

2018  
**Social  
Protection  
Conference**  
KENYA

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# Accountability in Social Protection Programmes through older citizens participation

Presenter: Amleset Tewodros, HelpAge International

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# Accountability in SP Programmes through older citizens participation



## Presentation Outline

- Why Social Accountability
- International and national legal and human rights and principles
- Role of Accountability Mechanisms in supporting citizens' rights to social protection
- Examples of Social Accountability in HelpAge programmes:
  - 'The Older Citizen Monitoring Groups' model
  - Complaints and Grievance Mechanisms
  - The Rights Committees



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# Why Social Accountability in Social Protection?



- Ensure social protection systems are effective and accountable
- Improve service delivery, increase access to social protection
- Programmes reach intended beneficiaries & achieve their set objectives
- Support the upholding of individuals right to social security in the design and delivery of the schemes



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# Why SA in SP...? (cont' d)



- SA puts significance to older people's rights and voice as recipients and bona fide citizens
- At the political level, SA improves social protection governance, minimises fraud and corruption, and supports citizen empowerment & advocacy.
- SA enhances the development and building of responsive states and improve state citizen relationship



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# International and national legal and human rights and principles



- Declarations, Covenants, Conventions, Charters, Protocols and Treaties underpin the rights perspective
- National policies and laws in which citizen rights are anchored provide the basic frameworks for SA
- Stronger emphasis on human rights in SP shows that access to SP is a right and a key consideration in the design and implementation of SP programmes

# Role of Accountability Mechanisms in supporting citizens' rights to SP



- Enables citizens to hold public officials to account.
- Mechanisms for SA can be convened by either social actors or the state
- **State** SAMs include structured consultation processes, proactive dissemination of information, and C & G redress mechanisms.
- **Social actors** SAMs may include: information campaigns (demystifying technical information on legislation, policies, schemes, etc), data gathering, report cards/scorecards, social audits, community committees/associations, legal recourse.



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# Towards more effective and accountable social protection systems for income security in older age



Activities

Outputs

Outcomes

- Information on SP rights and programmes (radio, OPA groups, citizen monitors)
- Help to individual OP to access the schemes (register, appeal, complaint & grievance redress)

**Older people are informed about their social protection rights, empowered and supported**

**More older people can access and claim SP**

**Goal**  
Social protection systems providing income security in older age are more effective and accountable

- Citizen monitors interview beneficiaries (exit questionnaires)
- Implementation challenges fed directly from field to decision makers (meetings, briefings, Pension Watch)

**Evidence and learning on the implementation of social protection**

**Decision makers aware of the implementation challenges in SP**

- Pilot grievance redress mechanism
- Paralegals
- Independent complaints and referrals

**Evidence and learning on accountability mechanisms for social protection**

**Decision makers aware of how to support citizen participation/grievance redress in SP**



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# HelpAge's experiences of Social Accountability in SP programmes



- InuaJamii 70 & other Cash Transfer Programmes in Kenya
- Older People's Cash Transfer Programme in Kenya
- The Hunger Safety Net Programme in Kenya
- Universal Pension in Zanzibar
- Senior Citizen's Grants in Uganda
- Basic Social Subsidy Programme (Moz)



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# (1) Older Citizen Monitoring Groups



- An Activity of Older Peoples Associations
- Empowers older people to claim their rights.
- Enables older people access existing services and schemes.
- Uses monitoring data to engage and influence policy, legislation and service delivery so they better respond to the needs of older people.
- 3052 OPAs in 27 countries used it in monitoring health, SP, Planning & Budgeting & in humanitarian responses



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# Key areas of OCM groups



OCM groups in all four countries are collecting data on:

- Registration and targeting,
- Payment and delivery, and
- Accountability and Participation in
- Monitoring data used in various technical and political forums from local to national level, to advocate for improvements in operations and policies.



