THE REPUBLIC OF UGANDA
MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT

A REPORT ON THE SOCIAL PROTECTION STUDY MISSION TO KENYA

SEPTEMBER 2024

WFP
World Food Programme

1.0. Introduction

This report provides a detailed account of the study visit to Kenya on social protection systems by Uganda's delegation. The study visit was planned and organized under the Child Sensitive Social Protection Programme (CSSP) in line with its Social Protection systems strengthening component jointly implemented by the Ministry of Gender Labour and Social Development (MGLSD) and the UN World Food Programme (UNWFP) as part of the sustained efforts toward the fulfilment of the vision articulated by Uganda's National Social Protection Policy of 2015 as "a society where all individuals are socially secure and resilient to socio-economic risks and shocks".

In light of the above, MGLSD is working towards strengthening shock responsive social protection systems including; developing shock responsive social protection (SRSP) framework, social registry, expanding payment and cash out options for social protection beneficiaries, strengthening management information systems, complaints and grievance mechanisms, enhancing linkages with other programmes, through social protection coordination, capacity enhancement and institutionalization of the TRANSFORM training approach to popularize social protection in country, among others.

Kenya is increasingly seen as a model for social development and social protection. The country has in the recent years put in place strong social protection systems such as; institutional, legal and financial frameworks, shock responsive interventions/systems, data management information systems to facilitate targeting and registration, digital payments for social protection beneficiaries, institutionalization of social protection training/awareness creation, and civic registration. These systems have evolved over time to make Kenya's social protection system, one that stands out in the region as a well-grounded system with a number of tax financed universal programmes that have transformed lives of the most vulnerable group. Kenya thus offers a great opportunity to other sub-Saharan countries to learn from its systems in a bid to build their own social protection systems, and Uganda being a neighbor is most privileged to utilize this opportunity.

1.1. Purpose of the study visit

The study visit was intended to offer an opportunity for Uganda's delegation to understand Kenya's social protection system and pick relevant lessons. These would be utilized in the design of new programmes, building strong social protection delivery mechanisms and reviewing the existing systems to enhance their flexibility and responsiveness in addressing risks, shocks and vulnerabilities across the life cycle. The study visit took place from 23rd to 27th September 2024 under specific objectives highlighted below;

1.2. Objectives of the study visit

1. To learn Kenya's social protection legal and policy framework.
2. To learn how Kenya's management information systems including; Social and single registries have evolved and supported Social Protection programming.
3. To learn how Kenya has enhanced its shock responsive social protection and how it links with disaster risk management.
4. To learn about Kenya's social protection beneficiary payment delivery systems.
5. To explore Kenya's institutional and capacity development strategies for social protection delivery.
6. To learn about Kenya' approaches to social protection coordination.
7. To appreciate Kenya's social protection financing and sustainability strategies.

1.3. Participants

Participants for this study visit were selected from the members of the National Social Protection Thematic Committee and activity Leads of the Social Protection Systems Strengthening component under the CSSP as listed below;

LIST OF UGANDA'S DELEGATES FOR THE KENYA STUDY VISIT

Sn	Name	Title/Institution	Institution
1	Stephen Kasaija	Head PMU- ESP (Head of delegation)	Ministry of Gender, Labour and Social Development
2	Beatrice Okillan	Policy & Advocacy Coordinator	Ministry of Gender, Labour and Social Development
3	Simon Ogaya	Senior Programme Officer	Ministry of Gender, Labour and Social Development
4	Hellen Achan	Human Resources & Administration Coordinator	Ministry of Gender, Labour and Social Development
5	Francis Tahinduka	Operations Officer	Ministry of Gender, Labour and Social Development
6	Emmanuel Yeka	Principal IT Officer/National Single Registry	Ministry of Gender, Labour and Social Development
7	Doreen Nalwanga	For Programme Manager - NUSAF	Office of the Prime Minister
8	Rosemary Kisembo	Executive Director	National Identification and Registration Authority
9	Paul Mwanja	Commissioner, Infrastructure and Social Services	Ministry of Finance, Planning and Economic Development
10	Daniel Winter Putan	Programme Policy Officer, Technical Coordinator Social Protection Systems Strengthening	UN World Food Programme
11	Patience Masika	Programme Policy Officer, Social Assistance Delivery Mechanisms	UN World Food Programme
12	Caroline Oyella	Programme Policy Officer, Social Protection	UN World Food Programme
13	Kenyonga Nkwanzi	Programme Policy Officer	UN World Food Programme
14	Mwenya Kapesa	Technical Officer Social Protection	Uganda Office, International Labour Organization

1.4. Pre-visit activities

Preparations for this study visit were undertaken by a team from Expanding Social Protection Programme of the Ministry of Gender Labour and Social Development and the UN World Food Programme Uganda. Pre-visit activities included;

a. **Selection of areas of study**. This was very important as it was intended to tie in well with the current developments in the social protection sub programme of the human capital development. The selection of the areas of study was further guided by the advancing technology that is important in the delivery of social protection programmes, the financing challenges relating to the narrowing of fiscal space, human capacity requirements as well as crosscutting and emerging issues in the space of social protection.
b. **Selection of participants**; Selection of participants was guided by the functional areas that have been prioritized for systems strengthening. Both members of the thematic committees and the technical leads of the sub components of systems strengthening were targeted. Further considerations were given to development partners that support development of different systems. Care was given to diverse representation of national interests.
c. **Preparatory meetings;** A series of preparatory meetings were held. These ranged from internal meetings involving teams from MGLSD and the UN WFP that culminated into development and approval of the concept note, the budget, selection of study areas and selection of participants. Further series of meetings

were held with the counterparts from Government of Kenya, to agree on the programme and activities for the study visit.

d. **Communication;** Formal communications between the two countries took place. Request letter was written to Kenya Government by the Government of Uganda and all other international relations protocols were followed. Internal communications between MGLSD and other Ministries, Departments and Agencies, and the participants were also made.

