

Session III: Single Window Services and Coordination

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Structure

- What is the social protection floor?
- Some key challenges in social protection delivery
- Justification for coordination
- Types of coordination & the Single Window Service approach
- Coordination mechanisms facilitate the application of the guiding principles stated in R 202
- Successful experiences: towards a compendium & potential for south-south cooperation

**WHAT IS THE SOCIAL PROTECTION
FLOOR?**

Social security is a human right

All members of society should have access to at least basic social security

National floors of social protection guarantee this basic entitlement



A national social protection floor guarantees that:



All residents have access to **essential health care including maternity care**



All **children** enjoy basic income security (providing access to nutrition, education and care)



All **persons in active age** who are unable to earn sufficient income enjoy basic income security and their employability is increased

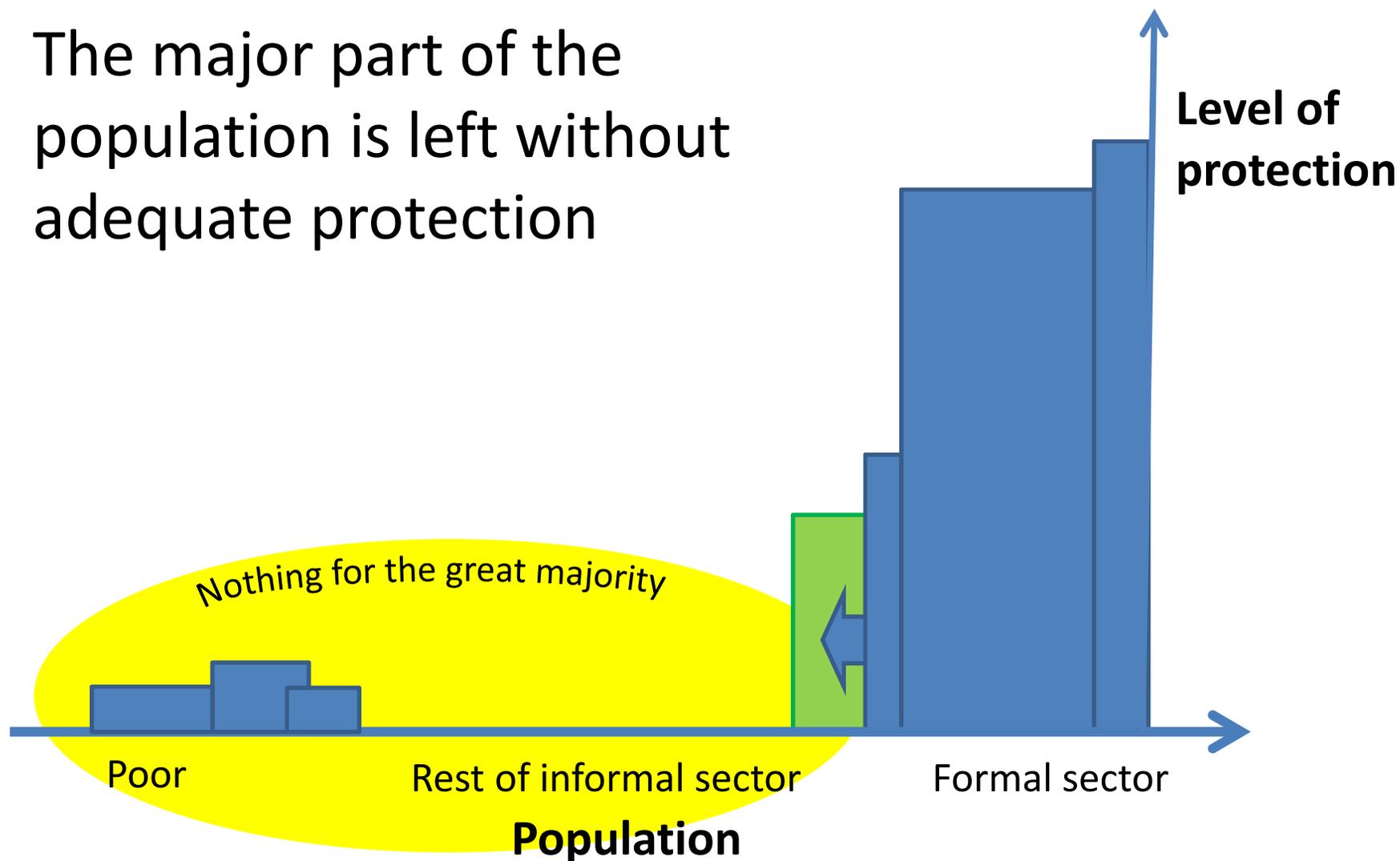


All **older persons** enjoy basic income security

The SPF: an amazing opportunity

Right to social security

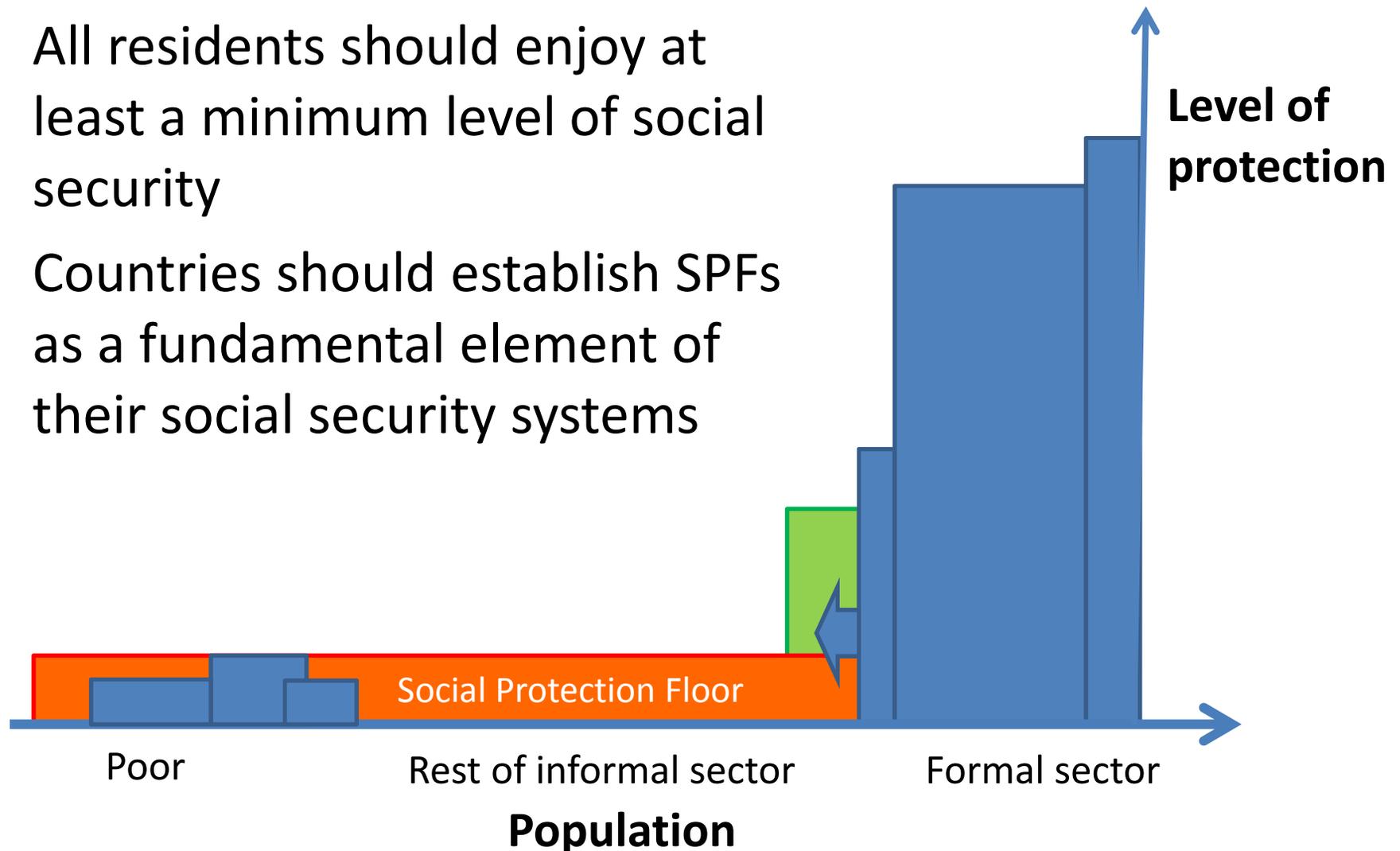
- The major part of the population is left without adequate protection