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# Key Principles



- Participation
- Awareness raising
- Inclusion
- Partnerships between CSOs and Government
- Sustainability

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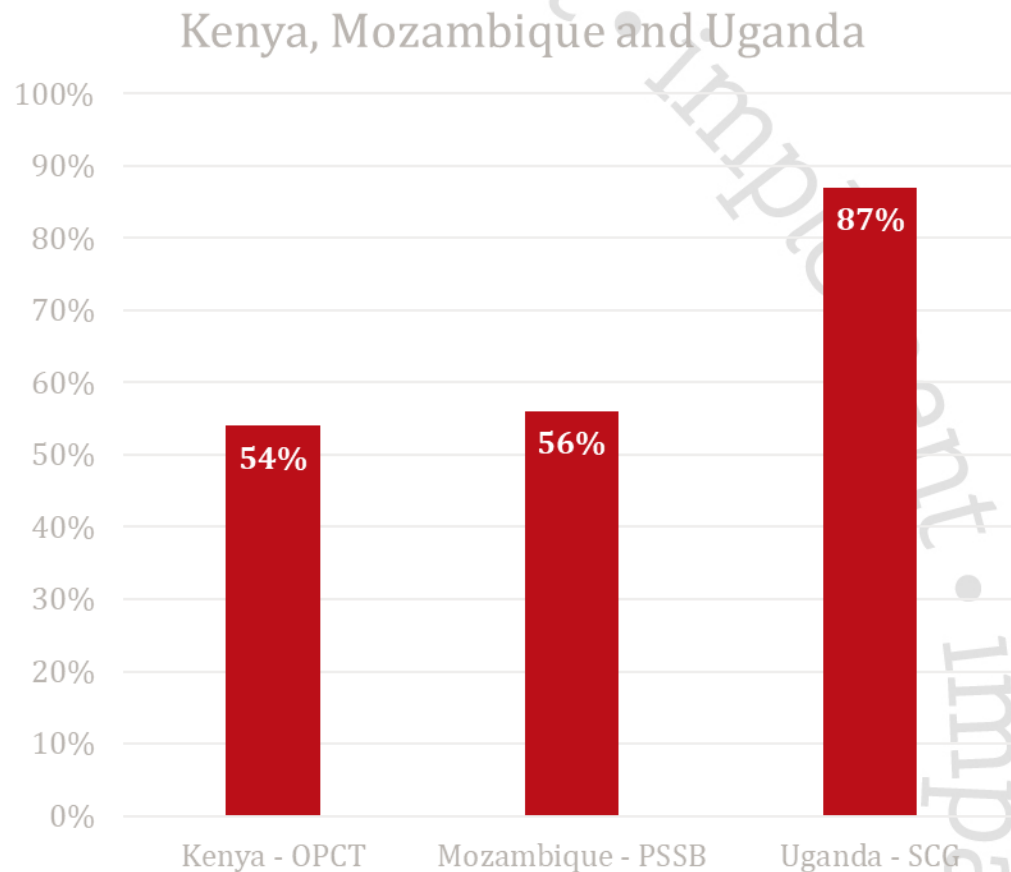
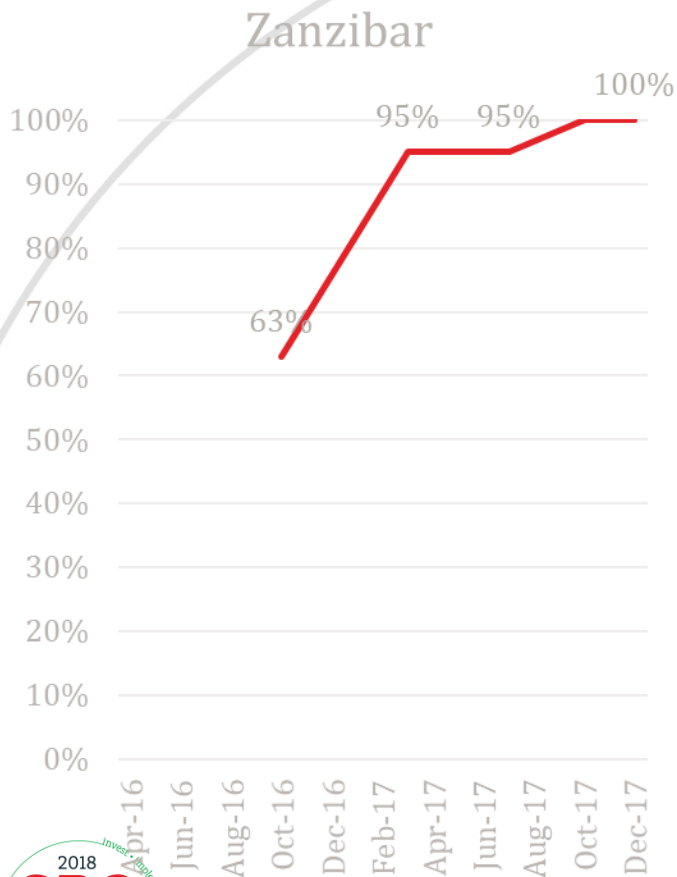
# Key steps in OCMs



