

**ECONOMIC AND SOCIAL  
COUNCIL**

Distr.  
LIMITED  
E/ESCWA/SDD/2009/WG.2/6  
10 December 2009  
ORIGINAL: ENGLISH

**Economic and Social Commission for Western Asia (ESCWA)**

**REPORT****ARAB FORUM ON SOCIAL POLICY  
BEIRUT, 28-29 OCTOBER 2009****Summary**

The regional Arab Forum on Social Policy was organized by ESCWA in partnership with the Community Development Authority (CDA) – Government of Dubai and held in Beirut from 28 to 29 October 2009.

The overall goal of the Forum, mandated by member countries in ESCWA resolution 277 (XXIV), was to enhance national capacity to integrate social priorities and perspectives in public policies. More specifically, the Forum had four distinct objectives:

1. To increase interest of member countries and secure their commitment to integrated social policy by raising awareness of the normative framework and the practical tools;
2. To identify and disseminate lessons learned in the formulation, implementation and monitoring of social policy in the Arab region and beyond;
3. To foster dialogue and discussions on the challenges and opportunities of applying an integrated social policy approach in the countries of the region;
4. To consider options for longer-term regional networking and knowledge exchange.

The Forum was structured along two interrelated and complementary thematic pillars, namely: (a) social policy planning and formulation; and (b) social protection. Global and regional case studies, presentations on good practice and discussions centred on these pillars during the two days of the Forum.

A knowledge fair was also organized on the sidelines of the meeting as an alternative to formal presentations. It provided participants the opportunity to showcase an element of their work on social policy or social protection, and to browse information and such materials as publications, brochures, posters and audio-visual displays at their leisure.

At the conclusion of the presentations and discussions, recommendations were made which highlighted the role of governments, civil society organizations and ESCWA in promoting integrated social policy and social protection at the regional and national levels.

## CONTENTS

	<i>Paragraphs</i>	<i>Page</i>
Introduction.....	1-2	3
<i>Chapter</i>		
<b>I. RECOMMENDATIONS ISSUED BY THE FORUM.....</b>	<b>3-6</b>	<b>3</b>
A. Recommendations to governments.....	4	3
B. Recommendations to civil society organizations .....	5	4
C. Recommendations to ESCWA and other United Nations agencies .....	6	4
<b>II. DISCUSSION TOPICS .....</b>	<b>7-43</b>	<b>5</b>
A. A new paradigm for integrated social policy .....	8-13	5
B. Global experiences in social policy.....	14-20	6
C. National experiences in integrated social policy.....	21-26	7
D. Social protection in the region .....	27-33	8
E. National experiences in social protection .....	34-37	9
F. Synthesis.....	38-41	9
G. Knowledge fair .....	42	10
H. Working groups: social policy and social protection .....	43	10
<b>III. ORGANIZATION OF WORK.....</b>	<b>44-48</b>	<b>10</b>
A. Venue and date .....	44	10
B. Opening .....	45-46	10
C. Participants .....	47	10
D. Documents.....	48	11
 <b>ANNEXES</b> 		
I. List of participants .....		12
II. List of documents.....		18

## **Introduction**

1. In an effort to raise awareness and interest on integrated social policy and social protection issues between ESCWA member countries, ESCWA's Social Development Division, in collaboration with the Community Development Authority (CDA) – Government of Dubai, the United Arab Emirates, organized an Arab Forum on Social Policy on 28 and 29 October 2009 at the United Nations House in Beirut.
2. The two-day meeting brought together representatives of Government agencies and organizations of the United Nations system, and regional and international experts from civil society and academia, with the aim of enhancing national capacities to integrate social priorities and perspectives in public policies, and initiating an ongoing process of dialogue on issues of social policy and human development.

### **I. RECOMMENDATIONS ISSUED BY THE FORUM**

3. Participants at the Forum proposed a number of recommendations during discussions at the plenary sessions and working group sessions on 29 October 2009. Listed below are recommendations addressed to member countries, civil society organizations, and ESCWA.

#### **A. RECOMMENDATIONS TO GOVERNMENTS**

4. The following recommendations were addressed to governments:

(a) Integrate and harmonize social objectives into national economic agendas with a coherent and practical implementation plan that is contextually and culturally viable;

(b) Establish horizontal and institutional mechanisms that promote an integrated approach to social policy and facilitate intersectoral social policy dialogue. Economic and Social Councils were recommended as having the potential to promote participatory and inclusive social dialogue, and member countries were urged to consider the establishment of similar institutions;

(c) Establish capacity development mechanisms to achieve a high level of policy planning where the key social players are "speaking the same language" and can therefore develop the new social contract negotiations and institutionalize lessons learned;

(d) Adopt universal programmes in public sectors of health, education, housing and social care. Support targeted policies and programmes for identified constituency groups. Universal and targeted approaches to social services are neither dichotomous nor mutually exclusive but can and have coexisted;

(e) Review national budgets for social content to ensure they are just, equitable, inclusive and rights-based;

(f) Create strengthened and efficient domestic financing instruments such as progressive taxation and labour market social insurance schemes which are preferred over external resource remittances or aid. Financial support from international funding agencies was noted to be neither consistent nor sustainable. Higher tax economies were noted to build citizenship and accountability and provide sustainable funding sources for social development;

(g) Focus social protection strategies on social insurance as opposed to social assistance (employment and financing, reform of military pension scheme) as a more sustainable and long-term strategy.

## B. RECOMMENDATIONS TO CIVIL SOCIETY ORGANIZATIONS

5. It was recommended that civil society organizations promote participatory approaches to social policy planning and formulation using advocacy and media. Civil society organizations should have valid, active, and reciprocal representation in the participatory social democracy process with a view to building consensus between different social partners on national development priorities.