The SPF: an amazing opportunity

Right to social security

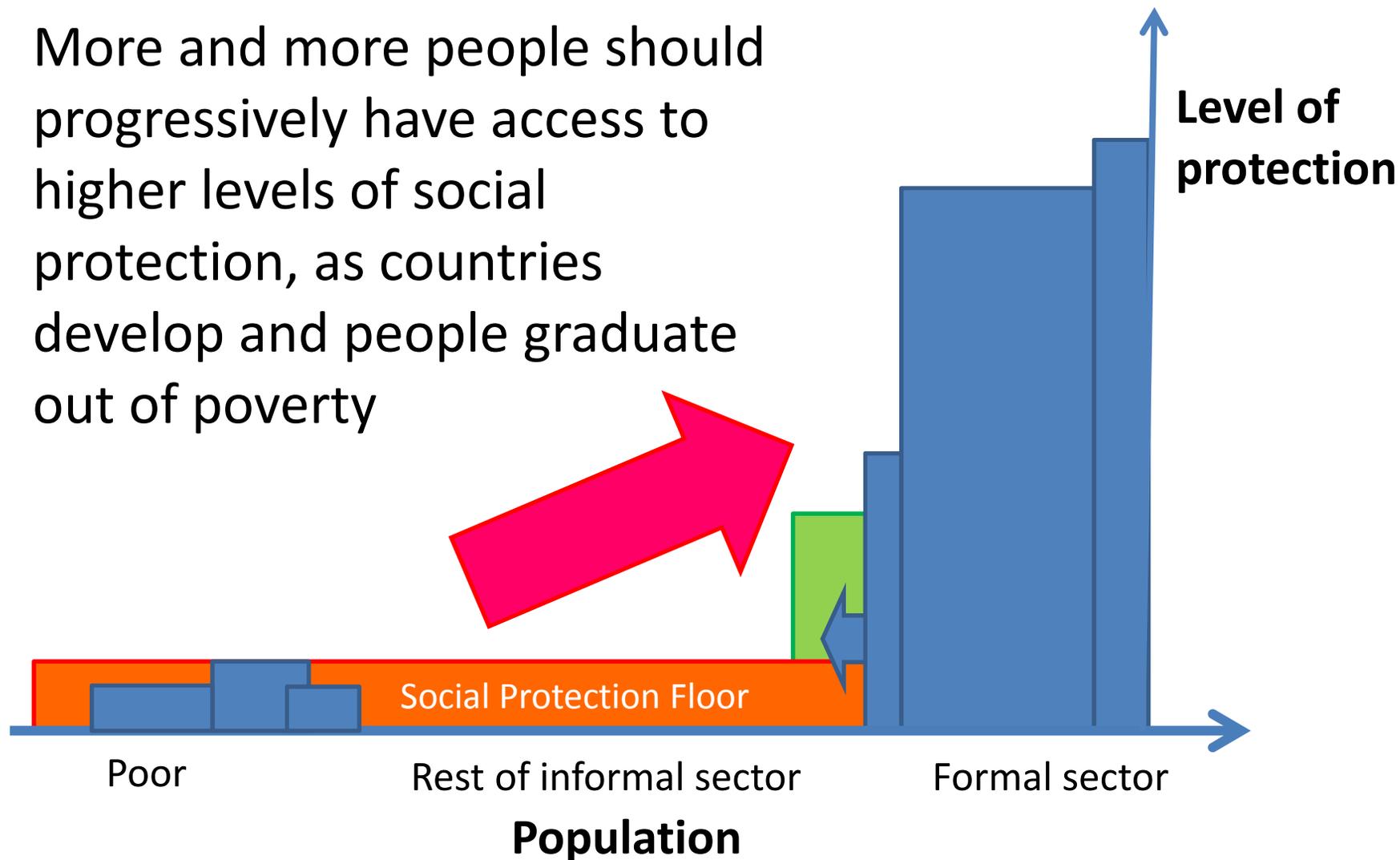
- All residents should enjoy at least a minimum level of social security
- Countries should establish SPFs as a fundamental element of their social security systems



The SPF: an amazing opportunity

Right to social security

- More and more people should progressively have access to higher levels of social protection, as countries develop and people graduate out of poverty



ILO's Social Protection Floors Recommendation, 2012 (No 202)