1.5. Leadership of the study visit:

On Uganda's side, the Ministry of Gender, Labour and Social Development provided leadership for the study visit that took 7 days, including travel to and from Kenya. The Uganda's delegation Team leader was the Director Social Protection represented by the Head Programme Management Unit Expanding Social Protection Programme. The Expanding Social Protection Policy & Advocacy Unit in MGLSD and the UN WFP jointly the coordinated the visit.

On the Kenya's side, the Ministry of Labour and Social Protection provided leadership which was exercised through the Principal Secretary of the State Department for Social Protection and Senior Citizens Affairs. The National Social Protection Secretariat and the UN World Food Programme Regional Bureau in Kenya were charged with day to day coordination of all the events during the study visit.

2.0. Methodology of the study

The study visit comprised of a series of workshop meetings that took three and a half days engagements with experts. Power point presentations were made, and thereafter plenary discussions. These gave Uganda's delegates opportunity to ask questions to get more clarity on the issues.

At the end of each day, Uganda's delegates convened for debrief in which members shared lessons picked from every topic but also planned for the follow up on the areas that did not come out clear on the expected lessons.

In addition, field visits were also undertaken. The delegates were taken for a field visit in Muranga County to interact and pick lessons from the experiences of the SP programmes beneficiaries and the grass root implementers.

During the field visit, the delegates had courtesy calls on the County Commissioner, the County Governor and the Director Children's Services. The technical team from the state department of social protection and senior citizen affairs, and the county administration led the team on the field visit.

However, key to note was the delays to undertake the study visit due to the protests that took place in Kenya during the month of July 2024. The plans for the visit had to be postponed until the situation returned to normalcy.

3. Thematic areas and lessons learnt

3.1. Preliminaries

The visit commenced on 23rd September 2024, with the workshop meeting at New Stanley Hotel in Nairobi. The opening remarks were delivered by the Principal Secretary, State Department of Social Protection and Senior Citizens' Affairs, Ministry of Labour and Social Protection, Kenya, Country Director, UN WFP – Kenya and World Bank Representative – Kenya. They noted that learning visits offered an opportunity for learning and it strengthens relationships, network and cooperation in fostering social protection in East Africa. Learning from the successes, challenges and failures will enable the sister countries to design strategies to overcome hurdles, and consolidates the successes as well. Additionally, they observed the need to strengthen partnerships as a key strategy to foster social protection.

Mr. Joseph M. Motari, The Principal Secretary, State Department for Social Protection & Senior Citizen Affairs, Ministry of Labour and Social Protection – Kenya, delivering welcome remarks.

Key Lessons learnt

There is a strong partnership between the Government of Kenya and the Development Partners for social protection. To foster social protection in Uganda, there is need for strengthening the partnership between government and development partners for social protection.

3.1. Overview of Social Protection in Kenya and Kenya's Legal and Policy Framework

Kenya's Social protection system is inherent in the country's legal and policy framework. In Kenya, social protection is a constitutional right as explicitly provided under Article 43. Articles 43(1&3), 53 to 56 of Kenya's constitution of 2010, provide social protection guarantees to Kenyans focusing on different categories of groups of vulnerable persons. Kenya's Social Protection Policy 2024 defines Social Protection as a set of policies, programmes, interventions and legislative measures aimed at cushioning all Kenyans against poverty, vulnerability, exclusion, risks, contingencies and shocks throughout their lifecycles, and promoting the realization of economic and social rights.

Specific social protection interventions have been developed based on the three areas include:

a) **Social Security**: This focuses on labour market instruments, NSSF, Public Service Pension Scheme, Private Pension schemes and employment injury benefits. This component is estimated to cover 2.7 million Kenyans.
b) **Health Insurance:** This focuses on health risk management, and it is estimated to cover 24% of Kenya's total population with the current active membership of about 7 million people.
c) **Social Assistance:** This focuses on equity and poverty reduction. It is implemented under INUA JAMII Consolidated Cash Transfers and covers 10100 households across Kenya, with 1.7 million beneficiaries.

Additionally, Kenya's social protection system also embraces Shock Responsive Social Protection systems. These are focused on re-enforced cash transfers, public works and school feeding programmes.

Although Kenya's social protection sector being one of the best performing in the region, it still faces a number of challenges ranging from low investments by both government and development partners in the sector, low levels of coordination and awareness, inadequate policies and legislations, and inadequate resources both human and non-human.

