categories.

Categorical selection, where eligibility is determined on the basis of demographic characteristics (or demogrants) such as age, disability, household structure, or geographical location.

Economic selection, where eligibility is determined on the basis of the economic wellbeing of the household or individuals

Self-selection, where all individual or households are free to access the programme but the administrative procedures or the nature of the transfer are set in such a way to discourage better-off individuals or households from participating.

Implementation Choice
the final stage in the selection process, which is the implementation of the selection process. Often, little attention is given to this stage in the process but, in reality, many errors can occur at this point. These can be the result of weaknesses in delivery, which can introduce barriers, but they are also the result of "weaknesses" on the part of applicants, in particularly those experiencing social exclusion.

The more complex the registration mechanism, the more likely that people will find it difficult to navigate the process and access the scheme. The simplicity of universal programmes is one reason for the low exclusion errors in these schemes. It can be understood as the administrative implementation of selection policy and involves a series of operational steps:

- ▶ Registration, or the collection of personal data from applicants – such as age, disability status and income/wealth.
- ▶ Identification, Verification and Validation that consists in verifying the accuracy of data submitted and assessing whether it complies with the programme's eligibility criteria.
- ▶ Enrolment/ recording or digitisation of an individual or household's personal data within the programme's Management Information System (MIS), assuming that the programme has an effective MIS.
- ▶ During registration, verification and enrolment, people need to provide a range of information to determine their eligibility. However, other information can also be collected for monitoring processes. Nonetheless, it is important to consider the costs of collecting information. Each additional piece of information takes time and is an additional cost. So, the amount of information should be limited to that which is strictly necessary

Key Take Aways

- ▶ The selection process includes four key stages, and decisions at each stage are critical in determining who is included and excluded from social protection schemes;
- ▶ All countries eventually implement a lifecycle system of social protection, which ultimately is much more effective in ensuring the inclusion of the most vulnerable members of society;
- ▶ Targeting the poor" may not necessarily be best for the "poor". Sen (1995): "Benefits intended exclusively for the poor often end up being poor benefits";

Selecting & Identification– Zambian Level

The responsibility for selecting PWAS recipients lies with the community. Community members know their neighbours and their situations better than anyone else. They know who is in most genuine need.

Once the CWAC has been informed of what resources are available to them, they must identify most appropriate people to receive these benefits as clients. Clients are only identified for the resources that are definitely available, so as to avoid building false hopes.

CWACs have to make difficult choices, as resources will not be enough to provide full assistance for everyone in need. CWACs have to choose between deserving candidates, and explain their decisions to the community and to the Department of Social Welfare. To help in this, a MATRIX used to help compare candidates and allocate resources, as well as for monitoring, reporting, transparency and accountability. The matrix shows several characteristics of the vulnerable and each case can be ticked and used for ranking.

Copies of the matrix will be available in all districts through the DSWO's office.

Instruction to Facilitator:
Create one flip chart with the title S&I to record all the contributions Use the following three questions to elicit participant contributions:

What do you know now that you did not know before?

How can you use this information to support social protection service delivery as journalists?

What would you do differently now?

Before using the matrix, CWAC members first meet PWAS applicants. The CWAC team gets full background information on each case. At the CWAC meeting, the background to each case is discussed in detail before the matrix is filled in as a summary. The matrix is then used to help prioritise cases.

The matrix has four sections, to be filled with ticks as appropriate for each candidate. When all the candidates have been listed, the CWAC can compare which applicants have the most ticks, and which candidates are most needy of the resources available.

1. First, the applicant is named, and the number of dependants indicated.

2. **'THE SOCIAL QUALIFIERS'** category is then indicated. PWAS clients MUST fall into at least one of these categories. Applicants who fall into more of these categories should be given priority by the CWACs:
   - **Household head is aged:** Aged people are those over 60 years old.
   - **Household head is a child:** This applies if there is no adult over 21 caring for the children and dependants of a household. The head of household in these cases is usually an orphan looking after younger siblings.
   - **Household head is disabled:** This category is for people who have a long term physical or mental disability that stops them from meeting their basic household needs.
   - **Household head is sick:** This applies if the household head has a chronic illness that stops them from meeting their basic household needs on a medium to long term basis.
   - **Household head is female:** This means households headed by a single woman with full responsibility for dependants under the age of 18.
   - **Applicant is an orphan or vulnerable child:** This is for the direct application of a child under the age of 18 who is not receiving adequate care from his or her family or household.
   - **Applicant is displaced or disaster victim:** This is for people who have suffered a short term problem such as becoming stranded, or having their house burn down.

     It is not for victims of major disasters, which fall under the Office of the Vice President. PWAS does not have capacity to meet major disasters.

3. Next the **'ECONOMIC QUALIFIERS'** are listed. These review the applicants' income sources, to see if the client can get an income from somewhere else. To get PWAS, at least two of these criteria should apply.

   - **No support from relatives:** The household should have no realistic chance of getting support from other relatives.
   - **Unable/should not work:** This applies to people who are unfit to work for physical reasons, or 'should not work' because they are at school or are too old. This criteria applies if there is no one in the household who can get an income from working – not just the household head.
   - **No productive assets:** This means that candidate/household should not own assets that can be used to fulfill basic needs. This could include agricultural activities, livestock, a house with rooms for rent etc.

4. Then the CWAC examines characteristics. Some are given on the matrix, and others can be added locally. Those given already are:

   - **Insufficient food for household members:** This applies if the household do not eat sufficient meals on a regular basis.

- **Children do not attend school:** This applies if more than half the children of the household who should be at primary school do not attend.
- **Housing is below average standard:** This applies if the CWAC decides that the applicant's housing is worse than most other housing in the area. Traditional methods should not be taken as a negative, but rather the size (in relation to the number of residents), water and sanitation, security or roofing, ventilation etc. should be considered.
- **Cannot access health services:** This applies where the household cannot afford to pay health user fees at clinics for all members of the household to attend wherever necessary.
- **Recent death of former household head:** This applies where a former household head died within the previous two years.

The CWAC uses the matrix to decide what assistance can be given to selected clients, know what resources are available. They can show other people how they made their decisions by showing them the matrix.

CWAC members and their immediate family members and dependants are debarred from receiving PWAS assistance.

Key Take Aways

- ▶ The responsibility for selecting PWAS recipients lies with the community.
- ▶ Community members know their neighbours and their situations better than anyone else. They know who is in most genuine need.
- ▶ Once the CWAC has been informed of what resources are available to them, they must identify most appropriate people to receive these benefits as clients.
- ▶ Clients are only identified for the resources that are definitely available, so as to avoid building false hopes.
- ▶ To help in this, a MATRIX used to help compare candidates and allocate resources, as well as for monitoring, reporting, transparency and accountability.
- ▶ The matrix shows several characteristics of the vulnerable and each case can be ticked and used for ranking.
- ▶ Copies of the matrix will be available in all districts through the DSWO's office.
- ▶ Before using the matrix, CWAC members first meet PWAS applicants.
- ▶ The CWAC team gets full background information on each case.
- ▶ At the CWAC meeting, the background to each case is discussed in detail before the matrix is filled in as a summary.

Key Take Aways (cont.)

- ▶ The matrix is then used to help prioritise cases.
- ▶ The matrix has four sections, to be filled with ticks as appropriate for each candidate.
- ▶ When all the candidates have been listed, the CWAC can compare which applicants have the most ticks, and which candidates are most needy of the resources available.
- ▶ First, the applicant is named, and the number of dependants indicated.
- ▶ THE SOCIAL QUALIFIERS' category is then indicated.
- ▶ PWAS clients MUST fall into at least one of these categories.
- ▶ Applicants who fall into more of these categories should be given priority by the CWACs:
- ▶ Household head is aged: Aged people are those over 60 years old.
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Key Take Aways (cont.)

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▸ CWAC members and their immediate family members and dependants are debarred from receiving PWAS assistance.

Topic: Social Protection Administration

Objective

Participants will have improved knowledge on administration of social protection.

Participants will be able to write stories on social protection administration in an informed manner.

Method of delivery

Instruction to Facilitator:
Ask this Question: What do we mean when we say administration? After responses from participants, proceed to make the presentation below on administration.

Irrespective of the type of programme, administration is the backbone of a comprehensive social protection system. It ensures the provision of social protection services in a way that is timely, efficient and effective – ultimately serving the needs of beneficiaries.

Administration of non-contributory social protection involves processes and the capacity to identify beneficiaries, and to organize, calculate and pay social protection benefits, guided by overarching principles. If schemes are to be institutionally and politically sustainable, they should be administratively efficient, transparently accountable for public resources and ensure good quality service delivery (Barrett and Kidd, 2015).

The Building Blocks of Social Protection Administration
The core function of administration institutions is to deliver social assistance benefits to eligible beneficiaries. This process entails identifying and registering potential beneficiaries, assessing their needs and conditions (assessing eligibility) and making an enrolment decision which determines the benefits or service strategy to be adopted. Once this decision is made, payments, goods or services can be disbursed to beneficiaries.

Further administrative systems are also required for collecting and addressing complaints and appeals, managing necessary outreach activities (e.g. communication campaigns) and case management of beneficiaries. In some cases, this may include the management of programme exit/graduation and enforcement of conditionalities. It should be noted that all these functions are important.

In the background, solid administration systems require a series of management support functions. These include (but are not limited to) a solid M&E system, a system that defines Service Standards and manages performance accordingly, while enforcing strategic planning; a system to manage human and physical resources (including ensuring adequate capacity building); supporting Management Information Systems (see also topic on MIS); Financial Management Systems; and further systems to ensure accountability. These administrative functions are somewhat common to all social protection programmes, with minor differences. For example, a Cash Transfer will have a payment system while a food transfer would need to set up logistics for food delivery.

Monitoring & Evaluation, MIS and other Management support functions

Identification & registration	Eligibility determination	Enrolment	Payments/ delivery	Exit/ Graduation

Beneficiary and Case Management	Conditionality?

Complaints and appeals

Outreach and communications
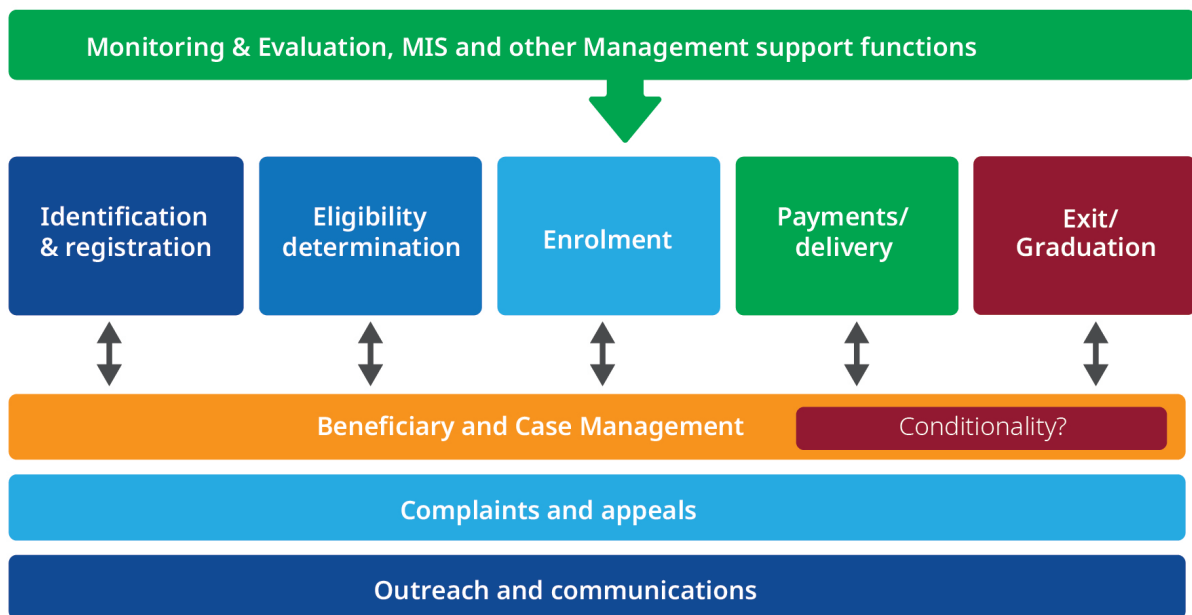
One further ways to understand and interpret the framework presented in the illustration above is to think of a Social Protection programmes as an evolving system which can slowly increase its scale and functionalities over time. As capacity builds up, pressure for accountability increases, and as funding is secured more sustainably, investments can be made to further increase capacity and focus on a wider range of performance-enhancing systems. This requires a shift from a silo-based conception of social protection administration, (where different functions may be delivered by different separate organizations or levels of government for example) to appreciating interlinkages across functions and departments, taking overall programme performance as a joint obligation/responsibility. It also requires the acknowledgement that social protection systems require long-term planning and vision, as well as continuous adaptation. Ultimately, mature programmes often invest in systems that can help them integrate further with other initiatives in the social protection and social policy sectors. All social protection administration functions are fundamental to improve delivery of social protection programmes as elaborated below:-

Payment systems:-Payment system regulates the process of receiving funds and allocating them to beneficiaries. "The goal of a payment system is to successfully distribute the correct amount of benefits to the right people at the right time and with the right frequency, while minimizing costs to both the programme and the beneficiaries"7. Irregular and unreliable payments decrease the

positive impact of social transfers, while payment providers who do not work effectively increase the vulnerability of the payment processes to fraud and the overall burden on beneficiaries.
Dysfunctional payment systems ultimately undermine the entire SP programme as they damage the reputation of the government and are ultimately discontinued.