101st ILC

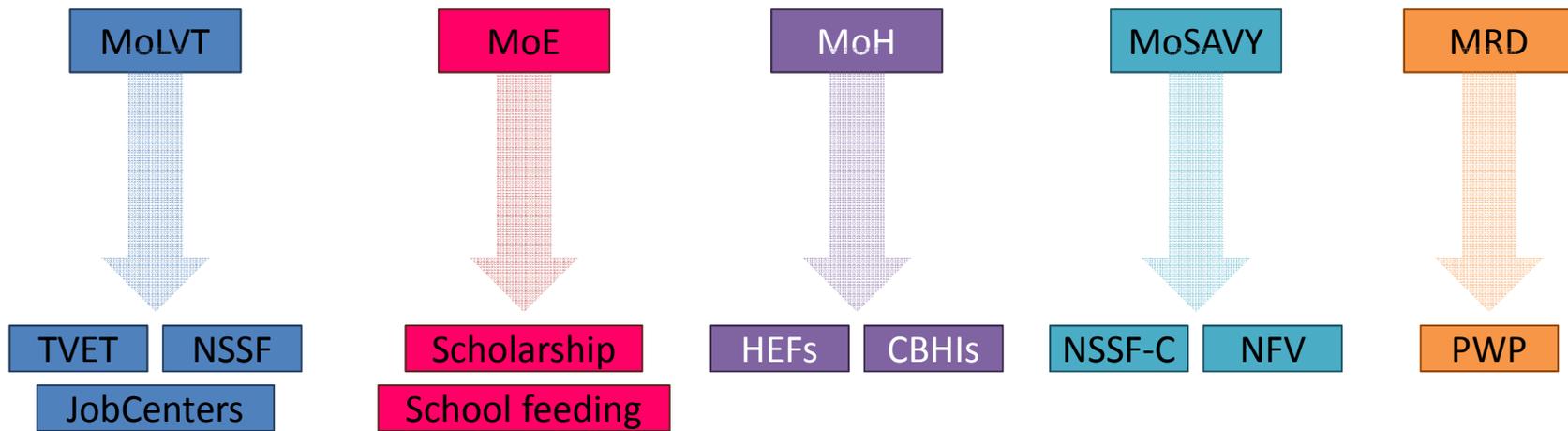
14 June 2012

185 member states

The recommendation 202 is a useful guidance for member states who wish to establish/maintain SPFs as part of their national social security systems

http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---relconf/documents/meetingdocument/wcms_183326.pdf

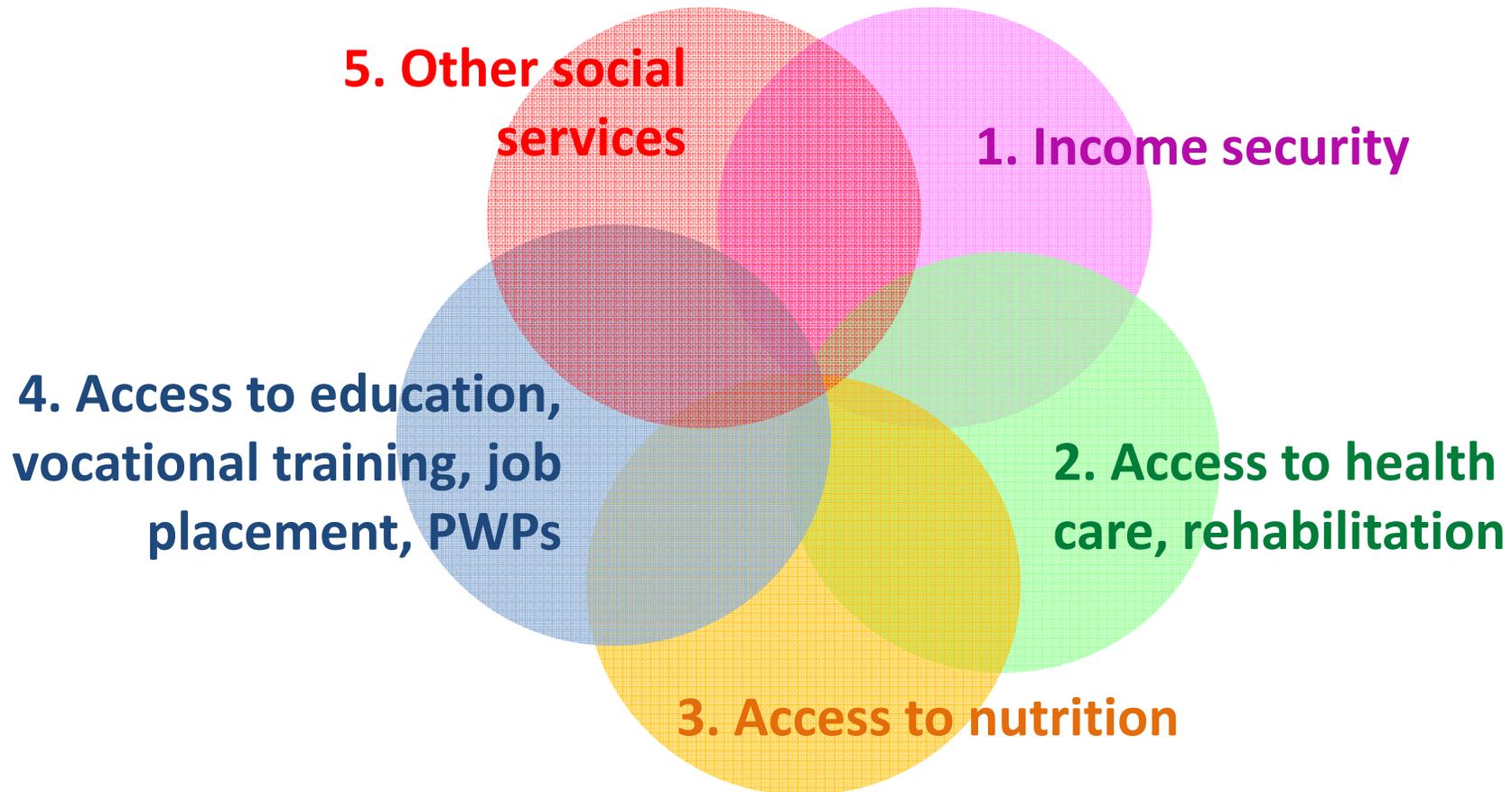
**SOME KEY CHALLENGES IN SOCIAL
PROTECTION DELIVERY (based on
yesterday's discussions)**



