

HUMANITARIAN CASH VOUCHER PROGRAMMING TO SOCIAL PROTECTION

Leveraging Effective Community Empowerment
through Social Accountability



GUIDANCE NOTES

Purpose

This document is intended for staff working on cash voucher programming¹ (linked into government schemes), social accountability and advocacy. The aim is to support staff who are:

- 1) involved in working with cash voucher programming working in tandem with government social protection systems in order to make cash payments more equitable and efficient and strengthen government systems
- 2) delivering social accountability programming to improve the efficacy of government social protection schemes
- 3) involved in advocacy to donors and government for the establishment, reform, expansion and/or improvement of government social protection schemes or improved linkages between government social protection schemes and humanitarian cash voucher programming

Background

More than 40 per cent of global humanitarian aid worth US\$4.5 billion was distributed via cash payments to the world's most vulnerable populations in 2018.² Inter-agency cash and voucher transfers amounted to approximately US\$ 5.6 billion in 2019.³ Over the last decade, the transition from food and other in-kind aid to cash and voucher-based assistance has been one of the defining trends in humanitarian practice. This rapidly changing aspect of the humanitarian sector presents great opportunity and significant challenges.

Over this period and more recently in response to COVID-19, social assistance cash transfers by national governments have substantively increased to support vulnerable communities.⁴ More than 195 countries are planning or have introduced social protection measures due to COVID-19. Of donor and government response to COVID-19, more than 60% involves social protection. Of this more than 30% of these are cash voucher transfer-based mechanisms, which is increasing in preference.⁵

WV has embraced this shift to cash with a growing portfolio of cash voucher programming, valued at more than \$321 million and reaching more than 3.7 million disaster-affected people in FY19, representing approximately 35% of our humanitarian portfolio.⁶ WV has committed to leverage humanitarian Cash Voucher Programming to build national and regional Safety Net and Social Protection mechanisms, and to deliver 50 % of our humanitarian assistance by 2022, reaching 4 million most vulnerable children.

¹ Specific adaptations using social accountability practice for WV's stand-alone cash voucher programming is forthcoming

² WVI Cash and Voucher Strategic Roadmap FY19–22: The Enabling 'Currency' of Effective Humanitarian Disaster Management; Global Disaster Management Team, World Vision International 2019- <https://www.wvi.org/publications/report/world-vision-european-union/empowerment-currency>; & Kevin Jenkins, President and CEO, World Vision International High Level Roundtable Statement "Changing People's Lives: from Delivering Aid to Ending Need" World Humanitarian Summit, May 2016

³ CaLP, The State of the World's Cash II Report, 2020, <https://www.calpnetwork.org/state-of-the-worlds-cash-2020/>

⁴ <https://socialprotection.org/newsletter>

⁵ <https://socialprotection.org/taxonomy/term/5432>

⁶ <https://www.wvi.org/publications/infographic/disaster-management/world-visions-cash-voucher-programme-2019>

WV's 'Our Promise 2030' strategy aims to achieve quality programmatic scale-up via funding growth, thought leadership and impact. To support this aim, WV's cash voucher team has identified social accountability as a key priority to ensure targeting and inclusion of most vulnerable children and their families, enhanced access to information and quality services through government cash transfers.

This guidance is intended to support integration of social accountability for monitoring and advocacy of government social protection schemes and linkages between cash voucher programming with government social protection.

Social Protection and Social Accountability: At a glance

Social Protection is the set of all initiatives, both formal and informal, that provide: social assistance (often in the form of cash) to extremely poor and/or socially excluded individuals and households; social insurance to protect people against the risks and consequences of livelihood shocks; social services to groups who need special care or who need extra support to access basic services like health or education; and policies, legislation and regulations to protect people against discrimination or abuse⁷. Social protection may support citizens of a country and/or refugees or other non-citizens.

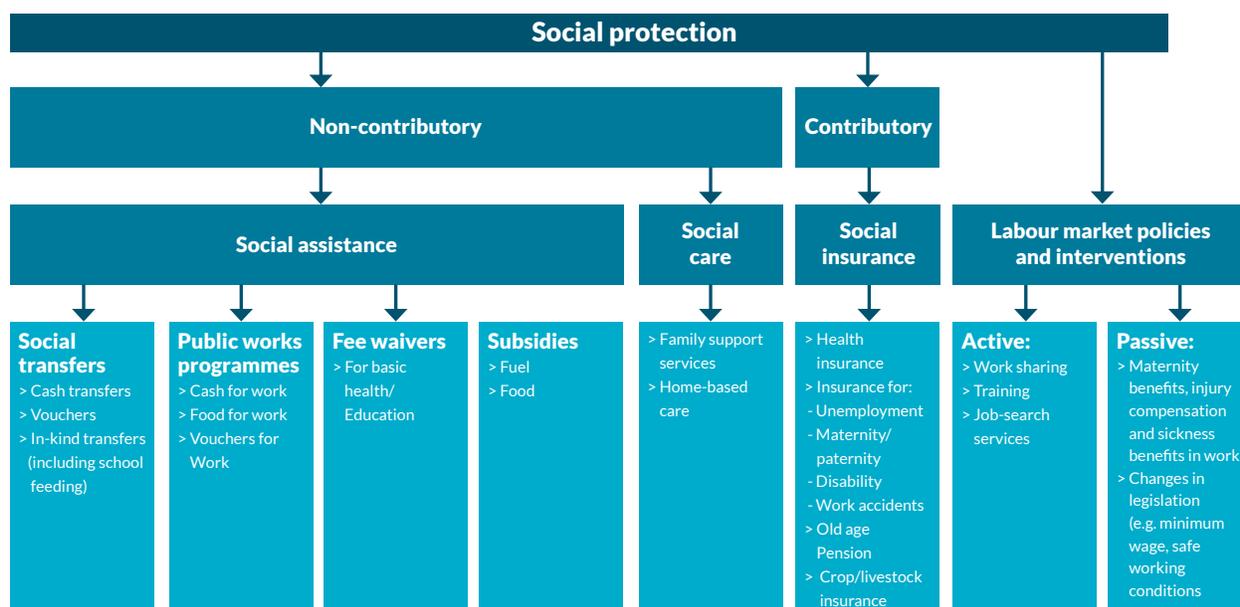
Social protection includes: a) social assistance - non-contributory transfers in cash, vouchers, or in-kind such as school feeding; b) social care services for those facing social risks such as violence, abuse, exploitation, discrimination and social exclusion; c) social insurance - contributory schemes provision compensatory support in contingencies such as illness and disability; and d) labour market policies such as ensuring minimum employment standards and parental leave for child care.