Why Payments and Delivery Systems are Important?

▶ Ensuring transfers reach the right people, at the right time, the right place, in the right form; and the correct amount
▶ Different ways to make payments – depends on context
▶ The payments and delivery system is important to successfully distribute the correct amount of benefits to the right people at the right time and in the right amounts.

In summary, the way benefits are paid is important as this can: a) mediate the impact of a programme (e.g. spending patterns, financial inclusion); b) affect the cost and risks faced by a programme; c) affect burden on recipients. Payments can be offered through various payment instruments (e.g. cash, voucher, card, mobile money), using different payment 'devices' (e.g. POS, ATM, phone) and distributed at a variety of payment points (e.g. local shops, bank branches, local money agent, etc). The combination of these three elements is the selected 'payment modality'.

Each payment modality has its pros and cons which need to be carefully evaluated in light of country context (e.g. physical, financial and technological infrastructure) and needs. Selection of one modality over another should be guided by considerations of cost-effectiveness and quality (see also below), while ensuring flexibility to respond to changing needs.

A few basic principles need to be ensured to guarantee quality when designing and implementing the selected payment system. These include guaranteeing accessibility (low direct, indirect and opportunity cost of access, appropriateness to beneficiary needs, rights and dignity); robustness (reliability, good governance and security), and; integration (where possible a focus on financial inclusion and coordination).

Programme Exit

Programme exit refers to the exclusion from the programme of those that either passed away or no longer qualify (based on pre-determined programme criteria). Importantly, programme exit does not depend on a participant's behaviour or economic status, as is the case for graduation. Built-in exit strategies include the following:

1. Age limits - e.g. child grants covering specific age groups (such as South Africa's Child Support Grant)
2. Time limits - e.g. many public works programmes limit participation to a specified number of days/ years and certain programmes only run for a limited time-period
3. Benefits for temporary conditions - e.g. pregnant women or temporarily disabled individuals
4. Declining benefit levels – e.g. these often accompany time limits and can help families

Managing Programme Exit requires systems that can help to smoothly manage the process: on one hand a data management system (e.g. MIS – see MODULE MIS) that can track and flag individuals and households that are no longer eligible (e.g. have exceeded age limit) and on the other staffing at local level that can provide guidance and support for those who are no longer assisted by the programme (see Beneficiary Management, Section 6 below).

Graduation refers to the ability of individuals or households to exit a social protection programme by passing an eligibility 'threshold' (e.g. asset-based). This is often intended as 'graduating out of poverty', or no longer needing external assistance. Graduation is "more adapted to the specific vulnerabilities of participants (compared to programme exit), since participants who are unable to lift themselves out of poverty continue with social protection support. However, this sensitivity can create perverse incentives to remain below the 'graduation threshold', particularly if the programme has no provision for re-entry in the face of subsequent shocks" (Samson, 2015)[16]. The key principles for programme exit, graduation and developmental should be:

1. Setting up systems to enable a 'revolving door' (rather than a 'one-way door') into the programme
2. Facilitate movement into other support, as needed, including social insurance and social services.
3. Ensuring continuous receipt of support for those categories of beneficiaries and households for which 'graduation' or programme exit is not an option (e.g. labour constrained).
4. Even when programmes do not have explicit graduation objectives, ensuring they facilitate progress towards graduation outcomes - for example by explicitly focusing on improving livelihood choices and productive income-generating investments
5. Managing exit and graduation requires high capacity at local level and should ideally be linked to the programme Case Management system.

Complaints and Appeals System

Recommendation 202 (R. 202) on National Social Protection Floors (2012) recommends that Member States should have a legal framework for basic social protection guarantees, defining the range, qualifying conditions and levels of the benefits. It also stipulates the following principles:

1. non-discrimination, gender equality and responsiveness to special needs.
2. respect for the rights and dignity of people covered by the social security guarantees.
3. transparent, accountable and sound financial management and administration.
4. efficiency and accessibility of complaint and appeal procedure.

A Complaint and appeal Mechanism is a system that allows citizens to complain or provide feedback to the implementers of a given service, and allows implementers to respond to those complaints or feedback. By doing this, well-functioning Complaint and Appeal Mechanisms provide a predictable, transparent, and credible process to all parties, resulting in outcomes that are seen as fair, effective, and lasting.

The benefits of setting up strong Complaint and Appeal Mechanisms include the following:

1. Solve operational issues on an on-going basis;
2. Hold implementing authorities to account at all levels of implementation (particularly relevant in decentralised contexts19);
3. Curb corruption (particularly relevant in decentralised contexts);
4. Standardise programme implementation and performance (particularly relevant in decentralised contexts);
5. Reduce costs of addressing operational issues by having a standardised and effective process for resolution and
6. Reduce overall quantity of complaints and appeals through better programme socialisation.

Some common challenges with operating complaints and appeals mechanisms on the demand side include the following:

1. People often do not feel entitled to the service they receive, let alone to redress for poor programme performance
2. Lack of information about the programme and entitlements, including knowledge of how the C&A mechanism works
3. Citizens may not be able to afford the time and resources to make a complaint
4. Citizens may be sceptical about the credibility of the mechanism and whether complaining changes outcomes in particular, where the mechanism is not perceived as independent and impartial
5. Citizens may be reluctant to challenge the authority of decision-makers (government staff and – where community targeting is used to determine eligibility – other community members) due to unequal power dynamics
6. In some contexts, there may be concerns about the repercussions of giving negative feedback. These concerns are likely to apply more forcefully to vulnerable groups and those who are politically, socially or geographically marginalised.

On the supply side, several reviews point to the difficulty of making service providers and governments respond to citizens and programme recipients. This difficulty is due to several issues, including:

1. Government resistance to criticism, leading to the creation of 'box-ticking' systems (political- economy)
2. Lack of a standardised process to collect and respond to complaints and feedback
3. Lack of communication between different levels of programme implementation
4. Lack of adequate training on standard solutions to common grievances
5. Lack of adequate staffing and capacity at local level
6. Existing processes to collect complaints and appeals not designed for target population (e.g. complaint boxes for literate people, etc.)
7. Lack of an adequate communication strategy to inform citizens of the mechanism
8. No incentives to respond and act upon citizen complaints and appeals (carrots, sticks) or system to monitor the collection and addressing of complaints and appeals

Accessibility and effectiveness of programme complaint and appeal mechanisms can be improved by:

1. Proximity - Resolving complaints and appeals at the point of service delivery where information and transaction costs are lowest.
2. Accessibility channels are easily available, ensure simplicity, easily known to the beneficiaries.
3. Ensuring multiple channels for receiving complaints and appeals to guarantee complainants' convenience, cultural preference, and ease of use.
4. Ensuring channels respond to supply and demand-side barriers faced by complainants andappellants.

5. Enabling independent channels for redress and strengthening other systems for accountability.
6. Ensuring that the system is widely publicised through communication strategies specifically targeted to the poorest and most marginalized households.

Social Protection Communication and Outreach

ILO Recommendation 202 states that: "when formulating and implementing national social security extension strategies, Members should raise awareness about their social protection floors and their extension strategies, and undertake information programmes, including through social dialogue".

This principle is also enshrined in the 'Standards of Accessibility, Adaptability and Acceptability' of the Committee on Economic, Social and Cultural Rights (CESCR) under the United Nations Economic and Social Council (ECOSOC). This states that: "beneficiaries of social protection programmes must be able to participate in the administration of the programme, as well as have the right to seek, receive and impart information on entitlements in a clear and transparent manner". More than merely providing information, communication facilitates public dialogue, participation and social awareness, and provides a mechanism to enhance programme implementation and performance through feedback (e.g. increasing take-up). Communication should target both external and internal audiences. External audiences cover a diverse spectrum, but typically include programme beneficiaries (actual and potential), decision makers at all levels, academia, the media, and civil society.

Public communication should be a programme priority and aimed at regularly informing citizens on:
▶ their rights to social protection (and related responsibilities): including information on the range of services available, relevant Service Standards (i.e. what to expect from each programme and from the implementing agency, and range of channels to submit complaints and appeals.

The practicalities of receiving social protection: this includes in-depth and practical information on:

▶ Eligibility criteria for all benefits
▶ Where/how to apply for transfers (e.g. what documentation is needed, who to contact, etc)
▶ What the application/registration process consists of (timing, etc)
▶ Where/how beneficiaries can receive their payments and details of payment amounts, frequency,
▶ etc
▶ Where/how to submit complaints and appeals, appeals and feedback (including addressing any concerns people may have)
▶ Where/how to obtain further information

The reach and impacts of social protection programmes (External audiences): documenting and sharing programme progress (number of recipients, areas covered, etc) and impacts – informing public opinion. The administrative organization should make use of all appropriate mass and tailored communication strategies and all relevant languages. This would include use of: television, radio, a tailored website, toll-free call centers, posters and leaflets, social media, ad-hoc communication events within programme locations, letters to households, information on pay slips or utility bills, relevant manuals.
Internal Audiences: This would include staff working on the programme including those at local level. It is essential to focus communication efforts on ensuring staff are motivated, well informed and giving accurate information to citizens. Specialized strategies to ensure this include: regular internal newsletters, ongoing training, seminars, conferences and selective dissemination of meeting notes.

Overarching principles to be applied in this communications effort include:

- ► Developing a targeted communications strategy by audience, with focus on inclusion of illiterate, marginalised, etc.
- ► Providing all materials in an understandable format and language, while avoiding stigmatising imagery and words.
- ► Adopting a range of approaches to spreading information
- ► Ensuring all communicating are an on-going and iterative effort
- ► The quality of communication affects the functioning of programme processes, most notably targeting, benefit take-up and complaints and appeals – yet are often under-funded.

Key Take Aways

- ► Social protection administration is the backbone of a comprehensive SP system,
- ► Social Protection is an evolving system. The administrative structures and functions should not be static but should be developed as the design of social protection programmes evolve.
- ► The payment system should ensure that the programmes reach the right people at the right
- ► time with the right amount of benefits in the right place.
- ► Exit and graduation strategy should preserve positive impact by building in a mechanism for complementarity between programmes.
- ► Complaints and appeals mechanism must empower beneficiaries with a voice in the implementation of the programmes.
- ► Synergising administrative functions could lead to greater efficiency.
- ► Beneficiaries need to be informed, this can only happen if communication is effective, understandable, clear, accessible and transparent.

Key Take Aways (cont.)

- ► Communications need to cater for different audience type. The appropriate messages should be given to all stakeholders – external and internal. External audiences should be informed about rights and responsibilities, practicalities of receiving social protection benefits, reach and impact of programmes, internal audiences should also be informed to ensure staff are motivated and well informed.

Administration – Zambian Level

The function of administration is to ensure efficient and effective delivery of social protection services to eligible beneficiaries. It includes the process of:

i. Identifying the eligible beneficiaries
ii. Enrolling the beneficiaries
iii. Disbursement of services or goods
iv. Communication or grievance redress mechanism - GRM
v. Case management.

Its support functions include M&E whose intention is to define the standards and manage the performance. It includes human resource management and capacity building, a comprehensive information management system and robust financial management systems.

Identifying Eligible Beneficiaries
The responsibility for selecting PWAS recipients lies with the community. Community members know their neighbours and their situations better than anyone else. They know who is in most genuine need. Therefore, once the CWAC has been informed of what resources are available to them, they must identify most appropriate people to receive these benefits as clients or beneficiary. Clients are only identified for the resources that are definitely available, so as to avoid building false hopes. To this end, CWACs have to make difficult choices, as resources will not be enough to provide full assistance for everyone in need. CWACs have to choose between deserving candidates, and explain their decisions to the community and to the Department of Social Welfare. To help in this, a MATRIX is used to help compare candidates and allocate resources, as well as for monitoring, reporting, transparency and accountability. The matrix shows several characteristics of the vulnerable and each case can be ticked and used for ranking. Copies of the matrix are available in all districts through the District Social Welfare Office - DSWO's office. Before using the matrix, CWAC members first meet PWAS applicants. The CWAC team gets full background information on each case. At the CWAC meeting, the background to each case is discussed in detail before the matrix is filled in as a summary. The matrix is then used to help prioritise cases.