Figure 1: The cycle of older citizen monitoring: key stages



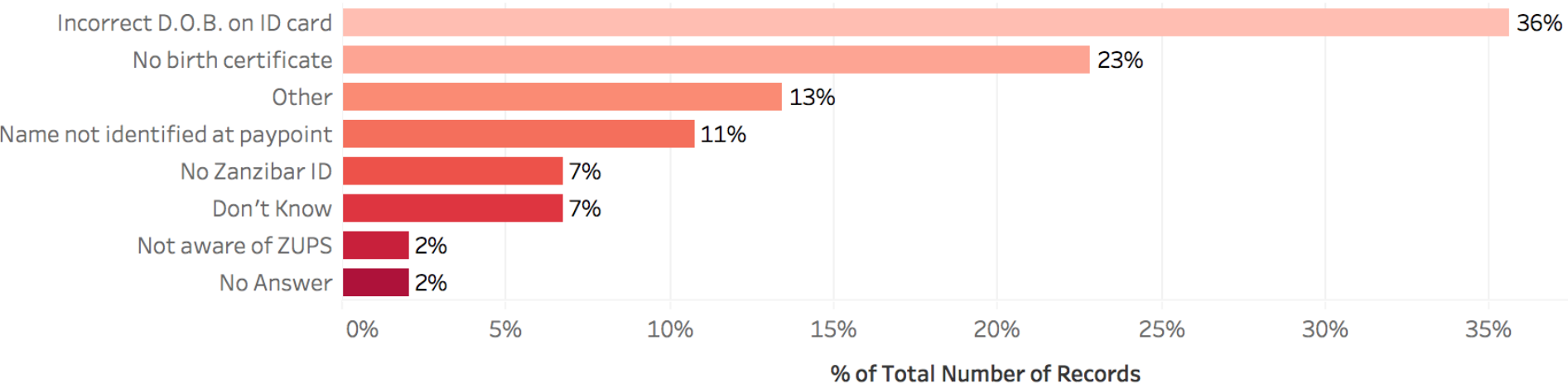
# Do citizens understand why people receive cash transfers?