As a child focused organization, it is crucial that social protection is [child sensitive](#). Social protection policies and programs should directly address children's age and gender-specific risks and vulnerabilities throughout the life-cycle, as well as be gender-responsive.⁸

⁷ Devereux, S. & Sabates-Wheeler, R. (2004). Transformative Social Protection. Institute of Development Studies.

⁸ Infograph from: <https://gsdrc.org/topic-guides/social-protection/types-of-social-protection/>
Further Social Protection terminology can be found here: <https://socialprotection.org/learn/glossary/what-is-social-protection>

Figure 1. Taxonomy of social protection instruments



Notes: (1) 'Non-contributory schemes are defined by the International Labour Organization (ILO) as those that, 'normally require no direct (financial) contribution from beneficiaries or their employers as a condition of entitlement to receive benefits' (ILO, 2017). Public works programmes are usually counted as 'non-contributory' even though the recipient contributes labour. (2) Social transfers may be conditional or unconditional. A conditional transfer requires recipient to meet certain behaviors (such as ensuring school attendance) to receive the benefit. Source: Adapted from O'Brien et al. (2018:6).

World Vision considers anything which **enables access to services** (e.g. birth registration, tuition fee waivers, scholarships) as social protection. We also consider complementary elements of social assistance, services or interventions bundled with transfers, along with sensitization, psychosocial support, information provision or training as social protection. Where existing government social protection is not sufficient, World Vision’s intervention with its multi-sectorial approach to improving girls and boys well-being is critical to providing for the immediate needs of vulnerable children and their families in the form of social assistance.

Creating a pathway from humanitarian cash and voucher programs to longer-term government-led social protection assistance strengthens the humanitarian-development nexus. It also supports overall resilience and social cohesion. However, it should be underpinned by humanitarian accountability and social accountability.

Social accountability refers to the range of actions or strategies, beyond voting, that societal actors, namely citizens, employ to hold government accountable.⁹ Social accountability interventions involve motivated individuals, citizen action groups, and civil society organizations (CSO) in activities that seek to highlight gaps in the performance of government and improve public sector responsiveness through collective action and advocacy. The core principles or elements¹⁰, which can be flexibly adapted to sector and context, as identified in the research and WV’s practice are:

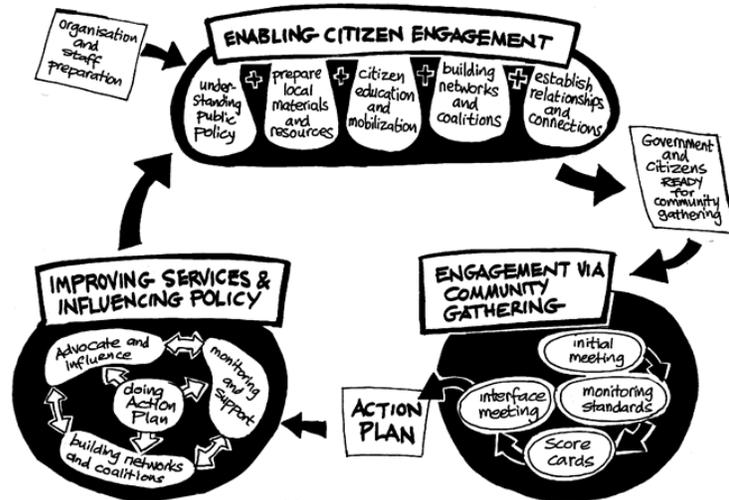
- 1) Information/civic education
- 2) Collective Action
- 3) Government response/action

⁹ Simon C. O’Meally. 2013. *Mapping Context for Social Accountability: A Resource Paper*. World Bank

¹⁰ Based on external research and which WV practice reflects through 4 components of information, voice, dialogue and accountability

WV uses its social accountability package, [Citizen Voice and Action](#), to address improvements in services.