Key lessons learnt

The key lessons learnt are indicated below;

- Kenya's Social Protection is explicitly well-grounded in the constitution and embedded in other national legislations and policies.
- The country developed an action plan which was adopted by the president as part of the manifesto. Thus the president has become a champion of social protection and this binds all the leaders in government to implement the action plan and the manifesto.
- Within the action plan, the country has a social protection financing strategy. One of the key element is involvement of the private sector in contributing to SP financing through their social corporate responsibility.
- The country has a number of tax financed social protection interventions targeting different categories of vulnerable groups. These are implemented under the umbrella of INUA JAMII programme that has three cash transfer for the children, people with severe disabilities and the older persons.
- The country has a well-coordinated social protection system right from the Ministry, Social Protection Secretariat, the Social Protection Directorate and the county level. There is a dedicated Ministry for Labour and Social protection with two principal Secretaries.
- Kenya's social protection coordination is through a dedicated Social protection Secretariat under a Director and dedicated staff.
- Kenya social protection is supported by a well-developed social registry with different programmes linking into it. This also ensures that there is a comprehensive database for each and every individual benefiting from any of the social protection interventions.
- All the programmes pay beneficiaries through digital payment system through multiple payment service providers. This gives beneficiaries a wide range of choice and convenience.

3.2. Strategy for Inclusion of social protection to the rural and informal economy workers.

Kenya developed a comprehensive strategy for extension of social protection to all the workers in the informal and rural economy. The goal of the strategy is to facilitate protection of all the workers in Kenya against life-cycle risks and contingencies as well as covariate shocks.

The strategy has two broad objective with specific strategic actions:

a. To extend the coverage and ensure adequacy of social protection programmes that are inclusive for workers in the informal and rural.
    - Expand Social Health Protection among workers in the informal and rural economy
    - Ensure basic income security of workers in the informal and rural economy with children
    - Improve income protection for workers with disabilities
    - Cushion income losses resulting from pregnancy and childbirth among workers operating in the informal and rural economy
    - Expand income protection of workers in the informal and rural economy during old-age, in the case of invalidity and for survivors
    - Provide opportunities for the improvement of livelihoods and basic income security for workers in the informal and rural economy in the case of unemployment, insufficient earnings or loss of livelihoods
    - Improve safety and health at the workplace for workers in the informal and rural economy.
    - Provide basic income protection and food and nutrition security among workers in the informal and rural economy in the case of covariate shocks

b. To Address the major barriers faced by workers in the informal and rural economy when accessing social protection schemes

    - Overcome legal barriers that impede access to adequate social protection
    - Ensure effective coverage through compliance and enforcement measures
    - Improve information and awareness about social protection
    - Build trust in the government and its institutions
    - Integrate and align measures to facilitate the transition from the informal to the formal economy
    - Abolish administrative and financial barriers

Key lessons

- The strategy addresses vulnerability and life cycle risks by establishing programmes that target different categories of vulnerable groups.
- The strategy addresses systemic and institutional barriers making it adopt a holistic approach.
- With the above, it makes it easier for integration of systems like programme MISs, M&E, Complaints and grievance mechanism and payment systems thus leading to increased transparency and efficiency.
- The strategy also incorporates adaptive social protection strategies including shock responsiveness and disaster risk management

3.3. Kenya's Shock Responsive Social Protection – system and interventions.

Kenya has shock responsive social safety net systems implemented in collaboration with the National Drought Management Authority whose functions include reducing drought vulnerability, increasing drought resilience and enhancing climate change adaptation, protecting vulnerable households from drought shocks and facilitating actions by government towards ending drought emergencies. To mitigate the climate shocks and emergencies, Kenya government is implementing Hunger Safety Net Programme (HSNP) that currently targets 133,800 households in the 8 arid counties in the country.

Key lessons learnt

Lessons learnt from the Kenya's shock responsive social protection systems and interventions are as outlined below;

- Predication of shocks to inform shock responsive social protection programming. Hence there is need for a robust management information system (MIS) with linkage to the MIS in agencies managing climate change data
- Building systems approach for SP to address shocks in times of disasters
- Financing of shock responsive social protection is supported by government using the contingency funds but also refunded by the Partners – World Bank and through the risk funding strategy
- Collaboration with other government agencies/departments responsible for climate changes to manage shock responsive social protection interventions

3.4. Cash Transfer Program for INUA JAMII

Inua Jamii is a consolidated cash transfer programme (CCTP) implemented by the Kenya's government, through the State Department for Social Protection (SDSP) under the Ministry of Labour and Social Protection. The Directorate of Social Assistance (DSA) under (SDSP) is mandated to coordinate and manage daily implementation of Inua Jamii.
Its overall objective is to provide a social protection system through regular and predictable cash transfers to poor and vulnerable households taking care of OVC, older persons and PWSDs with the aim of building their capacity to be able to live a life of dignity and exploit their human potential.

Inua Jamii has 3 component programs;

1. Older Persons Cash Transfer (OPCT) that targets older persons of 70 years and above
2. Orphans and Vulnerable Children Cash Transfer (OVC- CT) that targets households with orphans and vulnerable children
3. Persons with Severe Disability Cash Transfer (PWSD - CT) that targets households with persons with severe disability

Beneficiaries of Inua Jamii receive 2,000 KES on a monthly basis paid through the bank accounts and mobile money – M pesa. 1.7 million Beneficiaries are receiving the cash grants under the 3 programs components. The Beneficiary payments are delivered through multiple contracted payment service providers including; Kenya Commercial Bank (KCB), Equity Bank (EBL), Cooperative bank of Kenya (Co-op Bank), Kenya Women Finance Trust (KWFT), National Bank of Kenya and Post Office Savings Bank (POSB). This provides beneficiaries freedom of choice and are able to transact with a lot of convenience and flexibility.

