Research, Network and Support Facility (RNSF)

"Support to enhance livelihoods per people dependent on informal economy
and improve social inclusion of marginalised and vulnerable persons"

Identification of Innovative Approaches to Livelihood Enhancement, Equity and Inclusion of People Dependent on the Informal Economy.

Volume 4.1: Good Practices and Lessons Learned Extracted from 33 Projects Selected Under the 2009 EC call for Proposals: *"Investing in People. Promoting social cohesion, employment and decent work. Support for social inclusion and social protection of workers in the informal economy and of vulnerable groups at community level".*

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1. Introduction

One of the principal factors that define livelihoods in developing countries, in particular in low income countries, is the high proportion of people whose livelihoods depend on the informal economy. The informal economy is characterised by jobs (including self-employment) that are low-paid with poor job security and low compliance in terms of core labour rights and all other aspects of the Decent Work Agenda.[1]

The European Commission (EC) funded thematic programme "Investing in People" pursues a broad approach to development and poverty reduction, with the general aim of improving human and social development levels in partner countries including in the informal economy.[2] The Research Network Support Facility (RNSF) was launched to contribute to strengthening the related thematic programming on livelihoods enhancement, equity and inclusion of people dependent on the informal economy. More specifically, the Research Network Support Facility (RNSF) is being implemented as part of the EC programme, "Support to enhance livelihoods for people dependent on informal economy and improve social inclusion of marginalised and vulnerable persons"-EuropeAid/135649/DH/SER/MULTI.

This RNSF has two complementary purposes:

I. Develop a corpus of **research on innovative approaches to livelihood enhancement, equity and inclusion of people dependent on the informal economy**, including through analysis and evidence based information from literature, the projects selected through a call for proposals[3], as well as other relevant projects and initiatives.

II. Make use of the outputs of the research and provide support to projects selected through the EC call for proposals 135181 in order to provide them with a **support facility**

The current report is the first contribution to the development of the corpus of research under the RNSF. The report summarises good practices and lessons learned extracted from an analysis of 33 completed EC funded projects that include informal economy and social inclusion actions.

Identification of good practices is not an easy task for researchers in the social sciences. In addition to qualitative assessments, quantitative methods have traditionally been used that compare the situation of beneficiaries at the beginning and at the end of the action using baseline and end-line surveys. However, these methods are not sufficient to measure project progress by themselves. This is because many factors may have had an impact on the population during the project implementation period and they cannot all be measured in this way. More recently, new methods have been developed on the basis of methodologies traditionally used in epidemiology and consisting of the comparison of representative samples of beneficiaries and non-beneficiaries (see for example: Banerjee, Duflo et al. 2015). Results of such experimental or

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[1] Extracted from Terms of Reference EUROPEAID/135649/DH/SER/MULTI
[2] Extracted from Terms of Reference EUROPEAID/135649/DH/SER/MULTI
[3] Specifically : Call for proposals EC 135181

quasi-experimental surveys are, unfortunately, not common or generally available. One of the 33 projects used such methods (Babajanian, B., Hagen-Zanker, J., and Holmes, R. 2014).

How to determine objectively whether a practice is a "good practice"?

In social sciences, objectivity is sought after through quantitative assessments and comparison/confrontation of analyses by various observers (from inside and outside). The problem with base and endline surveys is that they often limit data collection to a small number of indicators to measure their objectives and outcomes. Similarly, they may have small non-randomised sample sizes.

The RNSF has selected 7 criteria for the identification of a good practice. The good practice should include as many as possible of the criteria. Good practices should thus be 1) effective and successful; 2) innovative and creative; 3) environmentally, economically and socially sustainable; 4) gender sensitive; 5) technically feasible; 6) inherently participatory; 7) replicable and adaptable. In practice, however, it is rare to find that all these criteria are met in a single good practice. For the purpose of our research we thus identify good practices that meet as many as possible of these criteria.

It would be useful to use a scoring system to measure the extent to which a good practice meets the criteria as this would enable a comparative analysis of the different good practices. Scoring the good practices would, however, be a subjective exercise that relies upon the extent of the experience and knowledge of the researcher(s). This is all the more so as the projects' duration is generally short (3 to 4 years), which is not sufficient to ensure that the action will be sustained over the long term. Ideally, a good practice must be time tested to prove that its impact endures over time.

The identification of good practices must thus usually be based either on qualitative or quantitative data that the actors of the projects themselves make available through internal and external reports. There are researchers who conduct analysis of such reports. Evaluators also identify good practices and lessons learned through analysis of field level results using a combination of interviews, focus group discussions, observations, surveys and document analysis.

With regard to identifying lessons learned several selection criteria were identified. The lesson learned must be a description of what was learned from past experience(s) that can be used to inform new planning of strategies and actions. That is, it must be a lesson that can be used to improve information / knowledge for better decision-making and thus contribute to improved program or project performance, outcome, or impact. The lesson learned can be positive or negative. It can be negative in terms of identifying (an) element(s) that should not be repeated in future planning. It can also include identification of specific positive experiences which need to be taken into account when engaging in planning.

As we are not external evaluators commissioned for an evaluation of a project, we only have access to data that the institution or NGO in charge of implementing the project or the funding agency have already interpreted. In some cases we also have the data of external evaluators who, based on their own experience have written a report, an article or a book that is provided to a large public. Evaluation reports are generally based on quantitative and qualitative data collected at the start, during and at the end of the project. It usually includes data collected in the

field for the evaluation itself. Such evaluation reports generally provide an external critical perspective as well as an identification of good practices and lessons learned.

In the case of the 33 projects that the European Commission has made available, the materials used for the analysis consist of the:

- interim and final reports of the implementing NGOs or institutions
- interim and final external evaluation reports of the projects
- EC internal monitoring evaluations.

One research project was included among the 33 previous completed projects. The final narrative report of this research project qualifies as objective because it is based on a representative survey of beneficiaries and non-beneficiaries in the implementation countries.

We have built a collection of data to contribute to the larger corpus. This data collection originates from materials extracted from 33 completed EC funded projects (see list of the projects in appendix 1). The materials are internal to the projects, are generally not available to the public and cannot be directly quoted.

This sub-corpus is structured in accordance with a Research Matrix that has been developed to structure the RNSF research (see Annex 2 for a simplified and summarised version). Extracts from final narrative reports and final evaluation reports have been selected to correspond to the various items contained in the RNSF Research Matrix. The team uses the qualitative data analysis software Atlas.ti[4] to ensure a well-organised and consistent analysis of the available information.

Not all the projects included information that qualified for inclusion in a selection of good practices and lessons learned. In total 12 good practices were identified from 7 of the 33 projects.

The presentation of the Good Practices follows a few rules: the extracts are classified under codes assigned to the research question in the Research Matrix. The source is indicated (country, implementing agency, title of the project, origin of the information used: final report or evaluation report) in bold characters. The good practice is summarised in a sentence or a few lines, followed by a recommendation. Then the good practice is presented in greater detail based on the extracts from the sub-corpus.

A preliminary overall conclusion is that a well implemented holistic approach is a pledge for success. Simultaneously it must be said that an overall lesson learned is that there is always a blind spot in the holistic approach. This conclusion, which is not unexpected, means that in the current report, the richness and the holistic dimension of the projects may be hidden behind the diversity of codes in the research matrix. It is important to note that the presentation of a good practice necessarily simplifies the domain of action, which is generally more diverse and deals with several issues at the same time.

While at this stage, 17 good practices and 10 lessons learned have been identified from the 33 projects, further analysis is being conducted. This includes analysis of on-going and completed

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[4] See Atlas.ti com for details.

EC funded projects, projects funded by other donors, other types of documentation, interviews with experts in RNSF subject areas, conference results and other sources will also be conducted. Additional reports will be provided periodically which will ultimately be synthesised into a comprehensive whole.

1.1. Summary of Good Practices Identified and Discussed by Main Subject Area

Enabling environment

1) A multi-level advocacy strategy to grant recognition to precarious informal waste pickers and recyclers (Colombia, Ethiopia, Madagascar, Vietnam).

2) Creating an Observatory of Public Policy on Waste Management aimed at establishing a joint discussion space for community representatives, public authorities, private businesses, universities, recyclers and the project.

3) Conducting outreach and incentivising local or central administrations (Social security, health insurance services) to search and convince informal economy operators to register rather than wait for them to come and register on their own (Ghana).

4) Implementing a multi pronged approach to enabling informal economy operators to climb up the value chain including through:

- increasing the volume and the quality of small-scale production
- providing awareness raising;
- organizing the small producers
- providing education and training;
- providing access to micro credit;
- using information technology to access market operations and manage operations and transactions;
- build contractual relationships with international buyers and other actors in the value chain. (Ghana)

5) Establishing a social private company in which community members have shares to help them with marketing services, meeting of fair trade protocols (as applicable), providing pre-financing and packaging support.

Decent work and enterprise growth

6) Facilitating municipalities to develop a Code of Conduct and registration guidelines for issuing ID cards to register Informal Waste Workers (Nepal).

7) Occupational safety and health (OSH) procedures applied to persons who gather natural products such as shea nuts (Ghana).

8) Diversification of income-generating activities to enable vulnerable populations to be less dependent on natural resources in protected areas (Bangladesh).

9) Providing start up input to help beneficiaries immediately utilize their new skills acquired through the project thus enabling them to start earning incomes right after completing their

training. (Often only training is provided so beneficiaries are not able to implement what they have learned)

Direct actions in communities

10) Defence of the rights of street workers through a publicized report compiling violations of their rights and humanising them through life stories, organising experiences and international comparisons. The report was used to reverse the negative image of street workers by defending and legitimating their cause and to provide a foundation for Public Civil Action (Brazil).

11) A "Proficient Acquired Skills" (PAS) document validating and certifying skills and competencies acquired informally on the job and that employers recognise as a first step towards the recognition of an official education and training system (Uganda).