- Existing programmes have a **limited outreach**
- **Fragmentation & lack of coordination** between programmes, leading to duplication of services, inefficiencies, lost synergies
- Waste of resources in a context of **un-sufficient resources allocation**
- **No combined benefit packages**
- **No bridges between social assistance and social insurance**
- The **sub-national administration has no clear understanding** of its role in providing social services to the people
- **Lack of awareness & voice** of persons of concerns
- **Data management, monitoring, and evaluation are insufficient**

JUSTIFICATION FOR COORDINATION

SPF aims at preventing or alleviating poverty, which has multiple dimensions

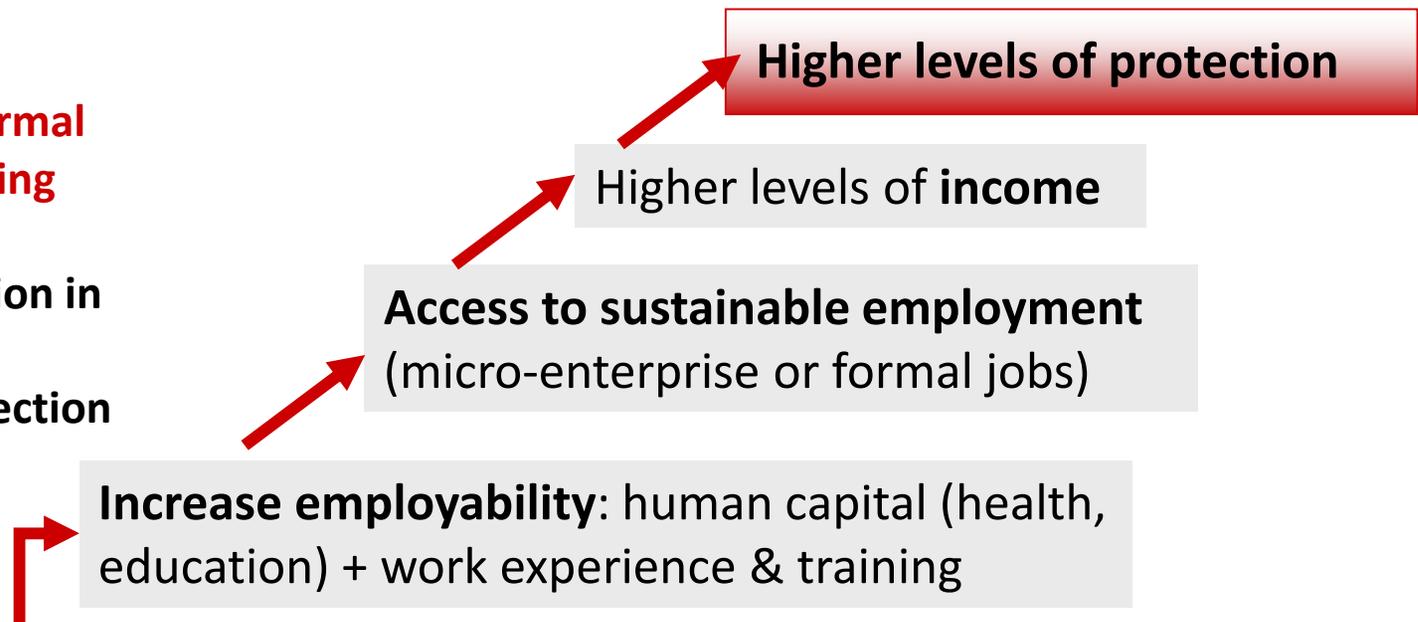


- ✓ Not only transfers in cash, but combined policies
- ✓ Not the privilege of one ministry, but shared responsibility

SPF linked with employment services will facilitate graduation & formalization

Workers in the informal economy, the working poor:

- Progressive inclusion in the labor market
- Higher social protection



Employment services

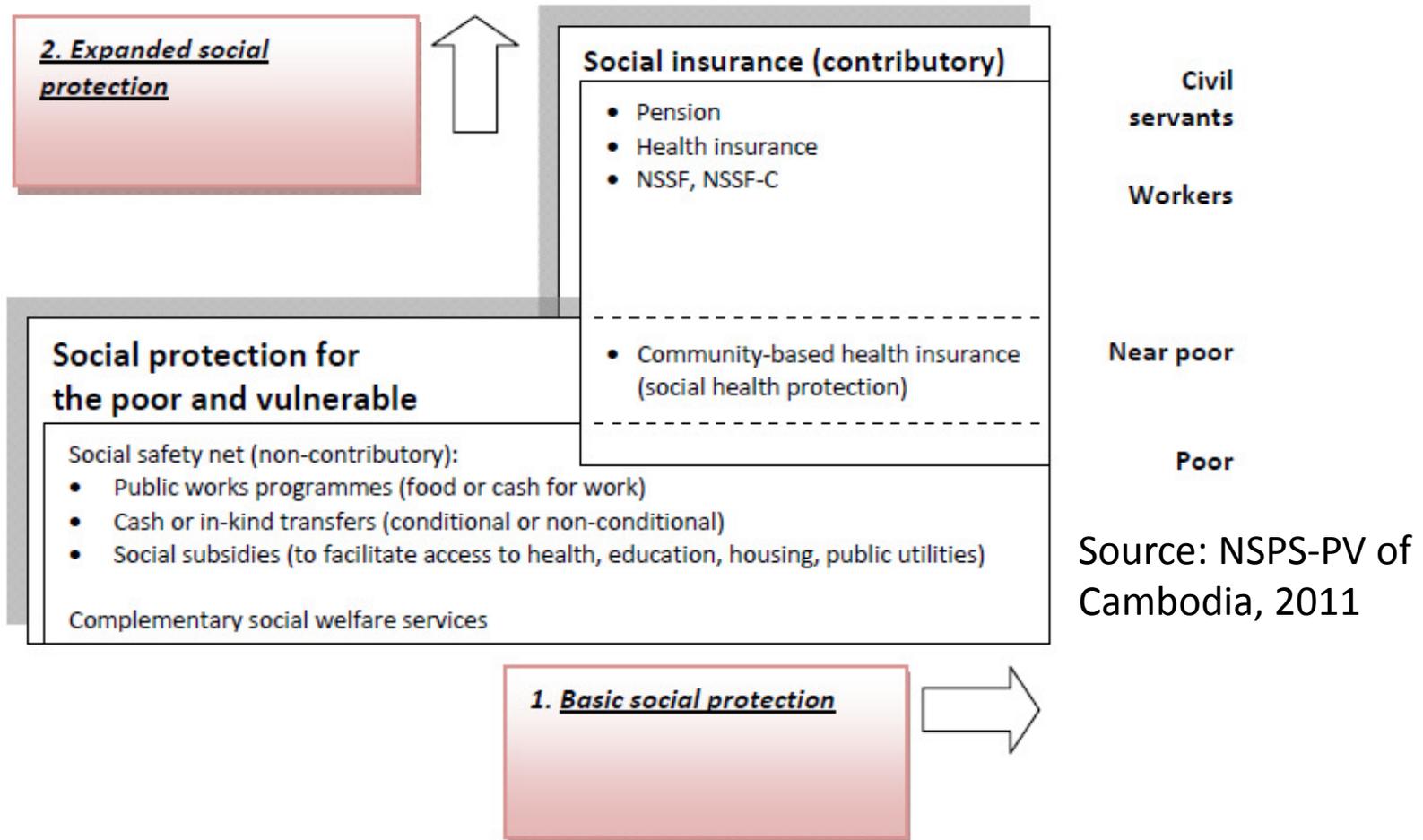
- Skills assessment & training ...
- Access to PWP's ; Job placement
- Business development services