## C. RECOMMENDATIONS TO ESCWA AND OTHER UNITED NATIONS AGENCIES

6. The following recommendations were addressed to ESCWA and other United Nations agencies:

(a) Continue to advocate for a paradigm shift from a neoliberal, free-market driven economy to one that embraces and incorporates citizenship rights, equity and social justice in a combined economic and social development agenda;

(b) Provide guidance in developing implementation plans and mechanisms for developing national development strategies with detailed action plans customized to the unique needs, requirements, and circumstances of each member country, noting that participants have reached implicit consensus and buy-in three tiered conceptual framework of integrated social policy adopted by ESCWA:

- (i) Provide viable, coherent, and tested implementation strategies that align and create synergy between integrated social policy and public policy frameworks;
- (ii) Explore conducive macroeconomic contexts and a human rights, equity based approach in the development of an integrated social policy framework in national development strategies;
- (iii) Consider the development of social policy models for different categories of countries such as the Gulf Cooperation Council (GCC) countries, middle income countries and conflict countries.

(c) Promote evidence-based, knowledge-based and effect-based policymaking in the ESCWA region through access to reliable data on social development indicators (Millennium Development Goals, good governance and social policy indicators). Consider the establishment of a database of social indicators, with reliable and user friendly data. This was identified as crucial for evaluative and progress monitoring purposes both within individual member countries and across member countries for comparison purposes;

(d) Work to integrate relevant indicators in national household income surveys, labour surveys, and so on, given the inconsistent quality of data and statistics on social protection. In particular, ESCWA should promote the measurement of social impact as opposed to econometric measures of efficiency;

(e) Identify and articulate good lessons in identifying target groups and beneficiaries;

(f) Take into consideration: (i) employment and the right to work; (ii) social protection; and (iii) social dialogue across key stakeholders in a new proposed framework for poverty reduction;

(g) Establish a regional network with policymakers and researchers to build research capacity and ensure collective and institutional memory in the areas of social policy and social protection. The network could provide an important platform for knowledge exchange and learning.

## II. DISCUSSION TOPICS

7. Over the course of the five sessions of the Forum, panellists, speakers and participants discussed the items on the agenda as they appeared in the organization of work.

## A. A NEW PARADIGM FOR INTEGRATED SOCIAL POLICY

8. The theme for the first day of the Forum focused on social policy planning and formulation which provided a platform for international, regional and local organizations and national Governments to share their experiences in the development and implementation of integrated social policy frameworks and mechanisms. The sessions explored how best to systematically mainstream social concerns into economic and social policy and identified some of the regional and global lessons. The theme for the second day was social protection, with presentations and discussions focused on experiences in social insurance, social assistance, targeting, social security reform and safety nets.

9. During the first working session of the Forum, Mr. Frederico Neto, ESCWA, presented the Integrated Social Policy Framework of ESCWA. In his presentation, Mr. Neto highlighted issues of global and regional inequality. He noted that in the ESCWA region poverty is getting worse and gender inequality is an obstacle to development, with rates of female employment among the lowest in the world. Mr. Neto asserted that employment is a way of improving social connectivity and allowing intellectual growth. Employment is not only a way to improve income but also a way to reduce inequality. Mr. Neto stressed the fact that economic growth is important but there is also a need to make equity a priority, calling for a paradigm shift in the development agenda of countries in the region. He explained ESCWA's three-tier framework of social vision, shared consensus and implementation as an indivisible whole that works together to achieve sustainable human development.

10. Ms. Wenyan Yang, United Nations Department for Economic and Social Affairs (DESA), delivered a presentation on mainstreaming social policy in national development strategies. The presentation outlined the approaches of social policy, namely universalism versus targeting, and sector policy versus integrated social policy. Ms. Yang highlighted the fact that Poverty Reduction Strategy Papers (PRSPs) are not delivering on their potential. Obstacles to mainstreaming social policy into national development strategies include lack of awareness and coherence and weak implementation capacity. Another challenge mentioned by Ms. Yang is the practical implementation of social policy in the development plans, noting that DESA is actively engaged in meeting the implementation challenge.

11. During the discussions that followed the sessions, participants emphasized that some countries may be successful in preparing policies, but the challenge remains in implementation and the cost of it. Sufficient financial resources need to be secured and funding is not always available. It was also stressed during the discussion that integrated social policy requires strong political will. Countries should focus on overcoming obstacles that hinder the implementation and mainstreaming of an integrated social policy approach in development strategies. Social policies need to go hand in hand with public policies in every country. The Forum participants emphasized the importance of the role ESCWA and the United Nations can play in this regard.

12. During the discussions, participants agreed that there is no "one size fits all", and that a single social policy cannot adequately serve the needs of all countries; specificity and context are key to the success of social programmes. Participants also debated the subject of universal versus targeted social programmes and agreed that universal programmes are desirable in a number of key social service areas. Participants agreed that universal social programmes could coexist with programmes that target specific vulnerable or marginalized groups.

13. Finally, the issue of paradigm shift and the increasing role of the State were raised. Is paradigm shift done for the right reasons, or only to serve a specific economic agenda? A lesson to be considered is the regulatory role of the State. How can the State find a way to really implement its national strategies?