12) Use of Information and Communication Technologies (ICT) for supporting people dependent on the informal economy to climb up the value chain and organizing the women producers (Ghana).

13) Sensitising and motivating Micro-finance institutions to reach the poorest and most vulnerable. Providing project support to refine and develop new credit products for clients among the poorest (Ghana).

Innovative approaches that national and international entities use to enhance livelihoods, equity and social inclusion of people dependent on the informal economy

15) Providing households with toolkits to support livelihoods activities such as tailoring, knitting, hand embroidery, hairdressing, bike/motor bike repair toolkits, mechanic/welding toolkits, sale of groceries/baked food, raising chickens, bakery, photography, selling phone cards, cabinet making. Accompanying provision of such toolkits with monitoring and follow up services to support households to access markets.

14) Accompanying reintegration into school of street-working children with awareness raising and teacher training to enable teachers to provide relevant support to such children (Afghanistan).

16) Reduction of conditional cash transfers during the last year of the project to promote independence of beneficiaries and increase the potential for sustainability.

17) Transforming youth into agents of change and provisioning them with comprehensive training packages (including literacy and numeracy, life skills and business and entrepreneurship) to ensure the cascading of learning. Involving beneficiaries to ensure such cascading is key to transforming beneficiaries into agents of change providing them with pride in contributing to their group's (society's) destiny (Afghanistan).

1.2. Summary of Lessons Learned Identified and Discussed by Main Subject Area

Enabling environment

1) It is common that dominant actors try to control and invest in many of the levels within a value chain and then eliminate traditional actors who have to struggle to keep their survival jobs.

Decent work and enterprise growth

2) Including Occupational Safety and Health (OSH) approaches when planning actions to enhance the livelihoods of vulnerable populations can have positive impact beyond improving the health of informal economy workers. In agriculture and other areas it can also have a positive impact on environmental sustainability.

Direct actions in communities

3) The individualistic character of street workers and the tradition of corruption, violence and discredit included in most of the workers organisations (unions and associations) needs to be addressed for success in improving the well-being of street workers. Their relationships were continually overshadowed by actions for some political electoral benefit, extortion and other corruption mechanisms on the part of civil servants and the police.

4) When developing Information Communication Technology (ICT) consider literacy constraints and find solutions to ensure reaching the non and semi-literate persons in the value chain.

5) When using ICT to streamline value chain functioning, solutions are needed for charging cell phones in locations with poor electricity supplies such as solar, hand generation of power, and other appropriate technologies.

6) When using ICT to strengthen value chains, information from producer groups also needs to be communicated up to buyers instead of only sending information about markets to the producers.

7) MFIs that provide group loans need to develop specific internal competences in order to effectively provide financial services in a *value chain framework*.

8) MFIs' sustainability depends on their capacity to offer better timely loans in relation to the financial needs of those in different parts of the value chain.

9) MFIs can feel harmed by some actors in the value chain (e.g. bulk buyers) who have the potential to offer more competitive pre-financing services. Their capacities need to be strengthened to provide appropriate and competitive products.

Innovative approaches that national and international entities use to enhance livelihoods, equity and social inclusion of people dependent on the informal economy

10) Inclusion of a specific *project objective* to extend the effects of the actions beyond the immediate beneficiaries to include other family members, community members or peers is important to ensure the scaling up of impact of child labour elimination projects.

References Introduction:

Banerjee Abhijit, Duflo Esther, Goldberg Nathanael, Karlan Dean, Osei Robert, Parienté William, Shapiro Jeremy, Thuysbaert Bram, Udry Christopher (2015), A multifaceted program causes

lasting progress for the very poor: Evidence from six countries, *Science*, 15 May 2015, Vol. 348, Issue 6236.

Babajanian, B., Hagen-Zanker, J., and Holmes, R. (2014), *How do social protection and labour programmes contribute to social inclusion? Evidence from Afghanistan, Bangladesh, India and Nepal*. ODI Report. 36p.

2. Advocacy Methods on Informal Economy Legal and Policy Frameworks

Source: ENDA "Towards social protection and inclusion of informal waste pickers and recyclers (IWPRs) in the South" Colombia, Ethiopia, Madagascar, Vietnam (Project Final Report)

Good Practice:

1) A multi-level advocacy strategy to grant recognition to precarious informal waste pickers and recyclers (Colombia, Ethiopia, Madagascar, Vietnam).

2) Creating an Observatory of Public Policy on Waste Management aimed at establishing a joint discussion space for community representatives, public authorities, private businesses, universities, recyclers and the project

Lesson learned:

It is common that dominant actors try to control and invest in many of the levels within a value chain and then eliminate traditional actors who have to struggle to keep their survival jobs.

Recommendations:

1) Organise the most vulnerable workers such as waste pickers and recyclers using multi-level advocacy to support formalising them. Formalising will enable them to obtain recognition, safety and cleanliness to the benefit of workers and communities.

2) Creation of structures such as observatories that provide a discussion space for community representatives, public authorities, private businesses, universities, beneficiaries and the project.

Note: This good practice and lesson learned are linked to the RNSF Research Matrix component 1.2

Waste management has been a particularly important and successful domain of intervention for activist NGOs supporting the organisation of poor and vulnerable populations of waste pickers and recyclers across the world. One of the reasons is that there is potential to attain higher levels of income in a well functioning value chain. It is, however, common that dominant actors try to control and invest in many of the levels within a value chain and then eliminate traditional actors who have to struggle to keep their survival jobs.

A *strong multi-level advocacy strategy* was identified as the best means to grant recognition to precarious informal waste pickers and recyclers in the countries where this project was implemented.[5] One of the most striking results of the analysis is that waste pre-collectors can benefit greatly from public awareness raising and the participation of inhabitants in the projects. Waste pre-collectors provide a proximity service but usually suffer from a bad reputation as

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[5] Colombia, Ethiopia, Madagascar, Vietnam

they often belong to the lowest categories of the society and are identified with dirt. Spreading knowledge about their conditions of lives and organizing events that create links with the inhabitants can have a direct effect to improve their work conditions. Harassment may be decreased while the quality waste sorting is improved thus also limiting the presence of hazardous waste.

In each project country, the main revenue upgrades—particularly payments for the pre-collection services—and contract stability came as a result of better relationships with the inhabitants. Advocacy with public authorities is also necessary to reach the first step towards the official recognition of waste workers, helping them pass from a harmful to a useful image of themselves.

In Colombia, the creation of an Observatory of Public Policy on Waste Management was aimed at establishing a joint discussion space for community representatives, public authorities, private businesses, universities, recyclers and the project. The Observatory contributed to spreading knowledge on the life conditions of workers. It also organised events that created links with the inhabitants that could have a direct effect on the quality of work. Issues discussed included limiting harassment and improving the sorting of waste, limiting the presence of hazardous waste.

The Observatory provided the place where the project and the association leaders of the recyclers elaborated a proposal for the implementation of Environmental Management Plans on Solid Waste. They managed to ensure that, in 2012, the Constitutional Court recognised the waste pickers and recyclers workers as entrepreneurs who make a contribution to the value chain. This decision paved the way towards their integration in the municipal waste management scheme and progressive registration thus qualifying the associations to access procurement contracts. Such a successful process and struggle of waste pickers for recognition can, however jeopardize if individuals elected in municipal elections do not support the process. As a result, the challenges are still topical today.

Official recognition and registration may reveal more challenges in other countries. In Vietnam for example, the project's advocacy work with several levels of relevant authorities and government achieved tolerance for the use of three-wheel vehicles at certain times of the day. This significantly reduced the risk of abuse. Likewise, tolerance of the junk shops run by cooperatives to buy and sell od recyclable waste inside the city centres also reduces abuse. Until the end of the project, however, these decisions were not formalized into municipal by-laws because of the complexity of bureaucratic decisions and advocacy is still continuing.

In their background paper for the HDR 2015, Martha Chen, Chris Bonner and Françoise Carré (2015) bear witness of this continuing and never-ending process of advocacy for the most vulnerable informal workers in order they keep and somewhat improve the modest place that is tolerated for them on the labour market.

References:

Martha Chen, Chris Bonner, & Françoise Carré (2015), Organizing informal workers: Benefits, challenges & successes, Wiego Network Background paper for HDR 2015.

ENDA website contains 26 fiches for 19 countries on best practices for Informal Waste Pickers

and Recyclers (IWPAR) in 3 languages (French, English and Spanish).

http://www.iwpar.org/en/best-practices.php

- Egypt-The Zabbaleen Environmental Development Program (ZEDP)

- The Vida Limpa Program (Brazil)

- National Health Insurance Scheme (NHIS) in Ghana

- The community-based project SEWA (Self Employed Women's Association) - India

- Cooperatives of recyclers in Colombia: the examples of Recuperar (workers' cooperatives in Medellin) and Prosperar (Manizales)

- Waste Collection in Buenos Aires: Multi-faceted cooperatives

- Mozambique, Senegal and Burkina Faso: LVIA Plastic Recycling Centres

- Philippines - Metro Manila Linis Ganda Program

- India - Pune, KKPKP and SWaCH

- South Africa - Durban, the municipality of eThekwini

- Brasil - Rio de Janeiro, the cooperative Coopcarmo

- Thailand - The Project Baan Mankong and the "Community Organizations Development Institute" (CODI)

- Mauritania - Zazou project

- Bangladesh - Waste Concern

- Rwanda - Mutual Health Insurance

- Cambodia – The SKY Program

- Senegal - Mutual Healthcare Organizations GRAIM/ENDA GRAF

- Tanzania - Mutual Healthcare Organization UMASIDA

- Philippines - The Kasapi program

- India - Hasiru Dala

- Costa Rica - Universal Social Security

- Morocco - The RAMED Project

3. Institutions and Capacity Strengthening on Informal Economy

Source: Ghana-PlanetFinance-Market Access through cooperative action (Evaluation Report)

Good Practice:

Conducting outreach and incentivising local or central administrations (Social security, health insurance services) to search and convince informal economy operators to register rather than wait for them to come and register on their own (Ghana).