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Basic social protection

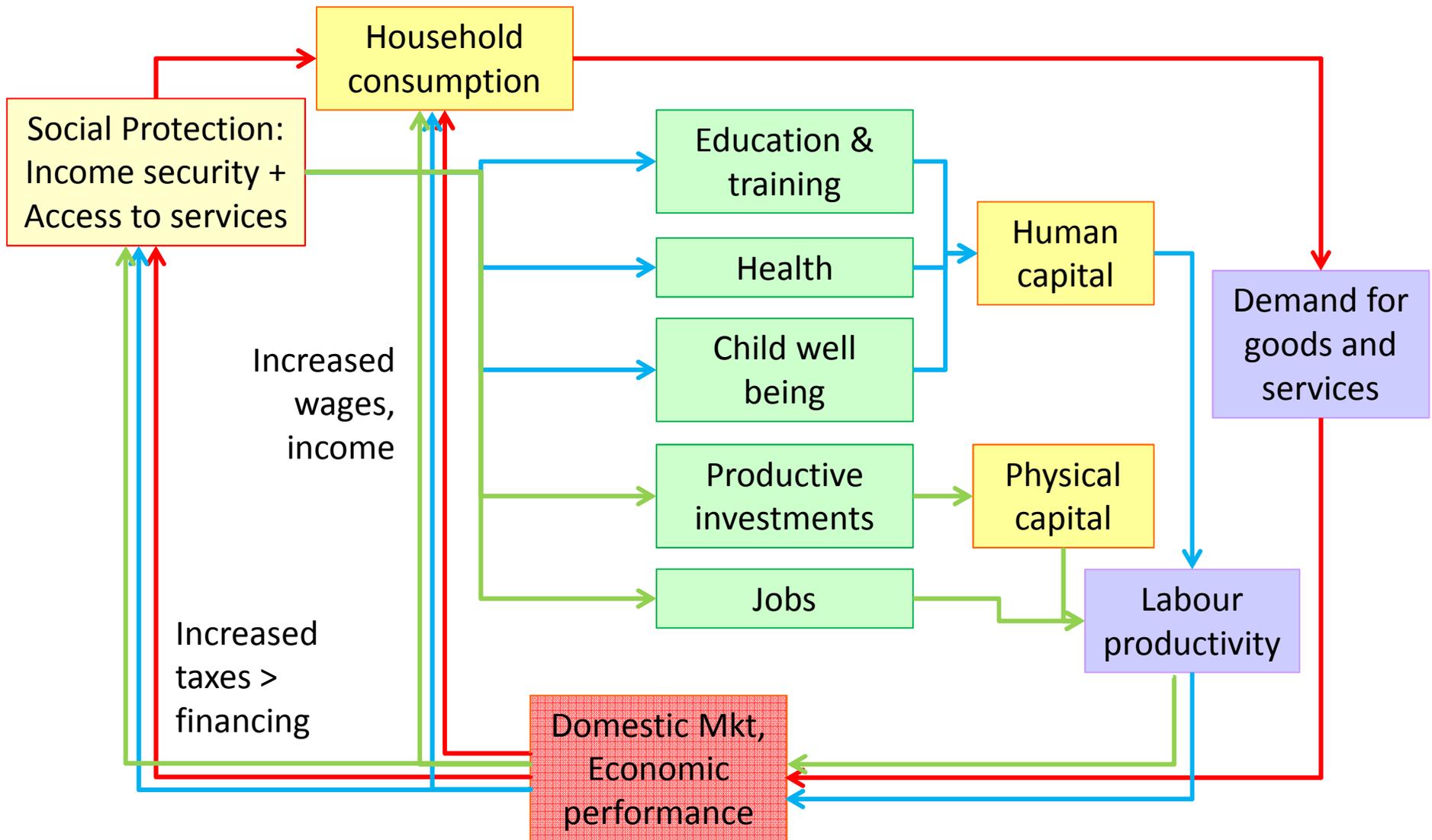
- Access to health, education, food security
- Income security

A floor, not a ceiling



- ✓ SPF interventions should be linked to the rest of the social security system (integrated MIS?)