## B. GLOBAL EXPERIENCES IN SOCIAL POLICY

14. In the course of this session, case studies on the experiences of social policy were presented by experts from United Nations Research Institute for Social Development (UNRISD), Norway and Ireland.
15. Ms. Katja Hujo, UNRISD, provided the participants with snapshots of global lessons in social policy planning and implementation. Ms. Hujo talked about the multiple roles of social policy including production, reproduction, protection and redistribution. Using examples from Latin America, Asia and the Middle East region, Ms. Hujo focused on the positive impact of social policy on economic development. She called for the creation of affordable and accessible social services (health, education, water and sanitation etc.) for all, the protection of people against income loss and poverty through social insurance and assistance, the promotion of employment and decent work. She called for a well-defined role of the State in promoting social policy and the benefits of universal programmes especially when they are complemented by smart targeted programmes focused on excluded and vulnerable groups.
16. Mr. Arne Groenningsaeter, Fafo Institute for Labour and Social Research, presented a paper on the Nordic experience in Social Policy. He explained how the Norwegian model is dominated by the public and is largely based on universal principles and programmes. He explained that the Norwegian model is sustainable because every citizen pays taxes. He noted that, although social service schemes are predominantly run by the State, NGOs nonetheless have important roles to play as advocates and watchdogs. Mr. Groenningsaeter also spoke of the growing role of the private sector through corporate social responsibility schemes. Mr. Groenningsaeter stressed that the Norwegian social policy model continues to prove its value and that the welfare State is steadily growing.
17. Mr. Peadar Kirby, University of Limerick, presented Ireland's experience in Social Policy Dialogue. Mr. Kirby critiqued the Irish model of social partnership, claiming that the model imposed an increasingly neo-liberal policy regime, and that the social policy model hid the elite nature of policy making. Juxtaposed against the Norwegian model, the differences between the countries became apparent, particularly in the area of taxation, where Ireland is a low-tax country and the quality of public services is insufficient. Mr. Kirby further argued that the Irish model of social partnership had the potential to undermine democracy by handing power from elected representatives to unelected officials. Mr. Kirby questioned whether the model of social partnership was a cause or consequence of Ireland's boom.
18. The issue of social partnership and its challenges was the subject of much discussion. In some countries where smooth dialogue between stakeholders is already strained, open discussion on how to finance social dialogue and create a positive environment between social partners becomes even more difficult. Dialogue is frequently frustrated by a failure to identify fundamental policies, and social partners are pulled in opposite directions.
19. During the discussion, some country case studies were criticized (Bolsa Familia, Algeria pension system, and so on) for focusing exclusively on social assistance programmes that are often linked to political agendas.
20. In terms of financing, many questions were asked regarding the Irish and Norwegian models. Mr. Groenningsaeter highlighted that although Norway is a mineral rich country, financing of social programmes is based to a large extent on internal sources of revenue such as the payment of taxes. He noted that this is one reason for the success and sustainability of the Norwegian social model, whereas social models in other countries are based on income from external and mineral sources. The Irish example is the opposite where Ireland is a low tax economy. Mr. Kirby explained that people in Ireland have been committed to a low tax regime and then complain about the low quality of public services.

### C. NATIONAL EXPERIENCES IN INTEGRATED SOCIAL POLICY

21. In the course of this session, the work on integrated social policy in Palestine was addressed and presentations were made by representatives from the General Federation of Trade Unions in Bahrain, the Social Contract Center in Egypt, and the Ministry of National Economy in Oman. Mr. Majdi Al-Maliki, Birzeit University, presented the experience of analysing Social Policy in Palestine. The national report on integrated social policies in Palestine, which was conducted with financial and technical support from ESCWA, diagnoses the Palestinian experience in setting national development priorities and strategies with a social policy content. Mr. Al-Maliki noted that the occupation of Palestine and the division of the Palestinian society and economy remain the main challenges. He posed the following questions during his presentation: (a) how do we plan and implement strategies when we are uncertain of the future?; (b) how can the Palestinian Authority undertake planning on resource management while under occupation?; (c) can occupation alleviate the responsibility of the Government and concerned parties amongst the social elite?; and (d) does occupation mean that citizens' claims on the Government, in terms of responsibilities, become more urgent?

22. Mr. Abdulla Mohammed Hussein, from the General Federation of Bahraini Trade Unions, talked about promoting Social Policy Dialogue in Bahrain. Mr. Hussein noted that social dialogue in Bahrain started with the work of the chamber of commerce. He noted that social dialogue should be institutionalized with clear legal frameworks and mandate. Mr. Hussein called for the establishment of an Economic and Social Council in Bahrain that would work towards the integration of social needs into economic policy and would seek to protect workers' rights. Finally, Mr. Hussein mentioned that a true social dialogue needs to be institutional and based on a law.

23. Ms. Sahar El-Tawila, Social Contract Center (SCC), Egypt, delivered a presentation on Negotiating the Social Contract in Egypt. The SCC supports human development in Egypt and is a joint initiative between the United Nations Development Programme (UNDP) and the Government of Egypt. The Center is composed of three main units: (a) monitoring and follow-up; (b) coordination and capacity-building; and (c) communication. Ms. El-Tawila mentioned that the assessment that was conducted on the ground made it evident that the situation in the country is not sufficiently ready to have an entry point for drafting a new social contract. Every stakeholder in the negotiation process must feel the need to enter this process but currently this is not the case. They are waiting for the right opportunity to present themselves in order to find the entry points for negotiations. Based on that, the true starting point is monitoring and follow-up and the need to cooperate with all stakeholders to make the initiative successful.

24. Mr. Abdullah Al-Husseini, from the Ministry of National Economy in Oman, spoke about Oman's Integrated Social Policy initiative. Mr. Al-Husseini said that Social Policy in Oman has been supported by the leaders since the 1970s. Additionally, the Ministry of National Economy has established a social policy project to develop a formal integrated social policy in the country.

25. The Palestinian case was the focus of questions and discussions. Participants noted the unique status of a country that is facing occupation and has to set development plans under difficult circumstances. Participants questioned whether it is even possible to talk about integrated social policies under the presence of military occupation. Should Palestine focus on specific targeted policies that have priorities for implementation? How can they plan when they depend greatly on external aid and financing and financing is a very critical issue? The conclusion was that balance needs to be achieved between the values of resistance and struggle and long terms of planning.

26. The case of Bahrain was also discussed. The integration and mainstreaming of social issues within the development council was considered to be an important next step. It was stressed that economic policies need to be integrated into the social strategic vision and that a true social dialogue needs to be institutionalized.

