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NEWS

SUPPORT YOUR MEMBERS TO IMPLEMENT THE USSPM

SPTF launches new online series on Universal Standards Implementation

Each of the seven sessions of the series will present practical guidance on how to implement the practices found in the Universal Standards, through interviews with practitioners on how they are successfully managing their social performance. The webinars will be conducted in English, Spanish and French. Please check [the SPTF website](#) for information about exact dates of each webinar.

MIX invites networks to Partner with them to improve the data quality of member MFIs

Networks have a crucial role to play in desk review, from encouraging members to participate to offering support with local languages to collecting documents on behalf of MIX. For more information on partnering with MIX to support social transparency through the SP desk review, please email socialperformance@themix.org.

What is the SP desk review?

The SP desk review is a process that adds credibility to MFIs' social data on the MIX Market by collecting documents that support what they have reported. It has been specifically designed to minimize impact on MFI operations by making use of documents MFIs already have on hand as well as any externally generated documentation MFIs may already possess (social ratings, social audits, social certifications, etc.). However, MFIs do not need any external documentation to participate. They only need to have reported SP data to MIX.

In addition to helping MFIs by increasing their visibility on MIX Market and signalling their commitment to social transparency to funders, investors, and other MIX Market users, the desk review has tangible benefits for networks as well:

- Better understand and monitor the social performance management (SPM) practices of members
- Identify SPM gaps and tailor custom solutions
- Bolster reputation and improve leverage for advocacy on MFIs' behalf
- Create better, more reliable SP reports and analyses through improved data quality
- Gain insights through the inclusion of desk-reviewed MFIs in published MIX analyses.

The MIX has an abundance of materials and tools to help networks support the SP desk review — a process that helps network members specifically by making the data they report more credible in the eyes of investors, funders, and other MIX Market users. Please contact [the MIX](#) about the SP desk review today to find out how you can partner in this initiative.

Case studies published by SP Fund grantees in last two months:

- How to approach to client data privacy protection, based on the experience of FINCA Azerbaijan, developed by AMFA [\[ENG\]](#)
- Pre-group training system for new clients of Muktinath Bikas Bank in Nepal, written by CMF [\[ENG\]](#)
- PBC's work to understand client satisfaction in the Philippines, developed by MCPI [\[ENG\]](#)
- AMFIU's work supporting SPM implementation among their Ugandan members [\[ENG\]](#)
- Al Majmoua's Client Satisfaction and Client Exit Surveys, written by MFN [\[ENG, French, Spanish\]](#)
- ABA Egypt Compliance with the Universal Standards in Dimension 2 and 6 written by MFN [\[ENG\]](#)
- UGAFODE Uganda: Listening to client complaints [\[ENG\]](#)
- Vision Fund Uganda: Piloting and using the PPI [\[ENG\]](#)

Seeking ways to develop network product and services, strengthening capacities?

Since 1997, MFC has been providing support to networks. During that time, our service offering has expanded in line with our growing experience. Currently our network support package includes trainings, assessments, and study visits, focusing on SPM, client protection, financial education, and financial service delivery. To find out more about how we can support your work, please [visit our website](#) or contact [Ewa Bankowska](#).

GRANTEES & PROJECTS

NEWS FROM NETWORKS IMPLEMENTING THE USSPM

The SP Fund USSPM Implementation Component (IC) brings together **9 leading networks** ([see list of partners here](#)) to identify practical examples of good practices in line with the Universal Standards for Social Performance Management among their members. Partner networks deploy different methodologies to help members assess and improve compliance with selected dimensions of standards (at least two). The project is underway till June 2014. [Learn more here](#).

AMFA gathers project partners to share lessons learned

This September, AMFA organized a final meeting to allow its partner MFIs to share their experience and lessons learned. 26 people, mostly HR and marketing managers, discussed key topics, including: effective disclosure channels for client communication, how to handle client complaints, and how to maintain employee satisfaction. Participants also discussed examples of financial education projects carried out by MFIs. Introducing PPI to understand depth of outreach

During this event, participants agreed that it is crucial for MFIs to:



A Final Meeting with project partners to share lessons learned

- Strengthen board commitment for making changes and improvements
- Integrate changes into HR manuals, and put more effort into improving the staff satisfaction analysis process
- Raise client financial literacy levels. Financial education programs were a “hot discussion topic”, and participants debated different approaches to successfully integrate one into an MFI's daily work.

Key lessons learned by networks

PMN (Pakistan), who was among the first to complete their project shares these reflections:

- At the beginning: *It was worthwhile to make a presentation about the project scope to the PMN Board, as this led to keen interest from members to participate in this initiative.*
- Documenting good practice: *Working on MicroNotes highlighting the practices of some MFIs helped motivate these MFIs to achieve full compliance in respective sections of the Universal Standards. It also encouraged and interested others to work towards enhanced SPM to better emulate those with practices that were being publicly highlighted through these MicroNotes.*

- Improving social performance practice: *It helped to provide a framework for actions, current compliance levels as well as resource guides by each Essential Practice in helping MFIs to appreciate the steps to be taken and to determine more realistically which Standards they wanted to work towards full compliance to and which ones they would want to work towards only partial compliance.*
- *Working on Section 1 is crucial in order to work on the rest of the Sections. Pakistani MFIs having selected Sections 2, 3 and 4, felt that especially implementation of Section 2 can be accomplish only if first work is done on Section 1.*

MFN reflected on its work with global partners thus:

I think simplicity and creating win-win situation are important for this kind of project. To have prepared simple formats for the mapping exercise and the action plan has helped with implementation, because they were self-explanatory and it was not necessary to have an introductory session. On the other hand, to ask to provide a short description for 81 indicators was probably too much to ask for one time. Probably it was not necessary to do the mapping exercise at the indicator level (for section 2 and 6), or we could have done only one section at a time.

AMFIU (Uganda) revealed that:

Peer learning workshops were a key part of successful implementation of our project. These created a platform for institutions to share and learn from each other. It also helped break the “ice” that existed at the beginning due to competition and contributed to the TA process because as institutions shared, they identified gaps in their own institutions and also improved existing practices.

APSF-D-IC shared that:

In order to improve practice, MFIs need to plan their resources: usually MFIs need financial resources that they must account for in their budget. MFIs also need to have skills within their staff for the implementation of social performance. It’s important to have someone responsible for SPM in each MFI. At the same time, MFIs should understand that SP implementation is the work of all staff, not only the SPM coordinator.

CO-AUTHOR THIS NEWSLETTER WITH US!

If you would like to promote your SPM work please send us information about your activities and we will feature it in the next newsletter. [Get in touch today!](#)

WHAT IS THE SP FUND FOR NETWORKS?

The Social Performance Fund for Networks was launched in 2011 by [the Microfinance Centre](#), with support from the Ford Foundation, in order **to mainstream Social Performance Management across the industry**. The Fund (in collaboration with the Social Performance Task Force) currently supports networks to promote and implement **the Universal Standards for Social Performance Management (USSPM)**. For more information about the SP Fund [visit our website](#) at or [contact the Secretariat](#).

ECA	Asia	Africa	Latin America
AMFA, Azerbaijan	CMF, Nepal	APSF-D-IC, Ivory Coast	RFR, Ecuador
	PMN, Pakistan	AMFIU, Uganda	COPEME, Peru
	MCPI, Philippines		MFN, Mexico

The MFC and the SP Fund would like to thank the Ford Foundation and the Social Performance Task Force for their on-going support for its work.