

2018
**Social
Protection
Conference**
KENYA

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ENHANCING ACCOUNTABILITY IN SOCIAL PROTECTION PROGRAMMES

Subject: SOCIAL PROTECTION ACTORS FORUM

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SOCIAL PROTECTION ACTORS FORUM (SPAF)



- Formed in 2008 with the aim of strengthening civil society engagement
- Through advocacy, formulation and implementation of social protection policies in Kenya.
- Membership is drawn from NGOs, FBOs, CBOs and other stakeholders' whose mandate is working with vulnerable members of the society.
- Currently we have 22 organizations on the membership list.



membership



- Organizations working with children(CRADLE, Undugu Society, KAACR)
- Organizations working with persons with disabilities (UDPK, EDAN, Sightsavers)
- Organizations working with older persons(Helpage, Senior Women Citizens, Centre for ageing and Rural Development(Nakuru)
- Organizations working with women(Micro-entrepreneur Women Association of Kenya)
- Basic Needs – mental health



Kenya Community Based health financing association

WORK OF SPAF



- **Legal and Policy Advocacy**
- **Strengthening social protection service delivery**
- **Building capacity of Civil society organizations in social protection**
- **Promoting social accountability in social protection**



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- Involved the constitution review process – Article 43 of CoK
- Continuous engagement with government on issues of common interest
 - b) Citizens engagement in social protection programmes
 - c) Testing of models (Child sensitive Social protection)
 - d) Tracking of delivery of Social protection in the country

Social accountability work by SPAF



Social mobilization and awareness raising –
raising awareness on existing social
protection programmes

Training community monitors- on our social
accountability tools, data collection, ethics

Data Collection

Data Analysis

Dissemination



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Issues tracked



- Targeting
- Timeliness of payment.
- Regular and accurate information on the program.
- Transparency in recruitment and management process.
- Distance to payment collection points.
- Dignity in service delivery



Issues tracked



- Voice of the beneficiary (Feedback mechanism)
- Linkages with other government programmes
- Impact



What has changed



- Increased community participation during targeting.
- Improved payment services - (however still many complaints on the distance)
- Improved service delivery in payments – refining over time, from Posta, to Mpesa, to Banks and now agents, hence no crowding, biometric card secure..
- More beneficiaries are identified by communities.



What has changed



- Near timely payments
- Regular and timely information provided to beneficiaries and the office, eg. payment dates and/or death of a beneficiary or need to change care giver.
- The use of chiefs is effective in communication with the beneficiaries.



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THANK YOU FOR YOUR TIME