#### D. SOCIAL PROTECTION IN THE REGION

27. In this session, participants heard from the International Development Research Center (IDRC) about their research on social protection, and from the International Labour Organization (ILO) on the Decent Work Agenda and the Arab NGO Network for Development on the role of civil society in social protection. Ms. Susan Joeques, IDRC, Egypt, presented a Comparative Analysis of Social Protection Systems in the region. Ms. Joeques described the mandate and operations of IDRC and stressed the important role of policy-oriented and evidence-based research. She stressed that research is crucial for the credibility of policy making, and widens policy horizons. She reflected on the challenges of fund raising for research in the region. Mr. Joeques then focused on the methodology and definitions of social protection being used in the IDRC study on comparative systems of social policy, making clear distinctions between social insurance and social assistance schemes. She raised a number of questions related to subsidies, social funds, and targeted social benefits.

28. Ms. Nada Al-Nashif, ILO, spoke about implementing the Decent Work Agenda in the region. Ms. Al-Nashif elaborated on the emergence of the Global Jobs Pact following the global crisis and noted that it places social protection at the heart of a decent work response to the crisis. Ms. Al-Nashif also noted that the ILO has advocated for a social protection floor as a minimum set of social security guarantees. Finally Ms. Al-Nashif spoke of the importance of good governance of social security schemes as underpinning their success.

29. Mr. Ziad Abdel-Samad, Arab NGO Network for Development, presented a paper on The Role of Civil Society in Social Protection. After recalling a number of critical weaknesses in social protection programmes, including weak capacity and governance, gender inequality, and absence of freedoms, Mr. Abdel-Samad noted opportunities and challenges that hinder the civil society's role in developing and implementing social protection programmes. He defined three different types of civil society organizations: service providers, agents for development, and agents for policy change. He noted that the type of organization depends on their organizational and structural aspects as well as on their vision and values. Mr. Abdel-Samad argued that a strong civil society can play a positive role in the promotion of social policy. Mr. Abdel-Samad also spoke about the problems inherent to identifying local financing and to resorting to international funding.

30. During the discussions that followed the session, there was consensus that social protection is necessary to promoting social development. But when a society moves towards economic modernization, the role of community social assistance tends to disappear.

31. Regarding the situation of Civil Society Organisations (CSOs) in the region, it was mentioned that some CSOs are politicized. There is currently an effort to evaluate and measure the performance of CSOs (impact assessment, etc.), however some participants warned that such assessments should not be misused to curtail or censure the activities of CSOs.

32. The relation between the State and the CSO was also raised. Some participants noted a sharp distinction between States in the region that are authoritarian and those where the State is almost non-existent. In such cases as these, the role of CSOs alternates between extremes in which CSOs are either marginalized or CSOs take over responsibilities of the State. Participants generally called for a strong role of the development State with a complimentary role for CSOs as development partners.

33. Finally, the major challenge of financing CSOs was also discussed. Mr. Abdel-Samad highlighted that there is no true concept of local financing for development as most funding is rather charity-oriented. CSOs generally do not benefit from local financing and the only alternative is to resort to foreign financing, which presents another set of challenges and constraints to the work of CSOs.



## E. NATIONAL EXPERIENCES IN SOCIAL PROTECTION

34. Four country case studies were reviewed in this session with a focus on lessons learned in social protection in Egypt, Dubai, Jordan and Malaysia. Ms. Hania Sholkamy, Social Research Center, American University of Cairo, spoke about reforming the Social Protection System in Egypt. Ms. Sholkamy defined Egypt as a welfare State in name only. She noted that Egypt has a weak centralized Government, freedom but no rights, jobs but no decent work, a stabilized but still growing population, and serious gender disparity. Ms. Sholkamy spoke about weak capacity and weak structures of political coordination. Finally Ms. Sholkamy gave an overview on the Conditional Cash Transfer (CCT) programme in Egypt (experimental CCTs scheme in villages) and talked about the gaps and omissions in these programmes.

35. Ms. Khadija Zahzah, CDA, spoke about the Social Protection Gap Analysis undertaken in Dubai, with a focus on child protection. During the presentation, Ms. Zahzah introduced Dubai's strategic plan (2007-2015) and gave an overview of CDA and its strategic planning approach and outcomes. Ms. Zahzah elaborated on the work of CDA in identifying gaps in social protection as they relate to children in the Emirate. She also presented challenges, threats and opportunities and ended with specific strategic recommendations.

36. Mr. Omar Razzaz, Social Security Corporation, Jordan, addressed lessons learned in social protection in Jordan. Mr. Razzaz presented the challenges facing social protection in the (Middle East and North Africa (MENA) region, noting that a common problem for MENA countries is that poor labour participation rates imply a heavy burden on social protection schemes. He called for a revamping of social protection policies in the region. Mr. Razzaz talked about the Jordanian experience of social protection and the increasing role of contributory based social protection schemes (public pension fund and social security), while the role of the social assistance programme (known as NAF) has remained stable. Finally he gave an overview of the future vision for social protection in Jordan.

37. Ms. Saidatulakmal Mohd, Universiti Sains Malaysia, talked about Social Protection in Malaysia. Ms. Mohd mentioned that, as a developing country, Malaysia is focused on economic services. She noted that in Malaysia, and especially following the Asian financial crisis of the late 1990s, both universal programmes and targeted programmes are available. She spoke about the elderly being a particularly vulnerable group, and noted that the Government is trying to find ways of promoting family support and community solidarity to care for the elderly.

## F. SYNTHESIS

38. Throughout the two days of presentations and discussions, a number of success stories and case studies were presented. Despite different contexts, these success stories had a number of common features. In particular, presenters agreed that the role of the State was central to the success of social policies or programmes. There was agreement regarding the important role of the State as planner, regulator, convener and implementer. Furthermore, participants noted the important role that consensus-building and social partnership played in the design, implementation and oversight of accountable and appropriate social policies and programmes. In addition, successful social models often boasted social equity and coordinated social action in the delivery of effective, efficient and responsive service provisions. Appropriate and effective institutional structures and mandates appear to be critical prerequisites to the delivery of social services that seek to meet the needs of the poor and vulnerable and equally create social cohesion throughout society.