The matrix has four sections, to be filled with ticks as appropriate for each candidate. When all the candidates have been listed, the CWAC can compare which applicants have the most ticks, and which candidates are most needy of the resources available.

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- No support from relatives: The household should have no realistic chance of getting support from other relatives.
- Unable/should not work: This applies to people who are unfit to work for physical reasons, or 'should not work' because they are at school or are too old. This criteria applies if there is no one in the household who can get an income from working – not just the household head.
- No productive assets: This means that candidate/household should not own assets that can be used to fulfill basic needs. This could include agricultural activities, livestock, a house with rooms for rent etc.

There after the CWAC examines the characteristics of potential beneficiary. Some are given on the matrix, and others can be added locally. Those given already are:

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The CWAC uses the matrix to decide what assistance can be given to selected clients, know what resources are available. They can show other people how they made their decisions by showing them the matrix.

CWAC members and their immediate family members and dependents are debarred from receiving PWAS assistance.

Partners
Partners at all levels are needed to assist in implementing PWAS. Partners are usually local or international NGO's, churches, CBOs (including women's groups), or Health Centre Committees. Many partners have development workers, and all work through voluntary community organizations or local committees. To identify a suitable partner, the following questions must be answered positively.

Question	Tick If Positive
Are the activities of the partner open to broad based participation by all households in the community?	☐
Does the partner use participatory methods? Does the partner seek to build the capacity of the community to identify problems and find solutions?	☐
Will PWAS complement the activities of the organization? If not, what is the motivation for the partner organization to participate?	☐
Can the partner fulfill the requirements of accountability and reporting?	☐
Does the partner expect to be present in the area in the medium to long term?	☐
Is the partner willing to work as an active partner to the DSW	☐

If a partner is well organized and resourced, these Guidelines can be adapted to fit the activities of the partner. The only essential requirements for PWAS are that:

- ▶ Clients are identified at community level, using a mechanism known to the community, and accountable to them.
- ▶ Clients fit within the PWAS criteria, and resources are allocated for PWAS purposes.
- ▶ Resources are accounted for, and monitoring requirements are met.
- ▶ The participation of the DSWO for training and supervision is facilitated where possible.

Structures for PWAS – public welfare assistance scheme
PWAS is implemented at different levels. At national level the Department of Social Welfare Headquarters - DSWHQ is involved mostly in policy issues, while the provincial office offers technical support. At the district, there is the District Welfare Assistance Committee (DWAC) which among others disburses funding to the communities. All districts have many communities, under PWAS, each community has a Community Welfare Assistance Committee (CWAC). However, there are too many communities for the DWAC to work directly with each one. To overcome this problem, PWAS is organized by grouping communities together into "areas". An Area Coordinating Committee (ACC) will operate as a co-coordinating body representing all CWAC's in a given location.
The ACC's will usually be the operational areas of the partner organizations for the district. Most partners will provide leadership at area level. So the first task in building PWAS structures is to identify the partner organizations.

District Welfare Assistant Committee (DWAC)
Partners at District level like all levels will comprise line ministries from social sector such as, Education, Health, Agriculture, Community Development, Council, VSU, ZAPD, CBOs and FBOs that are active.

DWAC should be composed of between 8-10 members.

Area Co-coordinating Committees - ACC
The DSWO together with members of the DWAC will divide the district according to the location of suitable partners. The operational area of each partner becomes one or more PWAS Area. There should be between 9 and 30 areas per district.
Areas might follow boundaries of health centres catchments, education zones, wards, Chiefdoms, geographical features or any other way of dividing the district.
The ACCs will be made up of the following people:

- ▶ Personnel from the partner organization
- ▶ One or more representative from each CWAC in the area – selected by the community.

To start with, the ACC will only consist of the partner selected by the DSWO. The first activity will be to identify CWACs. This will be done by the partner organization assisted by the DSWO as necessary.

As CWACs are formed, the ACC will expand. Once the CWACs are formed, the ACC will co-ordinate the activities of the CWACs, compile monitoring information and provide a channel for communication and training between the DSWO and the CWACs.

Community Welfare Assistance Committees - CWAC
Each area will contain several CWACs. The number of CWACs will usually be between 5 and 20 and the population of a CWAC should be between 500 and 5000 people. This will be applicable as follows; urban – 5,000, rural – 3,000.

The CWACs will often be committees that already exist, often as part of the partner organization, such as RDCs, and ADCs. PWAS will add to the functions already carried out by the committee.

CWACs or their members should be able to show a prior record of voluntary community work – e.g church work, other community projects, micro projects etc. They must agree that PWAS work is also voluntary.

A community meeting should be held by the partner/ ACC to inform all residents of the new programme, and get agreement that the identified existing committee such as RDCs and ADCs should also become the CWAC. If no suitable community committees exist, they should be formed at a whole community meeting, using a transparent process. The CWACs will be responsible for identifying PWAS beneficiaries as well as leading other activities in the locality.

Local Leadership
The PWAS committees (DWACs, ACCs, and CWACs) will be making important decisions on resource allocation as well as programmes planning and implementation. They are making these decisions on behalf of the whole community. It is important that the committees work with all community members and leaders to make sure their decisions are understood and supported.

In particular, the PWAS committees should ensure that they communicate effectively with local Chiefs and headmen, as well as elected councilors. The committees must ensure that these leaders know what PWAS is doing, and how they are identifying the clients.

DSWO should also make sure they liase properly with local leaders. The District Administrators should be informed of the programme, and up dated on a regular basis. Councilors and MPs should also be briefed on progress. The Department of Social Welfare Headquarters (DSWHQ) will liaise with national leadership and stakeholders, including other Departments, major NGO and Parliamentarians. The DSWHQ will run a public information campaign and issue newsletters to support this activity.

Welfare Resource
This section describes what resources might be available under PWAS. CWACs will have the responsibility of allocating welfare resources to beneficiaries.
The DSWO will be given information on what resources are

available for PWAS as early as possible.

The DSWO will divide the resources between the areas according to the ceiling, and inform each ACCs of what resources are available. They can then inform the CWACs. It is important that this information is given before clients are chosen. Equity should be used to distribute resources. The resources available throughout the country are from the GRZ/PWAS budget, Cooperating Partners and local Resources. The DSWHQ will always endeavour to secure more resources for all districts.

PWAS Budget

Basic PWAS funds come from the GRZ budget, for all districts in Zambia. These funds can be allocated for any of the following purposes according to the priorities identified by the CWAC:

▶ Social Support: This means food, shelter, blankets, repatriation and other basic welfare needs.
▶ Health Care Costs: This covers the costs of accessing health services. Assistance can be given with meeting transport and prescription charges, as well as fees and charges levied at the health centre or hospital and purchase of medical appliances.
▶ Education Costs: Support for accessing primary or secondary education can be met. PWAS funds should not usually be used to provide uniforms for primary school pupils.

The GRZ PWAS funds are not available for support services outside these three components. They are not available for tertiary, business loans or agricultural inputs, micro projects, other community projects and activities, infrastructure repair or any other development purpose. Counseling and referral are cross cutting services in which PWAS structures will be involved.

Bursary Schemes

Social Welfare Structures will verify and identify beneficiaries for various bursary schemes.

Other Resources

As the scheme progresses, PWAS will be able to offer different welfare resources in different districts. These might be on a pilot basis, or targeted towards the special needs of a particular place. The DWACs, ACCs and CWACs will be informed of what is available, and asked to identify suitable beneficiaries.

Local Resource Mobilisation

Local communities also have resources to contribute to PWAS. The first resource to contribute is a voluntary commitment of time. CWACs and ACCs depend on voluntary work at community level. There are some people who do not want to work for free but others have motivation to assist people who are suffering. The people who have this motivation must come to the forefront in PWAS.

Other local resources can be contributed to the most vulnerable through PWAS. These could include voluntary labour, bringing water for an elderly person, donations of food, putting up a basic structure for a disabled person and other goods, or assistance with ploughing or transport.

DWAC shall also be involved in resource mobilisation.

In Zambia, the Social Protection Joint Annual Review (JAR) is part of the monitoring and evaluation mechanism established by the state. It is conducted annually and provides an opportunity to evaluate the National Social Policy (NSPP). Through this process, the state and stakeholders are able to assess implementation of the programmes and provision of the recommendations in order to improve Social protection programming. Further, through the JAR the state and stakeholders are able to review the implementation of the programmes, discuss best practices, offer recommendations and share lessons learnt for future policy development and action planning.

It is vital to note that a robust, accurate, up-to-date data on beneficiaries, shared across organisations to better achieve programme coherence and improve coordination must be in place. In this regard, interventions were put in place and among them, the development of the Zambia Integrated Social Protection Information System (ZISPIS), a payment and tracking system of all Social Protection programmes by the Smart Zambia Institute. The process started with the social cash transfer and the food security pack programmes and plans were advanced to extend it to other Social Protection Program payment systems.

While Grievances Redress Mechanism - GRM are vital to social protection, there are still in their infancy in Zambia.

Zambia is yet to produce a comprehensive Grievance redress mechanism for social protection. However, some projects have pilot GRM and one of them is the GEWEL. While some have an inbuilt mechanism for complaints including the PWAS communication structures which among other are mandated to provide communication channels, interview beneficiaries and state why some qualified and others did not. Further, the M&E functions of the Area Coordinating Committees under the PWAS structure does to an extent provide the GRM. The goals and objectives therefore of the pilot GEWEL GRM were to;

i.   Received complaints:
ii. Understand what is wrong with programme design or implementation as well as ensure that
iii. communities comprehended the projects:
iv. Understand which Communications messages or activities work;
v.   Set realistic services standards (i.e response times for different complaints types); and Identify additional channels (e.g community committees, phone) and test presents register.

The GEWEL grievance mechanism has been piloted from August l 2018 to February 2019 in Nalolo District, in Petauke, Chitambo and Chavuma. The structure for the GEWEL GRM had the three GEWEL ministries of MOG, MOGE and MCDSS

When it comes to financing of the Social Protection programmes and services, mobilization of financial, material, and human resources from both internal and external sources is vital.

The 7NDP therefore outlines financing options for social protection programmers from diverse sources, which include domestic revenue (Tax and non-tax revenue), foreign borrowing as well as grants from Cooperating Partners. To sustain scale up of interventions in the social protection Sector, there may be need to explore other sources of financing or to priotize key sets of programmes within the sector that can have the most cost-effective impact.

Key Take Aways

- The function of administration is to ensure efficient and effective delivery of social protection services to eligible beneficiaries. It includes the process of:
  - Identifying the eligible beneficiaries
  - Enrolling the beneficiaries
  - Disbursement of services or goods
  - Communication or grievance redress mechanism - GRM
  - Case management.
- In Zambia the PWAS structure facilitates this process. While some of the laws on social security like NAPSA and workers compensation funds details who legally qualify and how much should be deducted from the contributor including when it can be disbursed to beneficiaries.
- A criteria has been established for selecting and enrolling beneficiaries for PWAS services.
- Community participation is highly recognized and implemented in the selection of the beneficiaries for social assistance under the PWAS highly considers community participation.
- The structure is from the national level, provincial, district and communities.
- PWAS – public welfare assistance scheme
- PWAS is implemented at different levels. At national level the Department of Social Welfare Headquarters - DSWHQ is involved mostly in policy issues, while the provincial office offers technical support.
- At the district, there is the District Welfare Assistance Committee (DWAC) which among others disburses funding to the communities.
- All districts have many communities, under PWAS, each community has a Community Welfare Assistance Committee (CWAC).
- However, there are too many communities for the DWAC to work directly with each one.
- To overcome this problem, PWAS is organized by grouping communities together into "areas".
- An Area Coordinating Committee (ACC) will operate as a co-coordinating body representing all CWAC's in a given location.
- The ACC's will usually be the operational areas of the partner organizations for the district.
- Most partners will provide leadership at area level. So the first task in building PWAS structures is to identify the partner organizations.

Key Take Aways (cont.)