Example:

National health insurance systems that combine organising small informal operators with providing outreach.

Recommendation:

Develop incentivising method for local or central administrations to sustain the process of searching for and convincing informal economy operators to register their activities. Examples include supporting social protection service providers (health and other services) to meet with, answer questions and provide information to informal economy groups. This leads to a greater understanding of the issues, helps to disseminate information about available programs and encourages staff to personalise their work.

Note: This good practice is linked to the RNSF Research Matrix component 1.9

Capacity strengthening is on the agenda of most development policies and projects. It applies to public institutions, private and community institutions as well as individuals. Capacity strengthening of public institutions can help meet the goals of formalising the informal economy by expanding its benefits to the most remote and vulnerable populations.

The recent adoption of the ILO Recommendation 204 on the transition from the informal to the formal economy in June 2015 by the 104th International Labour Conference—in quasi-unanimity—has resulted in a renewed willingness of public authorities (fiscal or social) to lead violators of labour laws to enforce the laws. Although it should be added that the authorities must insist on the positive impact of the enforcement of labour laws as indicated in Recommendation 204 rather than on their compulsory aspect.

Even before the adoption of ILO Recommendation 204, many governments attempted to expand their social security systems by putting pressure on public service providers in charge of their enforcement to obtain better results and coverage. Budgetary restrictions have, however, limited the overall impact of these policies and the achievement of such objectives.

Projects aiming at enhancing the livelihoods of vulnerable populations dependent on the informal economy have nonetheless found original ways and means of achieving the objective of expansion of coverage. This includes examples of national health insurance systems that

combine organising small informal operators with providing outreach. It also includes incentivising local and central administrations in charge of the national health insurance system.

The basic principle is that public service providers should go to the population to offer the said services and collect corresponding taxes or premiums instead of waiting for populations to come forward on their own.

In order to understand this principle, one has to remember that in many countries--and for population groups, the payments to social security systems are seen as taxes rather than insurance premiums because they cannot envision the positive returns. In the same way, they cannot envision the benefits of taxes in terms of enabling them to access education, health and other public amenities (Charmes, 2015). This is because the poor are generally not the main beneficiaries of social protection systems or public amenities and services.

In Ghana, the National Health Insurance System (NHIS) was successfully involved in facilitating the registration and membership card renewal of an EC supported project's beneficiaries. The project focused, among other aspects, on market access of women shea producers through cooperative action. Using a combination of sensitization, logistics support, and techniques for facilitating registration and organizing women producers it was possible to reach the goal of improved access to these public services.

Meetings with the staff of regional offices of NHIS were used to convince them to participate in sensitizing clients on the importance of the NHIS and help them understand that the project valued their role as service providers.

Logistics support, such as vehicle and a public address system, was also provided to facilitate their travel to the sites for mass registration.

NHIS staff gave presentations of the role of their institution and the benefits for the population in the project field sites. The NHIS staff were asked numerous questions since many women were unaware of the existence of such health insurance schemes. They also had to listen to complaints about non/late delivery of cards, difficulties in renewing cards as well as about the frustrations that card bearers encountered at various delivery points. This exposure helped make the NHIS staff more aware of the harsh conditions of remote and vulnerable populations.

Techniques for facilitating registration included getting women to make contributions in instalments towards registration and renewals. It also included scheduling bulk registrations in the communities thus extending registration operations beyond the projects' beneficiaries through a cascading effect. Project officers also contributed by picking up the expired cards of women and bringing them to the NHIS offices.

Women producers have been organised in community social funds (CSF) that were connected to Micro Finance Institutions to obtain financial support for their production activities but also for NHIS registration. This allowed the CSF members to share their health risks as they can pool resources together through the CSF to access healthcare. An increased attendance to health facilities has been observed with earlier treatment of sicknesses/diseases.

NHIS officials now travel to renew expired cards and register new clients as a result of the collaboration between the NHIS and the shea associations.

The good practice described is an illustration of the role that civil society organisations can play in complementing government institutions to fulfil development agendas such as the achievement of universal heath care services.

The logistical support provided may raise the question of the sustainability of the good practice. It is up to the NHIS administration to incentivize its staff through the achievement of quantitative goals for new registrations and renewals.

Note: In another thematic area (Justice and civil registration) the example of a civil registration project implemented through UNICEF in Niger deserves to be shared. This UNICEF project implemented mobile court hearings among nomadic populations to register people who have missed the legal deadline for registration, without penalising them. Civil registration is the real first step towards formalising as it is a requirement for accessing to social benefits and can then lead to the registration of an enterprise.

Source: Niger – UNICEF - Support programme for strengthening the civil registration system in Niger (Project report)

Reference:

Charmes Jacques (2015), *Social Protection,* RNSF-IESF Thematic Brief N°4.

4. Linkages between Formal and Informal Economy: Climbing up the Value Chain

Source: Ghana-PlanetFinance-Market Access Through Cooperative Action (Project Evaluation Report)

Good Practice:

1) Implementing a multi pronged approach to enabling informal economy operators to climb up the value chain including through:

    – increasing the volume and the quality of small-scale production

    – providing awareness raising;

    – organizing the small producers

    – providing education and training;

    – providing access to micro credit;

    – using information technology to access market operations and manage operations and transactions;

    – build contractual relationships with international buyers and other actors in the value chain. (Ghana)

2) Establishing a social private company in which community members have shares to help them with marketing services, meeting of fair trade protocols (as applicable), providing pre-financing and packaging support.

Recommendation:

Implement a multi-pronged action to address value chain challenges by organising groups; providing awareness raising; providing education and training; providing access to micro credit; use information technology to access market operations and manage operations and transactions; build contractual relationships with international buyers and other actors in the value chain.

Note: These good practices are linked to the RNSF Research Matrix component 1.10

Climbing up the value chain is a common strategy for enhancing the livelihoods of vulnerable populations dependent on the informal economy, especially when it is about agricultural or other primary products, or waste management.

The objective is to capture a more important additional value in the chain through 1) an increase of the quantities produced (improved productivity, increased storage, sales at appropriate times when prices increase), 2) bundling volumes, and 3) an improvement in quality,

This type of strategy usually requires multi-pronged actions such as 1) organising, 2) sensitisation, 3) education and training, 4) grant of small loans through micro-credit, 4) use of ICTs to access market information and manage operations and transactions at the bottom of the value chain, and 5) building contractual relationships with international buyers or upper actors in the chain.

The shea nut and butter value chain is a dynamic niche of the cosmetics market. In Ghana, PlanetFinance supported poor rural women shea producers who take their margins from collecting shea nuts, removing pulp and drying them, to perform additional activities in the value chain. Such activities included trade, gathering the products in bulk and increasing efforts to meet the quality and the quantity demands of large buyers.

Production pre-financing and warehousing services have an important impact on the quantities produced. Collective selling undermined the inability of producers to commit to future price levels.

This is why, in the course of the EC funded project, a creative approach to improving chain governance was implemented. A social private company (the Shea Star Ltd: SSL) was set up in which the women have shares (through Star Shea Network, SSN). SSL offers marketing services to the numerous member groups, searches international markets for nuts and butter buyers and takes charge of the commercialisation of the shea products that the women sell in bulk. This approach enables progress on increased savings and investments. SSL also managed to process refined shea butter through a tolling arrangement in Europe before sale to final clients. This significantly increased the volume of the unrefined shea butter that women were able to sell.

SSL plays a major role in supporting and assisting women to fulfil the protocols for fair trade, organic and traceable shea products, as well as in providing them with some key inputs such as packaging and pre-financing. Transparency in the distribution of value added shares between SSL and women producers is ensured during the associations meetings.

The project and women producer groups established contractual relationships to sell to major international buyers. The SSL helped to increase their number during the course of the project.

Community association members participate in the negotiation and distribution within their network. They also supervise the quality of nuts and butter through a Quality Assurance System and participate in the aggregation of products at approved warehouses. Occasionally groups declined to process particular butter orders due to less motivating market prices. In other cases they bargained to receive higher prices thus proving their empowerment in analysing market prices.

Women producers can still sell their production to local markets or other buyers, but are committed to the arrangements with SSL. This is because bulk selling enables them to put their earnings to good use such as for the payment of school fees, the purchase of household assets, working and farming tools.

Despite its holistic approach, the women's associations and the project missed making arrangements with some support services such as transporters, owners of donkey carts, tricycles, "loading boys" who could have strengthened their place in the value chain.

Regarding the question of whether the social enterprise model is working well, one could state that women producers are not always able to meet all orders from buyers. When this happens, they must buy nuts or butter from other women outside their community groups. This has resulted in interesting cascading effects because the required quality from the outside women pushed the beneficiaries to share with them their improved practices.

5. Formalising Work in the Informal Economy

Source: Practical Action Nepal - Poverty Reduction of Informal Workers in Solid Waste Management Sector –PRISM- (Project Final Report)

Good Practice:
Facilitating municipalities to develop a Code of Conduct and registration guidelines for issuing ID cards to register Informal Waste Workers (Nepal).
Recommendation:
Facilitate municipalities to develop a standard to register Informal Waste Workers. Draft a Code of Conduct for waste workers and their employers as applicable. Develop clear registration guidelines for issuing ID cards to waste workers. Raise awareness of the public on dealing only with waste workers with a valid ID card.

Note: This good practice is linked to the RNSF Research Matrix component 2.2

Informal waste workers are generally among the poorest, are subject to social stigma as they originate from the lowest social status in the society and are frequently harassed. This is especially true in the Kathmandu Valley in Nepal.

The EC financed PRISM project initially planned to facilitate municipalities to develop a standard to identify waste workers in view of their registration in a centralised Management Information System (MIS). This included workers' details, their location/cluster, the number involved in the informal waste sector as well as municipality waste volumes and scrap centres. A specialised ICT private agency developed and first implemented the MIS prior to handing it over to the Solid Waste Management Support Centre.