The following illustration summarizes our social accountability approach:



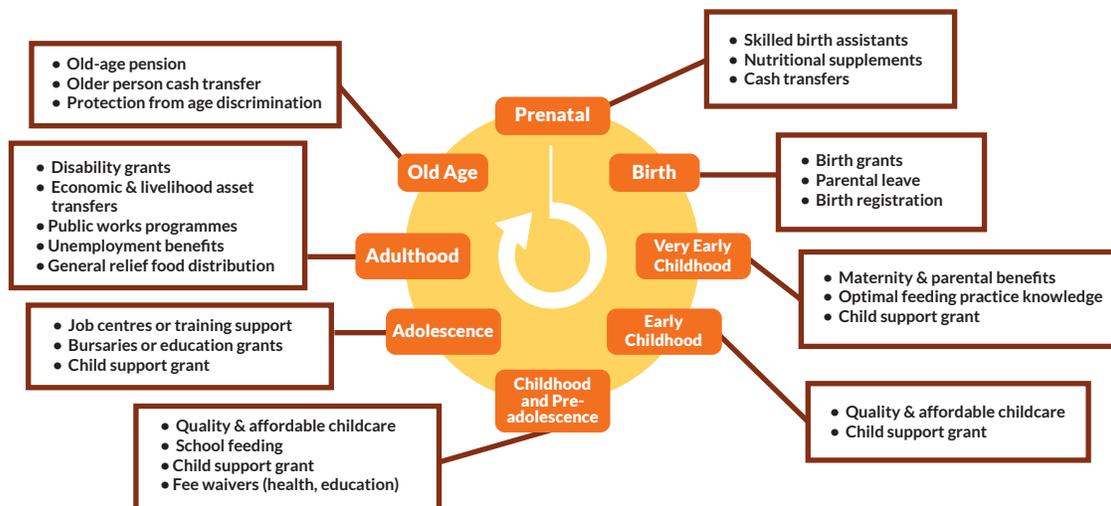
Origins & Conceptual Approach

Origins and evolution of social protection

Historically, social protection was legislated by governments to establish safety nets for those in chronic poverty.

In more advanced social-market economies, it is provided to reduce chronic poverty or at certain points in the life cycle of an individual i.e. unemployment benefits during economic downturns, support through the birth of children, parental and childcare payments through to school fee waivers, subsidies and feeding programs and the old age pension etc. The following diagram highlights how social protection is integrated across the life cycle:

Integrated social protection across the life cycle



Since the 1990s emerging economies, especially Brazil and Mexico, developed new forms of social protection programs, which required citizens to undertake specific obligations in return for ‘conditional’ cash such as ensuring their children attend school. The success of these conditional cash transfer programmes in Latin America led to the promotion of social protection as global best practice in the government social sector for developing countries.¹¹

These programmes have evolved from ‘conditional’ cash transfers to include unconditional cash transfers, with a large body of evidence to support their efficacy.¹² However, although different government social protection policies and instruments are intended to target and support the most vulnerable communities, insufficient funding, challenging socio-economic and political contexts, mismanagement, corruption and inefficient systems have undermined these efforts.¹³

Over recent years, the alignment of the social protection agenda with the attainment of the Sustainable Development Goals, in particular in Low Income Countries, has triggered humanitarian and development actors to engage more closely with national governments on the realization of their social protection agendas.

However, increasingly the trend is to consider how existing social protection schemes used in times of stability may be broadened on a permanent basis to allow timely and efficient on-demand response to emergency crises. This need has accelerated exponentially during the global pandemic of COVID-19. The idea is that government social protection schemes need in-built flexibility and adaptability to respond more quickly and efficiently to crises such as COVID-19 that affect broader and/or different population groups at any one time.

Transfers help to transcend & address Humanitarian, Development and Peace/ Social Cohesion Needs¹⁴

Based on the success of unconditional and conditional cash transfer programmes, cash and voucher transfers have become a significant part of national government-led humanitarian assistance in disaster management. The international humanitarian donor and implementing partner community (mostly UN and NGOs) have increasingly expanded the use of cash and voucher enabled programming versus traditional in-kind assistance – when and where local market situation, feasibility considerations, and client-preferences were favorable.

Humanitarian objectives	...map to...	Social protection objectives
Keep people alive	→	Protect people through life-course
Alleviate suffering	→	Protect from poverty
Maintain human dignity	→	Promote human dignity
Provide basic needs	→	Support livelihoods
Provide basic social services	→	Support access to social services
Provide child and family services	→	Support child and family services
Provide labour opportunities	→	Support access to labour markets

Figure 2 Convergence of humanitarian and social protection objectives
Source Authors, building on Cherrier et al, (2017b).

¹¹ Handa and Davis, 2006. The experience of conditional cash transfers in Latin America and the Caribbean, Development Policy Review, 24 (5): 513-536

¹² <https://socialprotection-humanrights.org/wp-content/uploads/2017/12/Social-Accountability-Literature-Review.pdf>

¹³ https://www.oecd.org/dev/inclusivesocietiesanddevelopment/Lessons_learned_Implementing_social_protection_strategies.pdf

¹⁴ See <https://blogs.worldbank.org/dev4peace/social-protection-protecting-poor-and-vulnerable-during-crises>

The transition from humanitarian cash and voucher assistance to national government-led and longer-term cash voucher social assistance as part of social protection systems, is a key opportunity and challenge. This has highlighted the need for NGOs to work together with government systems.¹⁵ As delivery of cash payments from intergovernmental or non-governmental agencies shifts to government-led transfer assistance in the future, the obligations and expectations of the duty bearer also shifts. In communities where non-government entities can often be confused with government, the community’s understanding of the ‘duty-bearer’ is often ambiguous. While non-government agencies can be considered duty bearers responsible to rights holders¹⁶, the main duty bearer in any country is the state. Social accountability evolved to help citizens hold the state, as primary duty-bearer, to account under the social contract¹⁷ that exists between a government and its citizens. While all entities owe communities accountability, state accountability is different due to the nature of the social contract.