- District Welfare Assistant Committee (DWAC)
- Partners at District level like all levels will comprise line ministries from social sector such as, Education, Health, Agriculture, Community Development, Council, VSU, ZAPD, CBOs and FBOs that are active.
- DWAC should be composed of between 8-10 members.
- Area Co-coordinating Committees - ACC
- The DSWO together with members of the DWAC will divide the district according to the location of suitable partners.
- The operational area of each partner becomes one or more PWAS Area. There should be between 9 and 30 areas per district.
- Areas might follow boundaries of health centres catchments, education zones, wards, Chiefdoms, geographical features or any other way of dividing the district.
- The ACCs will be made up of the following people:
  - Personnel from the partner organization
  - One or more representative from each CWAC in the area – selected by the community.
- To start with, the ACC will only consist of the partner selected by the DSWO. The first activity will be to identify CWACs. This will be done by the partner organization assisted by the DSWO as necessary. As CWACs are formed, the ACC will expand. Once the CWACs are formed, the ACC will co-ordinate the activities of the CWACs, compile monitoring information and provide a channel for communication and training between the DSWO and the CWACs.
- Community Welfare Assistance Committees - CWAC
- Each area will contain several CWACs.
- The number of CWACs will usually be between 5 and 20 and the population of a CWAC should be between 500 and 5000 people. This will be applicable as follows; urban – 5,000, rural – 3,000.
- The CWACs will often be committees that already exist, often as part of the partner organization, such as RDCs, and ADCs. PWAS will add to the functions already carried out by the committee.
- CWACs or their members should be able to show a prior record of voluntary community work – e.g church work, other community projects, micro projects etc.
- They must agree that PWAS work is also voluntary.
- A community meeting should be held by the partner/ACC to inform all residents of the new programme, and get agreement that the identified existing committee such as RDCs and ADCs should also become the CWAC.

Key Take Aways (cont.)

▶ If no suitable community committees exist, they should be formed at a whole community meeting, using a transparent process.
▶ The CWACs will be responsible for identifying PWAS beneficiaries as well as leading other activities in the locality.
▶ Grievance Redress Mechanism are still in their infancy, however, they have been attempted in a few districts and on some projects including the GEWEL.
▶ However, the PWAS structure does provide for communication and hence grievances are also channelled through the PWAS structures while complaints or suggestions boxes are placed in social security service providers established by law including the numbers one can use to call.
▶ NAPSA has linked its remittance system to all payees who are able to receive notification of contributions by their employees.

Topic: Social Protection Coordination

Objective

Participants able to understand what social protection coordination is.
Participants are able to write stories on social protection coordination in an informed manner.

What is Social Protection Coordination?
Social Protection coordination is the alignment and harmonization of all stakeholder activities (at various levels) in a coherent and holistic way to reach clearly identified and shared objectives.

Method of Delivery

Discussion

Instruction to Facilitator:
Ask the Participants: "Why is coordination important?"

Due to the multi-dimensional nature of vulnerability, the design and delivery of social protection is generally spread across various ministries, including the ministries of labour and social security/welfare, health, education, agriculture, public works, etc. Social protection is traditionally delivered by several institutions and stakeholders focusing on certain population groups (e.g. workers of the formal sector), delivering specific services (e.g. health care), or certain types of transfers (e.g. family allowances).

The delivery of social protection also generally involves different line ministries and public organizations, including decentralized structures and local governments. Development partners (notably, international organizations and civil society organizations, media) can also play an important role in supporting governments in developing, implementing, and delivering social protection programmes, especially in developing countries.
The design and implementation of a social protection system will require coordination among all of the different organizations involved in the provision of social protection services and transfers.

Horizontal co-ordination
The policy level is the highest level of engagement, where the objectives and functions of the social protection system are defined in the context of national goals and parameters. At policy level, the aim is to ensure overall policy coherence across government bodies. At Programme level, the aim is improved design of existing programmes and promoting harmonization across the portfolio of programmes. It also involves integration of similar SP schemes and programmes.

Horizontal coordination at the policy level

▶ It includes the overall strategic vision to improve integration and coordination across
▶ programmes and functions.
▶ Policy and legal frameworks are developed to establish guiding principles to support social protection and inter-sectoral coordination.
▶ The choices about programmes and their mandates are made at this level.
▶ It assists in mapping out the financial and institutional arrangements that need to be put in place to facilitate coordination between different ministries and sectors.

Horizontal co-ordination at administration level
This level includes the coordination of systems that support the roll-out of one or more programmes. The focus is on the 'nuts and bolts' that facilitate the core business processes of social protection programmes. The roles and responsibilities existing in the design of social protection policy and programmes, is often replicated within each layer of the subnational administration, including at the community level, where social protection delivery takes place. This results in lack of coordination in the administration and implementation of social protection schemes both centrally and at the local level. Coordination at the operational level aims to improve efficiency in delivery, enhance quality of service from the perspective of users, reduce duplications and transaction costs. This consists of the integration of the following administrative functions: provision of information; identification, selection and registration of recipients; provision of identification documents; collection of contributions; payment or benefit delivery mechanisms; provider contracting; M&E; and complaint and grievance systems. Depending on the country context, existing coordination efforts will cover only some of these functions.

Vertical co-ordination
Each layer of the social protection system depends on the other layers to perform its own duties.

Coordination is considered to be 'vertical' when it takes place between the different levels of government (federal, national, provincial/regional, district, and community/village) in order to guarantee the implementation of the defined policies, the financial sustainability of the social protection system, and the decentralized delivery of social protection programmes to beneficiaries.
Vertical coordination is based on the recognition that each layer of the social protection system depends on the other layers to perform its own duties. For instance, the operational layer needs to respect the parameters of the schemes defined at higher level. Reversely, the planning layer requires certain types of information from the field to be accurately completed. Objectives of vertical coordination are to:

▶ Ensure consistency with policy vision and design during the implementation
▶ Improve efficiency of the administration through the principle of subsidiarity by empowering local administrations and other structures at the local level
▶ Improve the level of information, accountability and ownership at all levels
▶ Improves responsiveness to local contexts

Why Coordinate Social Protection?
Coordination is necessary in the establishment of social protection systems for the following reasons:

▶ Ensuring the translation of the right to social protection into reality on the ground (vertical coordination)
▶ Ensuring the efficiency of the system through the avoidance of duplication and synergies across various components of the system (social transfers should complement each other following vertical and horizontal dimensions of social protection extension to ensure universal coverage and benefit adequacy)
▶ Ensuring the effectiveness of the social protection system by addressing the multi-dimensional nature of poverty
▶ When properly coordinated, social protection can serve as a catalyst for expanding access to services and thus contribute to enhanced, equitable social sector outcomes.
▶ Well-coordinated social protection systems strengthen resilience to poverty and to shocks or emergency situations and enhance economic autonomy.
▶ By pooling the best of our resources, we can provide better solutions; diversity of thinking and skills has been shown to produce better results and better quality services.
▶ Ultimately coordination within a social protection system and between social protection and other public policy areas is a necessity not only to ensure the adequacy and consistency of the system, but also to guarantee its financial sustainability and its efficiency.

Activity: Stakeholder Mapping

Purpose: To understand the complexity of SP coordination and the main stakeholders involved, including a focus on their interest and influence (i.e. how much and how should they be involved). It will also stress important actors that may have been forgotten.

An initial step in improving policy coordination is to establish who the relevant stakeholders are with regards to social protection in order to include them in the process of policy development or review. We need to understand who we should be co-ordinating with.

Preparation: Give each group a stack of cards and marker pens to write with. Prepare one large flipchart for the wall by sticking four flipcharts together (each square is one square of the matrix) as per image on the left (but empty!).

Process: Explain matrix for stakeholder analysis keeping it brief. Explain each of the categories below to help them understand the matrix. Brainstorm one example all together and then divide into groups.

Low interest, low influence
These are relatively unimportant people, but keeping in touch with them is a good idea, just in case their status changes.

High interest, low influence
These people can be difficult in that it is easy to ignore them as they apparently do not have a voice, although if sufficiently upset they may gain influence by low-level blocking and other techniques of resistance... They may also be essential stakeholders to us.

Low interest, high influence
People with a low interest will not be particularly worried about what you are doing, so are not too much of a problem. A problem can appear when they are persuaded to act for those who oppose your actions/proposed change. It is thus important to keep them onside, for example with regular meetings that explain the truth of what is happening.

High interest, high influence
These people are both significantly affected by your actions/proposed change and most able to do something about it, either supporting or opposing actions/changes. It is particularly important to engage these people, ensuring both that they understand what is going on and also creating buy-in as they feel a sense of ownership of what is being done.

Involves Working With Different Stakeholders?

Stakeholders, including those necessary at policy, and administrative level. Different level of interest and influence/power

Power

Beneficiaries & Non Beneficiaries

	Low Interest	**High Interest**
High	Keep Satisfied	Manage Closely
Low	Monitor (Minimum Effort)	Keep Informed
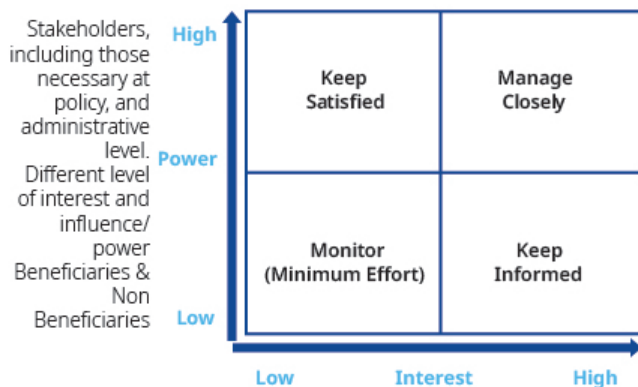
Instruction to Facilitator:
Ask participants to think about their context and brainstorm all potential stakeholders that 'have a stake' in social protection reform (government, private sector, civil society etc). Separate into table groups with flipcharts and cards. Ask to write their key stakeholders on cards and place them around the flipchart on their table where they will have drawn the same graph as on the slide. While teams are discussing and mapping at their tables walk round and make sure all is clear.

Debrief: Invite the groups to come and stand at the large chart on the wall. Ask each group to present in turn adding two-three stakeholders each to the large flipchart on the wall explaining why they are placing them there. The next group adds two-three more and comments on whether the previous were placed 'correctly' according to them (get debate going!). Continue going round the room till all stakeholders are finished. Discuss were the media/journalists and beneficiaries are placed as stakeholders.

Key Take Aways

- Coordination offers the greatest benefits for both the supply and the demand side.
- Coordination should include stakeholders at both policy, and administrative levels.
- Stakeholders have different level of interest and influence/power.
- Beneficiaries & Non Beneficiaries are important stakeholders
- Media organisations are also important stakeholders in the implementation of social protection programmes. They write stories and propel debate and information on social protection coordination. They are a channel for internal and external coordination.

Coordination – Zambian Level

Poverty and Vulnerability Reduction Cluster Coordination

Since the launch of the 7NDP Volume One on 21st June 2017, the move from a sectoral to an integrated approach has been facilitating coordination of national development activities. Sectors are expected to work in an integrated manner in programme implementation including during planning and carrying out activities. During the JAR reporting period, it was observed that sectors were becoming increasingly aware of the national development trajectory and vision. Regards coordination in the Zambian social protection sector, the 7NDP provides a poverty and vulnerability cluster. Further, the National Social Protection Policy - NSPP outlines several pillars which service the poverty and vulnerability luster. These pillars include Coordination, Social Assistance, Livelihood and Empowerment, Disability, Protection, Social Security and Social Health Insurance. These pillars were implementing the interventions under the Poverty and Vulnerability Cluster of the Seventh National Development Plan (7NDP).

Structurally, at National level, there is the National Development Coordinating Committee (NDCC) which has an oversight role on the 7NDP pillars and it is spearheaded by the Ministry of National Development Planning (MNDP). The NDCC convenes meetings. It did so in December 2018 and June 2019, respectively.