39. There was much discussion on the subject of universal versus targeted programmes. Context is obviously key to this debate, and depends on the level of need, the size of a country, the type of intervention, and so on. In general, there appeared to be agreement that a mix of universal and targeted programmes was important with a focus on group targeting as a more efficient form of targeting.

40. Participants stressed on the importance of using a human rights based approach to social policy, where social and economic policies and programmes are designed from a rights perspective and not a charity oriented approach.

41. Following presentations from Ireland, Norway, Egypt, the ILO and the NGO network, there was much debate on the role and expectations of social dialogue as a forum for social partnership and negotiation. Despite the identification of a number of constraints, participants generally saw such dialogues and forums as providing a positive space for debate on economic and social affairs.

#### **G. KNOWLEDGE FAIR**

42. The Forum organized a knowledge fair on the sidelines of the event to showcase good practice and lessons. As an alternative to formal presentations, countries and organizations had the opportunity to identify good practice in social policy planning, implementation and monitoring that they shared with other participants through the knowledge fair. A special area with booths was designated to showcase the material via exhibition boards, videos, computer presentations, informal corners, publications, and so on. The knowledge fair allowed participants to learn from each other's experiences in a hands-on and informal setting.

#### **H. WORKING GROUPS: SOCIAL POLICY AND SOCIAL PROTECTION**

43. In the afternoon of the second day, following all the presentations, participants divided into two working groups, one to discuss social policy and the other to discuss social protection. The aim of the two working groups was to identify a set of both policy and programme recommendations to be presented to the plenary body. The recommendations can be viewed in Section I of this report.

### **III. ORGANIZATION OF WORK**

#### **A. VENUE AND DATE**

44. The Forum was held at the United Nations House in Beirut on Wednesday and Thursday, 28-29 October 2009, immediately following the Seventh Session of the Committee on Social Development (CSD), scheduled on 26-27 October 2009.

#### **B. OPENING**

45. Mr. Khalid Mohammed Ali Al-Kamda, Director General of CDA, gave the opening address on behalf of CDA and welcomed participants from different countries and stressed his aspiration that the discussions would be transformed into concrete actions. He further emphasized the importance CDA gives to supporting social policy in Dubai. He said CDA aims to raise the awareness and interest in social policies and interest in ESCWA member countries in the field of social policy planning.

46. Mr. Youssef Nusseir, Officer in Charge of ESCWA, welcomed participants on behalf of the Executive Secretary, Mr. Bader Omar AlDafa, and thanked Mr. Al-Kamda for his personal participation at the head of the CDA delegation. Mr. Nusseir made an informative statement on the theoretical and practical aspects of social policy and social protection and outlined the goals of the Forum and expected outcomes. He reaffirmed ESCWA's commitment to support the efforts of member countries in planning, drafting and implementing integrated social policies.

#### **C. PARTICIPANTS**

47. The Arab Forum was attended by over 60 representatives of ESCWA member countries in addition to representatives from other Arab Governments as well as those of major civil society organizations, including

think tanks working in the area of social policy and partners and experts who have worked in this field. A list of participants is contained in annex I of this report.

#### D. DOCUMENTS

48. A list of the documents to the Forum is available in annex II of this report as well as on the ESCWA website, available at:

<http://www.escwa.un.org/information/meetingdetails.asp?referenceNum=1035E;>

<http://www.escwa.un.org/information/meetingdetailsAR.asp?referenceNUM=1035a.>

## Annex I

### **LIST OF PARTICIPANTS**

#### **A. ESCWA MEMBER COUNTRIES**

##### Bahrain

Ms. Jameela Al Kooheji  
Head of Public and International Relations  
Ministry of Social Development  
Manama  
Tel.: +973-3-6070000  
E-mail: [jameelakooheji@gmail.com](mailto:jameelakooheji@gmail.com)

Ms. Hanan Mohamed Kamal  
Deputy  
Ministry of Social Development  
Manama  
Tel.: +973-39618183  
E-mail: [Hanan.kamal77@gmail.com](mailto:Hanan.kamal77@gmail.com)

##### Jordan

Mr. Omar Zabet  
Assistant Secretary General for Development  
Affairs  
Ministry of Social Development  
Amman  
Tel.: +962-5931391  
E-mail: [omarhamza1961@yahoo.com](mailto:omarhamza1961@yahoo.com)

##### Kuwait

Ms. Inam Al-Mutawae  
Director, Human Development Division  
Supreme Council for Planning and Development  
Kuwait City  
Tel.: +965-22428200

Ms. Wisal Madoh  
Supreme Council for Planning and Development  
Kuwait City  
Tel.: +965-99622941/965-22454971  
E-mail: [wessaly@hotmail.com](mailto:wessaly@hotmail.com)

##### Lebanon

Ms. Mariana Al-Khayat Al Sabouri  
Head of Public Relations  
Ministry of Social Affairs  
Beirut  
Tel.: +961-1-612850  
Mobile: +961-3-450801  
E-mail: [drmariana@hotmail.com](mailto:drmariana@hotmail.com)  
[mkhayat@socialaffairs.gov.lb](mailto:mkhayat@socialaffairs.gov.lb)

Ms. Mariam Mghames  
Chief of Population Section  
Ministry of Social Affairs  
Beirut  
Tel.: 961-1-611260  
E-mail: [mmghames@socialaffairs.gov.lb](mailto:mmghames@socialaffairs.gov.lb)

##### Oman

Mr. Abdulla Moosa Ali Al-Huseini  
Social Researcher,  
The Technical Office of the National Population  
Committee  
Ministry of National Economy  
Muscat  
Tel.: +968-99750488  
E-mail: [alhuseini\\_26@hotmail.com](mailto:alhuseini_26@hotmail.com)

Mr. Aqeel Abdel Majeed Al-Lawti  
Ministry of National Economy  
Muscat, Oman  
Tel.: +968-99207693/+968-24485872  
E-mail: [Aqil68@yahoo.com](mailto:Aqil68@yahoo.com)

##### Palestine

Mr. Mahmoud Ataya  
Acting Director General – General Directorate of  
Social Sector Planning  
Ministry of Planning and Administrative  
Development  
Ramallah  
Tel.: 022973019, ext.: 298  
Mobile: 0599777022  
E-mail: [mataya@mop.gov.ps](mailto:mataya@mop.gov.ps)

---

\* Issued as submitted.