Adaptive or shock responsive social protection

The evolution to risk management illustrated above has also been described in the humanitarian space as “shock-pro-active” or “shock-responsive” or “adaptive” approaches. Shock responsive cash voucher transfers are aimed at building resilience in the most vulnerable households before, during and after disasters. A core part of this process is for non-government agencies and donors to complement or work closely with existing government social protection schemes. The aim would be, as far as possible, to ensure that the system underpinning the government scheme was strengthened, for example, so that the same registries of recipients and data management systems are also used, improved and expanded with donors and NGO support. The following diagram illustrates the transition from humanitarian to government provided, ‘shock responsive’ social protection schemes:



Child and gender sensitive social protection

From WV’s perspective as a child-focused agency, a further strengthening of this system would be to maximise the benefits of social protection for children as well as the genders. This would take into account the different and multi-dimensional experience of poverty and vulnerability children, and women and girls experience.

For more on World Vision’s approach to child sensitive social protection. [See here.](#)

¹⁵ See examples from WV and other NGOs in CCD’s Responding to the COVID-19 Crisis: Linking Humanitarian Cash and Social Protection in Practise. https://www.collaborativecash.org/covid19-social-protection_july_2020

¹⁶ Note, Humanitarian feedback and accountability mechanisms aim at supporting this WVI’s mechanisms are linked to the PAF - <https://www.wvi.org/accountability/publication/world-visions-programme-accountability-framework>

¹⁷ The term social contract was coined by Jean Jacques Rousseau during the French Revolution to describe the relationship between citizens and the state

Introducing social accountability

Within our humanitarian cash and voucher transfer programming, WV currently employs accountability and feedback mechanisms such as community help desks, hotlines, SMS or online feedback and grievance options. In addition, Key Information Surveys and Post-Distribution Monitoring and Feedback Analysis also provide opportunities for communities to provide feedback.¹⁸

There is currently a gap in the provision of effective, agile and accessible options for communities to receive greater accountability through many of the transition points from humanitarian to social assistance transfers under government social protection schemes. In seeking to address this gap, WV is introducing an adapted version of our social accountability package, Citizen Voice and Action.

Through the greater integration of social accountability, WV envisages a continuum in our cash and voucher programming towards advocacy for the establishment, expansion and improvement of government provided social assistance, with greater opportunities for communities to hold government to account for the service of social protection. For example, information and opportunities to feedback on eligibility criteria and delivery mechanisms for complementary social services.

The application of social accountability in social protection delivery is not new.¹⁹ However, social accountability offers new opportunities to empower vulnerable communities in the push to transition from adhoc use of cash and voucher transfers to more efficient, expanded and permanent government social protection schemes that can respond to future crises.

There are complementarities between humanitarian and government provided cash transfers that provide a number of opportunities to collaborate to improve accountability²⁰ to citizens receiving cash transfers. Many of these are highlighted in the following table:

¹⁸ <https://www.wvi.org/accountability/publication/world-visions-programme-accountability-framework>

¹⁹ <https://socialprotection-humanrights.org/wp-content/uploads/2017/12/Social-Accountability-Literature-Review.pdf>

²⁰ <https://www.developmentpathways.co.uk/wp-content/uploads/2018/05/Social-Accountability-Final-2018.pdf>; <https://www.developmentpathways.co.uk/wp-content/uploads/2018/05/DFID-Social-Accountability-in-the-Delivery-of-Social-Protection-Technical-Guidance-Note.pdf>

Complementarities between humanitarian cash voucher programming and government social protection transfers, services

Features and key implications for accompanying accountability mechanisms	Humanitarian Cash Voucher Transfers	Government led Social Protection Transfers
<p>Reducing Response Times & Duplication of information & assistance</p>	<p>Existing systems, such as beneficiary lists or payment mechanisms – if interoperable between different humanitarian (NGO, UN, Government actors), can enable the rapid delivery of assistance and/or services to people most in need. Avoiding duplications and reducing confusion at community level – adequate Accountability to Affected Populations (AAP) and effective referral and feedback mechanisms may often point to gaps and weaknesses of established systems, but humanitarian accountability mechanisms are most often only able to refer system- and Government policy related issues to relevant authorities with limited follow up.</p>	<p>Existing systems, such as social registries, can enable the rapid delivery of benefits and/or services to people most in need. It can allow for a more relevant and faster response that is better able to meet the priority needs of affected populations</p> <p>Avoiding duplications and reducing confusion at community level - adequate AAP and effective referral and feedback mechanisms may often point to gaps and weaknesses of established systems.</p> <p>Social Accountability mechanisms enable citizen education, effective empowerment through information provisioning reg. entitlements, policies and referral mechanisms.</p>
<p>Strengthening national systems and the social contract between the state and its citizens</p>	<p>Incorporating referral mechanisms as part of short-term humanitarian cash and voucher transfers to ensure most vulnerable population, including children have adequate information, effective access to public service provision and Social Protection transfers (e.g. Unaccompanied or orphaned children in conflict contexts) to foster services, protection, education and health services and assistance/benefits. Shifting from short-term child-focused support interventions towards long-term child sensitive social protection.</p>	<p>Where national systems already exist, there is evidence of humanitarian responses, when working with and through them, strengthening the underlying system, e.g. by updating and strengthening household registries and the management information systems which underpin targeting systems; and enhancing community engagement and empowerment as part of citizen's awareness of policy commitments and entitlements provided by their respective government and opportunities to feed back to government. Social accountability practice plays a major role in the effectiveness of strengthening such systems, including the provision of</p>