# Challenges in enrolment for universal pension



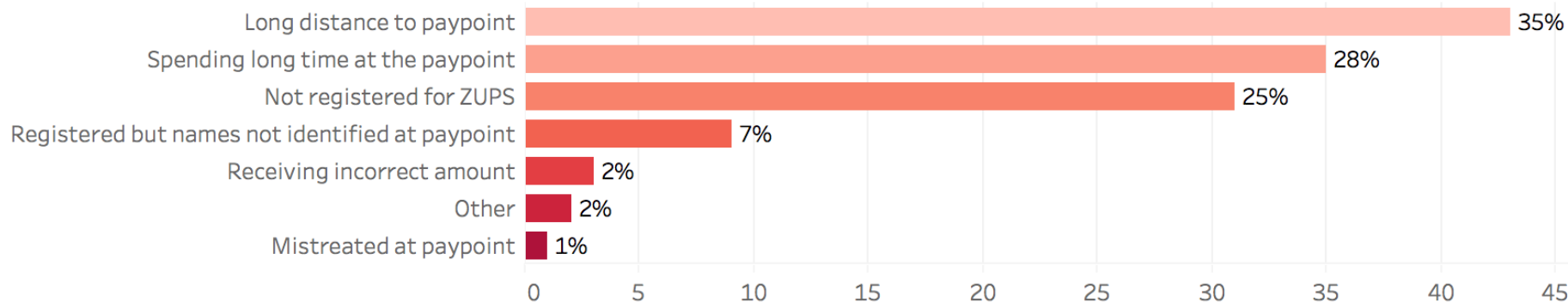
Why do you not receive a benefit from ZUPS?



# What is the nature of complaints and grievances?



If yes, what type of complaint?





# Recommendations on OCM Approaches



1. Identify advocacy targets before deciding coverage and duration of OCM activities, review targets periodically, and adjust data collection frequency if necessary.
2. Involve local government early in plans for monitoring and advocacy.
3. Scale up OCM and improve its sustainability by collaborating with government or combining OCM with other activities.



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## (2) Grievance Redress Mechanism



- In Kenya the law provides for the establishment of an independent grievance redress mechanism together with IPCRM
- HelpAge has been delivering on an independent accountability mechanism (C&G and wider rights) in both the OP-CT and HSNP programmes
- This includes the development of a CMS and MIS for C&G for CTs in Kenya which has since been taken up by the GoK and now forms a critical part of CCTP MIS
- It has supported the establishment of Beneficiary Welfare Committees/ Rights Committees that are instrumental structures for G&C activities
- HelpAge HelpAge has been mandated to lead in the process of merging existing community structures to be in tandem with consolidated government approach to delivering social assistance programmes in Kenya



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## (3) Rights Committees in HSNP



- Act as 'legal representatives' of the communities
- They offer beneficiaries and non-beneficiary to channel their grievances
- Trained as advocacy groups to engage with local leaders to improve the delivery of basic services not only HSNP
- Local CSOs – implementing partners also amplified accountability in the delivery of HSNP



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## RCs (cont'd) ...