CCTPMIS (Consolidated Cash Transfer Program MIS)
To enhance coherence, efficiency and effectiveness, a robust management information system, a Consolidated Cash Transfer Program MIS (CCTPMIS) has been operationalized to manage the beneficiary data for the 3 programs. The CCTPMIS is run on 4 virtual servers and linked to the Extended Single Registry and the MISs of the complementary programs. The CCTPMIS is used for targeting, registration and payments of beneficiaries. The CCTPMIS is intergraded to the payments systems of the Payment Service Providers- Banks & Mobile Money Telecom Operators

Key lessons include;

- Integration of systems for the different programs enabling coherence in the implementation of the programs.
- Processing of payments using the consolidated MIS, enabling efficiency and effective reporting.
- Consolidation strategy aimed at addressing the challenges of fragmentation and duplication

- Integration of program systems with the PSPs systems enhances monitoring and reporting including enhancing the cash transfer systems to process the reports to inform initiating a process of claw back of money from beneficiaries after a period of six months without transacting on their accounts.
- Modules for administrative functions such monitoring and communication is in built in the program systems
- Provision for claw back of funds from beneficiary accounts who do not withdraw the money for a year
- System integration with the PSP systems, Extended Single registry and the National Registration Bureau

3.4. Kenya's Social Protection payment delivery mechanisms for different SPs.

Kenya has adopted multiple PSP choice model where 6 Payment Service Providers have contracted to pay the beneficiaries. The beneficiary choose which of the PSPs contracted that they wish to enroll with. The choice has the following salient features; beneficiary choice, multiple payment service providers, payments through bank accounts, tiered pricing and security. The payments to beneficiaries made through commercial bank accounts and mobile money and beneficiaries are paid on a monthly basis.
Additionally, the program payment system integrated with the PSP system using API and has two factor authentication used for payments; biometric, PIN and ID. Currently, payment using Sure Pay mobile money (M-pesa) is being piloted with 300,000 beneficiaries of OVC – CT. The beneficiaries withdraw their money from the bank agents or M-pesa agents

Key lessons to note include;

- Integration of program system with the PSP systems makes the system more transparent and efficient.
- Seamless and real time reporting (reconciliations)
- Payments for various cash transfer programs run though a consolidated MIS
- Payment of commission to the PSP upon transactions/withdraws by the beneficiaries
- Proof of life by every beneficiary after 6 months. The beneficiaries who do not go to withdraw by themselves, after 6 months are temporarily suspend from the payroll until they appear.
- Funds in accounts of beneficiaries who do not appear and withdraw for a year, are clawed to the treasury.

3.5. Enhanced Single Registry Management Information System (ESRMIS)

This is one of Kenya's robust social protection tools with a clear growth plan, data collection and sharing mechanism, poverty estimation with strong linkage to the social registry and beneficiary registry. It facilities the following functions in the implementation of social protection interventions;

- Registration of all social protection beneficiaries is done through the ESR
- Linkage to the National Register of persons, and other agencies; Kenya Bureau of statistics and immigration.
- Coordination of social protection programs
- Facilitates program linkages
- Availing data on potential beneficiaries for social protection programming
- Data collection periodically done to provide data to the social registry
- Targeting of all beneficiaries for social protection using the data from the social registry
- Validation of data collected from the households using the ID records from National Register of Persons before update to the social registry (data of potential beneficiaries)

Key lessons to note include.

- Establishing an enhanced social registry increases reliability of household and individual databases.
- Conducting period data collection to update the social registry avails necessary data for timely decision making.

- Integrating the ESR with all the program MISs improves administration and coordination of social protection.
- Integrating the ESR with the civil registry (National Register of Persons) and Kenya Bureau of Statistics ensures availability of quality and harmonized data
- Kenya' ESR has functional structure put in place to ensure its reliable functionality.
- Putting in place a comprehensive data collection tools that can collect data for the targeting SP programs
- Using the data collected from households to target beneficiaries instead of using data from the Civil registry
- Validating the social registry data with National Register of persons before use.
- On demand registration where household heads present themselves to the sub counties and data on their households is updated in the social registry

ESR Data Sharing Protocols

Through the ESR, data sharing protocols have been established to enhance seamless and timely sharing the data and information. The ESR data sharing protocols include ESR Single Registry API and Complementarity service. The Kenya's ESR data sharing protocols aim to;

- Provide a framework for secure and confidential sharing of information
- Ensure personal information is handled in a sensitive manner
- Provide a basis where anonymized data about an individual beneficiary
- Create a transparent procedure to increase usage of social protection programme
- Ensure that the rights of programme beneficiaries especially their privacy.

Key lessons to note include;

- Putting in place a comprehensive data collection tools that can collect data for the targeting SP programs
- Using the data collected from households to target beneficiaries instead of using data from the Civil registry
- Validating the social registry data with National Register of persons before use
- On-demand registration where household heads present themselves to the sub counties and data on their households is updated in the social registry

3.6. Grievance, Case, and Referral Mechanisms for Non-Contributory Programmes in Kenya

There exists multi channels for complaints registration, analysis, and resolution and feedback mechanism. The key aspect of the system is holding every step accountable and a clear trail of the process. It recognizes different categories of complaints and provides for appeals should the complainant be dissatisfied with the feedback/resolution.

