

# PLENARY

## Update from the Outcomes Working Group

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# Purpose of the Outcomes Working Group

To develop practical guidelines for credible measurement and reporting of outcomes, drawing on experience with different approaches and tools.

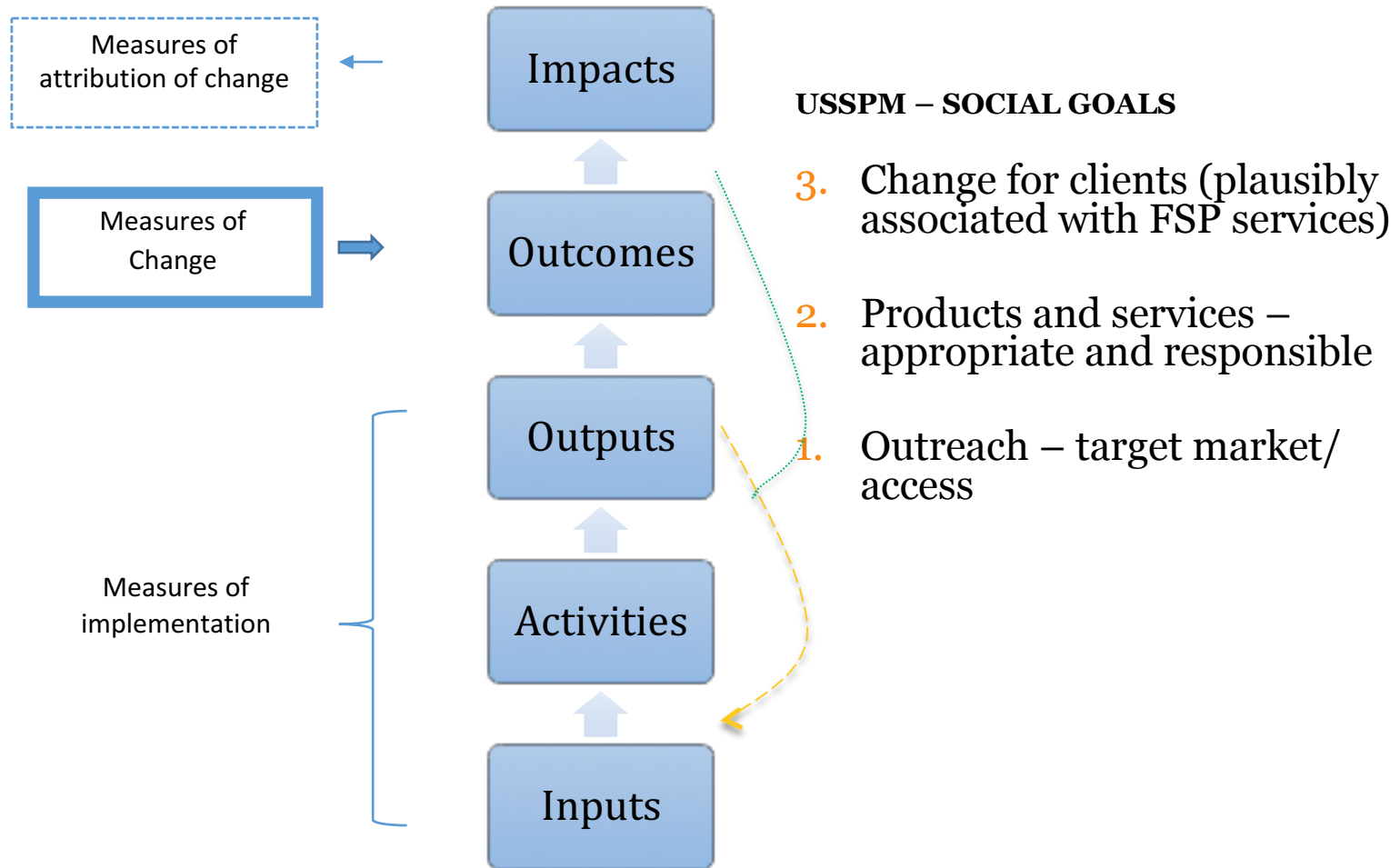


## So far

<http://sptf.info/working-groups/outcomes>

- **WEBINARS** – practical examples, FSP experience:
- **DRAFT recommended shortlist of field tested INDICATORS:** 3 common themes -business development, poverty reduction, resilience
- **TWO DRAFT GUIDELINES:** for FSPs, for investors – being shared for feedback

# What we mean by 'Outcomes'



*Results Hierarchy*

# Principles of outcomes management

- LEAN + plan from the start
- CREDIBLE – some investment
- END2END SYSTEMS
- TRANSPARENT reporting
- OPEN TO LEARN

# Guidelines - framework

- ❖ SYSTEMS approach (not stand-alone, one off)
- ❖ ALL THE STEPS apply whatever the tool/approach