	<p>Transfers alone do not yet ensure quality of services accessible and rendered. This is a key consideration when establishing humanitarian accountability mechanisms that transition towards social accountability mechanisms as the nature of transfer provisioning changes.</p>	<p>platforms for citizens to directly engage with social protection service providers. Transfers alone do not yet ensure quality of services accessible and rendered. Specific guidance, when humanitarian cash, voucher assistance transitions towards Government enabled social assistance transfers, relevant accountability mechanisms shall sign-post as the nature of transfer provisioning changes.</p>
<p>Offering a progressive exit strategy for protracted humanitarian crises contexts (Fragile Contexts)</p>	<p>Working with social protection systems or approaches may facilitate a smoother transition between assistance in normal times and during a crisis and vice versa – for example, allowing national governments to take responsibility for meeting the needs of citizens and refugees, and providing a medium-term transfer and exit strategy for humanitarian aid.</p> <p>Shifting between humanitarian and social accountability mechanisms requires clarity of who is the duty-bearer, providing the cash, voucher assistance and accompanying services and adjusting relevant mechanisms according to context, community preference and need.</p>	<p>Working with humanitarian CVP mechanisms or approaches may facilitate smoother transition between assistance in normal times and during a crisis and vice versa – for example, allowing national governments to take responsibility for meeting the needs of citizens and refugees, and providing a medium-term transfer and entry strategy for humanitarian assistance scale up where speed is essential.</p> <p>Shifting between humanitarian and social accountability mechanisms (for Govt. Social Protection transfers) requires clarity of who is the duty-bearer, providing the cash, voucher assistance and accompanying services and adjusting relevant mechanisms according to context, community preference and need. Points of alignment, transition between different accountability mechanisms should be clearly defined, as well as a referral and transition mechanisms between humanitarian and social accountability to ensure system strengthening and inclusion of most vulnerable esp. in Fragile Contexts and emerging conflict-affected societies.</p>

Leading to the sustainability of the impacts of humanitarian investments and enhancing Value for Money

With disaster shocks oscillating and exacerbating existing inequalities and poverty levels, greater value for money can be created through modular systems or an integrated, Government led system that delivers effectively or enables other actors – like NGOs – to deliver in coordination with or partnership with National Governments, Cash Working Groups/ Social Protection Working Groups and Private Sector. The underpinning accountability mechanisms have to be robust, effectively adapted for each scenario and participatory. Community based accountability and feedback to improve mutual information about systems, procedures, eligibility, enrolment and graduation processes and criteria require strong transition points between humanitarian and social accountability processes.

Effectiveness and efficiencies brought about by combining social protection and humanitarian approaches can promote greater value for money. When accompanied by a greater focus on preparedness and risk management, investment in social protection approaches and systems also provides an opportunity for substantial savings in subsequent humanitarian responses (O'Brien et al. 2018c)

Evidence for social accountability to support social protection

The efficacy of cash transfers/voucher programming is well established over many years. However, research suggests there are further opportunities via collective social accountability practice to improve the reach and accountability of government social assistance cash, voucher transfers. The research suggests increased information to citizens and better targeting and verification of those eligible is possible through increased involvement of CSOs and community in monitoring the delivery of social protection by government.²¹

Grievance redress mechanisms (GRM), such as complaint boxes, information desks, phone and SMS hotlines, online feedback and Key Informant Interviews are commonly used to ensure citizens have opportunities to feedback on their experience with cash transfers. However, studies highlight that GRM, which tend to be individually based, have had varied success.²² Collective social accountability practices are considered potentially more efficacious than GRM: “Collective mechanisms, such as community scorecards, social audits and committee-led verification of targeting appear more promising in terms of addressing ‘thick’ accountability challenges.”²³

WV’s own social accountability practice, Citizen Voice and Action, includes use of community scorecards and social audits and our experience demonstrates that improved benefits of social protection are possible through these practices. For example, WV Bangladesh has piloted the use of the process to improve the delivery of benefits under the Bangladesh Government’s social protection programme. Social accountability helped ensure wider access of government safety nets to those in need, ensuring better access for women and the most vulnerable. It was the first project of its kind to assist vulnerable community members, especially ethnic minorities, to understand their entitlement to the social protection payments provided by the Bangladesh government.

An independent evaluation²⁴ of the project found that those receiving information about social protection, including age pensions, disability allowances and food for work programmes, increased from 15% at the start of the project to 83% at the end of the project. Those target beneficiaries accessing safety nets - especially cash transfers - at the start of the project were as low as 5 %, whereas at the end 74% of beneficiaries had accessed safety nets. To ensure that government committees selected the most vulnerable, the project was able to persuade government to include CSO representatives as observers on the committees. The project demonstrated that active civil society was able to persuade the government to increase the budget for safety nets, improve government guidelines and increase the number of beneficiaries.

²¹ Partnership for Transparency Fund, 2015. Citizen Engagement and Social Accountability Approaches in Enhancing the Integrity of Conditional Cash Transfer Programs. Accessed June 3 2020 at https://www.ptfund.org/publication_page/citizen-engagement-and-social-accountability-approaches-in-enhancing-integrity-of-conditional-cash-transfer-programs/

²² Ibid and Development Pathways, 2017. Social Accountability in the delivery of Social Protection. December. Accessed June 3 2020 at <https://www.developmentpathways.co.uk/wp-content/uploads/2018/05/Social-Accountability-Final-2018.pdf>

²³ Development Pathways, 2017. Social Accountability in the delivery of Social Protection. December. Accessed June 3 2020 at <https://www.developmentpathways.co.uk/wp-content/uploads/2018/05/Social-Accountability-Final-2018.pdf>

²⁴ World Vision/EU, 2020, *Establishing Vulnerable Peoples’ Rights and Access to Social Safety Net Programmes, Final Evaluation*, December.