Key lessons to note include;

- Establishing the beneficiary welfare committee (BWC) comprising of beneficiaries themselves as the entry channel for the complaints & appeals
- Provision of call centre for beneficiaries to lodge their complaints at sub county level.
- Decentralization of complaints & appeals system down to the sub county level and providing clear escalation channels.

3.7. Financing and sustainability for Social Protection programs in Kenya

Kenya's social protection financing and sustainability is backed by a supportive legal frame work and is generally accepted that social protection is not just a consumptive expenditure but an investment. The main source of financing include; local ordinary tax revenue, other local ordinary revenue, internal borrowing external borrowing, and foreign Aid.

Financing options for Kenya's Social Protection

- Public Expenditure Reviews (PERs) that target to replace high-cost, low-impact investments with those that have larger socio-economic impacts and eliminating corruption.
- Increasing tax revenue by strengthening the efficiency of tax collection methods and overall compliance.

- Expanding social security coverage and contributory revenues: in existing social security systems.
- Lobbying for aid and transfers: this requires either engaging with different donor governments or international organizations
- Eliminating illicit financial flows: Given the vast amount of resources that illegally escape developing countries each year.
- Borrowing or restructuring existing debt: this involves active exploration of domestic and foreign borrowing options at low cost.

Key lessons

- Options of financing of SP depends on the socio-economic and political context as a country.
- The sustainability of SP is contingent on government commitment to financing the sector.
- The government of Kenya is continuously increasing allocation of fund to social assistance programmes.
- There has been gradual expansion of two large contributory schemes are NSSF and NHIF.

3.8. Institutional Capacity for Delivery of Social Protection

In Kenya, the provision social protection is the mandate of the Ministry of Labour and Social Protection, through the State Department for Social Protection and Senior Citizen Affairs. The coordination of the all the social protection interventions in Kenya is coordinated by the National Social Protection Secretariat. Kenya's key SP capacity development approaches include; community professional development, international collaboration, learning from best practices and community engagements. Capacity development for Local Governments on social protection involves training the county officials for effective implementation of SP polices.

Key lessons learnt

- Partnership for curriculum development
- Institutionalization of SP trainings in civil service training
- In-service training programs for government staff

3.9. Kenya's Social Protection Programmes (Contributory Programs)

Kenya's contributory social protection programs are National Social Security Fund (NSSF) and National Health Insurance Fund.

3.9.1. National Social Security Fund (NSSF)

The Kenya's NSSF benefits include; invalidity, old age, immigration and funeral expenses. On contributions, both employee and employer contributes 6% of the employee's salary. The major reforms include transitioning the fund from a provident fund to a pensions. Relatedly, the key challenges include transition challenges. The new law enacted to reform the fund has been challenged in court. Contestations on the contributions rates among others.

3.9.2. National Health Insurance Fund

The Kenya's National Insurance Fund (NHIF) was established in1966 as a body corporate by the NHIF Act of 1998 and mandated to provide public health insurance to all Kenyans. The fund has a total 7million principal members and 21M beneficiaries translating to 24% of the total Kenya's population. This is distributed as follows; formal sector 3.83 million, subsidiary sector 1.34 and informal sector 1.3 Million. The members register using the following ways;

(i) Mobile registration
(ii) Biometrics
(iii) Online/ Web application
(iv) NHIF Service Points

Kenya recently enacted a Social Health Insurance (SHI) Act, establishing the Social Health Authority (SHA), and renamed NHIF as the "Social Health Insurance Fund"; and created two additional distinct funds namely; Critical Illness and Emergency Fund and Primary Healthcare Fund. The three (3) funds will be governed by the Social Health Authority (SHA).

Key lessons to note include;

- Contribution of 4,320 KES is based on a specified amount of money irrespective of the employee salary
- The fund is not responsiveness in case of crisis. There is no provision any mid-term benefits
- The Kenya's NSSF has undergone a reform from provident fund to a pension scheme. This provides a more sustainable social security for the beneficiaries than payment of lumpsum.
- A legal framework is very important in anchoring Social Health insurance.
- Resource mobilization and ring-fencing resources for social protection intervention is important for sustainability
- Technology provided a great advantage in establishing administrative systems

3.10. Field visit to Muranga County

The delegation visited Muranga County on the 4th day of the learning visit. The delegation made courtesy calls to the key leaders in the County including; County Coordinator/Director, County Governor and County Commissioner. The County Director informed the delegation that Muranga County is made up of 9 Sub Counties – equivalent of Uganda's districts. All the Sub Counties and their staff therein belongs to the National (Central) Government. Muranga County alone has 78,317 beneficiaries from the 3 cash transfer programs under Inua Jamii (10,025 for OVC – CT, 1,544 for PWSD – CT and 66,748 for OPCT)


The delegation meeting the County Director, Community Services, Muranga County

During the courtesy call to the Governor, the following were highlighted on Kangata Care Health Insurance Scheme;