Suffice to say, Zambia developed and launched the National Decentralization Policy in 2013 to shift governance from the center to the distract level. The vision of the policy was a decentralized system of governance within a unitary state in Zambia. This stemmed from the need for the citizen to exercise control over its local affairs and foster meaningful development which requires that some degree of authority is be decentralized to provincial, district and sub-district levels. This was envisaged to be achieved through devolution of ear-marked functions to the local authorities. Progress has been made since the launch of the policy where some functions have been devolved to the local authorities and are functioning under the leadership of those authorities. However, fiscal decentralization remained a challenge. Additionally, the legislation to enable it to conform to the decentralized system. The Ward Development Committees, which are critical to development, have still remained un-operational in most of the communities and in some are not existent. Further, the structures at the local authorities need to match the devolved functions. However, the JAR does also to an extent provide coordination of social protection services and programmes in Zambia, especially at planning, review and implementation levels. Further, MCDSS is mandated by the NSPP to coordinate all clusters on social protection in Zambia including the line ministries. In addition, the PWAS structures also facilitates coordination of social protection

Single Window Service System and The Cash Plus Concept

Following efforts to improve coordination in the provision of social protection services, the state commenced implementation of the Single Window Service System of the Integrated Framework of Basic Social Protection Programmes in February, 2018, in Mambwe, Mpulungu, Kafue, Lunga, Samfya, and Mongu Districts. The Single Window Strategy involved establishment of referral systems as a tool that could be used in addressing co-ordination challenges among ministries in the districts as the first point of contact with beneficiaries. The process followed the decentralization policy approach and was spearheaded by the councils under the Ministry of Local Government. The Single Window provided a single-entry point for households to access information and registration in social protection programmes in their districts and communities. In 2019, the Single Window was rolled out to nine (9) districts namely; Chingola, Zimba, Mpongwe, Sinda, Luangwa, Chama, Ikelenge, Luampa, and Mungwi. The Roll out of the Single Window had started with the capacity building training called TRANSFOM, which is an innovative learning package on the administration of national social protection floors in Africa. The TRANSFOM training was conducted in seven (7) of the nine (9) new districts during the JAR reporting period.

Key Take Aways

▶ Since the launch of the 7NDP Volume One on 21st June 2017, the move from a sectoral to an integrated approach has been facilitating coordination of national development activities.
▶ Sectors are expected to work in an integrated manner in programme implementation including during planning and carrying out activities.
▶ The JAR is one way for stakeholders in the social protection sector to coordinate
▶ Further, the National Social Protection Policy - NSPP outlines several pillars which service the poverty and vulnerability luster.
▶ These pillars include Coordination, Social Assistance, Livelihood and Empowerment, Disability, Protection, Social Security and Social Health Insurance. These pillars were implementing the interventions under the Poverty and Vulnerability Cluster of the Seventh National Development Plan (7NDP) indicating that coordination is institutionalized in social protection services and programming.
▶ Structurally, at National level, there is the National Development Coordinating Committee (NDCC) which has an oversight role on the 7NDP pillars and it is spearheaded by the Ministry of National Development Planning (MNDP).

Key Take Aways (cont.)

▶ The NDCC convenes meetings. It did so in December 2018 and June 2019, respectively.
▶ Suffice to say, Zambia developed and launched the National Decentralization Policy in 2013 to shift governance from the center to the distract level.
▶ Progress has been made since the launch of the policy where some functions have been devolved to the local authorities and are functioning under the leadership of those authorities.
▶ However, fiscal decentralization remained a challenge.

Topic: Social Protection Management Information Systems

Objective

Participants will have improved knowledge on the management information systems in social protection. Participants able to write about the management information systems regards social protection.

Method of delivery

Discussion

Instruction to Facilitator:
Ask the participants. "What is a Management Information System (MIS) with reference to Social Protection Programmes?"
Ask participants to comment on their colleagues' responses. Proceed to make the presentation below.

There is growing recognition that Management Information Systems, or MIS, play a pivotal role in the implementation of social protection (SP) schemes. In fact, programme MIS are increasingly viewed as a central plank that holds together social protection schemes' core processes i.e. registration, determination of eligibility, payments, complaints & grievances, and monitoring and evaluation systems

It is a system that retrieves data from a programme's database (or in some cases different databases) and turns it into information that can be used for efficient and effective management.

Some Key Terms Associated with the Management Information System

It would be vital for us to go over a few more words that may be useful to understand Management Information System. These terms include:

▶ **Registry vs Database =** An official written record of names/ events or transactions. These two words mean exactly the same thing these days. So a 'Registry' is no different from a 'database'.. Though these could be organised quite differently (e.g. a database could even be stored on excel!)

▶ **Data:** Simply the facts on an individual level e.g. Tsapo: 17years: Mother of 1.

▶ **Information =** when that data gets turned into something useful that can be used to base decisions on. e.g. 50% of girls between 14 and 18 are mothers. 95% are single mothers.

▶ **The MIS =** Integrated system for Information Management – Refers to the broader system that enables the flow and management of information within the SP sector and sometimes beyond.

▶ **Interoperability:** A characteristic of a product or system, whose interfaces work with other products or systems, present or future, in either implementation or access, without any restrictions

▶ **Data integrity:** the overall completeness, accuracy and consistency of data. This can be indicated by the absence of alteration between two instances or between two updates of a data record, meaning data is intact and unchanged

▶ **Data privacy:** System for ensuring data/information is not misused or lost, potentially exposing households to further vulnerability
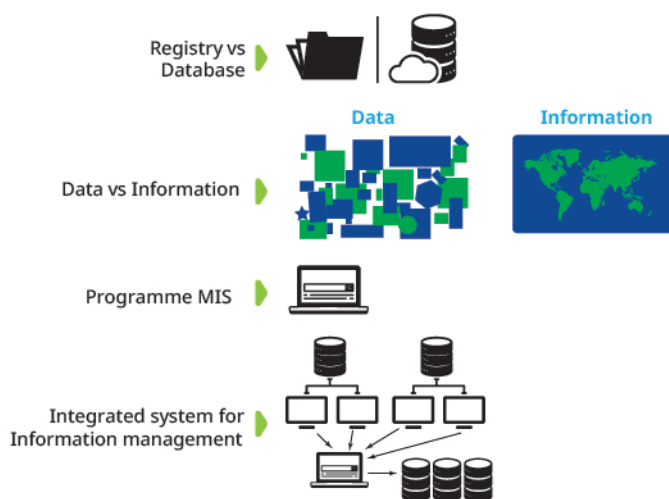
Importance of Social Protection Management Information System (MIS)

1. It enables the flow and management of information to support key processes
   a. Example of this = Check how many families with over 4 children are being paid. Look at average time delay between processing and payment

2. To enable streamlined monitoring and implementation of programmes
   a. Example of monitoring = Running pre-populated monitoring reports on a regular basis (e.g. no. of recipients paid per district; Example of implementation = Automatic generation of payment list for payment delivery. Data entry platform for programme enrolment

3. To ensure transparency and good governance e.g payment list and reconciliation (less chance for corruption). Lower chance of manipulating eligibility determination

4. To support cost effective programme expansion; Example of this = The initial cost of developing the MIS is high but once it is in place, expansion is much easier / faster.

5. It is a pre-requisite for cross programme integration; Example of this = Integration of data requires an electronic platform. Integration can only be achieved if data from individual programs is stored on a database and managed through MIS

Key Take Aways

▶ An MIS ('Programme MIS' in the context of social protection) is a system that transforms the data that is retrieved from a programme's database into information that can be used for efficient and effective management

▶ A programme MIS serves different functions, including: Identification and registration of applicants; eligibility determination and enrolment; authentication and compliance monitoring (if applicable); managing payments, complaints and appeals and M&E, and supporting on- going management and planning.

▶ Programme MISs enable streamlined implementation and monitoring of programmes while ensuring transparency and good governance of Social Protection systems.

▶ A programme MIS is an application software that functions based on the interplay of several components that are tightly related. These include: SP programmes' information requirements, databases, hardware, and network infrastructure.

▶ A MIS's purpose is to support better performance of functions. It should not increase workload and be a burden. It is important to clearly articulate information needs.

Information Management System – Zambian Level

Zambia Integrated Social Protection Information System (ZISPIS)

ZISPIS is a product of collaboration between the Ministry and the GRZ e-government division, Smart Zambia Institute (SZI). The system was developed to ensure transparency, effectiveness, efficiency and accountability in the implementation of social protection programmes. ZISPIS was piloted in 17 districts namely: Chililabombwe, Kalulushi, Kitwe, Lusangazi, Nyimba, Petauke, Kaputa, Mpulungu, Nsama, Chavuma, Ikelenge, Kasempa, Zambezi, Namwala, Sinazongwe, Mulobezi and Shang'ombo,

Key Take Aways

- ▶ ZISPIS has three functions under the SCT programme which are:
  - • Creation of 'Payment List'
  - • Budgeting
  - • Budget Disbursement and Funds Transfer to districts
- ▶ A beneficiary of the SCT can collect his or her transfers through a feasible channel. Beneficiaries in urban areas can get their transfers through banks, mobile money operators such as ZOONA, Airtel, MTN or Zamtel and through Pay Point Managers (PPMs).
- ▶ Currently, beneficiaries in rural areas have no choice apart from Pay Point Managers (PPMs), due to poor network connectivity, low numbers of beneficiaries with mobile phones, transfers can be collected from a Pay Point Manager at designated locations.
- ▶ All beneficiaries need to go with their NRC to the point of payment for verification
- ▶ Beneficiaries in urban areas whose choice is mobile payment are required to have their phone registered in the system in order to produce an e-code that is sent to their phone from the system for the verification process. This code is expected to be kept confidential.
- ▶ In some cases, beneficiaries use their fingers on a biometric machine to verify their identity

Advantages of the ZISPIS
- ▶ Real Time monitoring
- ▶ Authentication of recipients
- ▶ Real time tracking of payments and authorization
- ▶ Easy tracking of who has been paid and fairly.

Topic: Governance Institutions And Organisational Structure For Social Protection Programmes

Objectives

Participants are able to able to understand the governance, institutional and organisational structure of social protection

Participants are able to write stories on governance, institutional and organisational structure of social protection.

What is Governance

Governance is about having a clear and binding framework to organise the different actors and relationships between them clearly and providing well-defined roles, responsibilities and operational tasks and ensure tasks are carried out according to standards and are enforced through a set of accountability mechanisms.

At an institutional level governance is about the incentives and accountability structures at the state level and ultimately the way in which power and authority is exercised. Governance is shaped by the formal rules, roles and responsibilities of stakeholders involved in the sector and control and accountability mechanisms put in place to ensure compliance across and within different organizations involved in the sector. All these elements are articulated through laws, regulations, Government policies and operational guidelines and shaped by informal rules formed through culture, beliefs and attitudes.

At an organizational level governance is focused on a set of incentives and accountability requirements that influence the way in which provider organiseation, their staff behave, and the manner in which their services are delivered. Services are delivered through different organizational structures that follow from the institutional settings of the state and which have implications for the management of the system and how services are delivered. This includes the capacity to establish standards and protocols, monitor performance and enforce accountability for performance through appropriate management functions.

It is important to have a comprehensive governance system in place for delivery of Social protection programmes. A comprehensive governance system for social protection ought to provide a clear and binding framework that organizes the different actors and their relationships coherently and provides them with well-defined roles, responsibilities and operational tasks and also ensures that these tasks are carried out according to established standards and enforced through a set of accountability mechanisms

Elements of Governance

The foundation of the system includes: adequate human and financial resources, administrative capacity and ethical behaviour. This supports the pillars of the governance system which include: rules, legislation, guidelines clear roles and responsibilities; control and accountability mechanisms (internal and external); and organisational structure – i.e. services are delivered by different organisational structures which follow from the institutional settings of the state such as decentralised, deconcentrating, devolution or a combination of these.