Social protection transfers and social accountability: Building Blocks

This section highlights:

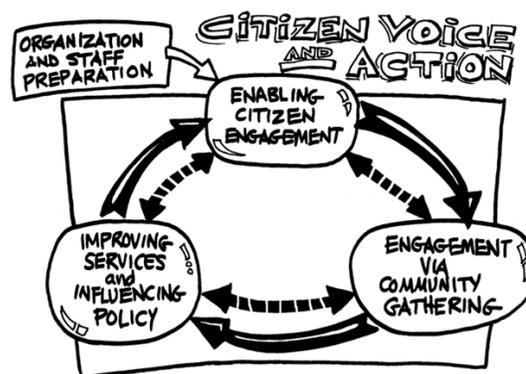
- o Key principles for staff to consider when using social accountability for government social protection and demonstrates how the tools might be applied to social protection.
- o Key issues for consideration when WV cash voucher teams need to align their delivery with existing government social protection schemes or promote alignment and transition to more comprehensive government social protection

Social accountability for government social protection

The social accountability methodology is applied in the same way in which it is used for other services, be they education, health, livelihoods, water and sanitation or child protection (see here for main social accountability guidance). However, where there are no formal social protection schemes or they are nascent in their development, an additional component recommended would be national advocacy for a more comprehensive formal system at the beginning, as well as throughout the process. This would be complemented by the ongoing advocacy for improvement of the social protection system as part of the third phase of the methodology.

For example, WV's practice currently follows the three-phased process of Phase 1 (Enabling Citizen Engagement), Phase 2 (Engagement Via the Community Gathering) and Phase 3 (Improving Services and Influencing Policy) as the diagram illustrates here:

Phase 3, as highlighted in the diagram, is the stage at which advocacy activities are normally introduced. However, where a government does not have a legislated, permanent social protection scheme, whether donor supported or not, the advocacy at the outset of the process would be to promote the establishment of a permanent scheme. This would support the transition of cash voucher type programming to a permanent scheme as well as provide the framework for the monitoring process. If a scheme existed, then the standard process would be followed (see further below).



Principles to guide content of a stepped advocacy process for the establishment of social protection scheme may include:

- Form partnership (informal or formal) with the World Bank local (social protection) staff and other social protection actors especially via the Collaborative Cash Delivery
- Promote birth registration systems
- Promote the recognition of informal social protection actors and mechanisms in the emerging formal process.
- Improve coordination between formal and informal actors, such as faith organizations, involved in existing informal social support for vulnerable groups
- Promote the establishment of systems that enable effective reach of and access to qualitative support services for the most vulnerable by involving informal actors such as NGOs and faith organizations.

Where a formal government social protection scheme already exists, monitoring activities will uncover gaps in the system to contribute to further advocacy in Phase 3. In addition, WV has an important role to play in advocating to national governments (and donors) to build securely funded comprehensive and shock-responsive social protection systems. Other core principles to be considered in this advocacy are highlighted under Phase 3 below.

WV's social accountability process per Phases:

Social accountability can be used in the same way that it is used in other sectors to improve government service delivery:

Phase 1: - What is the commitment, policy for entitlement/ assistance?

This would involve staff collating all social protection policies, legislation and technical guidance for government social protection schemes, selecting the key information, and, in particular, the standards of service in delivery of the benefits. The core information and standards would be re-produced for dissemination to target communities in visually appealing materials.

Phase 2: How is commitment, policy, entitlement implemented/ administered?

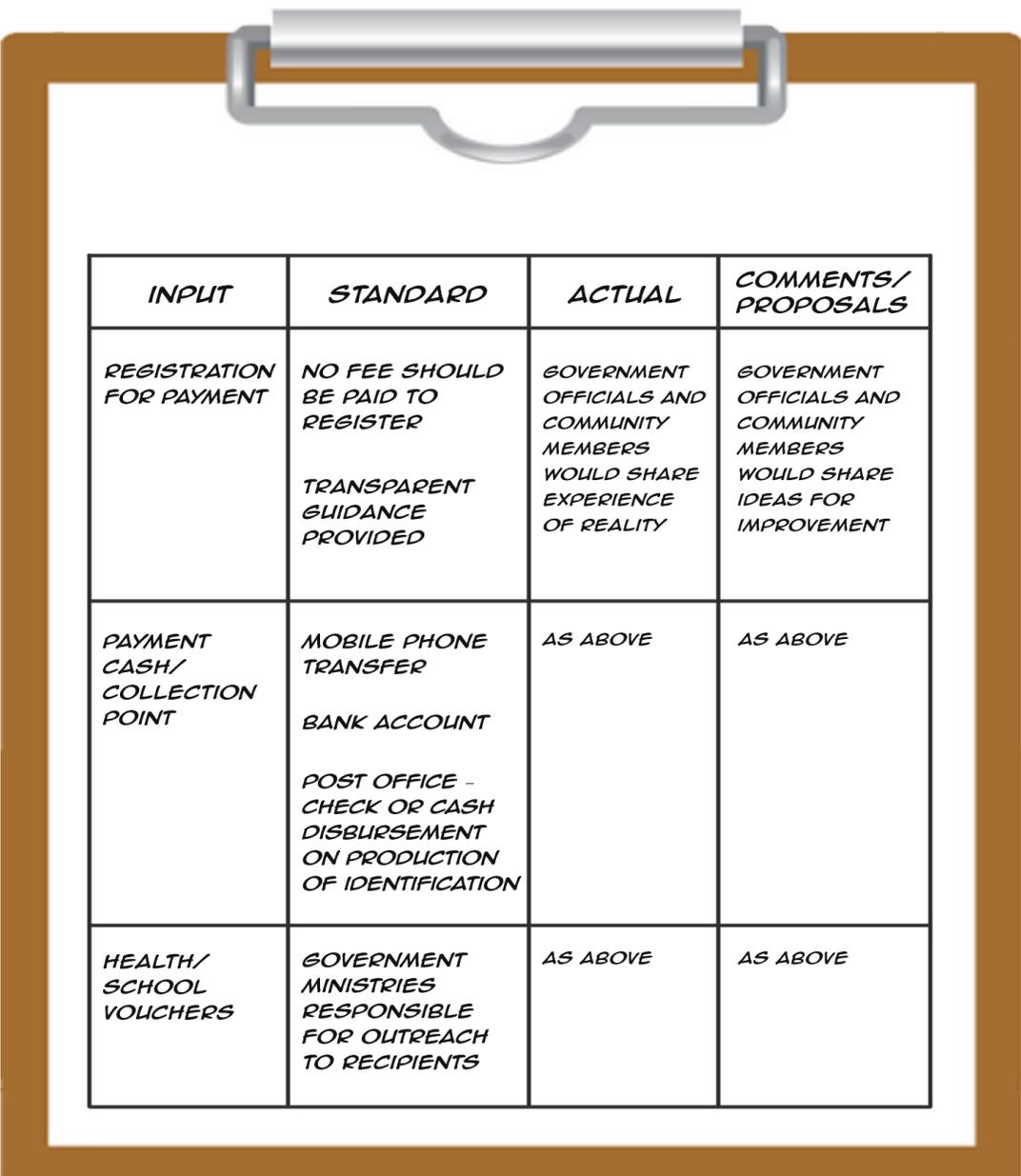
Those community members who have received benefits would be invited to participate in initial orientation meetings on the process and to participate in disaggregated scorecard sessions, where they can nominate their own performance standards for the delivery of social protection benefits. This would be based on their experience as recipients of social protection. As per the standard approach, the participants would then be invited to join interface meetings with social protection service providers and local/national government officials, where the results of their scorecards would be shared, along with gaps identified against government standards. Together, participants, service providers and government officials would identify an action plan to improve service delivery standards for social protection.

