Tool 3: SP programme analysis

Support format for conducting programme interviews

INSTRUCTIONS FOR USE

PURPOSE OF THE TOOL: This tool aims to understand the characteristics of the programme, its current level of engagement with humanitarian action, specifically with CVA, the perceived barriers to accessing it, and the programme's interests for potential engagement.

<u>IMPORTANT NOTE</u>: This tool is designed to simplify the process of collecting primary data, but findings should be centralised in the SP Programme Analysis summary of findings template (Excel format).

TARGET AUDIENCE: various profiles (technical, operational and strategic) associated with the phases of the programme cycle.

SURVEY TEAM: ideally a mixed team (people with knowledge of the national system and people with knowledge on humanitarian CVA).

CONTACT DETAILS

Date of interview	Entity interviewed	Name	Surname	Cargo	Email	Institutional telephone	Interviewed by (Name, Organisation)

PART 1: PUBLIC POLICY

DIMENSION OF ANALYSIS	WHAT YOU WANT TO FIND OUT	GUIDING QUESTIONS	INFORMATION GATHERED DURING INTERVIEW
Funding	*This section aims to facilitate understanding of the programme's funding mechanisms.*	Who funds the programme? What is the mechanism for funding the programme?	
		Has funding from humanitarian actors been channelled through the programme to respond to emergencies? How has this been done?	
		Is the programme interested in receiving any support in this area?	
Legal frameworks and public policy	*This section is intended to facilitate understanding of the legal framework of the programme.*	What are the legal and policy frameworks governing the programme and who is responsible for developing them?	
		Have legal frameworks and public policies been influenced to any degree by the humanitarian CVA response? How has this been done?	
		Is the programme interested in receiving any support in this area?	

DIMENSION OF ANALYSIS	WHAT YOU WANT TO FIND OUT	GUIDING QUESTIONS	INFORMATION GATHERED DURING INTERVIEW
Coordination and governance	*Understanding of the coordination structures in which the programme participates or manages.*	Who makes strategic decisions and coordinates partners?	
		Do humanitarian actors implementing CVA coordinate, exchange and/or make decisions with actors from social protection systems - or vice versa? How was this done?	
		Is the programme interested in receiving any support in this area?	
Technical and operational intervention capacities	*Understanding of the programme's intervention capacity, with a specific focus on emergency response.*	See specific questions in part 6	
		Have humanitarian actors contributed to increasing the programme's technical and operational capacities to specifically strengthen the linkages between CVA and social protection programmes? How has this been done?	
		Is the programme interested in receiving any support in this area?	

PART 2: PROGRAMME DESIGN ISSUES

DIMENSION OF ANALYSIS	WHAT YOU WANT TO FIND OUT	GUIDING QUESTIONS	INFORMATION GATHERED DURING INTERVIEW
Assessment of vulnerabilities and capacities	*Understanding of the methodologies and mechanisms used by the programme to assess population vulnerability and capacities*	Who conducts vulnerability, needs and capacity assessments at the population level? How is it done?	
		Have processes been implemented to share and complement approaches, methodology, data and/or analysis between social protection systems and humanitarian CVA? How has this been done?	
		Is the programme interested in receiving any support in this area?	
Service/benefits	*Understanding of the design of the services and benefits provided by the programme to the population.*	Who defines the type of programme and its objectives? How is this done?	
		Has the type of programme and its objectives been designed in collaboration with any humanitarian actors? How has this been done?	
		Is the programme interested in receiving any support in this area?	
Targeting and eligibility	*Understanding of the methodologies*	Who does the targeting and how are the programme's eligibility criteria defined? How is it done?	

	and mechanisms used by the programme to target and select the participating population.	Has the targeting and eligibility method been designed in collaboration with any humanitarian actors? How has this been done?	
		Is the programme interested in receiving any support in this area?	
Programme characteristics: modality, value, frequency, duration, conditionalities, etc.	*Understanding of the methodologies and mechanisms used by the programme to design/choose the main features of the transfer.*	Who makes decisions about programme features and how are they made?	
		Have the characteristics of CVA - type, modality of transfer, values, frequency/time and duration, conditionalities - been defined considering the response of national social protection systems in order to improve the adequacy and equity of support in different cases? How has this been done?	
		Is the programme interested in receiving any support in this area?	