The main objective of this activity was to facilitate municipalities to prepare and draft a joint Code of Conduct and guidelines for the registration of Informal Waste Workers. The registration was done during the process of issuing ID cards through the para-statal entities such as the Solid Waste Management Support Centre rather than the municipalities.

All enterprises and entrepreneurs working in waste management were encouraged to register their enterprises at their respective municipalities and the municipalities were encouraged to facilitate the procedure. All registered enterprises, including those working for the welfare and promotion of informal waste workers, were encouraged to provide ID cards to their workers. Issuing ID cards has several national and legal implications because many waste workers are not Nepali nationals.

Behavioural change campaigns targeting the Informal Waste Workers encouraged households, and the wider public to deal only with those having a valid ID card.

6. Occupational Safety and Health (OSH) Implementation in Informal Economy

Source: Ghana PlanetFinance Market Access through cooperative action (Project Evaluation Report)

Good Practice:

Occupational safety and health (OSH) procedures applied to persons who gather natural products such as shea nuts (Ghana).

Lesson Learned

Including OSH when planning actions to enhance the livelihoods of vulnerable populations can have positive impact beyond improving the health of informal economy workers. In agriculture and other areas it can also have a positive impact on environmental sustainability.

Recommendation:

Include attention to Occupational Safety and Health (OSH) when planning actions to enhance the livelihoods of vulnerable populations. This area is frequently ignored when planning actions on livelihoods and needs greater emphasis.

Note: This good practice and lesson learned are linked to the RNSF Research Matrix component 2.3

Occupational Safety and Health (OSH) is not only an issue in large factories or worksites, it is also an issue in traditional rural agricultural and other informal economy activities.

Among its multi-pronged strategies for climbing up the Value Chain of shea nut and butter, the project implemented by PlanetFinance in Ghana aimed to better protect women producers in their task of gathering nuts from the shea trees and of processing the nuts.

Through their community groups and with the support of micro-credit, women received suitable equipment and training on safety and protection that has resulted in a dramatic reduction of the incidence of life-threatening events in their work practices. The use of protective clothing, especially boots and gloves, considerably reduced snake bites during nut-picking. Similarly the use of energy-efficient stoves for nut- and butter-processing had an impact on reducing burns resulting from open fires and exposure to heat and smoke thus improving working conditions and health status. Energy-efficient stoves also had a positive environmental impact through the reduction of firewood consumption.

While OSH was an indirect effect of an environmental action in the case of stoves, the use of protective clothing for nut-picking have had an indirect environmental and social impact also. Women pickers can now safely clean and cut the grass around the trees before picking, thus maintaining the trees and the soils in better production conditions and initiating recognition of their property rights with respect to the trees. Women felt empowered. This virtuous circle has a further positive environmental impact because it prevents the cutting down of trees by charcoal manufacturers as they see the tree is actively maintained.

7. Entrepreneurship: Capacity Strengthening on Starting, Improving, Growing Economic Activities

Source: Bangladesh-Relief International-UK (RI-UK) "Social and Economic Security for Traditional Resource Users of the Sundarbans" (Project Final Report)

Good Practices:

1) Diversification of income-generating activities to enable vulnerable populations to be less dependent on natural resources in protected areas (Bangladesh).

2) Providing start up input to help beneficiaries immediately utilize their new skills acquired through the project thus enabling them to start earning incomes right after completing their training. (Often only training is provided so beneficiaries are not able to implement what they have learned)

Recommendation:

Develop diversification of income-generating activities and related skills training accompanied with provision of assets, inputs and follow-up services. Include life skills training and awareness raising of the importance of organising and networking on a larger scale. Emphasise the usefulness of networking with people having similar interests and concerns.

Note: These good practices are linked to the RNSF Research Matrix component 3.2

In some circumstances, the only option for enhancing the livelihoods of vulnerable populations dependent on the informal economy is the diversification of their income-generating activities. This is particularly important in rural areas where agricultural activities occupy the population for only a few months per year leaving them unemployed or underemployed for the rest of the year. The same applies to populations who lived and worked in areas that are now protected due to the depletion of natural resources and excessive pressure on fragile ecosystems.

Populations whose economic life consisted of extracting natural resources often lack alternative skills to escape from poverty.

The Sundarbans mangrove forest in Bangladesh has been declared an environmentally critical site due to the existing damage to its biodiversity. The traditional resource users of local communities of the national mangrove forest in Sundarbans have thus seen their primary income source endangered. The project that Relief International implemented provided such people with alternative skills. In addition, advocacy was conducted with local government to liberate the population from the corrupt practices they faced when obtaining official permits to access the forest and to strengthen environmental sustainability.

People from the local communities are no longer forced to illegally enter the Sundarbans mangrove forest to earn a living. The new skill sets of the informal Sundarbans workers diverted their economic activity away from the natural resources of the forest They have either been

directly given livelihood assets such as vans and sewing machines or assistance with setting up small businesses such as in the cloth trade, betel trade, or a furniture shop. Other activities include fish cultivation, homestead vegetable gardening, duck rearing, honey collection and preservation, small business development and maintenance and goat rearing.

Such support has provided them with diverse sources of income for survival. The boosting of local trade was further achieved through an increase in the variety and quality of local products. The population is now able to regularly earn incomes and is no longer dependent on the Sundarbans mangrove forests.

The community members selected and obtained the different types of context-specific livelihood assets that they needed and desired. During the project inception phase, a participatory household survey and Individual Household livelihoods assessment were conducted among the communities. These assessments helped the project team to understand and identify community and household-needs. The project also conducted a pre-assessment survey, which helped provide an understanding of the varying needs and choices of the target populations with regard to livelihood assets. The survey found, however, that many beneficiaries themselves had no clear notion of what they needed or what would be suitable in their socio-cultural and economic context. A repeated sensitization dialogue was necessary to explain the options that could be made available and to address the misconception of the beneficiaries that animal husbandry and gardening skills come naturally to people.

Most trainees acquired vital knowledge and information about different trades for the first time and pledged to share the information with other community members. This has ensured sustainability of project activities via a positive multiplier effect.

If the beneficiaries had been left unmonitored with their productive assets they might not have been able to make appropriate use of those assets. The provision of start up input helped them immediately utilize their newly acquired skills thus enabling them to start earning incomes right after completing their training.

Project officers visited beneficiary households to verify if they were utilizing the assets in a profit making manner and rendered mentorship support and advice on a needs basis. Ensuring and monitoring the use of newly acquired skills, were key for success.

Since most beneficiaries did not have access to basic education, and would face problems keeping track of their income and expenditure after receiving their livelihood assets, they were given simple bookkeeping and accounting lessons. Such training helped them to keep records of their income and expenses. Informal workers have thus been made accountable and are able to keep records of what they are doing with the skills they have acquired.

Simultaneously, confidence was strengthened through competence and empowerment using life skills training. During the learning and improving employment skills process, informal workers acquired various life skills, which can be used in all other areas of their lives. They have become aware of laws and regulations, learned how to manage their finances, track the calendar, and now feel responsible for the environment.

Last but not least, the network of Informal Workers' Unions (IWUs) was established in the target zone and undertook network training, network meeting, and rights and services training.

Training sessions were open to other members of the community, and not exclusively to project related group members. This was done with a view to strengthening the capacity of the informal workers to shield themselves, their rights and the rights of other community members. After network training sessions, the IWU group members and leaders all collaborated to hold meetings among themselves to discuss the information and knowledge they had acquired. The participants also identified different and effective ways of recycling their knowledge and information to maximize the benefit of resource-poor communities. It was also ensured that IWU leaders reminded beneficiaries how to maintain their livelihood assets to reinforce the project team's follow-up support.

8. Social and Behaviour Change Communication (SBCC) and Social Inclusion Promotion

Source: Brazil Christian Aid - " Apoio aos trabalhadores na economia informal e grupos vulneráveis da região central da cidade de São Paulo para proteção social, acesso justiça e conquista dos direitos " (Project Evaluation Report)

Good Practice:
Defence of the rights of street workers through a publicized report compiling violations of their rights and humanising them through life stories, organising experiences and international comparisons. The report was used to reverse the negative image of street workers by defending and legitimating their cause and to provide a foundation for Public Civil Action (Brazil).
Lesson learned:
The individualistic character of street workers and the tradition of corruption, violence and discredit included in most of the workers organisations (unions and associations) needs to be addressed for success in improving the well-being of street workers. Their relationships were continually overshadowed by actions for some political electoral benefit, extortion and other corruption mechanisms on the part of civil servants and the police.
Recommendation:
Combine interactive research with community members, advocacy of academics and activists with legal actions for effective enduring strategies to defend and protect street vendors and waste pickers.

Note: This good practice and lesson learned are linked to the RNSF Research Matrix component 3.1 and 4.3

As part of an EC funded project, a reference centre for informal workers was established in the Centre Gaspar Garcia of Human Rights (CGGHR). The CGGHR acted as a partner of the public defender of the State of Sao Paulo to provide legal advice and function as a centre for popular movements. It further provided monitoring, training and organisational activities with specialised but related institutions.

The beneficiaries of the action were the low-qualified and low-income street workers who were unable to meet the requirement of the 2008 law on "individual micro-enterprise". The law was intended to facilitate the formalisation of these activities by registering workers as self-employed professionals and having them contribute to social security.

An important concept that emerged and consolidated during project implementation was the link between the constitutional right to work and the right to the use and occupation of urban space. The debate goes beyond the simple right of access of street workers to public spaces and leads up to the right to transform the city itself. This new conceptual framework was the great

and pioneering innovation of CGGDH and its contribution to the struggle of the street workers and the preservation of urban environment.

Over the years, the situation of street workers in Sao Paulo had progressively worsened including their criminalization in 2011. The initial project research action and diagnosis included the provision of legal services. The project also seized the opportunity to propose a Public Civil Action against the attitude of the city government of São Paulo. The city's discriminatory attitude, with the clear intention of eradicating the street vendors in the city, provided room for the street workers collective initiative.