- A presentation by the Executive Secretary for Health highlighted who the beneficiaries are, benefits, actors of the scheme and challenges
- Kangata Care – a health insurance scheme was initiated by the County government when they developed a county policy that was approved at both County Council and National Government
- The scheme targets the indigents, mainly people living with chronic illness and households that can't afford health insurance cover and people with mental illness.
- The scheme started 2 years ago with 20,000 households and now benefits 40,000 households. The health insurance cover is paid through the National Health Insurance.
- The beneficiaries are offered health services at both public and not for profit health facilities.
- The services offered include; both out and in patients treatment, dental services, treatment abroad, rehabilitation services, ambulance services, and burial expenses.
- The key actors of the scheme are; health workers, political leaders, local leaders, community leaders, religious leaders.
- The scheme currently faces the challenges of high demand of scheme and inadequate resources

The delegation attending a presentation on Kengata Health Insurance Scheme in Muranga County

Later in the day, the delegation made a courtesy call to the County Commissioner – The Representative of the President in the County. In his address, the County Commissioner made remarks and highlighted the following;

- He encouraged the teams (Kenya and Uganda) to learn from one another as sister countries of the East African Community.
- Informed the delegation that GoK has increased the number of social cash transfers beneficiaries from 1.2 m to 1.7m
- He also noted that the identification of the needy and cleaning of the beneficiary register as some of the challenges that GoK faces in the implementation of the cash transfer programs

Key lessons include;

- Mainstreaming the implementation of the cash transfer programs ensures their sustainability, enhance their effectiveness
- Initiation of health insurance scheme as a pilot provides opportunity for learning to inform the scale up
- Learnings from pilot health schemes can motivate the buy in from the various stakeholders and Government.

3.11. Field visit to beneficiaries of social protection interventions in Muranga County

On the 5th day, the delegation visited the beneficiaries of the various social protection and complementary programmes in Muranga County. This not only aimed at interacting with the beneficiaries to share their experiences but also to appreciate the impact of social protection interventions in Kenya. The beneficiaries are for the following programmes; Inua Jamii cash transfer programs (Older Persons Cash Transfer, Orphans and Vulnerable Children Cash Transfer, and Persons with Severe Disability Cash Transfer), Economic Inclusive Programme – a complementary intervention.


The delegation takes a photo with an OVC – CT beneficiary at her home in Kamathi Division

The delegation also visited beneficiaries of Economic Inclusion Programme, a complementary intervention that aims to boost household income and enhance their resilience against economic shocks.


The delegation interacts with beneficiaries of Economic Inclusive Programme

Key lessons learnt

- Beneficiaries for the cash transfer programs paid through the agents of the multiple payment service providers
- Each of the beneficiaries of cash transfer programs have a proxy – an alternative recipient to collect the payments on their behalf
- The primary beneficiary must collect their payments in person once every year as proof of life
- Beneficiary groups for the Economic Inclusive Programme are first trained, guide to identify their enterprises and start saving by themselves before they receive the grants from the government

4.0. Opportunities for Uganda

- Uganda's social protection sector is in its infancy stage. This gives Uganda an opportunity to benchmark from older systems and avoid mistakes they have made in establishing their social protection systems.
- The country can leverage of the opportunities offered by the advancing technology in establishing efficient and transparent systems that support social protection programmes.
- The region and Kenya in particular has built knowledge and skills base that Uganda can tap into in the process of building different aspects of its social protection system.
- This very benchmarking visit is a great opportunity for the country to step back and interrogate its current social protection system, do comparative analysis and be able effect changes based on information obtained.

5.0. Overall recommendations

- Develop social protection action plan and work with advocacy groups to build capacities of the leaders of political parties to ensure that social protection forms part of their manifesto
- Pilot integration of program Management Information Systems (MISs). This would enable management of payments for social cash transfers by one consolidated system
- Carry out a feasibility of consolidating social protection programming with one coordinating office.
- Administrative functions such as monitoring and communication modules should be a key design features for the Uganda's cash transfer programs
- Enhance the cash transfer systems to process the reports to inform claw of money from beneficiaries after a period of time.
- Enhance the cash transfer program system to integrate with the PSP systems and the single registry
- Utilize the procurement of contracts with PSP for cash transfers to provide the requirements for the PSP to put in place systems for seamless reporting and monitoring the payment transactions
- Draw from Kenya's Enhanced Single Registry and prepare proper specifications for Uganda's single registry
- Prioritize efforts to establish social registry as a data source for targeting of beneficiaries for all social protection programs in the country
- Operationalize a functional structure for Uganda's Single Registry to ensure its smooth operations.
- Decentralize the program complaints and grievance model to the Sub County level for Community Development Officers to timely initiate complaints
- Borrow a leaf from Kenya's reforms to transition from provident fund to pension scheme that guarantees regular and predictable flow of income to the savers after retirement.
- Strengthen the capacity of Ugandan Local Governments to prioritize, plan and initiate their social protection initiatives
- Pilot health insurance scheme in Uganda to provide a learning basis for universal scheme
- The Technical Team working on the National Insurance needs to visit Kengatta Care Health Insurance Scheme to learn more on the design and implementation features that have made it a unique and attractive initiative
- Fast track legislation for social health insurance and ensure there is universal coverage and proportional contributions based on the level of income.
- Consider developing tailor-made packages and group-based schemes for self-employed workers in sectors that face disproportionately high risks for work-related injuries and diseases like construction and transport workers
- Increase the coverage on universal tax finance social protection interventions. For instance Kenya invests 1.3% of its GDP on social protection compared to Uganda's 0.7%.
- Expand contributory schemes through strategies that reduce informality and increasing of voluntary schemes to expand the fiscal space

6.0. Key take homes from the Kenya study visit

Coordination of stakeholders was made easy through engagement and involvement of development partners at the policy level. They are directed to align their plans and interventions to national objectives and priorities. Uganda needs to nurture high level involvement and engagement with key stakeholders.

