

**Minutes of the meeting on social performance**  
*March 17th, 2005*  
**CGAP - Paris**

**I – DIRECT PARTICIPANTS**

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Granger	Benoit	MicFin	France
Greeley	Martin	IDS-Imp-Act	UK
Hart	Laurence	AFD	France
Hashemi	Syed	CGAP	USA
Lapenu	Cécile	CERISE	France
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Nègre	Alice	PlanetRating	France
Pfeiffer	Hansruedi	SDC	Suisse
Primahendra	Riza	Bina Swadaya	Indonésie
Quinones	Benjamin	CSR SME Asia	Philippines
Razakaharivelo	Charlot	Vola Mahasoa	Madagascar
Reboul	Carine	Univ Paris	France
Simanowitz	Anton	ImpAct	UK
Velasco	Carmen	ProMujer	Bolivia
Verhagen	Koenraad	Argidius	Netherlands
Wampfler	Betty	CNEARC/CERISE	France
Zeller	Manfred	Univ Goettingen	Germany

## II – THE PROGRAMME

### **Social Performance in Microfinance: Charting a Common Action Plan** World Bank, Paris

<b>8:30 – 9:00</b>	<b>Breakfast and Introductions</b>
<b>9:00 – 9:20</b> <b>Foundation</b>	<b>The purpose of the Workshop :</b> <b>Koenraad Verhagen, Argidius</b>  <i>This session will present the purpose of the workshop including the rationale for the development of a common action plan.</i>
<b>9:20 – 9:50</b>	<b>The Social Performance Framework:</b> <b>Syed Hashemi, CGAP</b> <i>This session will present a common social performance framework to allow the industry to better understand what is meant by social performance, the different levels of social performance and the diverse range of questions that people seek to address through social performance monitoring and assessment.</i>
<b>9:50 – 10:30</b>	<b>Discussion on the Social Performance Framework</b> <i>This session will attempt to achieve agreement on a common social performance framework and the objective to develop a common action plan.</i>
<b>10:30 – 11:00</b>	<b>Coffee</b>
<b>11:00 - 13:00</b> <b>Action Plans</b>	<b>Review of Initiatives in Social Performance: Progress to-date and</b>  Cecile Lapenu, Cerise Gary Woller, CGAP-Ford Anton Simanowitz, Imp-Act Kasia Pawlak, MFC Frances Sinha, EDA/M-CRIL Updates from other participants on current and planned initiatives <i>This session will be used to share information on the different initiatives and the plans, ideas, and proposals developed for tool testing their use and dissemination.</i>
<b>13:00 – 14:00</b>	<b>Lunch</b>
<b>14:00 – 16:00</b>	<b>Developing a Common Action Plan: Discussion</b> <i>This session will look at how best to create synergies between the initiatives, collaborate to increase learning, build industry wide support, disseminate findings and create a common calendar around social performance activities. The session will also identify the challenges remaining and new initiatives beginning to address these gaps.</i>
<b>16:00 – 17:00</b>	<b>CGAP Working Group on Social Performance</b> <i>This session will determine the structure and objectives of the working group on social performance.</i>

### III – THE MINUTES

From an Email By Syed Hashemi – CGAP

As you remember we convened the meeting to share with each other the different activities we have undertaken, review the progress we have made and highlight the outputs we expect. We wanted to use this sharing to help articulate a coherent, coordinated strategy and a common action plan, that focused on the synergy between our different initiatives.

I really feel we have moved ahead in clarifying issues and especially in developing a common sense of purpose. Let me at the moment go back to our decisions on work ahead to assess where we are at. I will arbitrarily assign one person on each of the tasks to report back to the group on progress on their specific activity. I am hoping this will stir them to convene their own small group and push the agenda ahead. You will also see that I have added a name here and there to ensure greater participation. I have missed a few because I didn't know what they would be interested in. Please let me know and I will include you in the groups.