Among the challenges of street workers that CGGDH identified were the individualistic character of the street workers and the tradition of corruption, violence and discredit included in most of the workers organisations (unions and associations). Their relationships were continually overshadowed by actions for some political electoral benefit, extortion and other corruption mechanisms on the part of civil servants and the police. It was in this context of persecution, criminalization and violence that CGGDH started the implementation of the project. The CGGDH, based its methodological principles on popular education, social participation and the effective role of organized groups.

The Forum of Street Vendors that CGGDH proposed was created as an autonomous supra-union collective space related to existing associations and patronage networks. The Forum became a new collective social agent, entering into new alliances and partnerships, with visibility and voice and recognised as a legitimate political collective actor.

A key initial step of the project was the elaboration of a report on the violations of the rights of street workers in the informal economy of the city of São Paulo. The report was published in 2012 as a result of the research and diagnosis of the CGGDH. Planned as an initial activity, this action lasted throughout the first year of the project. The action ensured that research brought quantitative data and a description of specific situations together into a single publication. The report has become a reference and, according to the Public Defender *Bruno Miragaia,* was essential to the favourable ruling issued by the Judge in Public Civil Action, in 2012.

The interaction between academic knowledge, popular education methodology and the reality of the street provided the foundation for a rich process to build knowledge. The publication had an enormous impact, giving a different structure to the struggle. It has had symbolic importance - all street vendors wanted to have the report, which turned into a fighting instrument.

The report was very important to the relationship of the beneficiaries with the government. Its dissemination strategy included sending copies to all sub-prefects, experts, academia, and other entities. This first publication publicized the cause and legitimized the CGGDH as an institution and was instrumental in the foundation of the Public Civil Action. The diagnosis led to the effective entry of CGGDH in the street workers field. "The compilation of rights violations made by CGGDH was very significant, making of a sentencing by a judge much more efficient than a first class action, with much more data" (Bruno Miragaia).

Street workers effectively use the document "as a personal guidebook". The publication of the report and an accompanying book was very important for street workers because a strong work

is   required   to   reverse   the   negative   image   of   the   street   workers.

The book consists of three parts. The first part humanizes the street workers and includes six life stories. The second part tells experiences of organizing (the Forum, the Public Civil Action, the Working Group with the Municipality and experiences of other countries). The last part of the book deals with public policies in different places: New York, Durban, India, Porto Alegre and Sao Paulo. It is a publication, aimed at all audiences, with a nice layout. "The book is beautiful, makes a collection of the lives of these people and values them" said a woman interviewed by the evaluation team. The book is in great demand by people from all over Brazil.

The work to reverse prejudice and criminalization of street workers is essential and CGGDH has contributed to this. The publications were disseminated in the Public Defender's Office, and used for requesting registration of the materials by other human rights defenders in several places. "It's good that defenders, judges, prosecutors know that these people have rights, thus advancing the protection of street workers" (Bruno Miragaia). The role of disseminating the information that CGGDH prepared is critical and needs to be expanded.

The CGGDH played a major role in society and this was an effective strategy. Prioritising research and communication helped a great deal. It humanized the informal workers and helped to address the criminalization and prejudice.

Reference :

Barbosa A., Amorim R., Barbosa R., Callil V., Dowbor M. (2012), *O Brasil Real: A Desigualdade para além dos Indicadores*, ed. São Paulo: Expressão Popular. ("Real Brazil: Inequality beyond indicators").

9. Vocational, Education/Skills Training

Source: Uganda - SwissContact Germany - Workers'PAS (Proficient Acquired Skills) - Validation of Non-formal and Informal Training (Project Final Report)

Good Practice:

A "Proficient Acquired Skills" (PAS) document validating and certifying skills and competencies acquired informally on the job and that employers recognise as a first step towards the recognition of an official education and training system (Uganda).

Recommendation:

Prioritise the development and implementation of a system of recognition of informally acquired skills since it facilitates mobility from the informal to the formal economy.

Note: This good practice is linked to the RNSF Research Matrix component 3.6

Technical and Vocational Education Training (TVET) is the most direct route for strengthening the capacities of individuals. However two issues are to be solved regarding TVET.

Engaging in on the job training is a major characteristic of informal workers. In the informal economy, people often obtain their skills through apprenticeship in informal sector micro-enterprises. These skills are often not recognised in the formal sector. The workers' mobility from the informal to the formal economy is thus constrained and reduces the opportunities for informal workers. The validation of the skills acquired on the job through apprenticeship pose a challenge to the formalisation of informal economy operators and workers.

The official recognition of diplomas and training certificates is a long and bureaucratic process in most countries. It can take years with a low probability of success. An interesting good practice for projects on TVET consists of negotiating the certification of acquired skills with employers' associations.

In many countries the main problem with the official TVET system is that it is often accused of producing types of qualifications that are not adapted—or no longer adapted—to market needs. That is, the types of training do not match the employers' demand for different types of skilled workers. As a result, the graduates of formal TVET institutions often have one recourse, that is find or to create a job in the informal economy. Employment in the informal economy is thus fed by the outputs of the formal TVET system that does not fit with the qualifications required in the labour market. At the same time, individuals who have completed informal systems of apprenticeship or skills training are prevented from finding jobs in the formal sector due to the absence of formal recognition of their training.

A good practice in this domain is the "Proficient Acquired Skills" (PAS) document that was developed and implemented in Uganda in partnership with the Ugandan Association of Private

Training Providers (UGAPRIVI). The PAS certifies the skills and competencies of an individual in a particular trade and assesses the strengths of the holder as well as his skills gaps.

A large scale and low-cost non-formal educational and training approach of "Local Skills Development" and DACUM (for "Developing an CUrriculuM") were developed. Through DACUM, a participatory process and method for describing any occupation in terms of duties, tasks, knowledge, skills and traits, in relation to 8 trades: hairdresser, tailor, motorcycle mechanic, motor vehicle mechanic, welder, metal fabricator, plumber, carpenter and joiner, the project aimed at providing appropriate training opportunities to the unemployed and potential or actual workers in the informal economy. The method developed private sector driven and innovative non-formal modes of skills training and their accreditation, in partnership with several employers' associations such as the Ugandan Small Scale Industries Association (USSIA) or the Ugandan Hair and Beauty Alliance (UHABA). It included interventions in capacity building, institutional development, coaching and technical assistance of training providers, stimulation of collective action of workers and employers for linkages and network development, career guidance, pre-vocational skills training and advocacy.

Once the assessments for the selected trades are completed and the qualification process is in place to deliver the PAS document, it is no longer depending on human and financial resources. The provision of PAS documents is then a service that can be delivered without permanent costs: the costs of the qualification and certification processes are charged to the beneficiaries. The online Worker's PAS database captures the personal data with corresponding assessment results of each trainee to be promoted among potential employers.

Although the PAS assessment might be considered a public service, it was conceived as a service to be delivered by a private sector player. The private sector operator would have business plans, pricing strategies, marketing strategies as opposed to awareness campaigns. He or she would also have business networks and clients rather than beneficiaries thus ensuring a more creative implementation. The reverse of the medal is that without public subsidies, the system remains inaccessible for the poor who cannot afford the ensuing costs. The PAS progressively gained recognition through approval of the Directorate of Industrial Training and became part of the Ugandan Vocational Qualification Framework.

Among the main benefits and uses of the PAS, the facilitation of placements of trainees among USSIA member enterprises should be noted. Likewise the matching of identified skills with the needs of the labour market and the enhancement of employability of PAS' holders through the demonstration of skills to clients are important factors. The access of small businesses to tendering is facilitated, In the psycho-social sphere there is increased personal confidence of the holders, increased support from relatives and recognition in the community as well better interaction with local/central authorities.

10. Information Technology (IT) and Enhancing of Livelihoods

Source: Ghana PlanetFinance Market Access through cooperative action (Project Evaluation Report)

Good Practice:

Use of Information and Communication Technologies (ICT) for supporting people dependent on the informal economy to climb up the value chain and organizing the women producers (Ghana).

Lessons Learned:

1) When developing ICT consider literacy constraints and find solutions to ensure reaching the non and semi-literate persons in the value chain.

2) When using ICT to streamline value chain functioning, solutions are needed for charging cell phones in locations with poor electricity supplies such as solar, hand generation of power, and other appropriate technologies.

3) When using ICT to strengthen value chains, information from producer groups also needs to be communicated up to buyers instead of only sending information about markets to the producers.

Recommendations:

1) Use multiple types of ICTs approaches among populations dependent on the informal economy . This includes:
- as a two-way instrument, i.e. top-down for disseminating market prices and bottom-up for communicating information on volumes of production
- to receive information from micro-finance institutions.

2) Ensure when planning actions to use ICT to strengthen information exchange for value chain development that the level of literacy and access to electricity are considered. Steps to address these issues need to be included from early stages of the action.

3) Develop two-way ICT systems to communicate information from producers to buyers as well as on market situations to producers (bottom up as well as top to bottom)

Note: This good practice and lessons learned are linked to the RNSF Research Matrix component 3.3

In 2015, there were nearly as many cell-phones subscriptions as there were inhabitants on this planet (7. 1 billion against 7.3). Still ICTs have the challenge to improve the lives of the poorest that stayed out. Many of them are at the bottom of agro-processing value chains such as the shea nut and butter value chain.

ICT can play a major role in value chain strategies because knowledge of market prices helps inform sellers on the best times to sell their products. Many producers/sellers lack such information which they could easily obtain using cell phones.

Uncoordinated and fragmented sales practices, resulting in very limited market power, had been identified as a major determinant of shea women processors' economic vulnerability in Ghana.

One of the actions of an EC funded project was to effectively link-up the women shea producers with their market and strengthen the efficiency of the shea supply chain.

Women groups were facilitated to acquire mobile phones through members' contributions. The women saw cell phone acquisition as an asset so the groups were ready to invest in acquiring them. The phones were used to receive price alerts on chosen markets to keep women informed of the prices of shea nuts and butter received from the buyers. They could then use this information as a decision-making tool to determine the best time to sell.