#### Qatar

Mr. Khalid Ali Al-Naemi  
Chairman of the Arab Federation for the Blind  
Expert in Social Development at the Office  
of the Minister  
Ministry of Social Affairs  
Doha  
Tel.: +974-4379331/+974- 4379271  
Mobile: +9745832082  
E-mail: [arub-07@yahoo.com](mailto:arub-07@yahoo.com)

Ms. Moza Al Musallam  
Permanent Population Committee  
Doha

#### Saudi Arabia

Mr. Khaled Al Shammari  
Ministry of Social Affairs  
Riyadh  
Tel.: +966-543314225

#### The Sudan

Mr. Ibrahim Ahmed Ibrahim El Imam  
Counselor to the Minister  
Ministry of Social Welfare, Gender and Child  
Affairs  
Khartoum  
Mobile: 00249122626378  
E-mail: [Ibrahim@welfare.gov.sd](mailto:Ibrahim@welfare.gov.sd)

#### Syrian Arab Republic

Mr. Maher Rezk  
Director of Social Services  
Ministry of Social Affairs and Labor  
Damascus  
Tel.: +963112230016  
Mobile: +963933595750  
E-mail: [maher.rezk@hotmail.com](mailto:maher.rezk@hotmail.com)

#### Yemen

Mr. Lotf Ahmed Abdullah Al Alaya  
Assistant Deputy for the Social Development  
Sector  
Ministry of Social Affairs and Labor  
Sana'a  
Tel.: +967-777908724

### B. UNITED NATIONS SPECIALIZED ORGANIZATIONS

#### United Nations Department of Economic and Social Affairs (UNDESA)

Ms. Wenyan Yang  
Acting Chief  
Social Perspectives on Development Branch  
Division for Social Policy and Development  
New York, United States of America  
Tel.: 1-212-963-4714  
E-mail: [yang@un.org](mailto:yang@un.org)

#### United Nations Research Institute for Social Development (UNRISD)

Ms. Katja Hujo  
Research Coordinator  
Social Policy and Development Programme  
Geneva, Switzerland  
Tel.: ++ 41 22 917 2978  
Mobile: +41796398570  
E-mail: [hujo@unrisd.org](mailto:hujo@unrisd.org)

#### International Labour Organization Regional Office for Arab States (ILO)

Ms. Nada Al-Nashif  
Regional Director  
Beirut, Lebanon  
Tel.: 961-1-752400  
E-mail: [al-nashif@ilo.org](mailto:al-nashif@ilo.org)

Ms. Christina Behrendt  
Regional Social Security Advisor  
Beirut, Lebanon  
Tel.: +9611752400, ext.: 126  
Mobile: +96170 868265  
E-mail: [behrendt@ilo.org](mailto:behrendt@ilo.org)

C. EXPERTS, RESEARCH CENTRES, AND NON-GOVERNMENTAL ORGANIZATIONS

Mr. Abdulla Mohamed Hussain  
Assistant Secretary General for Arab and  
International Relations  
General Federation of Bahraini Trade Unions  
Manama, Bahrain  
Tel.: 973-17-727333  
Mobile: +97339800999  
E-mail: [amhbahrain@gmail.com](mailto:amhbahrain@gmail.com)

Ms. Sahar El-Tawila  
National Project Director, Social Contract Center,  
Information and Decision Support Center (IDSC)-  
The Egyptian Cabinet  
Cairo, Egypt  
Tel.: +20227920756  
Mobile: +20100748480  
E-mail: [stawila@idsc.net.eg](mailto:stawila@idsc.net.eg)

Ms. Susan Joeques  
Senior Program Specialist  
Globalization, Growth, and Poverty  
International Development Research Center  
(IDRC)  
Cairo, Egypt  
Tel.: +20233367051/2/3 ext 114  
E-mail: [sjoeques@idrc.org.eg](mailto:sjoeques@idrc.org.eg)

Mr. Ziad Abdel-Samad  
Executive Director  
Arab NGO Network for Development (ANND)  
Beirut, Lebanon  
Tel.: 961-1-319366  
Mobile: 961-3-360315  
E-mail: [ziadas@gmail.com](mailto:ziadas@gmail.com)  
[abdel.samad@annd.org](mailto:abdel.samad@annd.org)

Ms. Hania Sholkamy  
Anthropology Sociology Professor  
The Social Research Center  
American University in Cairo (AUC)  
Cairo, Egypt  
Tel.: 202-27976339/223  
Mobile: 20101813318  
E-mail: [hancias@aucegypt.edu](mailto:hancias@aucegypt.edu)

Ms. Saidatulakmal Mohd  
Chairperson, Economics Section  
School of Social Sciences, Sains Universiti  
Malaysia  
Penang, Malaysia  
Tel.: +6046534622  
Mobile: 60123463672  
E-mail: [eieydd@usm.my](mailto:eieydd@usm.my)

Mr. Majdi Malki  
Director  
Abu-Lughod Institute for International Studies,  
Birzeit University  
Ramallah, Palestine  
Tel.: 9722982939/970597180007  
Mobile: 0597180007  
E-mail: [mmaliki@birzeit.edu](mailto:mmaliki@birzeit.edu)

Mr. Omar Razzaz  
Director General  
Social Security Corporation (SSC)  
Amman, Jordan  
Tel.: 9626 5501880/9626 5507700  
Mobile: 9627776777707  
E-mail: [orazzaz@ssc.gov.jo](mailto:orazzaz@ssc.gov.jo)

Mr. Mohamad Ghadia  
Expert  
Ramallah, Palestine  
Tel.: 970 229 76205  
Mobile: 970599249985  
E-mail: [mghadia@yahoo.com](mailto:mghadia@yahoo.com)