Integration social protection programme management information systems (MISs). Pilot integration of program Management Information Systems (MISs). This would enable management of payments for social cash transfers by one consolidated system

Robust payment delivery systems/methods. These include; integrating SP program MISs with that of the Payment Service Provider, provisions for claw back of unwithdrawn money for a specified period of time, seamless reporting and reconciliations

Extended Single Registry is very vital in social protection programming. Linking the SP program Management Information Systems linked to the strong single registry enhance effective targeting of the beneficiaries.

Comprehensive social protection programs is key in addressing the risks across the all stages of the life. Scale up the coverage of social protection programs to cover more vulnerable persons; such as youths, children among others

Kenya's social protection beneficiary targeting is harmonised across the board through Proxy Means Test and poverty indicators. This is enabled by a strong social registry that provides a comprehensive database for each and every vulnerable person. Arguably, this is not the best targeting mechanism due to continuous changing circumstances of proxies. However in the conditions of limited fiscal space where universalism cannot be achieved, this gives the second best alternative. If Uganda is to strengthen its shock responsiveness, social registry become a pertinent undertaking.

Kenya is implementing comprehensive cash transfer programmes that address life cycle risks faced by vulnerable groups under the umbrella of Inua Jamii. These also have cash plus components that provide top ups, graduation grants and financial deepening components. Uganda needs to scale up coverage of programmes across the life cycle.

Kenya has developed a national Social Health Insurance Programme. This is a contributory programme that provides coverage to all Kenyans. This is governed under the Social Health Insurance Act that established Social Health Insurance Authority. In addition to the universal national health insurance scheme, Muranga County established Kangatta care scheme which provided additional cover to the most vulnerable households.

Social protection in Kenya is championed by the political leadership beginning with His Excellency the President. Through the manifestos of political parties and the Executive order of the president which commits the country on the financing of social protection, there has been expansion of fiscal space for social protection in the country.

Leveraging on technology to enhance efficiency, transparency and accountability for social protection. Integrating social protection MISs of different programmes and service providers make reconciliations easy and simplifies monitoring of beneficiary transactions. The system is able to recall money from accounts of beneficiaries the have not transacted in the period of 6 months.

Conclusion

This study visit to Kenya offered a great learning experience to Uganda's delegation since the country's social protection sector has evolved over time. Built on three pillars namely; 1. Social assistance, 2. Social security and 3. Health insurance with interventions covering a wide range of areas of emergence assistance, income transfers, education, finance, health, cooperatives, employment and business, Kenya's social protection provided a good case study for Uganda's delegation.
Through its tax financed universal social protection programmes, the country has been able to address life cycle risks and vulnerabilities of over 25 million Kenyans and has used a systems approach in the delivery of various programme. Among the systems in place include; the enhanced single registry & Programme MISs (ESR), harmonized registration for efficient and effective targeting, grievance and case management, SP MEL&R system and ccommunication & feedback mechanisms all gave a wide spectrum of learning.

It is therefore pertinent that members of the delegation pull out the key lessons that and document how they will influence programme designs, delivery, monitoring and accountability.

ENDORSMENT BY THE MINISTRY OF GENDER, LABOUR AND SOCIAL DEVELOPMENT:

Signed off by responsible Agency management (Name/Designation/Sign/Date)

Name: Stephen Kasaija Designation: Head of Expanding Social Protection Programme

Signature: October 2024

ANNEXES

1. Program for the study visit

MINISTRY OF LABOUR & SOCIAL PROTECTION
STATE DEPARTMENT FOR SOCIAL PROTECTION & SENIOR CITIZEN AFFAIRS
NATIONAL SOCIAL PROTECTION SECRETARIAT
UGANDAN DELEGATION STUDY TOUR ON KENYA'S SOCIAL PROTECTION SYSTEMS