All group leaders were trained on price information systems. They obtained knowledge on:

- the benefits of receiving access to price information,
- how to convert local measurement units to kilograms and interpret prices expressed per kilo,
- understand the use and management of the mobile phone and interpreting and decoding alerts.

The phones were also used to receive and send information on supply of produce, i.e date of aggregation of individual collections and pickup. The phones were further used to receive information from the microfinance institutions on meetings, disbursements and instalment due dates for loans.

A social private company (the Shea Star Ltd: SSL) was set up in which the community women have shares (through Star Shea Network, SSN). SSL manages the relations with its buyers and suppliers with the aid of a traceability software called Rural Sourcing Manager (RSM) that SAP (a transnational business solutions company in charge of designing and implementing the traceability system for the shea nut products) developed. SSL receives invoices from importers and exporters of butter and nuts ahead of the production season for the quantities of each product and tracks the volumes and values of products from each shea processor within the Shea Star Network. Prices for butter are negotiated between SSL and the buyers while the price for regular nuts are determined based on the spot prices on the market. The five producers associations introduced the use of the RSM to ensure product traceability and production control and management: specifically the warehouse management, the butter production quantities, the pre-payments for the purchase of additional nuts for butter production have been successful through the use of RSM.

Initially, alerts used to be sent to every group weekly but this was changed to one alert per community (of several groups) biweekly. This was because all groups in a community depended on the same literate secretary to translate the information to them. This change also took the price for subscribing to alerts into consideration as it could reveal too expensive to send weekly alerts after the completion of the project.

The market price information service was provided via SMS by Esoko—the on-line provider that provides shea price information. Though it has contributed to drastically reduce the activities of middlemen in the value chains, the method initially appeared unsustainable from the beneficiaries' point of view. The main reason was the pre-requisite of literacy to profit from the system. Most women are illiterate and thus find it difficult to read messages. Most of the women explained that they had to rely on their children who are often not available (in school) at the

time when they are needed. The project adjusted the approach to function via the shea producers groups literate secretary.

The sustainability of the subscription to Esoko was also threatened by the fact that many communities lack electricity to charge their phones and good communication network services. Esoko is constrained because, unlike SSL which provides both local and foreign market information, Esoko shares only local market prices with women. Nevertheless, the mobile phones have equipped the women to source for competitive market prices for their produce to guide their choices regarding production plans.

Market information flow among the key actors of the shea value chain was found to be quick and informative. However, the available evidence indicates that market information flows top-down. This means that in most cases market information is generated at the top (Star Shea Ltd) and then downwards to the women shea processing groups through the Star Shea Network at the regional level and the Associations at the district level. The top-down approach in communication is found to be less effective and therefore does not sufficiently help functioning of the shea value chain due to information delays and, sometimes, information gaps. It would have been useful to have also shea business information or issues generated at the group level and sent upwards through the established structures to SSL.

Compared with other sources of information, the shea producer women said they value price information such as that provided through the value chain actor, that is, SSL. The explanation is that the price information supplied by SSL has really opened their eyes to see the value addition along the chain. The new way of receiving price information has also built the women's bargaining power to determine whether market prices offered are good or not. The women have learnt how to source for information regarding prices of shea products by using phone calls and text messaging. This enables them compare prices and choose the best ones. However the beneficiaries appeared to prefer the in-person market information exchange (e.g. through SSL) as compared to electronic messages.

11.Micro Finance

Source: Ghana PlanetFinance Market Access through cooperative action (Project Evaluation Report)

Good Practice:

Sensitising and motivating Micro-finance institutions to reach the poorest and most vulnerable. Providing project support to refine and develop new credit products for clients among the poorest (Ghana)**.**

Lessons Learned:

1) MFIs that provide group loans need to develop specific internal competences in order to effectively provide financial services in a value chain framework.

2) MFIs' sustainability depends on their capacity to offer better timely loans in relation to the financial needs of those in different parts of the value chain.

3) MFIs can feel harmed by some actors in the value chain (e.g. bulk buyers) who have the potential to offer more competitive pre-financing services. Their capacities need to be strengthened to provide appropriate and competitive products.

Recommendations:

1) Provide advocacy, awareness raising and training to MFIs to provide better services to specific population groups such as poor women. Training MFI staff and support their transformation into active agents of change to address the poverty of vulnerable groups is essential.

2) Increase the range of MFI products to address needs of actors in different parts of the value chain. When broadening the range of products, ensure sustainability of the approach by focusing on MFI profitability through ensuring that appropriate and competitive products can be provided.

Note: This good practice and lessons learned are linked to the RNSF Research Matrix component 3.5

It is generally taken for granted that microfinance institutions (MFIs) are by nature dedicated to the support of the poorest and the most remote populations. This is not quite true in practice, however. Microfinance institutions are usually not (or no longer) non-profit institutions. They are institutions like others, and consequently often do not address the concerns of the poorest, particularly those of poor rural women engaged in gathering and agro-processing activities. Like other institutions MFIs need motivation, support and training. They need to be sensitized and incentivised to reach the poorest population. They need to be strengthened to do so and develop new credit products.

The project supported not only women producers in the shea nut and butter value chain, but also MFIs as one the actors of its holistic approach to development. Building on earlier initiatives of MFIs and the experiences of beneficiary communities, the project helped MFIs to target poor

rural women engaged in agro-processing and whom traditional financial institutions normally avoid.

One of the actions carried out was to provide technical support to partner MFIs to refine and develop new credit products for clients. Such new products enabled clients to acquire appropriate business inputs, pay the premium of the NHIS (health insurance), and stabilise their incomes throughout the year.

Several lessons were learnt from previous experiences: 1) MFIs providing group loans, need to develop specific internal competences in order to effectively provide financial services in a value chain framework; 2) MFIs sustainability also depends on their capacity to offer better timely loans in relation to the Shea value chain financial needs; 3) MFIs can feel harmed by some actors in the value chain (e.g. bulk buyers) who have the potential to offer more competitive pre-financing services. Also, the burdening of MFIs loan officers limits the effectiveness of their actions.

The participation of MFIs in the formation of production groups was decided in order to increase sense of ownership and willingness to provide financial services. It was also decided to improve their efficiency through the provision of training in specific software for the management and monitoring of the loan process.

A total of four loan products were developed and used: nuts working capital loan, butter working capital loan, roaster loan and grinding mill loan. The use of roasters has led to an increase in quality and productivity in butter processing.

Training of MFIs staff and training of women beneficiaries by MFIs staff

The project organised Training of Trainers (ToT) workshop on group dynamics and business management for nine staff of the two MFIs. The project supported the activities of the MFIs involving meetings, workshops and experience sharing. The MFIs indicated that this has been very useful in carrying out their planned activities.

With PlanetFinance support, the MFIs have been able to provide their staff with motorbikes, laptops and Micro Loan Management (MLM). Staff of the MFIs described this assistance as highly beneficial because it provided them with an enabling environment to operate. The MFI staff explained that their capacities in key areas such as loan management were improved.

The MFIs took the initiative to conduct needs assessments after which loans have been disbursed to women.

Feedback from staff of the MFIs further shows that they used knowledge gained from the training to design and carry out follow-up monitoring. They indicated that they have been able to raise some additional funds from other sources to support product refinement and new products development for clients.

The MFI staff also provided support to the project through business management training for some communities and monitored the development of women's groups through their field visits. The training was facilitated through interactive lectures, group discussions and presentations as well as individual assignments focussing on group by-laws, leadership roles, conflict resolution

and identifying shea as a business, increasing income through shea and selling to large-scale buyers.

12.Strengthening Informal Economy with Attention to Youth and Children

12. 1 Supporting Actions on Strengthening Livelihoods and Education of Children and their Families

Source: Poverty Reduction and Community-Based Social Protection in Afghanistan, WarChild UK (Project Evaluation Report)

Good Practice:

1) Providing households with toolkits to support livelihoods activities such as tailoring, knitting, hand embroidery, hairdressing, bike/motor bike repair toolkits, mechanic/welding toolkits, sale of groceries/baked food, raising chickens, bakery, photography, selling phone cards, cabinet making. Accompanying provision of such toolkits with monitoring and follow up services to support households to access markets.

2) Accompanying reintegration into school of street-working children with awareness raising and teacher training to enable teachers to provide relevant support to such children (Afghanistan).

3) Reduction of conditional cash transfers during the last year of the project to promote independence of beneficiaries and increase the potential for sustainability.

Recommendations:

Engage in a holistic approach in child labour projects involving community, families and school staff through:

- Providing capacity building and strengthening of pedagogical and socio-psychological skills to school staff and teachers to succeed in retaining school reintegrated children.

- Empowering stakeholders in child labour elimination projects through local structures that are closely supported, accompanied and monitored throughout the actions. Ensure that the support is well linked to the expected project outcomes on reduction of hazardous child labour and reintegration into schools.

- Providing toolkits to support livelihoods activities and accompany this with monitoring and follow up services to support households to access markets.

- Reducing conditional cash transfers during the last year of the project to promote independence of beneficiaries and increase the potential for sustainability.

Note: These good practices are linked to the RNSF Research Matrix component 4.7

The EC funded project that WarChild UK implemented aimed at demonstrating that, with adequate support, a return to school is possible for working children. Such children are generally dependent on the informal economy for their livelihoods.

Multi-levelled holistic approach

A multi-levelled approach involving the family, community and school staff was implemented for the successful reintegration of street working children in school.

The project provided special attention to take into account the conservative social context and impact of years of conflict. Mediation activities were conducted with the family, local community and school in order to prepare for the children's re-integration. The mediation activities also served to strengthen the capacity of families, communities and school on issues related to child protection and child rights. Particular emphasis was placed on addressing the needs of these children through managing disruption in class, providing extra support for learning (preparatory lessons) and ensuring that families could make up for the loss of income.

