



The *Imp-Act* Consortium launches new resources to support MFIs in managing social performance

Balancing the social and financial in microfinance has always been a particular challenge to the microfinance sector. In recent years, this balance has come dangerously close to tipping towards financial performance only, and overlooking the impact on clients' lives.

To counteract this development, the microfinance sector is being challenged to be responsible in its practices and to be effective in serving its clients and improving their lives. The Microfinance Information Exchange as well as all major microfinance rating agencies have now integrated social performance measurements into their reporting frameworks.

The *Imp-Act* Consortium has demonstrated over the last 10 years that MFIs manage their social performance and improve their services with relatively small and affordable changes. The commitment is reflected in the SPM principles endorsed by the Social Performance Task Force which consists of over 350 leaders from all over the world from every microfinance stakeholder group: practitioners, donors and investors (multilateral, bilateral, and private), national and regional networks, technical assistance providers, rating agencies, academics and researchers, and others. <http://www.sptf.info/page/social-performance-management>

The *Imp-Act* Consortium has pioneered the development of practical approaches to assist MFIs in 'applying a social lens' to their work and to manage their social performance. We would like to invite you to access these resources free of charge on our website www.imp-act.org

The resources include:

The SPM film "Fulfilling the promise: Managing social performance"

<<http://www.imp-act.org/>> "provides a practical introduction to SPM and why it makes sense, as well as guidance on first steps. It is available in two versions and in four languages (Arabic, English, French and Spanish), accessible on our website or it can be ordered as DVD.

The SPM Practice Guide

<<http://www2.ids.ac.uk/impact/support/browse.html>> "Putting the 'social' into performance management: A practice-based guide for microfinance". This is a practical step by step guide that will help MFIs building social performance management system in a practical manner referring to other MFI's concrete experience. The Guide is available in English, Spanish, French, Arabic and Russian.

The on-line SPM Resource centre

<<http://www.spmresourcecentre.net/>> goes beyond the Practice Guide to include a self-assessment tool, additional practitioner experience, discussions and a guide to a wide range of online resources on social performance.

The SPM Network

<<http://www.spmnetwork.net/>> is the go-to place on the net to engage with practitioners, support organisation, investors and donors active in supporting SPM.

A series of seven case-studies

<http://www2.ids.ac.uk/impact/support/SPM_in_practice.html> from leading organisations in SPM have recently been completed and are show-cased on our website. These case-studies are based on a two year action-learning programme.

A training course

<<http://www2.ids.ac.uk/impact/support/course.html>> offered to Directors, Board members and senior management to develop your organisations strategy for SPM, and supported by a network of certified trainers worldwide.

Imp-Act is a Consortium of nine organisations working globally as well as producing these publicly available resources the Consortium is well equipped to provide tailored support to individual MFIs, networks, support organisations and investors and donors globally.

For more information see here <<http://www2.ids.ac.uk/impact/about/members.html>>

If you would like further information, please don't hesitate to contact the Consortium <imp-act@ids.ac.uk>