Under WV's social accountability approach a key feature is to capture the standards for specific inputs needed for quality service provision, in this case for government provided social protection. The following table used with focus group discussants, in particular government social protection staff and community members, highlights some key inputs, which will often vary from country to country, also utilizing social audit tools and other means to monitor progress and effectiveness of implementation of commitments by duty-bearers.

Example of Monitoring standards for Social Protection

The following table would be used after specific service standards, indicated in the input column, have been identified in government documents and technical guidance. A focus group discussion with government service providers would identify the reality against the standards and any comments or proposals for improvement. The results are shared with the community during wider meetings with government officials, community members and service providers.

Example of Monitoring Standards for Government Social Protection



<i>INPUT</i>	<i>STANDARD</i>	<i>ACTUAL</i>	<i>COMMENTS/ PROPOSALS</i>
<i>REGISTRATION FOR PAYMENT</i>	<i>NO FEE SHOULD BE PAID TO REGISTER</i> <i>TRANSPARENT GUIDANCE PROVIDED</i>	<i>GOVERNMENT OFFICIALS AND COMMUNITY MEMBERS WOULD SHARE EXPERIENCE OF REALITY</i>	<i>GOVERNMENT OFFICIALS AND COMMUNITY MEMBERS WOULD SHARE IDEAS FOR IMPROVEMENT</i>
<i>PAYMENT CASH/ COLLECTION POINT</i>	<i>MOBILE PHONE TRANSFER</i> <i>BANK ACCOUNT</i> <i>POST OFFICE - CHECK OR CASH DISBURSEMENT ON PRODUCTION OF IDENTIFICATION</i>	<i>AS ABOVE</i>	<i>AS ABOVE</i>
<i>HEALTH/ SCHOOL VOUCHERS</i>	<i>GOVERNMENT MINISTRIES RESPONSIBLE FOR OUTREACH TO RECIPIENTS</i>	<i>AS ABOVE</i>	<i>AS ABOVE</i>

Further considerations for user and service provider meetings

Examples: Key issues re Social Protection Transfers	Details	What to do?	Standards Monitoring Tool at Community Level
How beneficiaries are targeted or included/excluded	Targeting criteria for cash transfers, the rationale and eligibility are provided in government policies.	The duration of the intervention, adjustments to payments (for example transfer value adjustments, payment modalities/ delivery mechanism changes, etc.)	Knowledge of and safe, effective access to registration, enrolment, standard (cash, voucher collection, redemption points)
Government redress/ grievance processes	How government deals with complaints and the contact details of relevant government officials		Respectful services/ behavior towards clients by service providers, including Government representatives Agreed payment/ transfer schedules, duration of assistance timely and effectively communicated to clients and adhered to
(Digital) Data, Privacy & Protection	Information on the way in which digital technology and national centralized social client/ beneficiary registries are accessed by different entities	Explanation of how digital cash transfers work (mobile money, online banking etc) Effective legal support to alignment re data-protection & privacy rights regarding data use	Knowledge of data privacy and protection rights and challenges Effective consultation of and determination by clients of “who can access (their) which data, when, for how long and what purpose”?

Application of community scorecards and interface meeting for social protection

Another core feature of the social accountability methodology is the use of community scorecards, a visual of which is illustrated below and will be familiar to WV social accountability staff:

The image shows three templates for community scorecards and voting sheets, each on a clipboard. The first two are at the top, and the third is centered below them.