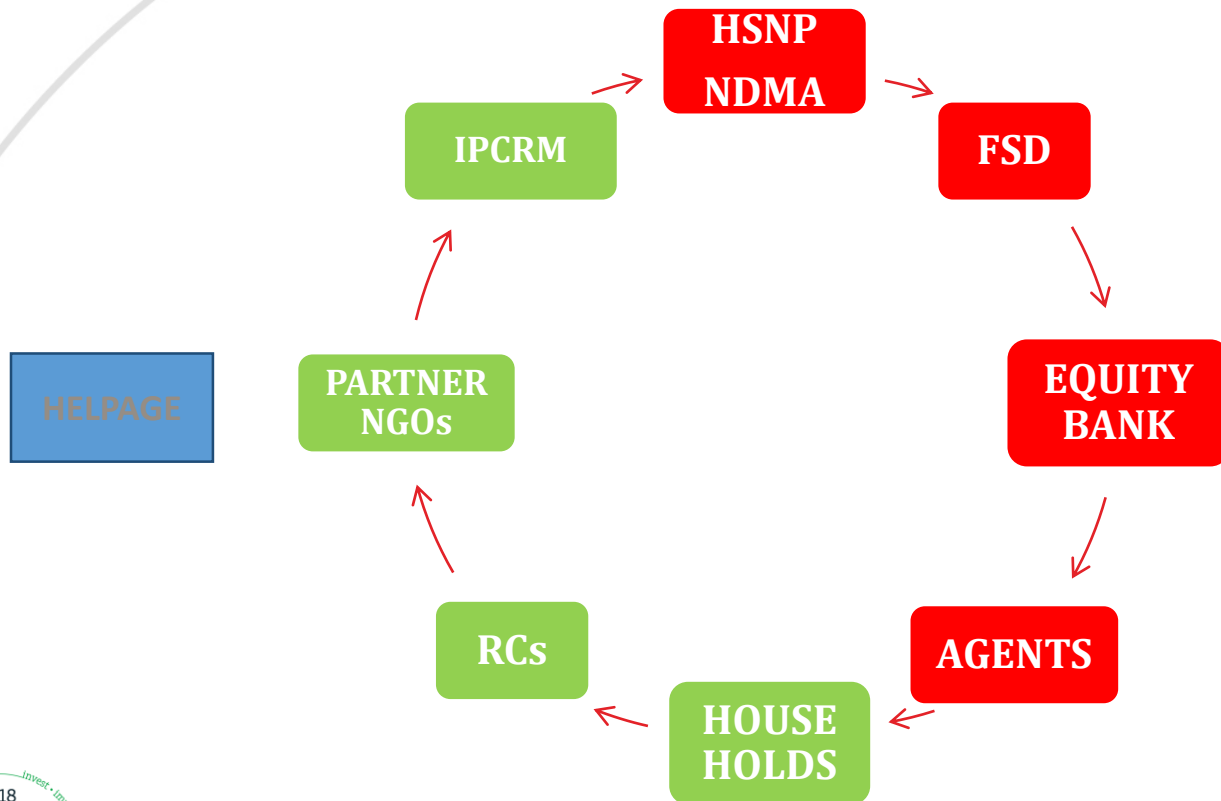
- Building the capacity of the state to respond to citizens demands: MCAs and county executives trained on policy development process, human rights and how to respond to C & G raised by beneficiaries to close the feedback loop.
- Chiefs and NDMA officials also trained in linking with the integrated public complaints and referral mechanism (IPCRM) through the Kenya National Human Rights Commission (KNHRC) for the realisation of wider rights.



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# HSNP Accountability Framework