PART 3: PROGRAMME IMPLEMENTATION ISSUES

DIMENSION OF ANALYSIS	WHAT DO WE WANT TO FIND OUT?	GUIDING QUESTIONS	INFORMATION GATHERED DURING INTERVIEW
Information systems and data protection	*Understanding of the information systems handled by the programme, their degree of interoperability with other existing systems and data protection considerations.*	What information systems do you manage in the programme? How do they interoperate with each other? Who is in charge? Is there a data protection policy?	
		Have information systems been linked between CVA actors and social protection systems - interoperable, technological infrastructure, human resources, data protection frameworks/agreements, social registers, etc.? How has this been done?	
		Is the programme interested in receiving any support in this area?	
Registration and enrolment	*Understanding of population registration and programme enrolment systems.*	Who carries out the registration and enrolment of participants in the programme? How is it done?	
		Are registration and enrolment activities, including authentication or verification alternatives to "know your customer" linked between social protection actors and CVA actors? How has this been done?	
		Is the programme interested in receiving any support in this area?	

Payment	*Understanding of the mechanisms for making payments for the programme's transfer.*	Who pays for the assistance and how is the procedure carried out?	
		Have delivery channels and financial services been linked between CVA and social protection systems? How has this been done?	
		Is the programme interested in receiving any support in this area?	
Case management	*Understanding of the existence (or not) and functioning of comprehensive case management and referral systems.*	Is case tracking done in the programme, how is it done, what are the referral pathways with which the programme articulates?	
		Have case management systems been linked between humanitarian CVA and social protection systems? How has this been done?	
		Is the programme interested in receiving any support in this area?	
Feedback, questions, complaints and claims	*Understanding of the mechanisms by which feedback, questions, complaints and grievances about the programme can be made by the participating or non-participating population.*	Who tracks feedback, questions, complaints and grievances? How does it work?	
		Have feedback, enquiry, complaint and grievance management systems been linked between humanitarian CVA and social protection systems? How has this been done?	
		Is the programme interested in receiving any support in this area?	

Monitoring, Evaluation and Learning	*Understanding of existing systems for monitoring progress and results, programme evaluation and learning management.*	* Who does the monitoring and evaluation of the programme and how is it done? * Have Social Protection programmes been evaluated and how have they been judged to have worked in terms of meeting the needs of the population? * Is learning systematised to adapt the programme? How is this done?	
		Have monitoring systems been coordinated to report on the types of assistance modalities between CVA and social protection actors? How has this been done and what aspects are monitored (e.g. prices, market status, etc.)? (ie. prices, state of markets, etc.)	
		Is the programme interested in receiving any support in this area?	

PART 4: CROSS-CUTTING ISSUES

DIMENSION OF ANALYSIS	WHAT YOU WANT TO FIND OUT	GUIDING QUESTIONS	INFORMATION GATHERED DURING INTERVIEW
Communicating with Communities	*Understanding of existing mechanisms for communication with the population, their limitations, etc.*	Is communication with the population (programme participants and non-participants) taking place? If so, who is responsible and how is it done?	
		Have messages, communication channels, communication strategies, etc. been coordinated or linked between humanitarian and social protection actors?	
		Is the programme interested in receiving any support in this area?	
Participation of the population	*Understanding of the mechanisms in place to encourage/ensure participation in the programme phases, their limitations, etc.*	Is participation of the population (targeted population – beneficiaries or not) encouraged in the project cycle? If so, who is responsible and how?	
		Have engagement strategies and mechanisms been coordinated or linked between humanitarian and social protection actors?	
		Is the programme interested in receiving any support in this area?	
Accountability	*Understanding of the mechanisms through which the program is accountable to the population*	Is the programme accountable to the population and how is this done? If so, who is responsible and how is it done?	
		Have strategies and accountability mechanisms been coordinated or linked between humanitarian and social protection actors?	