#### Next Steps

1. Refine definition of social performance  
Anton, Laura, Manfred, Cecile  
(Cecile to take lead)
2. Develop a common website with all institution logos and providing information on all initiatives and findings need to determine where hosted and who finances  
Hashemi, Kathryn Knotts, Cecile, Bart, ADA in Luxembourg  
(Hashemi to take lead)
3. Common reporting site  
to determine what is reported and when and where; MIX ?  
Hansruedi, Cecile, Henri, Kasia, Rekha, Frances, Judith, Blaine Stephens from the MIX  
(Henri to lead)
4. Next meeting ? prior to SEEP meeting in October  
Gary, Laura, Kasia, Renee, Stijn, Frank DeGiovanni/ Tony Sheldon (Ford Foundation)  
October 24th would be convenient but then Cerise needs to change their mtg date  
(Laura to lead)
5. Draft a mission statement, a declaration of principles  
this will be a ?sign-on? letter ? promoting a collective vision  
we have to decide both on content and on timing, and ensure that the concerns of investors  
raters, donors, and practitioners are reflected  
Bart, Henri, Benjamin, Carmen, Sharyn, Hansruedi, Laura, Frank DeGiovanni/Tony  
Sheldon (Ford Foundation),Anton, Renee  
(Anton to lead)
6. CGAP Working Group on Social Performance to focus on what is good donor practice in  
social performance  
Frank, Henri, Antonique, Hansruedi, Koenraad, Lawrence, Tamara

(Koenraad to lead)

7. Develop a strategy for advocacy amongst practitioners and networks  
Laura, Kelly Hatell, Sean Kline, Nigel Biggar (Grameen Foundation), Carmen, Stijn, Christian (Carmen to lead)
8. Initiate a discussion amongst rating agencies to focus on social performance rating  
Frances, Cecile, Micol, Alice, Rekha, Herman Abels (Flying Rhinos)  
(Frances to lead)

In addition we decided that we would coordinate as much as possible on dissemination of information on the different initiatives and we would look for resources to encourage institutions to engage in social performance. Stijn said he would start raising funds from the Dutch platform.

Benoit Granger also added to take into account in the agenda the interest and participation of Northern MFIs.

## **IV – THE DESCRIPTION OF THE SP TASK FORCE**

### **DRAFT (from Laura Foose) Social Performance Task Force in Microfinance: Common Action Plan**

#### **Background**

In March 2005, the Argidius Foundation, the Ford Foundation and CGAP brought together leaders from various social performance initiatives in the microfinance industry to come to agreement on a common social performance framework and to develop an action plan to move social performance forward. Two working groups were formed as a result of this meeting – a Social Performance Task Force (“SP Task Force”) and a CGAP Donor Working Group on Social Performance. The SP Task Force is working to better communicate with the industry what is meant by social performance, to describe the different levels of social performance, and the diverse range of questions that people seek to address through social performance measurement and management. The CGAP Donor Working Group is working on developing good donor practice in social performance and supporting the development of industry standards and benchmarks for social performance.

#### **Common Action Plan**

The SP Task Force developed a common action plan that takes advantage of the synergies between the different groups who are carrying out social performance initiatives– primarily the CERISE group, the *Imp-Act* Programme, CGAP-Ford Social Performance Indicators Project, The SEEP Network, and the Council of Microfinance Equity Funds. The members of the SP Task Force are collaborating to come to agreement on terminology, increase learning, disseminate findings, build industry wide support, and create a common calendar around social performance activities.

The following summarizes the agenda of the SP Task Force for 2005, notes the subcommittee members who are working on each item, and highlights the team leader in bold:

### ***Refine definition of social performance***

The purpose of this subcommittee is to come up with one definition of social performance for the industry to use.

**Cécile Lapenu** – CERISE  
Laura Foose – ACT/SEEP

Anton Simanowitz – *Imp-Act* Programme  
Manfred Zeller – CERISE/University of Goettingen  
Gary Woller – Woller & Associates/SEEP

### ***Develop a common website***

The website will help to disseminate information on all initiatives and findings. The subcommittee will determine where it is hosted, who the content manager is, and who finances it. The website will post all of the logos of the institutions that are active in the task force.

**Syed Hashemi** – CGAP  
Kelly Hattel – MicroFinance Network

Katherine Knotts – *Imp-Act* Programme  
Cécile Lapenu -CERISE

### ***Develop a common reporting site***

This subcommittee will develop recommendations for what is reported and when. There is general agreement on the MIX as the common reporting site.