Top Left: SCORE CARD
 LOCATION: _____ GROUP: _____

	SYMBOLS	SCORES
PERFORMANCE MEASURES FROM GROUP		
PERFORMANCE MEASURES GIVEN		

Top Right: VOTING SHEET
 LOCATION: _____ GROUP: _____

VERY BAD	BAD	JUST OK	GOOD	VERY GOOD

Center: COMMENTS AND PROPOSALS
 LOCATION: _____ GROUP: _____

COMMENTS	PROPOSALS

As with standard practice, facilitators would ask disaggregated groups (by age, gender, ethnicity, vulnerability, disability) what an ideal social protection system would look like and how their experience compares with this. As a group they would then be asked to rate the performance of the system.

Phase 3: What needs to change? Advocacy to effect positive change?

Under Phase 3, WV and partners would work with participants to ensure that action items from Phase 2 are followed up and implemented by government.

Advocacy to GOVERNMENTS

- Ensure transparent and cost-efficient mechanisms such as mobile money transfers and including use of digital tools, taking into account data privacy and protection.
- Ensure greater engagement of children and vulnerable community groups.
- Build back better by establishing and extending social protection measures to reduce future poverty and vulnerability, redress inequality and boost inclusive growth; this includes ensuring all children are registered at birth, as a formal identity is critical for developing an effective social protection system.
- Increase investments in approaches that work across the 'triple nexus': Link humanitarian, development and peace interventions with specific medium and longer-term recovery efforts aimed at sustainable livelihoods, increased food security, strengthened markets, and climate change outcomes
- Design or ensure existing national systems and strengthen community-based safety net systems.
- Ensure child-sensitive social protection measures such as cash-transfer schemes are established or enhanced, and are included and adequately funded in national response and recovery plans
- Increase capacity and coordination at all levels. The design, implementation, monitoring and evaluation of child-sensitive social protection involves a wide range of development and humanitarian actors

Advocacy to DONORS

- Support national governments to adapt, strengthen and scale up appropriate targeting and inclusion of child sensitive and gender responsive social protection wherever possible so that the vulnerable children and families can effectively benefit from a government-led social protection.
- Support of independent social accountability mechanisms that enable constructive citizen engagement

Advocacy WITHIN HUMANITARIAN AND DEVELOPMENT SECTORS

- Fill critical humanitarian gaps in national social protection systems. In collaboration with the national and local authorities, reach out to the vulnerable groups who are excluded from national social protection due to capacities, location, political, legal or other reasons, includes strengthening of social accountability mechanisms.
- Establish and support humanitarian and social accountability mechanisms and clear transition mechanisms for cash and voucher assistance at local levels. Strengthen these in particular in fragile contexts.
- Support strengthened coordination between humanitarian cash actors and government social protection departments including by convening discussions around alignment of cash transfers values, or planning for major market disruptions that may require alternative market interventions and consideration of the effectiveness of cash and voucher – whether as a humanitarian or a social protection assistance tool. Ensure adequate, agile transfer assistance responses that do not undermine, compete with other assistance provided and that strengthen resilience of most vulnerable groups.

Examples & key issues for NGO cash, voucher teams working to align with existing government social protection schemes

In Yemen, Oxfam partnered with Government's Social Welfare Fund to use the government's beneficiary list and government postal systems to deliver cash payments to 500,000 households during a food crisis

In Mali, INGOs involved in cash transfers have established common design and administrative processes to align with a nascent government scheme

WV has supported scale up of the government's SP with more than USD \$500,000 in multipurpose cash to meet COVID-19 related needs for 66,145 people, who had not received government social protection. Coordination and collaboration with national Cash Working Group and Government was critical

The convergence between humanitarian and state cash voucher/social protection is expected to increase and become a feature of WV's cash/voucher work, but the resources and 'how to' of implementation are not readily available or lack operational detail²⁵ - this also extends to UNDP's recent global demand for a Temporary Universal Basic Income²⁶ to address COVID-19 economic impact on most vulnerable households in LICs, which is supported by WVI Leadership.

Key CVP programming considerations²⁷ for linking to government social protection schemes include:

1. Understanding legal and policy frameworks (via CVA Phase I) and, in particular, the various and multiple ministries involved
2. Consider working with the Government - Disaster Management Ministry/Department ministry as a viable entry point, where they exist in individual countries and have requisite capacity
3. Coordination with country level technical forums such as Cash Working Groups, including the Collaborative Cash Delivery network ([see here](#)), to ensure strong stakeholder involvement
4. Prioritizing data harmonization systems and/or utilizing and complementing single government registries through greater humanitarian buy-in around issues of design, data protection, interoperability and ethics
5. WV position/policy on data protection and digital identification and rights issues
6. Assessment of, and attention to, complementary programming opportunities and uniform targeting methodologies
7. Increased transparency and information provision on the nature of 'transfer values' – where benefits may be increased or reduced. Multiple payments are sometimes made to the same household, which can confuse and anger communities.

Other key considerations for staff have been highlighted in recent research, continue to evolve and are critical to be jointly addressed in context-relevant coordination between humanitarian, development actors, in particular with Government representatives.²⁸

²⁵ Other aspects to consider include: how should humanitarian actors navigate tensions between humanitarian and other principles? Longhurst, et al 2020. Linking Social Protection and Humanitarian Cash and Voucher Assistance, Humanitarian Outcomes Briefing Paper for the Cash Learning Partnership (CaLP), April.

²⁶ See <https://www.undp.org/content/undp/en/home/librarypage/transitions-series/temporary-basic-income--tbi--for-developing-countries.html>

²⁷ Ibid

²⁸ Ibid