		Is the programme interested in receiving any support in this area?	
Intersectionality	*Understanding of the mechanisms by which possible mechanisms of exclusion of individuals are considered.*	Are analyses and actions taken to mitigate possible discrimination generated within the programme or as a consequence of the programme? If so, who is responsible and how is this done? What are the intersectionality criteria considered (gender, ethnicity, disability, age, regulatory status, socio-economic status, etc.)?	
		Have analyses and strategies to reduce discrimination within or as a consequence of the programme been coordinated or linked between humanitarian and social protection actors?	
		Is the programme interested in receiving any support in this area?	
Protection	*Understanding of mechanisms for mainstreaming protection considerations into the programme, or existence of specific protection measures.*	Are protection considerations integrated into the design and implementation, are protection actions tailored to specific needs, and in what way?	
		Have analyses and strategies to include protection considerations in the programme been coordinated or linked between humanitarian and social protection actors?	
		Is the programme interested in receiving any support in this area?	

Environment	*Understanding of the mechanisms for mainstreaming environmental considerations into the programme.*	Are there any environmental considerations that apply to the programme? If so, which one, and by whom?	
		Have analyses and strategies for including environmental considerations in the programme been coordinated or linked between humanitarian and social protection actors?	
		Is the programme interested in receiving any support in this area?	

PART 5: OTHER INTERESTS

AREA	GUIDING QUESTIONS	INFORMATION GATHERED DURING INTERVIEW
For integration of migrant and refugee populations	Speaking specifically about these groups, in what ways do you think the programme's responsiveness could be strengthened if it was not mentioned in the previous points?	
For integration of other population profiles	Are there other areas where the programme could be strengthened to provide access to other interest groups?	
Other interests / comments	Are there any other aspects or interests of the programme that you would like to comment on?	

PART 6: PROGRAMME EMERGENCY RESPONSE CAPACITY (DERIVED FROM PART 1)

RESPONSE MECHANISM	GUIDING QUESTION	INFORMATION GATHERED DURING INTERVIEW
Vertical expansion	Is the programme conceptually and technically prepared and sufficiently staffed and funded for vertical expansion *(i.e. to rapidly increase - and then decrease - the value or amount of monthly assistance transfers, or their duration, to the target population in response to the shock)*?	
	If the opportunities, risks and challenges or implementation protocols for vertical expansion of the social protection programme are not known, is the programme interested in analysing their relevance and eventually acquiring this knowledge and/or developing the necessary protocols for their use?	
Horizontal expansion	Are the government's Social Protection programmes conceptually and technically prepared and sufficiently staffed and funded for horizontal expansion? *(i.e. to rapidly increase - and then decrease - the number of beneficiaries, for temporary assistance in response to the shock).*	
	In view of a horizontal expansion, do government authorities have the capacity to? : (a) Exceptionally extend the geographical coverage of the existing scheme/programmes? b) Extraordinarily extend the registration campaign with new selection criteria? (c) To temporarily modify the eligibility criteria for the granting of social benefits?	

	If the opportunities, risks and challenges or implementation protocols for horizontal expansion of the social protection programme are not known, is the programme interested in analysing their relevance and eventually acquiring this knowledge and/or developing the necessary protocols for their use?	
Design tweaks	Is the programme conceptually and technically prepared and adequately staffed and funded to make design tweaks? *(This means readjusting some elements or processes of ongoing Social Protection schemes, through design adjustments, that will support the strengthening and efficiency of those schemes during emergencies*.)	
	If there is no knowledge of the opportunities, risks and challenges or protocols for implementing design tweaks within the programme, is the programme interested in analysing their relevance and eventually acquiring this knowledge and/or developing the necessary protocols for their use?	
Piggybacking	Is the programme conceptually and technically prepared, and sufficiently staffed and funded, for a piggybacking type of operation, led by humanitarian organisations? *(This implies that humanitarian actors use part of the administrative framework of the government's Social Protection system to channel their assistance to respond to an emergency*.)	
	If the opportunities, risks and challenges or protocols for implementing a **piggybacking** operation by humanitarian actors using a government's Social Protection system are not known, are the program and humanitarian actors interested in analysing their relevance and eventually developing them?	

Alignment	Is the programme conceptually and technically prepared and sufficiently staffed and funded to support humanitarian organisations to carry out an alignment operation? *(This implies that humanitarian actors develop a parallel system that best fits with the government's current Social Protection system or a potential future Social Protection programme).*	
	If there is no knowledge of the opportunities, risks and challenges or implementation protocols for a humanitarian-led alignment operation based on the existing Social Protection system, are the programme and humanitarian actors interested in analysing their relevance and eventually acquiring this knowledge and/or developing the necessary protocols to use them?	