Mr. Arne Backer Groenningsaeter  
Researcher  
Fafo Institute for Labour and Social Research  
Oslo, Norway  
Tel.: +47 22088715  
Mobile: +4790076570  
E-mail: [arne.groenningsaeter@fafo.no](mailto:arne.groenningsaeter@fafo.no)

Mr. Peadar Kirby  
Director, Institute for the Study of Knowledge in  
Society (ISKS)/Professor of International  
Politics and Public Policy  
Department of Politics and Public Administration  
University of Limerick  
Limerick, Ireland  
Tel.: +35361233757 (UL office direct)  
+35361234607 (ISKs office)  
Mobile: +353862076207  
E-mail: [peadar.kirby@ul.ie](mailto:peadar.kirby@ul.ie)

Ms. Sawsan Masri  
Project Manager "Capacity Building for Poverty  
Reduction Project"  
UNDP, Ministry of Social Affairs  
Beirut, Lebanon  
Tel.: +9611388122  
Mobile: +9613790124  
E-mail: [sawsan.masri@undp-lebprojects.org](mailto:sawsan.masri@undp-lebprojects.org)

Mr. Riad Tabbarah  
Director  
MADMA/Center for Development Studies and  
Projects  
Beirut, Lebanon  
Tel.: 9611399501/9611399502  
Mobile: 9613875333  
E-mail: [rtabbarah@aol.com](mailto:rtabbarah@aol.com)

Mr. Georges Kossaifi  
Expert  
Dar Al Tanmia  
Muscat, Oman  
Tel.: +96899224845  
Mobile: +961-3-624216  
E-mail: [gkossaifi@hotmail.com](mailto:gkossaifi@hotmail.com)

Ms. Sylvana El Lakkis  
General Manager  
Lebanese Physically Handicapped Union  
Beirut, Lebanon  
Tel.: 961-1-307365/6  
Mobile: 961-3-249737  
E-mail: [sylvana@lphu.com](mailto:sylvana@lphu.com)

Ms. Rasha Nasreddine  
Lebanese Physically Handicapped Union  
Beirut, Lebanon  
Tel.: 961-1-307365/6

Ms. Amal Karaki  
Senior Social Development Specialist  
Council for Development and Reconstruction  
Beirut, Lebanon  
Tel.: 961-1-980096  
Mobile: 961-3-298799  
E-mail: [amalk@cdr.gov.lb](mailto:amalk@cdr.gov.lb)

Ms. Sandra Willis  
Adjunct Professor  
Michigan State University Dubai  
Dubai, UAE  
Tel.: 9714 4361 500  
Mobile: 971 50 5976545  
E-mail: [williss8@msu.edu](mailto:williss8@msu.edu)

Ms. Rania Nader  
Consultation and Research Institute  
Beirut, Lebanon  
Tel.: 961-1-801108  
Mobile: 961-3-547162  
E-mail: [info@crilebanon.com](mailto:info@crilebanon.com)

Ms. Lea Bou Khater  
Consultation and Research Institute  
Beirut, Lebanon  
Tel.: 961-1-801108  
E-mail: [info@crilebanon.com](mailto:info@crilebanon.com)

Mr. Hussein Al-Sarhan  
Consultant/  
Director of Social Work Training Center  
Family Development Foundation  
Abu Dhabi, United Arab Emirates  
Tel.: +971-240990291  
Mobile: +971-509170070  
E-mail: [Hussein.alsarhan@fdf.ae](mailto:Hussein.alsarhan@fdf.ae)

Mr. Jad Said  
Arab NGO Network for Development (ANND)  
Beirut, Lebanon  
Tel.: 961-1-319366

#### D. ORGANIZERS

##### Community Development Authority – Government of Dubai (CDA)

H.E. Mr. Khalid Al Kamda  
Director General  
Dubai, United Arab Emirates  
Tel.: 9714 4299 800  
E-mail: [khaled.alkamda@cda.gov.ae](mailto:khaled.alkamda@cda.gov.ae)

Mr. Mohamad Bakkar Al-Harhi  
Chief Executive Officer  
Benefits Agency  
Dubai, United Arab Emirates  
Tel.: 9714 4299 805  
Mobile: +971506243280  
E-mail: [mohamed.bakkar@cda.gov.ae](mailto:mohamed.bakkar@cda.gov.ae)

Sheikh Maktoum Butti Al Maktoum  
Chief Executive Officer  
Social Care Agency  
Dubai, United Arab Emirates  
Tel.: 9714 4299 804  
Mobile: +971-50-6111311  
E-mail: [maktoum.almaktoum@cda.gov.ae](mailto:maktoum.almaktoum@cda.gov.ae)

Mr. Omar Al-Muthanna  
Chief Executive Officer  
Social Regulatory and Licensing Agency  
Dubai, United Arab Emirates  
Tel.: 9714 4299 806  
Mobile: +971-50-4543311  
E-mail: [omar.almuthanna@cda.gov.ae](mailto:omar.almuthanna@cda.gov.ae)

Mr. Tarik Hashem Ibrahim  
Research Director and Acting Director Strategy  
Department  
Dubai, United Arab Emirates  
Tel.: 9714 4299 890  
Mobile: +971-50-6228903  
E-mail: [tarik.ibrahim@cda.gov.ae](mailto:tarik.ibrahim@cda.gov.ae)

Ms. Khadija Zahzah  
Acting Director, Policy Department  
Dubai, United Arab Emirates  
Tel.: +971-4-4299891  
Mobile: +971-50-3770017  
E-mail: [khadija.zahzah@cda.gov.ae](mailto:khadija.zahzah@cda.gov.ae)

Mr. Ghassan Khalil  
Advisor-Social Policy and Strategic Planning  
Dubai, United Arab Emirates  
Tel.: +971-4-4299808  
Mobile: +971-50-9555293  
E-mail: [ghassan.khalil@cda.gov.ae](mailto:ghassan.khalil@cda.gov.ae)

