

## Tool 2: SPS Overview

### Template for conducting interviews at entity level

#### INSTRUCTIONS FOR USE

**PURPOSE OF THE TOOL:** The purpose of this tool is to **understand the characteristics of the entity to which the programme to be analysed is attached** (through Tool 3), how the entity is located within the Social Protection System, and its capacity and interests with respect to the link with humanitarian action, particularly with TMs. This information will serve to contextualise the subsequent phase of programme analysis, taking into account the particularities of the entity to which it is attached.

**IMPORTANT NOTE:** This tool is designed to **simplify the process of collecting primary data**, but findings should be centralised in the “SPS overview summary of findings template” (Excel format).

**TARGET AUDIENCE:** different profiles (operational and strategic) in order to have a more global vision of the entity.

**SURVEY TEAM:** ideally a mixed team (people who know the national system and people who know how humanitarian action works).

#### CONTACT DETAILS

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

## PART 1: OVERVIEW OF THE SOCIAL PROTECTION SYSTEM

DIMENSION OF ANALYSIS	WHAT DO WE WANT TO FIND OUT?	GUIDING QUESTIONS	INFORMATION GATHERED DURING INTERVIEW
<b>Government policy</b>	<i>Understanding of existing policies, the responsibilities for policy implementation and the actors supporting the process.</i>	Is there a government policy on social protection? Is there a legislative and financial framework to implement it? Who is responsible for its implementation, and at what institutional level? If not, is there an ongoing debate/process?	
		Who are the main government actors supporting the development and implementation of the government's social protection policy?	
		Who are the main external actors involved in the process of developing and implementing the government's social protection policy?	
		If it does not exist, is the government interested in developing a national Social Protection policy, as well as a legislative and financial framework to implement it?	
<b>Informal social protection</b>	<i>Understanding of the existence of alternative systems to the governmental one operating in the territory.</i>	Is there a private space/sector that has developed a certain form of informal safety net or social protection system/scheme (e.g. churches, private companies, remittances)? How does it work? Who is responsible for its implementation?	

<b>National Beneficiary Register</b>	<i>Understanding of the functioning of the registry at national level.</i>	Is there a unified national register of beneficiaries of Social Protection programmes? Is there a social register of the population? Is there a national census of the population?	
<b>Coordination in the SPS</b>	<i>Understanding of existing SPS coordination mechanisms</i>	In regular time, are all actors in the programme cycle of Social Protection schemes coordinated in their activities? How are they coordinated?	
<b>Evaluation</b>	<i>Understanding of existing evaluation practices in the institution and the results of these, if any.</i>	Are Social Protection programmes regularly evaluated? Overall, how have they been judged to have performed in terms of meeting the needs of the population? How resilient are they to a crisis?	
		If an evaluation of these programmes or schemes has not been carried out, especially for those with "conditionalities" associated with Social Protection, is the government interested in considering their relevance for identifying possible improvements?	
<b>Conditionalities</b>	<i>Understanding of the application of conditionalities in time of emergency</i>	Are there government policies or administrative protocols for the application or suspension of "conditionalities" associated with the delivery of government assistance through Social Protection? What are the conditions for the suspension of conditionalities?	

<b>Coordination with development and humanitarian agencies</b>	<i>Understanding of the extent and form of coordination with humanitarian actors</i>	Do government agencies share Social Protection Standard Operating Procedures (SOPs) with development and humanitarian agencies, and does the government cooperate with them in design or implementation?	
<b>Funding</b>	<i>Understanding of the mechanisms by which the entity is financed</i>	Are there donors who fund activities related to long-term development issues? Who are they? What are they funding?	

## PART 2: OVERVIEW OF RESPONSIVE SOCIAL PROTECTION

THEME	WHAT DO WE WANT TO FIND OUT?	GUIDING QUESTIONS	INFORMATION GATHERED DURING INTERVIEW
<b>Positioning on reactive SP</b>	<i>Understanding the government's position on the use of SP as an emergency response mechanism.</i>	Are government social protection systems/schemes at the institutional and policy level considered as possible emergency response tools? Where is this indicated? Based on what rationale, addressing what problem? Which government ministry or agency is involved? At what level?	
<b>Agreement on the use of SP in emergencies</b>	<i>Understanding of how SP is used as a response mechanism</i>	Is there a general agreement on the application to use the social protection system/programmes to distribute humanitarian aid in exceptional circumstances? Between which ministries/agencies is it coordinated? At what level?	