Capacity building for street working children

Street-working children were many to be removed from dangerous or hazardous working conditions, by either reducing or ending their time spent working on the streets. They were enabled to (re)integrate into local schools, and provided with skills and assistance to improve the income and wellbeing of the entire household. The activities were implemented with the support of project social workers and outreach workers, their families and school staff. Children also received (re)preparatory lessons.

Providing outreach and capacity building for schools and teachers

Three government schools in the target districts were strengthened through building the capacity of teachers, school management committees (SMCs) and parent-teacher associations (PTAs) to meet the needs of reintegrated children. The team held several meetings with the principals from each school to introduce the re-integration programme for street children to schools, requesting their cooperation in the process and explaining the specific needs reintegrated children may present at school. This was done to obtain school support to provide a positive learning environment.

Each SMC was supported to develop a set of instructions and procedures to follow to absenteeism behaviour patterns and to formulate individualized student care plans.

During informal participative workshops, teachers, community leaders and children at each school developed Terms of Reference (TOR) specifically stating the roles and responsibilities of SMCs and PTAs. The TORs were agreed and signed, which paved the way for more supportive school policies towards reintegrated children giving particular focus on retention strategies.

The TORs outlined the role of SMCs and PTAs as follows: to undertake regular monitoring of teachers for improving children's learning and evaluation of classes, to check and review teacher's lesson plan to discuss any problem/issue related to street-working children, and to raise awareness of teachers, students community leaders and parents on child rights and child protection issues.

The project conducted a series of capacity building initiatives including workshops on psychosocial training, child protection, behavioural management and communication skills training that were needed to work effectively with street working children. Training topics had been selected based on the pre-training visits that the staff had conducted. Staff had indicated

that issues associated with teaching re-integrated children such as class disruption, short attention spans and difficulties interacting with other children overwhelmed some teachers.

Capacity building for families of street working children

The children received twice-weekly family monitoring and outreach visits in which parents received continuous support and sensitization. For each visit, parents (sometimes with their children) and two outreach workers would informally talk about the current situation of their reintegrated children. Parents were asked about challenges such as difficulties adjusting in a formal school or lowered family earnings due to children's short working hours after school.

Conditional Cash Transfers and Conditional Livelihood Support for family members

To support the retention of former working children in school and partially compensate families for the loss of income faced when their children stop working to attend school, the project provided conditional cash transfers (CCTs) in two instalments for each family. Parents were required to sign a CCT agreement in the presence of community leaders in order to ensure that they saw the contract as binding.

CCTs were replaced by conditional livelihood support in Year 3 of the project to ensure families' transition to economic independence. Toolkits were provided to the reintegrated children's family members to ensure that means of livelihood for the family are secured even if their formerly street-working children are no longer able to contribute to the family's income. Examples included tailoring, knitting, hand embroidery, hairdressing, bike/motor bike repair toolkits, mechanic/welding toolkits, sale of groceries/baked food, raising chickens, bakery, photography, selling phone cards, cabinet making. Twice weekly visits of the outreach and family support officers were used to monitor the use of the livelihoods toolkits and possible market linkages to ensure profitability and sustainability. These visits also provided regular opportunities to ensure that there was a cascade of learning between family members.

In addition, female members of the families of the targeted street-working children also received literacy and numeracy, life-skills and business and entrepreneurship training in order to build their capacity to take advantage of job opportunities and build economic independence.

12.2 Youth Become Agents of Change

Source: Poverty Reduction and Community-Based Social Protection in Afghanistan, WarChild UK (Project Evaluation Report)

Good Practice:

Transforming youth into agents of change and provisioning them with comprehensive training packages (including literacy and numeracy, life skills and business and entrepreneurship) to ensure the cascading of learning. Involving beneficiaries to ensure such cascading is key to transforming beneficiaries into agents of change providing them with pride in contributing to their group's (society's) destiny (Afghanistan).

Lesson Learned:

Inclusion of a specific *project objective* to extend the effects of the actions beyond the immediate beneficiaries to include other family members, community members or peers is important to

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ensure the scaling up of impact.

Recommendations:

1) Support the inclusion of youth as agents of change in their communities.

2) Include a specific project objective to ensure extension of the effects of project actions to other persons beyond the immediate beneficiaries of the action. This includes family members, relatives or peers and is key to transforming beneficiaries into agents of change providing them with pride in contributing positively to their group's (society's) destiny. Including a specific project objective helps ensure that sufficient attention is paid to this issue.

Note: This good practice and lesson learned are linked to the RNSF Research Matrix component 4.7

In this EC funded project implement by WarChild UK and which aims at re-integrating street working children into formal school, the selection of beneficiaries was achieved through peer outreach, consultation with community leaders and door-to-door outreach by project staff. The action was extended to other members of the family (older working children, women) through specific training for income-generating activities, business management and entrepreneurship or other life skills, numeracy and literacy trainings.

Criteria to be selected as beneficiary included: having never received any similar training, having more than three family members to cascade the training and being among the most vulnerable community member in the districts.

Comprehensive training package for beneficiaries

Women and youth received a comprehensive training package including literacy and numeracy, life skills and business and entrepreneurship classes held at the resource centres. An in-depth market survey was instrumental in designing skills training responsive to the needs of beneficiaries and the needs of the market.

Peer support scheme and cascading effects

The peer support scheme was the method used in business and entrepreneurship classes. It is an informal method that the business trainers established to especially encourage and increase bonding and camaraderie and facilitate learning among females. Faster learners supported and assisted the slower learners in the groups. The scheme went beyond the classroom and also encouraged women and youth to share their problems at home.

The impact of the peer support was captured during the project's final evaluation. Participants reported that there is an unusually high degree of fraternity and bonding within the beneficiary groups in the training centres run by the project. This is especially evident from the responses from two of the most vulnerable groups: young and adult women. Both groups have benefited enormously from their new associations outside the home in these venues. It warrants mention that the primary reason cited behind these bonds is the sharing of experiences with one another, and the learning and support that were derived.

The external project evaluation team stated that they believed that such connections will not only serve to provide an element of sustainability to the project, but will contribute towards strengthening community-based social protection mechanisms in Afghanistan.

During classes, beneficiaries were encouraged to convey and teach other members of their family and relatives what they were learning. They were also requested to share positive changes in their business activities to motivate others as well. The cascading of learning to family was an important aspect of this activity as the project was re-focussed on income-generating activities resources and training being used for family enterprises (instead of cooperatives).

The final project evaluation reported that youth were passionate about becoming agents of change themselves and indicated a strong resolve to promote the project or similar resources to other youth so that they could benefit in the same way that they have benefited. Tools distributed were not only utilized for their own benefit but also for passing on the benefits through training others and thus contributing to sustainability.

Annex 1 - List of 33 Projects Reviewed for Analysis

2009 EC call for proposals "*Investing in People. Promoting social cohesion, employment and decent work. Support for social inclusion and social protection of workers in the informal economy and of vulnerable groups at community level*"

N°	Title	Agency	Countries
Africa			
1	Breaking poverty through protection and investment in decent employment opportunities for vulnerable children and youth	Save the Children Denmark (SCD)	**Ethiopia**
2	Promoting Marketable Skills for the Informal Sector in Addis Ababa	Concern Worldwide CWWE	**Ethiopia**
3	Urban Social Protection	People In Need (PIN) Czech Republic	**Ethiopia**
4	Market Access through Cooperative Action: Empowering Rural Women Informal Workers using Microfinance, Education, and ICT	PlaNet Finance	**Ghana**
5	Protection sociale et économique des travailleurs pauvres et de leurs familles vivant dans les quartiers défavorisés de 3 villes Malgaches (Antananarivo, Antsirabe et Mahajanga)	Inter Aide	**Madagascar**
6	Promoçao da protecçao social e trablho informal no seio da populaçao de rua Maputo	CIES Centro Informazione ed Educazione allo Sviluppo	**Mozambique**
7	Renforcement d'un dispositif pédagogique et de services pour la formation technique et professionnelle dans le secteur informel artisanal de la menuiserie et de l'ameublement	Frère des Hommes	**Senegal**
8	Advancing technical and vocational Capacities for Employment and Enterprise Development	Hands Empowering the less privileged in Sierra Leone	**Sierra Leone**
9	From economic nuisance to economic empowerment : improving the livelihoods of vulnerable populations, including Persons with disabilities, in, using an inclusive approach	Handicap International	**Sierra Leone**
10	Unblocking the Cocoa value Chain through Informal and Formal Pathways to Learning in Eastern Sierra Leone	BBC MEDIA ACTION (formerly BBC World Service Trust)	**Sierra Leone**
11	Developing Vocational Training for the Informal Economy in Somalia (DVTIES)	Diakonia Sweden	**Somalia**

12	Workers'PAS (Proficient Acquired Skills)-Validation of Non-formal and Informal Training	Swisscontact Germany GmbH	**Uganda**
Africa multinational			
13	Programme d'Appui au développement de la Formation Par Apprentissage (Pafpa)	GRET	**Benin-Mauritania**
14	Pour un accès et un maintien dans l'emploi des personnes sourdes et/ou malentendantes en Afrique de l'Ouest	Christoffel Blindenmission Deutschland e.V. (CBM-D)	**Burkina Faso, Niger, Togo**
15	A shared bridge toward innovation: building up TVET demand driven services and networks for workers in the informal economy	VIS – Volontariato Internazionale per lo Sviluppo	**Burundi and Ethiopia**
16	Working Together for Decent Work in East Africa)	Deutsche Stiftung Weltbevolkerung (DSW): the German Foundation for World Population	**Kenya-Tanzania-Ethiopia**
17	SAHELAGROFORMATION Vers des systèmes d'enseignement et de formation techniques et professionnels axés sur la demande)	SwissContact	**Mali, Niger**