# Summary



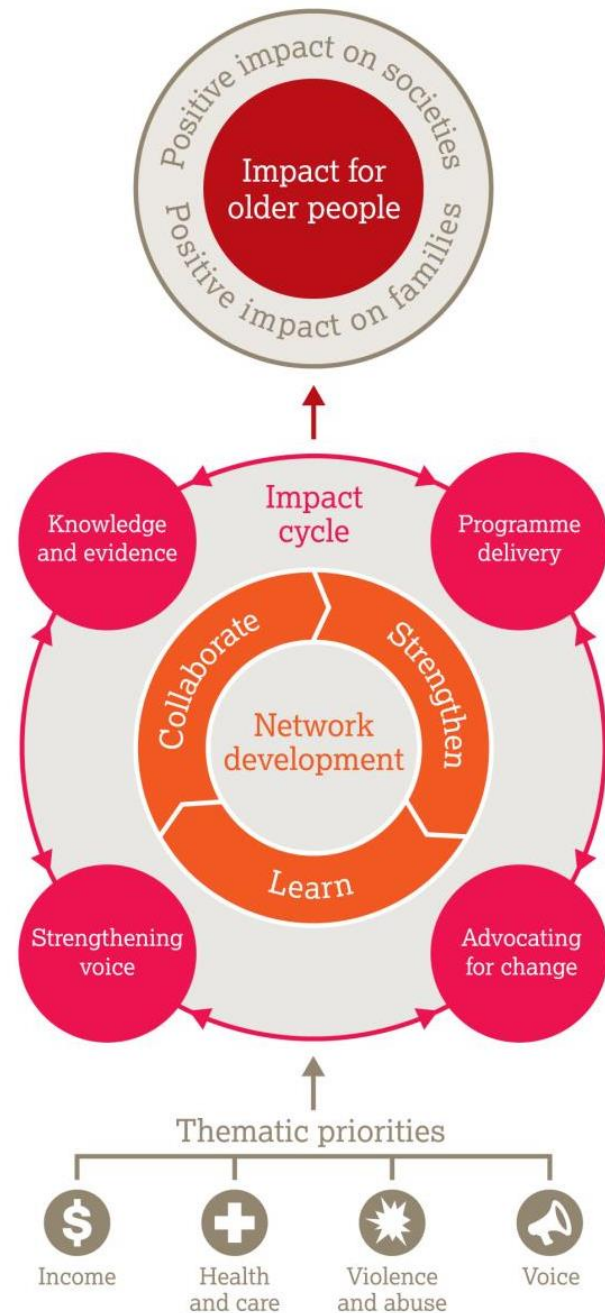
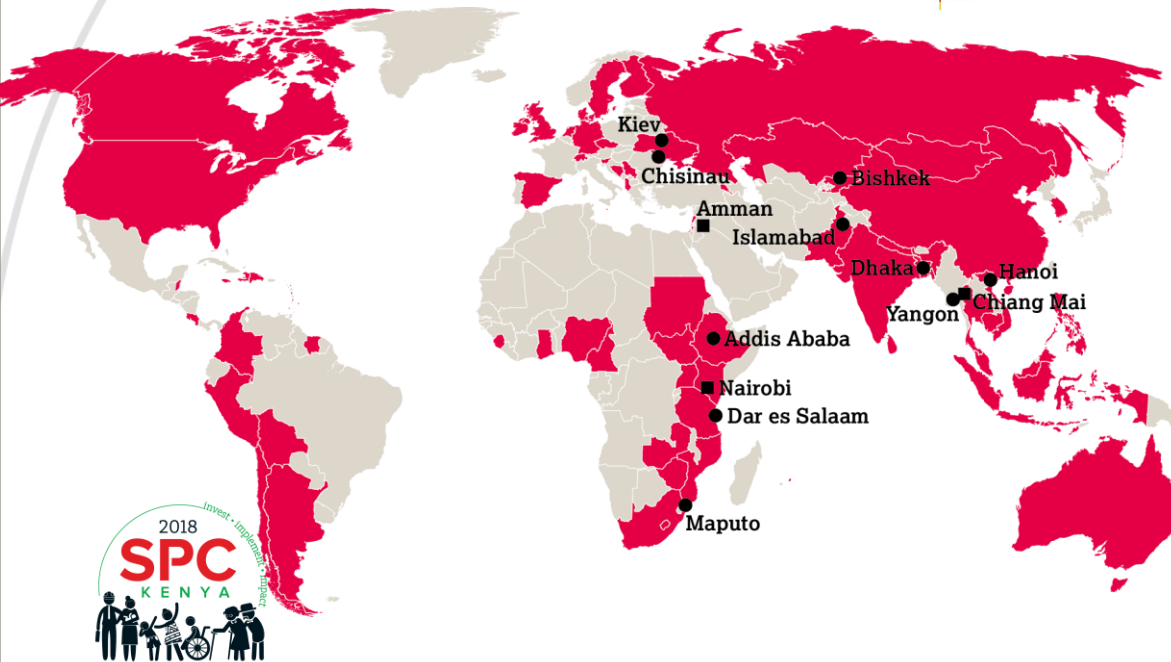
- **Factors supporting social accountability:**
  - Simple and transparent eligibility criteria
  - Government responsiveness (scheme is political)
  - Active citizen engagement, and interaction with government
  - Geography/accessibility
- **Challenges:**
  - Scaling up and sustaining citizen engagement
  - Dealing with more challenging individual-level grievances such as financial abuse within the family
  - Ensuring mechanisms are inclusive



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- Global network founded in 1983
- **119** member organisations across **75** countries
- Promoting the rights of all older people to lead dignified, healthy and secure lives
- Focus on **low- and middle-income** countries







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