If all of these elements are working at micro and meso level, there is good vertical and horizontal level coordination then the system will achieve the outcome of good governance which ultimately contributes to the system goal of having the right people getting the right services at the right time.

figure below, which lists some of the potential actors within social protection and their traditional roles. Figure below shows Social protection actors across different functions

Principles of good governance in Social Protection

Various authors define and associate a number of principles with good governance, five of which are of particular relevance to social protection: integrity, accountability, transparency, predictability, impartiality. Definition of Ethics – Covered under journalism content. Refer to section on principles of journalism

Observing one principle facilitates the practice of the other principles, thereby creating a virtuous environment for good governance.
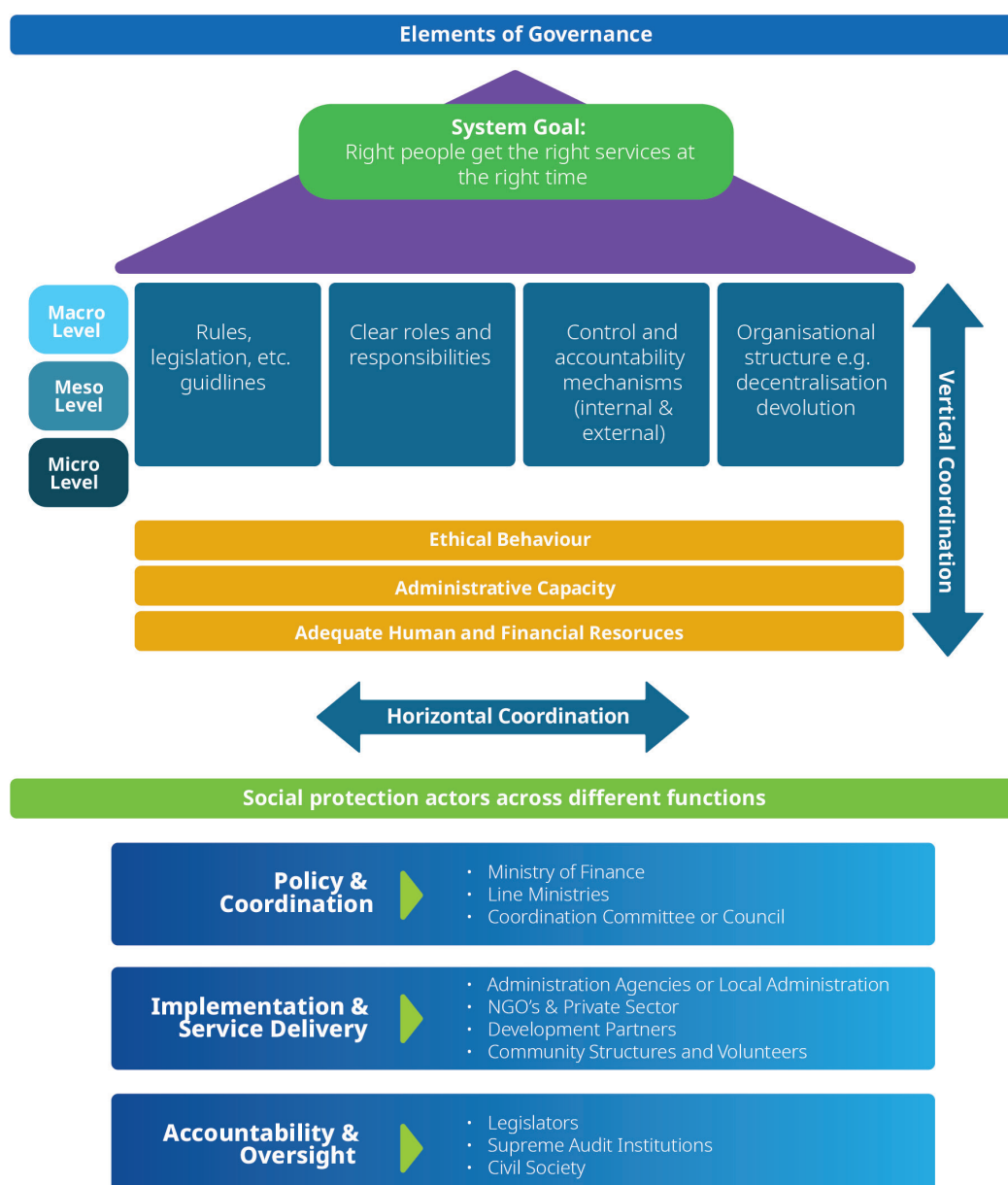
Tools to Promote Good Governance

Consultations early on in programme to get input into rules during design phase – leads to credibility and legitimacy;

Outreach awareness campaigns to inform public on programme rules, use of clear criteria (e.g poverty maps) to select target programme areas

- Freedom of information legislation
- Transparency codes: data held and managed at local level is shared with people
- Data privacy legislation
- Some tools to ensure clear and consistent rules at programme and sector level and promoting transparency: develop operational manuals, implement outreach awareness campaigns to explain the design elements of programs, advance modernisation of supporting systems such as beneficiary registries and MIS.
- Clear and transparent rules are important prerequisites for accountability relationships to work at all levels of a social protection system, or programme.
- Training: ethics training, which is relevant to fields where corruption risk is high, is dilemma training, whereby public servants are educated and tested to see their response to different scenarios. Given the complexities of public life, in which officials are often serving several 'customers' at once (immediate line managers, elected politicians, direct service users and/or the general public), such training can highlight ambiguities, where the right course of action is not always immediately apparent
- Building broad credibility among beneficiaries and other stakeholders requires clear, transparent, and enforceable rules, with defined independent oversight institutions.
- Supreme Audit Institutions (SAIs) independent from the executive and can report to Parliament and the public on misuse of funds.

Note: Some of these are already embedded or will require appropriate legislation as well as rigorous enforcement in regard to prosecutions and penalties.

Activity: What other examples of tools can you think of from your experience that promote clear, transparent and consistent rules? How can journalist contribute to good governance in social protection?

Codes of conduct, anti-corruption agencies, open government, external scrutiny, human resources, management and administrative.

Simplification, whistle-blower protection, and investigation, prosecution and sanctions, AUTOMATION, TRANSPARENCY Codes and REGISTERS that say who is dealing with what part of the administration.

Key Take Aways

- Government policy sheds light on its vision for social protection by articulating its aims and objectives and serves to shape future government action.
- Laws and regulations formalize Governments' commitments and intension within the social protection sector.
- They also establish an entity's mandate and define its responsibilities, duties, obligations and powers, and the procedural requirements (which may also have the force of law) which determine the way in which critical functions are carried out.
- They may also determine the ways in which working relationships are managed between different actors.
- Laws and regulations need to be clear, consistent and aligned with stated policy intentions in order to reduce ambiguity and potential for errors or fraud.
- A range of different stakeholders are often involved in the institutional structure for social protection, with responsibilities for the design and delivery of social protection generally spread across various ministries, agencies and non-state actors.
- These different stakeholders present opportunities as well as challenges for the effective delivery of social protection programmes.
- The functions involved in the provision of social protection can be grouped together under the following:
- Policy direction and coordination
- Implementation and service delivery
- Accountability and oversight.
- There will be differences between countries in the part played by different actors in each of these groups of functions, and in the allocation of responsivities between them.

Governance – Zambia Level

Zambia's Vision as regards social protection is outlined in its National Social Protection Policy of June 2014 as follows:

"A middle income nation free from constant or periodic critical levels of poverty, deprivation and extreme vulnerability by 2030."

Social Protection and National Development
Both the long term and medium term planning instruments recognise the place of social protection in national development planning in Zambia. The ultimate goal of social protection in these plans is to effectively promote and provide sustainable security against deprivation and extreme vulnerability by 2030. As outlined in the Vision 2030, Zambia aims to become a prosperous middle-income country by the year 2030. This provides strong momentum to dedicatedly increase outlay to social protection. The Revised Sixth National Development Plan (R-SNDP) recognises, the role of Social protection as part of the core programmes under the Social sectors that will drive the development agenda.

The Legislative Framework for Social Protection
In the current legislative framework, no explicit provisions exist for Social Protection. The Constitution as the supreme law of the land does not recognise economic, social and cultural rights in a way to make them justiciable. Provisions for social protection are reflected very narrowly to provide for these rights. This does not guarantee the provision of social protection for life contingencies in its entirety, to explicitly include social assistance, social security, social health insurance, livelihoods and empowerment and protection. This leaves out the majority poor who are unable to support themselves and are entitled to government protection. Moreover, Social assistance in Zambia is currently not regulated by Law, which among other things presents a constraint to the application of minimum standards and to ensure continuity. Lack of a regulatory framework hampers the effectiveness of social assistance programmes which is further constrained by poor record-keeping and inadequate community participation in programme design.

Social Security
On the contrary, Zambia has a fairly long history in the provision of social security services offered through public and private schemes. However, the nation does not have a national policy and legal framework that addresses both formal and informal sectors. This has led to the social security system being skewed un-proportionately towards the formal sector. Effectively, this means that the 89 % of the labour force who are absorbed by the informal sector are excluded from social security services. The absence of a policy and legal framework has also contributed to the fragmentation of social security Programmes and the inability to have a comprehensive assessment of Social Security needs in the country.

The existing social security schemes include contributory pension schemes under the National Pension Scheme Authority, Public Service Pension Fund, Local Authority Superannuation Fund and other occupational schemes offered by the private sector. Other Social Security services include the Medical Schemes and the Worker's Compensation Fund that compensates an employee when they stop working because of work-related injury.

Reviews conducted on social security programmes have highlighted that the poor performances of the public social security schemes are due to unsustainable shortfalls in statutory pension funds as a result of non-remittance of pension contributions by the State. Provision of social security services in Zambia faces further challenges related to: lack of harmonization of pension rules and regulations among pensions funds. As well as the limited scope of risks covered under social security/social insurance schemes. The review has also shown that there is inadequate provision for maternity protection in the social security system.

Luckily, the National Social Protection Policy is guided by a number of principles which include Partnership, Co-ordination, Participation, Good Governance - Accountability and Transparency, Human Dignity, Security and Freedom from Exploitation, Equity, Decentralization, Tradition, Family and Community Care, Availability and Accessibility to Social Protection and Universality.

As regards coordination, the Ministry of Community Development and Social Services is mandated by the NSPP to:

a. Coordinate all Technical Working Groups under the Social Protection Sector Advisory Group;
b. Initiate the formulation of Policies and legislation related to Social Protection in collaboration with other stakeholders;
c. Set minimum standards and guidelines for social protection programmes;
d. Monitor and supervise social protection programmes;
e. Provide grants and in-kind support;
f. Provide agricultural inputs, equipment; and skills training; and places of safety including support to GBV and HT victims;
g. Provide old people's homes and mother's shelters;
h. Disseminate information on social protection to stakeholders;
i. Establish an integrated ministerial electronic Information Management System for all social protection programmes;
j. Establish a central/single registry for all social transfers;
k. Coordinate the participation of the private sector and Faith-Based and Non- Governmental Organizations in the provision of services to vulnerable groups;
l. Harmonise the targeting criteria for cash and non-cash transfers;
m. Provide support on court preparation for children;
n. Provide counselling to victims of all forms of abuse;
o. Train community-based personnel in livelihood and empowerment service delivery;
p. Provide quality primary health service to the vulnerable; and
q. Provide nutritional supplements to vulnerable persons living with HIV/AIDS.

In terms of other ministries, below is an outline of their mandate as per provision of the NSPP:

Ministry of Justice – It's role is to:

a. Provide technical expertise on legislation and review of laws related to Social Protection;
b. Represent the country at international forums on protocols protecting vulnerable persons including social security matters;
c. Provide legal aid to the poor and vulnerable individuals; and
d. Facilitate the domestication of international conventions and agreements related to social protection.

The Judiciary- It's role is to:

a. Fast track the judgement of cases involving children and other vulnerable groups; and
b. Provide training on how to handle cases and support for offenders and victims of human rights abuses.

Ministry of Home Affairs- It's role is to:

a. Enforce the laws protecting disadvantaged groups including children ;
b. Provide appropriate child-friendly remand facilities for children awaiting court proceedings and separate detention facilities for children at all police stations; and
c. Provide reformatory services to children in conflict with the law.

Ministry of Education, Science, Vocational Training and Early Education- It's role is to:

a. Provide early childhood education; vocational and entrepreneurship training to vulnerable groups including children with special needs;
b. Regulate the establishment of nurseries and day care centres;
c. Provide counselling and guidance to pupils;
d. Provide bursaries to vulnerable students in public colleges and universities; and
e. Provide educational materials and supplementary school feeding for vulnerable children.

Ministry of Youth and Sport - It's role is to:

a. Provide vocational, skills training and recreation facilities to youths; and
b. Provide youth empowerment funds.

Ministry of Labour and Social Security - It's role is to:

a. Facilitate the elimination of harmful child labour and the employment of young persons;
b. Enhance efforts to actualize the Decent Work Country Programme;
c. Enhance the functioning of the pension grievance mechanisms;
d. Extend social security coverage to the informal sector; and
e. Undertake periodic reviews of existing social security policy and legislation.

Ministry of Foreign Affairs - It's role is to:

a. Represent the interests of the nation abroad in matters relating to vulnerable Zambians; and
b. Facilitate the repatriation of Zambians stranded abroad including safe return of Human Trafficking victims.

Ministry of Tourism and Arts - It's role is to:

a. Facilitate ready markets for artefacts and ornaments produced by vulnerable groups for tourism.

Ministry of Health - It's role is to:

a. Enforce the code of conduct for public and private health care providers to address rights of vulnerable persons;
b. Provide tertiary and secondary level health care services; and
c. Facilitate the introduction of Social Health Insurance to all in order to access health care at all levels.

Ministry of Local Government and Housing - It's role is to:

a. Provide children's functional play parks and recreation facilities;
b. Provide community libraries;
c. Pass and enforce by-laws to protect the welfare of children and other vulnerable persons;
d. Provide decent low cost housing, water and sanitation services to under-served communities; and
e. Provide for the burial of unclaimed bodies of destitute persons as provided in the Local Government Act;

Ministry of Finance - It's role is to:

a. Generate adequate and up to date social and economic statistics for planning purposes;
b. Mobilise and allocate adequate resources for social protection programmes;
c. Ensure timely and accurate disbursement of funds; and
d. Facilitate technical assistance to enhance social protection programming.