		Is the government (at central or regional level - depending on the scope of the analysis), globally willing to consider the use of Social Protection as an instrument to respond to crises and emergencies to meet the needs of those affected?	
<b>Leadership</b>	<i>Understanding of the leadership structure in responsive SP</i>	Who takes the lead in the implementation and use of Responsive Social Protection - the national (or regional) disaster management authorities or a particular ministry? What are their roles and responsibilities at the organisational, implementation and coordination levels? Is there a formal institutional arrangement between them?	
<b>Actors involved</b>	<i>Understanding who the actors involved in emergency response are through SP</i>	If they exist, who are the main and secondary government actors that have already supported the development or implementation of emergency responses through Responsive Social Protection mechanisms?	
		If they exist, who are the main external actors that have supported the development or implementation of emergency responses through Responsive Social Protection mechanisms?	
<b>Response mechanisms</b>	<i>An understanding of the emergency response mechanisms used by the SPS and its functioning.</i>	Are there specific Social Protection mechanisms that respond to crises (vertical expansion, horizontal expansion, design tweaks, etc.)? Are they part of an institutional framework?	

		What are the operational processes (initiation, termination, etc.) linked to the Responsive Social Protection mechanisms? Where are the processes described and integrated? Under the national disaster management authorities or in other ministries? Within the framework of a National (or regional) Emergency Response Plan?	
		If there are no existing processes or mechanisms for the activation or management of Responsive Social Protection, nor conceptual or technical knowledge linked to these options, is the government interested in assessing their benefits in the national context and eventually developing them with the support of humanitarian actors?	
Activation of emergency mechanisms	<i>Understanding of how the activation of emergency mechanisms occurs, who is involved and how the activation is operationalised.</i>	How are Responsive Social Protection mechanisms activated for an emergency response? Is this process established and known to all parties involved?	
		Who are the operational government agencies formally and informally involved in activating Responsive Social Protection mechanisms? Is there a right of veto and who can activate it?	
Activation of emergency mechanisms		Within the government, for such emergency interventions through Social Protection's response mechanisms, is there already an approved and shared inter-ministerial work plan with clearly established roles and responsibilities?	

		Have any of these Social Protection emergency response mechanisms been used before for emergency response? By central government or other entities? When? Has this process been documented?	
		If the government's Social Protection system/programme has already been activated to respond to emergencies, has it been able to sustain an increase in work caused by the increase in beneficiaries (i.e. sufficient human and funding resources and capacity to cope with an increase in the number of beneficiaries)?	
<b>Evaluation</b>	<i>Understanding of existing evaluation practices in emergency response through SP.</i>	Have assessments and recommendations been made to increase the government's capacity to respond to disasters through reactive social protection mechanisms? When? By whom? What was the outcome?	
<b>Coordination with development and humanitarian agencies</b>	<i>Understanding of coordination mechanisms with cooperation.</i>	If they exist, do government agencies share Standard Operating Procedures (SOPs) for emergency response through Social Protection systems with humanitarian agencies? Do they cooperate with them from a practical or conceptual point of view? In emergency preparedness?	
		If the government's social protection system/programme has already been activated to respond to emergencies, were humanitarian agencies able to support this system by responding to increased numbers of beneficiaries and additional work?	

<b>Outsourcing of response services</b>	<i>Understanding of outsourcing practices for emergency response.</i>	What are the functions or activities outsourced by the government for possible emergency response through Responsive Social Protection (if applicable)? Who are the implementing partners for these activities and how were they selected?	
		What contracts exist between the government or entity and banks, mobile phone operators or implementing partners for the implementation of CVA through the government's social protection system?	
<b>Technical and operational capabilities</b>	<i>Understanding of the extent of technical and operational capabilities</i>	Have government staff involved in the use of Responsive Social Protection mechanisms been trained in the assessment of capacities and needs, in the modality of transfer of assistance, in the targeting process, in the delivery of benefits (including cash and vouchers), in registration systems, in data information protection and in monitoring and evaluation processes, etc.? In which areas would reinforcement be needed?	