Ms. Sanjana Bhardwaj  
Social Care Expert  
Dubai, United Arab Emirates  
Tel.: 9714 4299 897  
Mobile: +971-50-7017066  
E-mail: [sanjana.bhardwaj@cda.gov.ae](mailto:sanjana.bhardwaj@cda.gov.ae)

Ms. Badriya Al Shamsi  
Programme Manager  
Dubai, United Arab Emirates  
Tel.: 9714 4299 873  
Mobile: 050-4579050  
E-mail: [Badriya.alshamsi@cda.gov.ae](mailto:Badriya.alshamsi@cda.gov.ae)

Ms. Ayesha Al Joker  
Senior Research Executive  
Dubai, United Arab Emirates  
Tel.: 9714 2666933  
Mobile: 050-4533777  
E-mail: [Ayesha.Joker@cda.gov.ae](mailto:Ayesha.Joker@cda.gov.ae)

Ms. Anisa Al-Sharif  
Head Social Development Unit  
The Executive Council-TEC  
Dubai, United Arab Emirates  
Tel.: 971-4-4299601  
Mobile: 050-6558056  
E-mail: [anisa.alsharif@tec.gov.ae](mailto:anisa.alsharif@tec.gov.ae)

Ms. Hala Salem  
Senior Consultant-Social Development Unit  
The Executive Council- Government of Dubai  
Dubai, United Arab Emirates  
Tel.: +971-4-4399612  
Mobile: +971-50-8705739  
E-mail: [hala.salem@tec.gov.ae](mailto:hala.salem@tec.gov.ae)

Ms. Kinda Kasm  
Assistant Project Manager, Social Development  
Unit  
The Executive Council - Government of Dubai  
Dubai, United Arab Emirates  
Tel.: Mobile: +971-50-2885429  
E-mail: [kinda.kasm@tec.gov.ae](mailto:kinda.kasm@tec.gov.ae)

Ms. Maryam Al-Obaid  
Associate Project Manager, Social Development  
Unit  
The Executive Council- Government of Dubai  
Dubai, United Arab Emirates  
Mobile: +971-50-2866266

Economic and Social Commission for Western  
Asia (ESCWA)

Mr. Frederico Neto  
Chief  
Social Development Division  
Tel.: +961-1-978417  
E-mail: [neto3@un.org](mailto:neto3@un.org)

Ms. Ramla Khalidi  
First Social Affairs Officer  
Office of the Chief  
Social Development Division  
Tel.: 961-1-978419  
E-mail: [khalidir@un.org](mailto:khalidir@un.org)

Mr. Adib Nehmeh  
Regional Advisor on Social Statistics  
Tel.: 961-1-978337  
E-mail: [nehmeh@un.org](mailto:nehmeh@un.org)

Ms. Maha Yahya  
Regional Advisor on Social Development  
Tel.: 961-1-978400  
E-mail: [yahya3@un.org](mailto:yahya3@un.org)



Ms. Nadine Chalak  
Research Assistant  
Office of the Chief  
Social Development Division  
Tel.: +961-1-978413  
E-mail: [chalakn@un.org](mailto:chalakn@un.org)

Ms. Norma Mantoufeh  
Administrative Assistant  
Office of the Chief  
Social Development Division  
Tel.: +961-1-978418  
E-mail: [mantoufeh@un.org](mailto:mantoufeh@un.org)

Mr. Razi Awada  
Administrative Assistant  
Office of the Chief  
Social Development Division  
Tel.: +961-1-978434  
E-mail: [Awada4@un.org](mailto:Awada4@un.org)

Ms. Batool Shakoori  
Chief  
Population and Social Development Section  
Social Development Division  
Tel.: +961-1-978424  
E-mail: [shakoori@un.org](mailto:shakoori@un.org)

Ms. Gisela Nauk  
Chief  
Social Development Division  
Tel.: +961-1-978409  
E-mail: [nauk@un.org](mailto:nauk@un.org)

Ms. Bayan Tabbarah  
First Social Affairs Officer  
Social Participatory Development Section  
Social Development Division  
Tel.: +961-1-978420  
E-mail: [tabbarab@un.org](mailto:tabbarab@un.org)

Mr. Ayman Zohry  
First Associate Population Affairs Officer  
Population and Social Development Section  
Social Development Division  
Tel.: +961-1-978408  
E-mail: [zohry@un.org](mailto:zohry@un.org)

Ms. Diane Zovighian  
Associate Social Affairs Officer  
Social Policy Section  
Social development Division  
Tel.: +961-1-978407  
E-mail: [zovighian@un.org](mailto:zovighian@un.org)

Ms. Dina Tannir  
Associate Social Affairs Officer  
Social Policy Section  
Social Development Division  
Tel.: +961-1-978435  
E-mail: [tannird@un.org](mailto:tannird@un.org)

Mr. Elias Attieh  
Research Assistant  
Social Policy Section  
Social Development Division  
Tel.: +961-1-978404  
E-mail: [attiehe@un.org](mailto:attiehe@un.org)

Ms. Lina Nassar  
Research Assistant  
Social Policy Section  
Social Development Division  
Tel.: +961-1-978411  
E-mail: [nassarl@un.org](mailto:nassarl@un.org)

Annex II

**LIST OF PUBLICATIONS**

Title	Symbol
Information Note (English and Arabic)	E/ESCWA/SDD/2009/WG.2/INF.1
Organization of Work (English and Arabic)	E/ESCWA/SDD/2009/WG.2/L.2
The Role of Civil Society in Social Protection (English and Arabic)	E/ESCWA/SDD/2009/WG.2/3
Integrated Social Policies in Palestine (Arabic)	E/ESCWA/SDD/2009/WG.2/4
Social Protection in Malaysia (English and Arabic)	E/ESCWA/SDD/2009/WG.2/5
Egypt's Integrated Social Policy: Changes and Challenges (English)	