**Henri Dommel** – IFAD  
Funds

Rekha Reddy – ACCION/Council of MF Equity

Cécile Lapenu - CERISE  
Kasia Pawlak - MFC  
Hansruedi Pfeiffer – SDC

Frances Sinha - EDA  
Blaine Stephens - The MIX  
Judith van Doorn - ICCO

### ***Draft a mission statement, a declaration of principles***

This subcommittee will write a sign-on letter promoting a collective vision of task force members. It is aiming to reflect the concerns of investors, raters, donors, and practitioners.

**Bart De Bruyne** – TRIAS  
Patrick Crompton – FINCA  
Frank DeGiovanni/ Tony Sheldon -Ford Fndn  
Henri Dommel – IFAD  
Laura Foose – ACT/SEEP

Hansruedi Pfeiffer – SDC  
Benjamin Quinones – CSR SME Asia  
Carmen Velasco – Pro Mujer  
Koenraad Verhagen – Argidius Foundation  
Gary Woller – Woller & Associates/SEEP

### ***Develop a strategy for advocacy amongst practitioners and networks***

The purpose of this subcommittee will be to expand the community of practitioners, investors and donors who understand and put into practice social performance. The subcommittee can use the task force mission statement/declaration of principles as an instrument to communicate with other practitioners, networks, donors, and investors the importance of social performance.

**Carmen Velasco** – Pro Mujer  
Stijn Albregts – Dutch Microfinance Platform  
Christian Baron – GRET  
Nigel Biggar - Grameen Foundation  
Laura Foose – ACT/SEEP

Kelly Hattel – MicroFinance Network  
Sean Kline – Freedom From Hunger  
Rekha Reddy – ACCION/Council of MF Equity Funds  
Sharyn Tenn – SEEP Network

### ***Initiate a discussion amongst rating agencies to focus on social performance rating***

Some rating agencies have begun to develop or are considering developing social performance ratings. This subcommittee will meet in an effort to understand those developments and to coordinate efforts in this arena.

**Frances Sinha** – EDA  
Herman Abels -Flying Rhinos  
Micol Guarneri – Microfinanza

Cécile Lapenu -CERISE  
Alice Negre - Planet Rating  
Rekha Reddy – ACCION/Council of MF Equity Funds

### ***Funding***

In addition the SP Task Force will look for resources to encourage institutions to engage in social performance measurement, management and reporting. Stijn Albregts said he would start raising funds from the Dutch platform.

### ***CGAP Donor Working Group on Social Performance***

As mentioned in the background statement, this working group is not part of the SP Task Force but will coordinate with it. The purpose of the group is to focus on what ‘good donor practice’ is in social performance. This group is in the process of being formed. Members as of 3/05:

<b>Koenraad Verhagen</b> – Argidius Foundation	Laurence Hart - AFD
Tamara Cook – CGAP	Antonique Konig - CGAP
Frank DeGiovanni -Ford Foundation	Hansruedi Pfeiffer – SDC
Henri Dommel – IFAD	

### **Next Meeting**

October 24, 2005 will be the next meeting of the SP Task Force. The meeting, sponsored by CGAP, The Argidius Foundation and The Ford Foundation, will be an all day session and will take place at the SEEP Network during their Annual General Meeting in Washington, DC so as to increase the number of practitioners and networks participating in the dialogue. Each of the subcommittees will report back to the group on progress made. In addition, the task force will come to agreement on terminology and sign on to the common mission statement.

<b>Laura Foose</b> – ACT/SEEP	Syed Hashemi - CGAP
Stijn Albregts – Dutch Microfinance Platform	FrankDeGiovanni/Tony Sheldon -Ford Foundation
Renée Chao Beroff – CIDR/CERISE	Kasia Pawlak - MFC
Bart De Bruyne – TRIAS	Gary Woller – Woller & Associates/SEEP

## Social Performance Task Force Members

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Manfred Zeller  
Gary Woller  
Tony Sheldon  
Ruth Egger

MicroFinance Network  
Microfinanza Rating  
Planet Rating  
ProMujer  
SDC  
The MIX  
The SEEP Network  
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