PLAN	IMPLEMENT	REPORT	USE
1. Define goals	5. Collect and capture data (training, technology, software)	7. Analyse	9. Use the findings
2. Select indicators	6. Quality checks	8. Report, Communicate	10. Review process
3. Select method			
4. Allocate funds, responsibilities			

- ENGAGEMENT ACROSS INSTITUTION to ensure relevance and use
- Increasing INVESTOR/NETWORK interest and role
- e-MFP – investor guidelines

# Investors getting social outcome data

7 decision steps

## Objective

1) Coverage

Full portfolio

Hybrid

Case by case

2) Indicators' comparability

High

Mixed

Different

## Implementation

3) Approach

From scratch

Incremental

Marginal

4) Method robustness

High

Medium

Low

5) Data source

New data

Hybrid

Existing MIS

## Resources

6) HR

Investor + FSP

Consultant + FSP

FSP

7) Budget

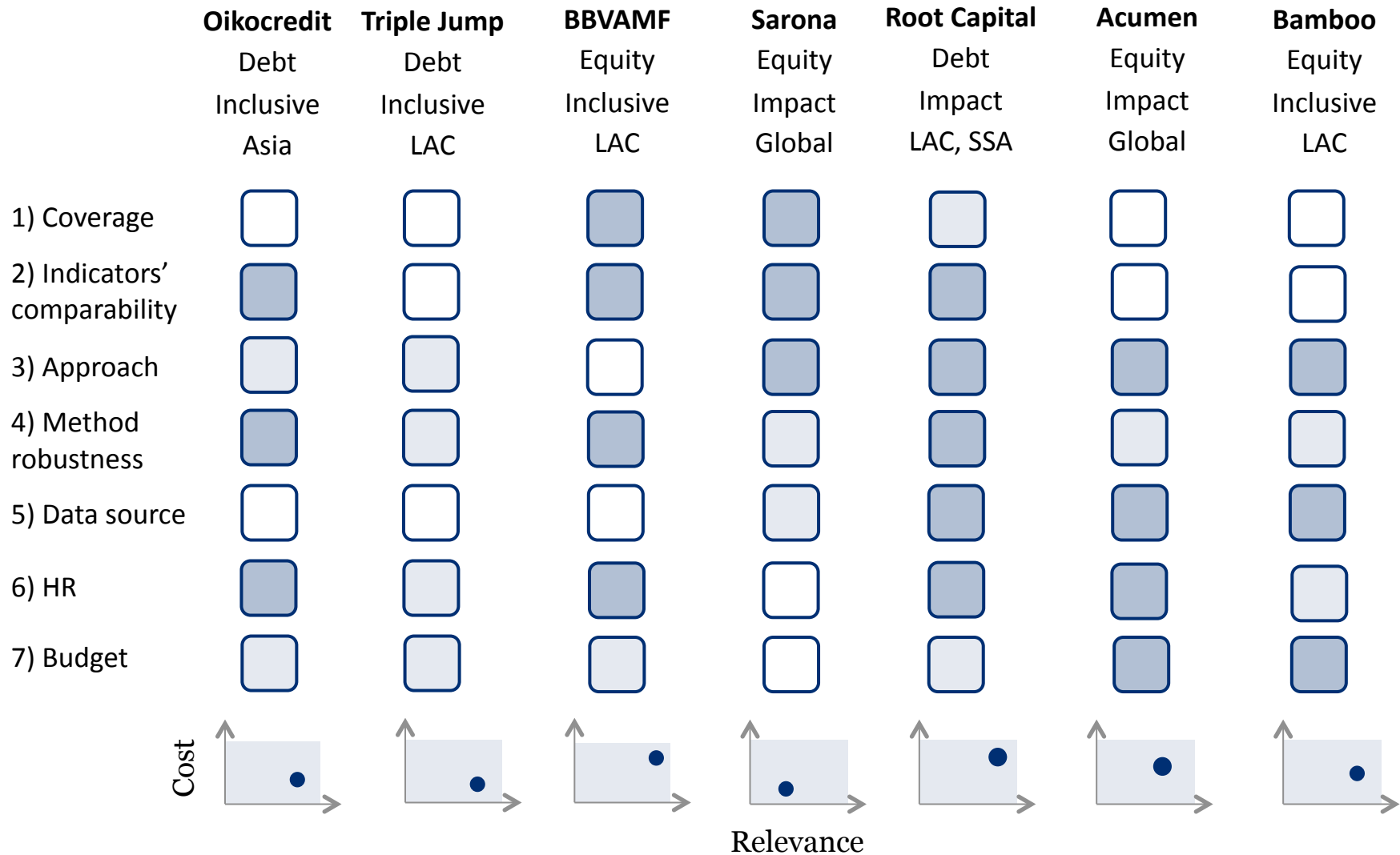
Investor

Hybrid