Ministry of Transport, Works, Supply and Communications – It's role is to:

a. Construct and rehabilitate infrastructure to ensure facilities are user friendly to accommodate persons with disabilities, children and older persons;
b. Ensure that public and private road, railway, marine transport take into account the
c. mobility needs of older persons and persons with disabilities;
d. Ensure that information and communication technologies (ICTs) accommodate the needs of older persons and persons with disabilities; and
e. Ensure concessional transport fares for special target groups are introduced in the public and private sectors.

Ministry of Commerce, Trade and Industry - It's role is to:

a. Provide skills training to vulnerable groups in order to be engaged in small to medium size enterprises (SME);
b. Support identified vulnerable groups with finances for SME; and
c. Create linkages to the international markets.

Ministry of Lands, Natural Resources and Environment - It's role is to:

a. Facilitate the allocation of land for sustainable development for vulnerable people;
b. Ensure equitable access to land by all Zambians including vulnerable people;
c. Facilitate land dispute resolution;
d. Facilitate the issuance of title deeds to vulnerable groups; and
e. Provide the necessary assistance to vulnerable people in acquiring land.

Ministry of Agriculture and Livestock - It's role is to:

a. Provide farming inputs, and agricultural extension services to vulnerable farming households;
b. Provide ready and accessible markets for goods produced by vulnerable farming
c. households; and
d. Ensure food security and diversification for enhanced nutrition of the vulnerable households.

Ministry of Gender and Child Development - It's role is to:

a. Facilitate the rehabilitation of street children;
b. Provide policy guidance and awareness on gender related issues and children;
c. Spearhead and monitor gender mainstreaming in all programmes; and
d. Complement the provision of empowerment and livelihoods opportunities to vulnerable women groups.

Ministry of Chiefs and Traditional Affairs - It's role is to:

a. Promote community participation in provision of social protection; and
b. Advocate, sensitise and prevent harmful cultural practices.

Co-operating Partners – their role is to:

a. Provide technical and financial support to social protection programming; and
b. Engage in policy dialogue.

Private Sector - their role of to:

a. Partner with Government in implementing social protection programmes; and
b. Initiate and implement corporate social responsibility targeted at social protection programmes.

Non-Governmental Organisations, Faith Based Organisations and Civil Society Organisations – their role is to:

a. Complement Government's efforts through the provision of social protection programmes;
b. Support programme design, implementation, monitoring and evaluation.
c. Advocacy, community mobilization and sensitization;
d. Promote accountability and research;
e. Policy dialogue; and
f. Advocate for the rights and mobilisation of resources for vulnerable groups.

Legal Framework SOCIAL ASSISTANCE
In order to effectively implement broad based and sustainable national social protection programmes, there is need for an enabling legal and regulatory framework.

The provisions of certain aspects of social protection programmes in Zambia are governed by various pieces of legislation, which provide for the legal protection of vulnerable persons and the promotion of their human rights. Zambia is a signatory to various regional and international instruments and protocols, among them are:-

a. UN Convention on the Rights of the Child;
b. UN Convention on the Rights of Persons with Disabilities;
c. African Union Policy Framework;
d. Universal Declaration of Human Rights, Declaration on Social Progress and Development; and
e. Convention on the Elimination of all forms of Discrimination Against Women.

To implement the NSPP, Government through the Ministry of Community Development, Mother and Child Health and other stakeholders has been enforcing the provisions of the various laws and the main ones being:

a. Persons with Disabilities Act No. 6 of 2012;
b. Day Nurseries Act CAP 313;
c. Employment of Children and Young Persons Act CAP 274;
d. Anti -Gender Based Violence Act of 2009;
e. Anti- Human Trafficking Act; No. 1 of 2011; and
f. Non-Governmental Organizations Act No. 16 of 2009.

In addition to enforcing the above legislation, Government is reviewing legislation and policies that will contribute to the enhancement of social protection programming in the country. In this regard therefore, the Zambian Government plans to among other:

a. Formulate and review social security legislation;
b. Enact a Social Protection Act;
c. Harmonise all social protection-related pieces of legislation; and
d. Domesticate social protection-related International Conventions.

Legal Framework For Social Security

The pieces of legislation include the:

▸ Constitution of Zambia, Act no. 2 of 2016
▸ Legal status accorded to directive principles of state policy constituted a constitutional obligation on part of the state to take appropriate actions towards progressive realisation of economic, social and cultural rights, however since they fell off during 2016 referendum.
▸ "no express right to social security" (i.e. justiciable right)
▸ 7th National development plan: 2017-2021
▸ Vision 2030- ("prosperous middle-income country by 2030")
▸ National Social Protection Policy- 2014 (social security is a key pillar)
▸ National Employment and Labour Market Policy- revised
▸ Ministry of Labour and Social Security (MLSS) strategic plan 2019-2021
▸ National Pension Scheme Act no. 40 of 1996;
▸ Workers Compensation Act no. 10 of 1999;
▸ Pension Scheme Regulation (amendment) Act, 2005;
▸ Public Service Pensions Act no. 35 of 1996 (chapter 260 of the laws of Zambia
▸ Chapter 284 - Local Authorities Superannuation Fund Act
▸ National Health Insurance Act no. 2 of 2018
▸ Income Tax (Amendment) Act, 2004

Resource Mobilisation and Controls

The social protection programmes in the country are being financed through statutory contribution in the case of social security, work related injury while social assistance is mainly derived from cooperating partners and taxes in general. The Ministry of Finance is charged with the responsibility of mobilization and timely disbursement of funds as budgeted for in the National Budget to enable timely implementation of programmes. In addition, to the above, the Government mobilises resources through exploring fiscal space available for social protection and identifying alternative resource mobilization strategies. it works to enhance accountability through the auditor general's office and the public accounts committee of the national assembly. It also enforces reporting and tracking systems for social protection funds. It has worked on mechanisms for the involvement of grass-root structures in planning and budgeting for social protection programmes through the PWAS which has also enhanced transparency and accountability in allocation and disbursement of social protection resources; including promotion of mainstreaming of social protection in business Corporate Social Responsibility (CSR) programmes.

Monitoring and Evaluation

Routine and effective monitoring and evaluation are central to ensuring, among others, that budgeted for social protection resources reach targeted populations in correct amounts and at the right time. In order to effectively monitor and evaluate the implementation of this policy, the JAR has been created and is held annually while M&E units have been created in all line ministries

while some key projects have dedicated M&E personnel. Another achievement is the establishment of the ZISPIS and improved networking among stakeholders involved in social protection service delivery in Zambia and establishment of an Annual Social Protection Forum.

Key Take Aways

▸ Governance of the social protection programmes and services in Zambia is yet to reach its epitome of coordination through comprehensive legislation but efforts are being made to improve the scenario.
▸ Zambia has a National Social Protection Policy in place since 2014.
▸ In the current legislative framework, no explicit provisions exist for Social Protection.
▸ The Constitution as the supreme law of the land does not recognise economic, social and cultural rights in a way to make them justiciable.
▸ Provisions for social protection are reflected very narrowly to provide for these rights.
▸ This does not guarantee the provision of social protection for life contingencies in its entirety, to explicitly include social assistance, social security, social health insurance, livelihoods and empowerment and protection.
▸ This leaves out the majority poor who are unable to support themselves and are entitled to government protection.
▸ Social assistance in Zambia is currently not regulated by Law, which among other things presents a constraint to the application of minimum standards and to ensure continuity.
▸ Lack of a regulatory framework hampers the effectiveness of social assistance programmes which is further constrained by poor record-keeping and inadequate community participation in programme design.
▸ Various acts exists to provide for social security and include the:
▸ Pension Scheme Regulation (amendment) Act, 2005;
▸ Public Service Pensions Act no. 35 of 1996 (chapter 260 of the laws of Zambia
▸ Chapter 284 - Local Authorities Superannuation Fund Act
▸ National Health Insurance Act no. 2 of 2018
▸ Income Tax (Amendment) Act, 2004
▸ However, M&E has been improved.
▸ Coordination and accountability has improved as well through the JAR and the coordinating function of the MCDSS, social protection forum and PWAS.
▸ Accountability mechanism also include the Public Accountability Committee of the National Assembly nd the Auditor General's Report.

Topic: Social Protection Financing

Objective

- ▶ Participants are able to appreciate the funding sources for social protection.
- ▶ Participants are able to understand the importance of funding social protection programmes
- ▶ Participants are able to write stories on social protection funding.

While social protection is generally understood to be affordable for all countries at various stages of development and often costs relatively less than other government expenditures, it does constitute a significant monetary investment towards a country's future. To finance social protection, sufficient and sustainable resources must be efficiently raised without detrimental effects to a country's economy, administered professionally and distributed amongst various government and private agencies in a way that guarantees high levels of accountability and transparency.

Finances of individual social protection schemes and overall social protection systems should be regularly monitored. ILO Recommendation No. 202 concerning national floors of social protection states that countries "should monitor progress in implementing social protection floors and achieving other objectives of national social security extension strategies through appropriate nationally defined mechanisms.

Financial policy and the budgetary process are key government processes in the determination of a country's spending priorities and therefore stakeholders that aim to improve social protection require an understanding of the various processes through which revenue mobilization and expenditure decisions are made and what channels exist to influence them.

Why Financing Social Protection?
Effective tools to:
- ▶ Reduce poverty and inequality,
- ▶ Protect people from risks they face across their life-cycle
- ▶ Increase human capital
- ▶ support economic growth
- ▶ at individual level: protecting and accumulating assets, investing.
- ▶ At local economy: spill overs (spending, assets)
- ▶ Macro: stabilising aggregate demand, enhancing social cohesion. Less conflict as needs of vulnerable are met. Reduced crime too.

The above pathways are all confirmed by extensive research and rigorous impact evaluations around the world. Investment in SP primarily depends on prevailing political and social will, it's a policy space, not fiscal space.

Key Take Aways

FINANCING – ZAMBIAN LEVEL

Significant progress with coverage and budget expansion in recent years has been recorded

- ▶ SCT in 2016 had a GRZ budget line of K 250 million (Cooperating Partners (CPS), K52) covering a caseload of 242,000
- ▶ in 2017, SCT GRZ allocation was K 500 Million (CPs, K237) and covering caseload of 590,000
- ▶ In 2018, the GRZ budget line is K550 million (CPs, K171) and 700,000 caseload of beneficiaries. FSP, in 2018 GRZ increased allocation from K40 Million to 80 million

Social Protection in the National Budget

- ▶ One of the most besetting challenges with social protection implementation has been low budgetary allocations.
- ▶ Social Protection allocation has consistently remained around 2 percent of government expenditure over the last five year period. The lower allocation is due to few people employed to contribute to the national economy.
- ▶ This low allocation feeds off the argument and misconstrued perception of Social Protection as a consumptive expenditure rather than an investment in human capital development and a comprehensive strategy to enhance inclusive growth.
- ▶ Social Protection funds have remained at the tail end of annual budgetary allocations and are also subjected to delayed releases.
- ▶ Because of limited fiscal pace, programme coverage and effectiveness are significantly compromised and this costs the programmes the necessary public confidence.
- ▶ Funding for Social Protection in Zambia comes from statutory contributions such as NAPSA, health insurance, workers' compensation funds and other taxes. It also includes taxes in general and funding from cooperating partners and the corporate world.

What can we do to mobilize funds?

Involve Policy Makers
One of the best convincers of Social Protection being an investment is for policy makers to speak to individuals and communities to hear how they have benefitted from Social Protection. How can you as a journalist involve policy makers?

Show Return on Investment
You need to build and show factual evidence that there has been a good return on investment (ROI) on the money that has been made available. This involves being able to show ROI from SP programme impacts. Media can assist in this aspect greatly.

Build coalitions
Form coalitions with people, organisations (NGOs, civil society), MEDIA etc who hold the same view as you. There is strength in numbers and diversity. Media can support in strengthening the voice of the coalition.

Mobilize a citizen voice
You can encourage citizens to place pressure on the government for further funding. Promote communication and awareness by increasing opportunities for advocacy. Capacitate community structures to monitor programme implementation. This will also strengthen their voices. Media has a key role to play here. If you have the voice of the citizens behind you, your voice will be more likely to be heard.