N°	Title	Agency	Countries
Asia			
18	Poverty Reduction and Community-Based Social Protection	WarChild UK	**Afghanistan**
19	Skills for Unemployed and Underemployed Labour (SkillFUL): Promoting sustainable training in the informal economy for poverty reduction, in	Swisscontact Swiss Foundation for Technical Cooperation	**Bangladesh**
20	Social and Economic Security for Traditional Resource Users of the Sundarban,	Relief International UK	**Bangladesh**
21	Technical and Vocational Education and Training for Young People in the Informal Economy	Save the Children UK	**Bangladesh**
22	Economic development for Internally Displaced Persons (IDPs)	World Vision Deutschland e.V.	**Georgia**
23	PRISM – Poverty Reduction of Informal workers in Solid waste Management sector	Practical Action GB	**Nepal**
24	Protecting and Mainstreaming Informal Sector Safety Nets (PROMISE)	Mercy Corps Scotland	**Nepal**
25	Skill Development and Employment for the	Helvetas Swiss Association for	**Nepal**

		International Cooperation	
	Informal Sector	International Cooperation	
26	Support social protection and decent work of brick kiln workers and bonded labourers	ActionAid UK	**Pakistan**
Asia multinational			
27	Strengthening social protection for informal workers: supporting poverty reduction and social inclusion across stable and fragile contexts	ODI	**Afghanistan, Bangladesh, India and Nepal**
28	Decent work and social protection for persons with disabilities	Handicap International Belgium asbl	**Laos, Vietnam, China** (Tibet and Guangxi)
Latin America			
29	Apoio aos Trabalhadores na economia informal e grupos vulneráveis da região central de São Paulo para protecção social, acesso a justiça e conquista de direitos	Christian Aid	**Brazil**
30	Articulación del Sistema Nacional de Educación Técnica y Formación Profesional con las necesidades formativas de la Economía informal	Fondazione Terre des hommes ITALIA	**Nicaragua**
31	Acceso y mejora de ingresos económicos de mujeres artesanas quechuas y aymaras en Puno	Movimiento Manuela Ramos (Peru) and Economistas Sin Fronteras (Spain)	**Peru**
Multinational and multi regional			
32	High Impact Tourism Training for Jobs & Income (HITT)	SNV Netherlands Development Organisation	**Benin, Cambodia, Ghana, Mali, Mozambique, Nepal and Vietnam**
33	Towards social protection and inclusion of informal waste pickers and recyclers in Southern cities	ENDA Europe	**Colombia-Ethiopia-Madagascar-Vietnam**

Annex 2 : Research Matrix Codes

Summary of the RNSF Research Matrix with good practices and lessons learned that were illustrated in the report indicated in yellow.

1 Enabling environment
1.1 Global and regional strategies for livelihoods with attention to social inclusion.
1.1.1 Identification of global and regional economic and social strategies
1.1.2 Country level effectiveness of global and regional strategies
1.2 Advocacy Methods on IE legal and policy framework development.
1.2.1 Effective national advocacy methods on IE legal and policy frameworks
1.3 Supportive legal frameworks development, adoption and implementation
1.3.1. Identification of relevant legal frameworks
1.3.2 Key elements within legal frameworks identification
1.3.3 Evidence of impact of legal frameworks
1.3.4 Enforcement challenges of legal frameworks
1.4 Supportive policy frameworks development, adoption and implementation
1.4.1 Identification of relevant policy frameworks
1.4.2 Key elements in policy frameworks identification
1.4.3 Evidence of impact of policy frameworks
1.5 Macro-economic approaches identified to stimulate IE and formalisation
1.5.1 Identification of relevant macro-economic approaches
1.5.2 Evidence of impact of macro-economic approaches.
1.6 IE statistics and use to enhance livelihoods with attention to social inclusion
1.6.1. Use of IE statistics to inform enhancing of livelihoods
1.6.2 Evidence of impact of use of IE statistics to enhance livelihoods
1.7 Labour market statistics to enhance livelihoods with attention to social inclusion
1.7.1 Use of labour market statistics to inform decision making on vocational/skills training.

1.7.2 Evidence of impact of use of labour market statistics to enhance livelihoods
1.8 Education/vocational/skills statistics to enhance livelihoods with attention to social inclusion
1.8.1 Use of education/vocational/skills statistics to inform enhancing of livelihoods
1.8.2 Evidence of impact of education/vocational/skills statistics used to support IE
1.9 Institution and capacity strengthening on IE
1.9.1 GP on institutions and capacity strengthening
1.9.2 LL on institutions and capacity strengthening
1.9.3 Challenges on institutions and capacity strengthening
1.10 Linkages between formal and informal economy
1.10.1 GP on improving linkages between formal and informal economy
1.10.2 LL improving linkages between formal and informal economy
1.10.3 Challenges on improving linkages between formal and informal economy
1.11 Coordination and sustainability planning
1.11.1 GP on coordination and sustainability planning
1.11.2 LL on coordination and sustainability planning
1.11.3 Challenges on coordination and sustainability planning

2. Decent work and enterprise growth
2.1 Promotion and implementation of decent work
2.1.1 GP on promotion of decent work in IE
2.1.2 LL on promotion of decent work in IE
2.2.3 Challenges on promotion of decent work in IE
2.2.4 GP on implementation of International Labour Standards and national labour laws
2.4.5 LL on implementation of International Labour Standards
2.4.6 Challenges on implementation of International Labour Standards
2.2 Formalising work in Informal Economy
2.1.1 GP on formalising in IE

2.2.2 LL on formalising in IE
2.2.3 Challenges to formalisation
2.3 Occupational Safety and Health (OSH) implementation in Informal Economy
2.3.1 GP on OSH in IE
2.3.2 LL on OSH in IE
2.3.3 Challenges on OSH in IE
2.4 Environment and sustainable management & Informal Economy
2.4.1 GP on environment and sustainable management
2.4.2 LL on environment and sustainable management
2.4.3 Challenges on environment and sustainable management
3. Direct actions in communities
3.1 Social and Behaviour Change Communication (SBCC)
3.1.1 GP on using SBCC
3.1.2 LL on using SBCC
3.1.3 Challenges on using in SBCC
3.2 Entrepreneurship: Capacity strengthening on starting, improving, growing economic activities
3.2.1 GP on entrepreneurship strengthening
3.2.2 LL on entrepreneurship strengthening
3.2.3 Challenges on entrepreneurship strengthening
3.3 Information Technology (IT) and enhancing of livelihoods
3.3 1 GP on using IT to enhance the livelihoods
3.3.2 LL on using IT to enhance the livelihoods
3.3.3 Challenges (if any) on using IT to enhance the livelihoods
3.4 Leadership, life skills, empowerment training, literacy/numeracy
3.4.1 GP LL on leadership, life skills, empowerment training
3.4.2 LL on leadership, life skills, empowerment training
3.4.3 Challenges (if any) on leadership, life skills, empowerment training

3.5 Micro finance
3.5.1 Key GP on micro finance
3.5.2 LL on micro finance
3.5.3 Challenges on micro finance
3.6 Vocational education/skills training
3.6.1 GP on vocational/skills training
3.6.2 LL on vocational/skills training
3.6.3 Challenges on Vocational/skills training
3.6.4 Local labour market analysis used to determine types of education/training provided to individuals

4. Innovative approaches to enhance livelihoods, equity and inclusion
4.1 Social dialogue and Informal Economy
4.1.1 GP on Social dialogue in IE
4.1.2 LL on Social dialogue
4.1.3 Challenges on Social dialogue
4.2 Statistics on vulnerable groups to enhance livelihoods
4.2.1 GP LL on use of statistics on vulnerable groups
4.2.1 LL on use of statistics on vulnerable groups
4.2.3 Challenges on use of statistics on vulnerable groups
4.3 Social inclusion promotion (awareness raising on social inclusion in IE)
4.3.1 GP on social inclusion promotion
4.3.2 LL on social inclusion promotion
4.3.3 Challenges on social inclusion promotion
4.4 Social protection
4.4.1 GP on social protection
4.4.2 LL on social protection
4.4.3 Challenges on social protection

4.5 Improving food security through enhancing livelihoods with attention to social inclusion.

4.5.1 GP on improving food security

4.5.2 LL on improving food security

4.5.3 Challenges on improving food security

4.6 Strengthening IE with attention to gender issues:

Women, Role of men to support women in IE

4.6.1 GP on addressing gender issues

4.6.2 LL on addressing gender issues

4.6.3 Challenges on addressing gender issues

4.7 Strengthening IE with attention to youth and children

4.7.1 GP on strengthening livelihoods of youth and children

4.7.2 LL on strengthening livelihoods of youth and children

4.7.3 Challenges on strengthening livelihoods of youth and children

4.8 Strengthening IE with attention to people affected by HIV

4.8.1 GP on strengthening livelihoods of people affected by HIV

4.8.2 LL on strengthening livelihoods of people affected by HIV

4.8.3 Challenges on people affected by HIV in IE

4.9 Strengthening IE with attention to people with disabilities

4.9.1.GP on strengthening livelihoods of people with disabilities

4.9.2LL on strengthening livelihoods of people with disabilities

4.9.3 Challenges on strengthening livelihoods of people with disabilities in IE identified

4.10 Strengthening IE with attention to the elderly

4.10.1 GP on strengthening livelihoods of the elderly

4.10.2 LL on strengthening livelihoods of the elderly

4.10.3 Challenges on the elderly in IE identified

4.11 Strengthening IE with attention to: Migrants- Refugees - Trafficked persons

4.11.1 GP on strengthening livelihoods of migrants, refugees and other trafficked persons
4.11.2. LL on strengthening livelihoods of migrants, refugees and other trafficked persons
4.11.3 Challenges on strengthening livelihoods of migrants, refugees and other trafficked persons
4.12 Strengthening IE with attention to other vulnerable persons
4.12.1 GP on strengthening livelihoods of other vulnerable people
4.12.2. LL on strengthening livelihoods of other vulnerable people
4.12.3 Challenges on strengthening livelihoods of other vulnerable people in IE identified