VENUE: Sarova Stanley **DATES: 23RD – 27TH SEPTEMBER, 2024**

Day 1 – 23rd September, 2024		
Time	Activity	Presenter/ Facilitator
8:00 am – 9:00 am	Arrival and Registration	Secretariat
9:00 am – 9:45 am	Introductions and Welcoming Remarks	Jane Muyanga
	Remarks By the Ugandan delegation Team	Mr. James Ebitu Director for Social Protection
	Opening Remarks by Principal Secretary	Mr. Joseph M. Motari, MBS
9:45 am – 10.00 am	Meeting Objectives	Ugandan Delegation/NSPS
10.00 am – 10:30am	Tea/ Coffee Break	
10:30 am – 11:15 am	Overview of Social Protection in Uganda	Ugandan Delegation
11:15 am – 12.45 pm	Overview of Social Protection in Kenya and Kenya's Legal and Policy Framework	Stephanie Bitengo/Richard Obiga - NSPS
12:45 pm – 1:00 pm	Q&A - Plenary Discussion	NSPS
1:00 pm – 2:00 pm	Lunch Break	
2:00 pm – 4:00 pm	Kenya's Shock Responsive Social Protection – system & interventions.	Eng. Hussein Jirma - NDMA
4:00 pm – 4:30 pm	Plenary	NSPS
4:30 pm – 5:00 pm	Tea/ Coffee Break	
Day 2 – 24th September, 2024		
Time	Activity	Presenter/ Facilitator
8:30 am – 10:00 am	The Cash Transfer Program for INUA JAMII at SDSP; CCTPMIS (Consolidated Cash Transfer Program MIS) CDMIS (Community Development MIS) CPMIS (Child Protection MIS) NICHE – MIS (Nutrition Improvement through Cash and Health Education MIS) Hunger Safety Net Program MIS	Paul Njoroge CCTPMIS Steve Ndungu CDMIS Alexander Rutto CPMIS Franklyn Makhulu NICHE - MIS Peter Thirikwa (HSNP MIS)
10:00 am – 10:30am	Kenya's Social Protection payment delivery mechanisms for different SPs.	Paul Njoroge/Brian Magara CCTPMIS
10:30 am – 10:45 am	Plenary Discussion	NSPS

10:45 am – 11:00 am	Tea/Coffee Break	
11:00 am – 12:30 pm	Enhanced Single Registry Management Information System (ESRMIS) ➢ Introduction to the ESR Background Objectives Functions ➢ Roll out of the ESR in Kenya Growth plan Data collection approaches Small Area Poverty Estimates ➢ The ESR-MIS modules; Integrated Beneficiary Registry Social Registry Complementarity Monitoring and Evaluation Cross-cutting services Links between the social registry and beneficiary registry Management of intake Registration of Beneficiaries and determination of potential eligibility	Cris Emadau Shadrack Meme
12:30 pm – 1:00 pm	Plenary	NSPS
1:00 pm – 2:00 pm	Lunch Break	
2:00 pm – 3:00 pm	Grievance, Case, and Referral Mechanisms for Non-Contributory Programmes in Kenya	Directorate of Social Assistance – Rose Muhuthu
3:00 pm – 4:00 pm	Data Utilization under ESR Harmonized Targeting Tool for Data Collection ESR data sharing mechanisms (Data sharing protocols/ Agreements)	Shaaban Alawy - NSPS Ebby Sigana - NSPS
4:00 pm – 4:30 pm	Plenary	NSPS
4:30 pm – 5:00 pm	Tea/ Coffee Break	
Day 3 - 25th September, 2024		
8:30 am – 9:30 am	Financing Kenya's Social Protection System.	NSPS
9:30 am – 10:30am	Presentation on the Sector Group for Social Protection	Dr. George Kinyanjui UNICEF
10:30 am – 11:00 am	Tea/ Coffee Break	
11:00 am – 12:00 pm	The concept and practice of Community of Practice (CoP) Kenya chapter – Progress, challenges on implementation	Ann Wanjema
12:00 am – 12:45 pm	Civil Registry, National Registry and Integrated Population Registration System	IPRS
12:45 pm – 1:00 pm	Plenary	NSPS
1:00 pm – 2:00 pm	Lunch Break	
2:00 pm – 3:00 pm	The strategy for inclusion of Social Protection to the rural and informal Economy workers. - Policy or Legal Framework guides, progress, key learnings, challenges	ILO

3:00 pm – 4:00 pm	Institutional Capacity for Delivery of SP at National, County Governments & Local Administration Capacity development approaches Capacity Development for Local Governments on Social Protection Institutionalization of social protection trainings In-service programmes Programmes for new entrants Academic institution based trainings	Madam Jacynter Omondi
4:00 pm – 4:30 pm	Plenary	NSPS
4:30 pm – 5:00 pm	Tea/ Coffee Break	
Day 4 - 26th September, 2024		
Time	Activity	Presenter/ Facilitator
8:30 am – 10:30 am	Kenya's Social Protection Programmes (Contributory Programs) NHIF/SHIF NSSF RBA	Madam Juliet Maara Milicent Awiti Lazarus Keizi
10:00 am – 10:30am	Tea/Coffee Break	
10:30 am – 12:30 pm	Visit the Civil Registry Services and National Registration Bureau Offices Demonstration of the ESR system architecture	ALL
12.30 pm – 1.00 pm	Logistical Planning for Muranga Trip and Travel to Muranga County Courtesy call to the County Commissioner	NSPS
Day 5 - 27th September, 2024		
Time	Activity	Presenter/ Facilitator
8:30 am – 10:30 am	Field Visit (Muranga County) Overview on County ESR operations Data collection processes at the field level Utilization of data at the county level Discussion on challenges and learnings	All
10:30 am – 11:00 am	Tea/Coffee Break	
11:00 am – 1:00 pm	Field Visit (Muranga County) Continued	ALL
1:00 pm –2:00 pm	Lunch Break	
2:00 pm – 3:00 pm	Debrief at Hotel	ALL
4.00 pm – 5.30 pm	Departure to Nairobi	All
Day 6 - 28th September, 2024		
Time	Activity	Presenter/ Facilitator
8:30 am	Departure to Uganda	

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