Activity : The Believers and sceptic

Key Take Aways

- Social protection is not an expenditure but an investment, however this sentiment is not always shared by all (including those who allocate funding) and so we need accurate and hard information (financial) to convince them of this fact. A 'heart appeal' is not enough.
- In most developing countries, very little funding is currently allocated to SP.
- Funding of SP is a Policy choice and not a Fiscal choice. There are funds available, we need to be able to convince government to make the funds available for SP. How?
- By forming coalitions
- By better informing policy makers
- By showing clearly the ROI of Social Protection spend

Topic: Monitoring and Evaluation

Objective

- Participants are able to understand the importance of M&E in social protection
- Participants are able to evaluate from a journalistic point of view the impact of social protection programmes and policies.

What is Monitoring & What is Evaluation?

Monitoring is a process that helps keep track of programme progress and performance against the set objectives. It is a routine process done at regular intervals.

Evaluation is a systematic exercise to assess the relevance, effectiveness, efficiency, impact and/or sustainability of a programme.

It can be carried out prior to, during or after the programme.

Monitoring keeps track of the performance of a given intervention in relation to the set objectives. Its goal is to improve current and future management of outputs, outcomes and impact.

Instruction to Facilitator:
Showcase the difference between M&E with an example. Pick a programme that you are familiar with and show clearly the difference between M&E by saying what can be monitored and how and what can be evaluated and how. The media is key to supporting information contributing to monitoring and evaluation of Social Protection programmes.

Here's an example you could use: You have an existing school feeding scheme whose ultimate goal it is to reduce malnutrition. You would like to monitor the health of the children who benefit from the scheme. You define your indicators as stunting and wasting and measure them through weight to height ratio and height to age ratio. Your monitoring is quantitative: height and weight. You can also do qualitative monitoring whereby the administers of the scheme record any visible signs of reduced malnourishment. Your qualitative monitoring happens on a day to day basis and your quantitative monitoring happens monthly.

Monitoring
The monitoring process is ongoing at regular intervals and the process helps to keep track of whether the feeding scheme is reducing malnourishment or not.

Evaluation
After 6 months you evaluate the effectiveness of the programme in terms of impact i.e. has the feeding scheme had the effect on wasting and stunting that we wanted. You look at the height to weight ratios as well as the height to age ratios 6 months ago and compare them with the current ones. From this you are able to evaluate whether or not the programme has had a positive impact. From this example you can see that evaluation for effectiveness, impact, efficiency or sustainability is carried out sporadically. You can see that evaluation and monitoring are two different things but that they are complimentary.

The media too can support monitoring SP programmes, services, policies and laws. The media can evaluate if at all the set objectives are being attained.

Monitoring is a process - an event

Know	Know your objective
Plan	Plan your indicators
Measure & collect	Measure and collect data
Analyse	Analyse the data and turn it into useful infromation
Share	Share the infromation with stakeholders
Obtain	Obtain feedback

If any part of the process is missing, then we can't really say that we are monitoring. Many programmes make the error of thinking that monitoring begins and ends with measurement. Measurement merely produces data but that data needs to be turned into useful information by reading it, analysing it.

It's absolutely no use producing a whole lot of data and information that nobody wants.

1. It's therefore important as a supplier of information to talk to the people who are demanding the information from you and to find out what they want to know and in what form they would like the information to be. E.g. don't produce 100 page reports when you know that level of detail is simply going to be shelved.
2. Be very careful not to misrepresent your data and information in a bid to protect yourself .
3. Also be aware that different people could want different information. E.g. beneficiaries, funders, government, the financial ministry could all require different information from the same data in different forms

Any program needs to be accountable to its stakeholders

Beneficiaries	Funders	Provincial Government
National Government	Finance Ministry	People working in the program

The benefits and impact of M&E
- It keeps track of the performance of a programme against a particular set of objectives
- The information provided supports policymaking, performance, budgeting and planning
- You are able to measure the effectiveness of your programmes
- It enhances transparency and accountability
- It helps to identify further needs
- Enables us to strengthen what's working and change what's not working

Key Take Aways

- When we monitor and evaluate a program or system, we need to ensure that reliable, quality information is supplied,
- In monitoring and evaluation, we also need to ensure that there is a demand for the information that we are supplying.
- The methodology for delivery of the information should be adapted to the target audience.
- Journalists have a big role to play in monitoring and evaluating social protection programmes through the stories they write.

Monitoring and Evaluation – Zambian Level

In Zambia, the Social Protection Joint Annual Review (JAR) is part of the monitoring and evaluation mechanism established by the state. It is conducted annually and provides an opportunity to evaluate the National Social Policy (NSPP). Through this process, the state and stakeholders are able to assess implementation of the programmes and provision of the recommendations in order to improve Social protection programming. Further, through the JAR the state and stakeholders are able to review the implementation of the programmes, discuss best practices, offer recommendations and share lessons learnt for future policy development and action planning. The JAR is an annual event organized by the Government of the Republic of Zambia (GRZ) through the Ministry of Community Development and Social Services (MCDSS) in collaboration with Co-operating Partners and various stakeholders. Further, the JAR is aimed at identifying priority areas based on analysis, assessment of achievements, progress, challenges, and limitations. The joint reviews contribute significantly to the progress of formulating and developing social policies that aim at improving service delivery and performance. To successfully undertake this important exercise, participation is drawn from Government line ministries and departments, community volunteers, co-operating partners as well as various stakeholders.

It is worth noting that the Ministry of Community Development and Social Services has been spearheading the JAR for the past four years, as of 2019, with the participation of line ministries, Civil Society Organisations and Cooperating Partners. This process has been informing programming in the sector by enhancing coordination through initiatives such as the Single Window service delivery, Integrated Framework of Basic Social Protection Programmes (IFBSPP) including programme linkages across Supporting Women's Livelihood (SWL), Social Cash Transfer (SCT) as well as Keeping Girls in School (KGS) and Food Security Pack (FSP). In addition to the joint annual review for the state and stakeholders under the social protection realm, the state institutions and line ministries have M&E units within their institutions which are further sub-divided based on programmes. These also undertake M&E activities including desk review, policy review, field trips which include engaging beneficiaries to determine impact of social protection programmes. Their findings are also used to identify best practices, assess if intended objectives are being met and if at all the cost benefit is being actualized among other. These departments' reports eventually become the basis of the JAR agenda and hence makes lesson learning and improving of social protection more holistic and has resulted among other the single window service provision in some districts of Zambia as mentioned above.

Key Take Aways

- ▶ M&E at Zambian level keeps improving.
- ▶ Social Protection Joint Annual Review (JAR) is part of the monitoring and evaluation mechanism established by the state.
- ▶ It is conducted annually and provides an opportunity to evaluate the National Social Policy (NSPP).

Key Take Aways (Cont.)

- ▶ Through this process, the state and stakeholders are able to assess implementation of the programmes and provision of the recommendations in order to improve Social protection programming.
- ▶ Further, through the JAR the state and stakeholders are able to review the implementation of the programmes, discuss best practices, offer recommendations and share lessons learnt for future policy development and action planning.
- ▶ The JAR is an annual event organized by the Government of the Republic of Zambia (GRZ) through the Ministry of Community Development and Social Services (MCDSS) in collaboration with Co-operating Partners and various stakeholders.
- ▶ In addition to the joint annual review for the state and stakeholders under the social protection realm, the state institutions and line ministries have M&E units within their institutions which are further sub-divided based on programmes/projects.
- ▶ These also undertake M&E activities including desk review, policy review, field trips which include engaging beneficiaries to determine impact of social protection programmes.
- ▶ Their findings are also used to identify best practices, assess if intended objectives are being met and if at all the cost benefit is being actualized among other.
- ▶ These departments' reports eventually become the basis of the JAR agenda and hence makes lesson learning and improving of social protection more holistic and has resulted among other the single window service provision in some districts of Zambia as mentioned above.

Appendix I:
Sample Programme - Social Protection Training Workshop For Journalists

DAY ONE: MODULE ONE – JOURNALISM		
Time	**Topic**	**Person Responsible**

08:40 hrs – 08:50 hrs	• **Introductions**
	   • Expectations
	   • House rules
	   • Objectives of the training
	   • Presentation
	• Baseline Results
		MCDSS

08:40 hrs – 09:00 hrs	• Introduction to Social Protection • Types of Social Protection • Contributory programmes • Non-contributory programmes • Q &A	MCDSS
09:00 hrs – 09:30 hrs	• Mass Media Definition & Purpose of journalism • Q &A	MISA
09:30 hrs – 10:00 hrs	• Qualities of a journalist • Q &A	MISA
10:00 hrs – 11:00 hrs	• Writing the News Story Planning the story Sourcing for the story Writing the News story The Five "W"s and the "H" The Inverted Pyramid • Tips for Writing for Print and Broadcast Media • The Lead Writing • Essentials of Good Journalistic Writing News Yardsticks • Q &A	MISA
11:00 hrs – 11:30 hrs	TEA BREAK	
11:30 hrs – 12:00 hrs	• Elements of journalism/ Principles of Journalism • Q &A	MISA
12:00 hrs – 12:30 hrs	• Media Ethics • Why Ethics? • What Are Ethics • Q &A	MISA
12:30 hrs – 13:00 hrs	• Agenda Setting and Watchdog Roles of • Media • Agenda Setting Role of the Media • Watchdog Role of the Media • Q &A	MISA
12:30 hrs – 13:00 hrs	• Agenda Setting and Watchdog Roles of Media • Agenda Setting Role of the Media • Watchdog Role of the Media • Q &A	MISA
13:00 hrs – 14:00 hrs	LUNCH	
14:00 hrs – 14:30 hrs	• Role Play on Agenda Setting and Watchdog Role of the Media.	
14:30 hrs – 15:00 hrs	• What is TRANSFORM?	
15:00 hrs – 16:00 hrs	• Introduction to Social Protection • Types of Social Protection • Contributory programmes • Non-contributory programmes • Q&A	
16:00 hrs 16:30 hrs	Tea break/ end of day one	

DAY TWO: MODULE TWO - SOCIAL PROTECTION		
Time	**Topic**	**Person Responsible**
08:30 hrs – 09:00 hrs	• Recap of day one – Pass on the Ball	ILO
09:00 hrs – 09:10 hrs	• Some Key Terminology in Social Protection / Why Social Protection?	ILO
09:10 hrs – 10:00 hrs	Social Protection in Zambia • Social Assistance • Social Security • Livelihood and Empowerment • Protection programmes • Cross cutting themes in Social • Protection • Contributory Social Security Schemes • Q &A	MCDSS
10:00 hrs – 10:30 hrs	TEA BREAK	
10:30 hrs – 11:00 hrs	• Social Protection Legal Framework/ Why do we need a legal framework? • Zambia Social Protection Legal and Policy Framework • Q &A	ILO
11:00 hrs – 12:00 hrs	• Selection and Identification – Targeting • Selection and Identification – Targeting in Zambia • EXCLUSION RACE LINE • Q &A	MLSS
12:00 hrs – 13:00hrs	• Social Protection Administration • Social Protection Administration in Zambia • Q &A	ILO MDCSS
13:00 hrs – 14:00 hrs	LUNCH BREAK	
14:00 hrs – 14:30 hrs	• Social Protection Coordination • Why Coordinate Social Protection Coordination Framework in Zambia • STAKEHOLDER MAPPING • Q &A	ILO MDCSS
14:30 hrs – 15:00 hrs	• Social Protection • Management Information Systems • Management Information Systems in Zambia • Q&A	ILO MDCSS
15:00 hrs – 15:30 hrs	• Governance Institutions and Organisational • Structure for Social Protection Programmes • Governance in Zambia • Q&A	ILO MDCSS
15:30 hrs – 16:00 hrs	TEA BREAK	
16:00 hrs – 16:30 hrs	• Social Protection Financing • Why Financing Social Protection? • Example – Zambia Budgeting towards Social Protection • Significant progress with coverage and budget expansion in recent years • What can we do to mobilize funds? Q &A	ILO MISA
16:30 hrs – 17:00 hrs	• MONITORING and EVALUATION • The benefits and impact of M&E • Monitoring and Evaluation in Zambia • Q &A	ILO MDCSS

DAY THREE: PRACTICAL ASSIGNMENT/ CLARIFICATIONS		
Time	**Topic**	**Person Responsible**
07:30 hrs – 08:00 hrs	Departure for Journalists' Field Visit	MISA
09:00 hrs – 11:00	Journalists' Field Visit	MISA
11:00 – 11:30	Departure	MISA
13:00 hrs – 14:00 hrs	Lunch	
15:00 hrs – 17:00 hrs	• Each participant is asked to explain the story they wrote about and then explain which lessons they applied. • Facilitator then clarifies in areas that require emphasis • Information provision on media awards for outstanding journalists who report on social protection • Evaluation of the workshop	MISA
Day Four – Participants depart		