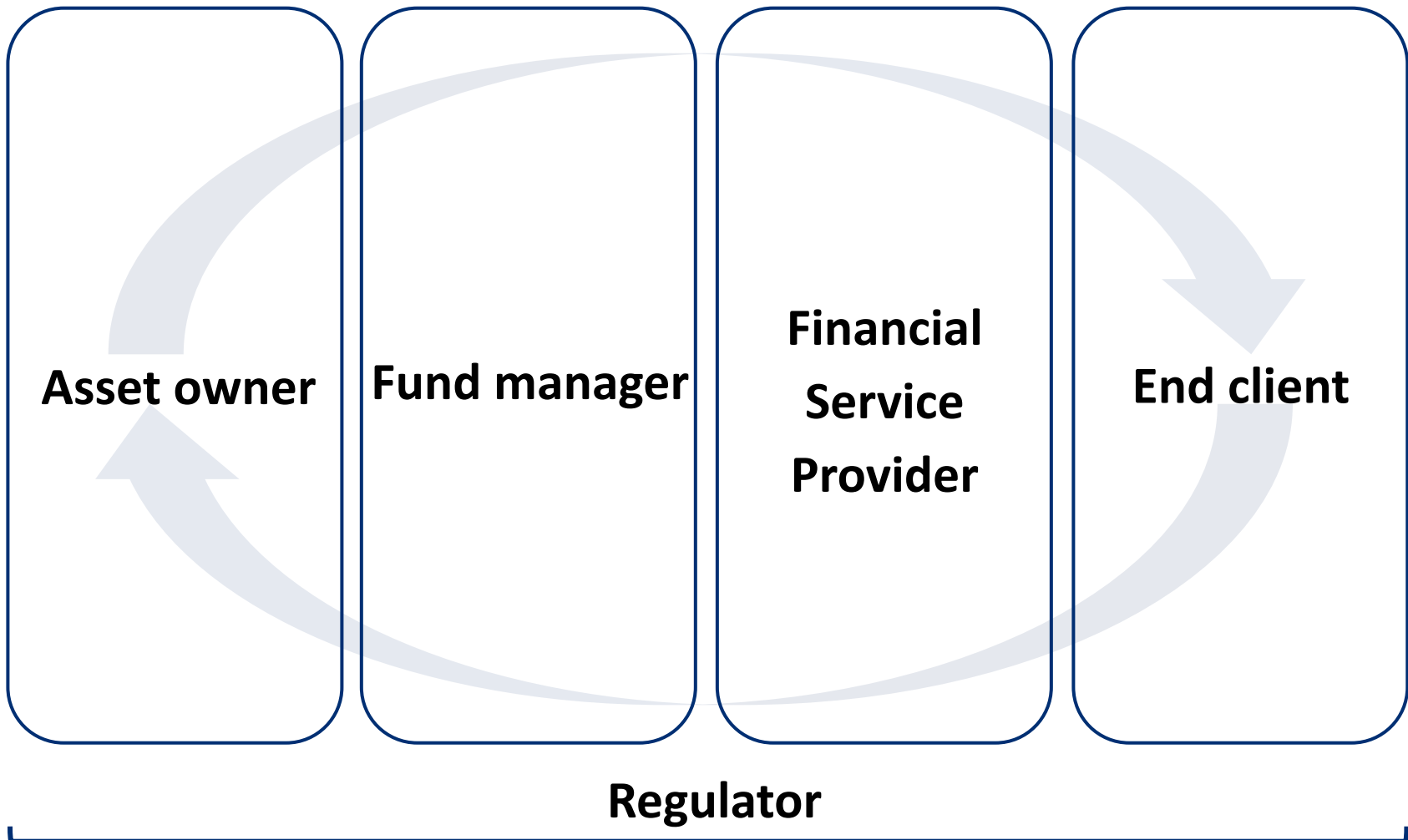
FSP



# Investor case studies snapshot



# Stakeholder spectrum



# Tool options

1	<b>Institutional Management Data</b>	Use existing operations, transactions data	<b>GL</b> <b>OI</b>	<b>IL/SME</b> <b>BBVAMF</b>
2	<b>Research</b> - <b>Quantitative survey</b> - <b>Qualitative - stories</b>	Tailored/sample methodology to answer specific research questions		<b>FSP – own</b> <b>Equitas</b>
3	<b>Combination</b>	Leveraging existing and new data to inform a more comprehensive view of client outcomes		<b>External</b> <b>WWB</b>

**Examples – leveraging FSP and external strengths, exploring the issues in different approaches**

Thank you!

Please contact us to give your  
further ideas, examples

We will be sharing the draft guidelines reports for direct feedback by:

- mid June (investors),
- end June (FSP)

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