The SPF is an investment in growth



✓ **Linkages with other policies**

Adapted from Maastricht School of Governance

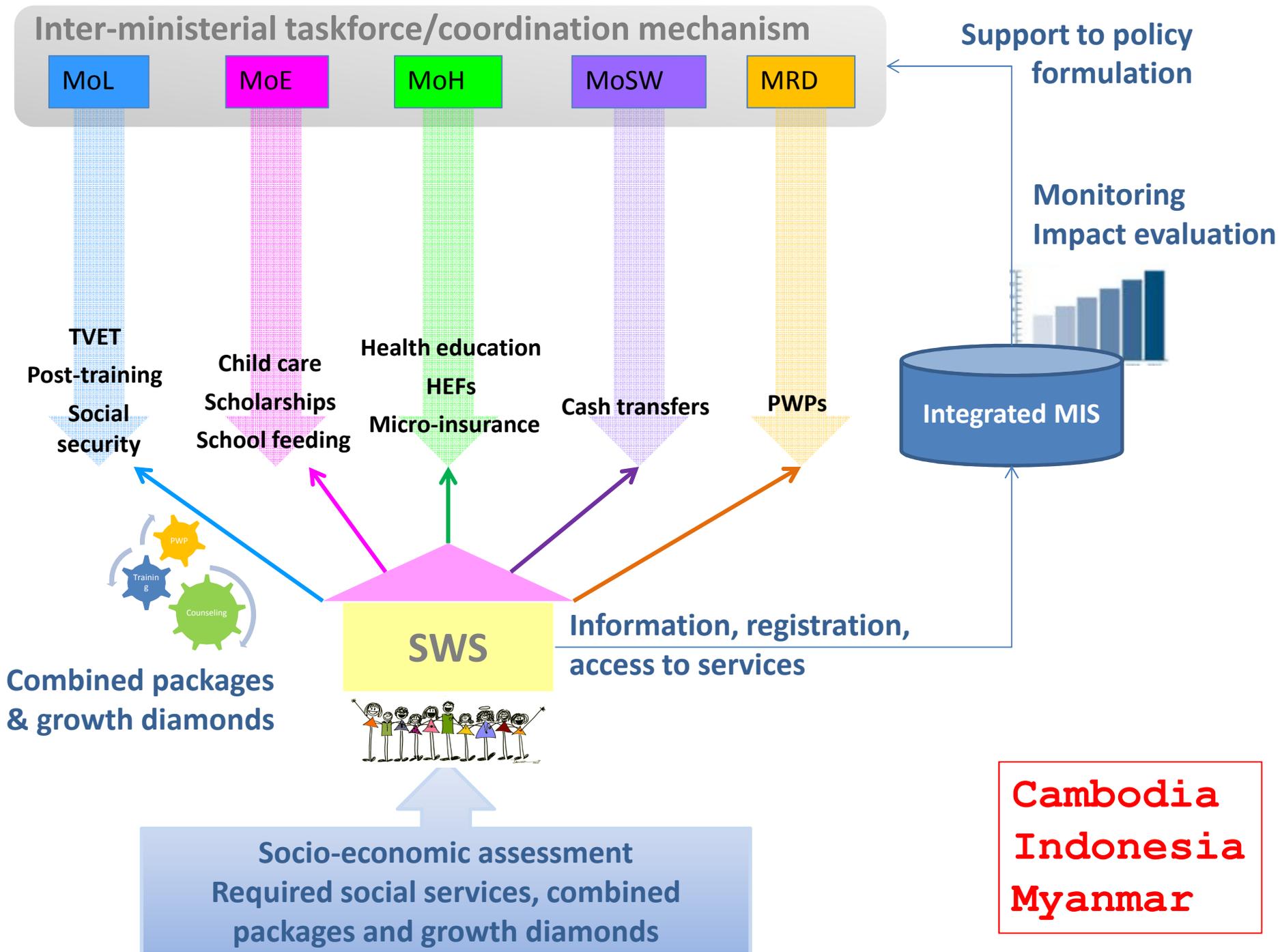
TYPES OF COORDINATION & THE SINGLE WINDOW APPROACH

The types of coordination

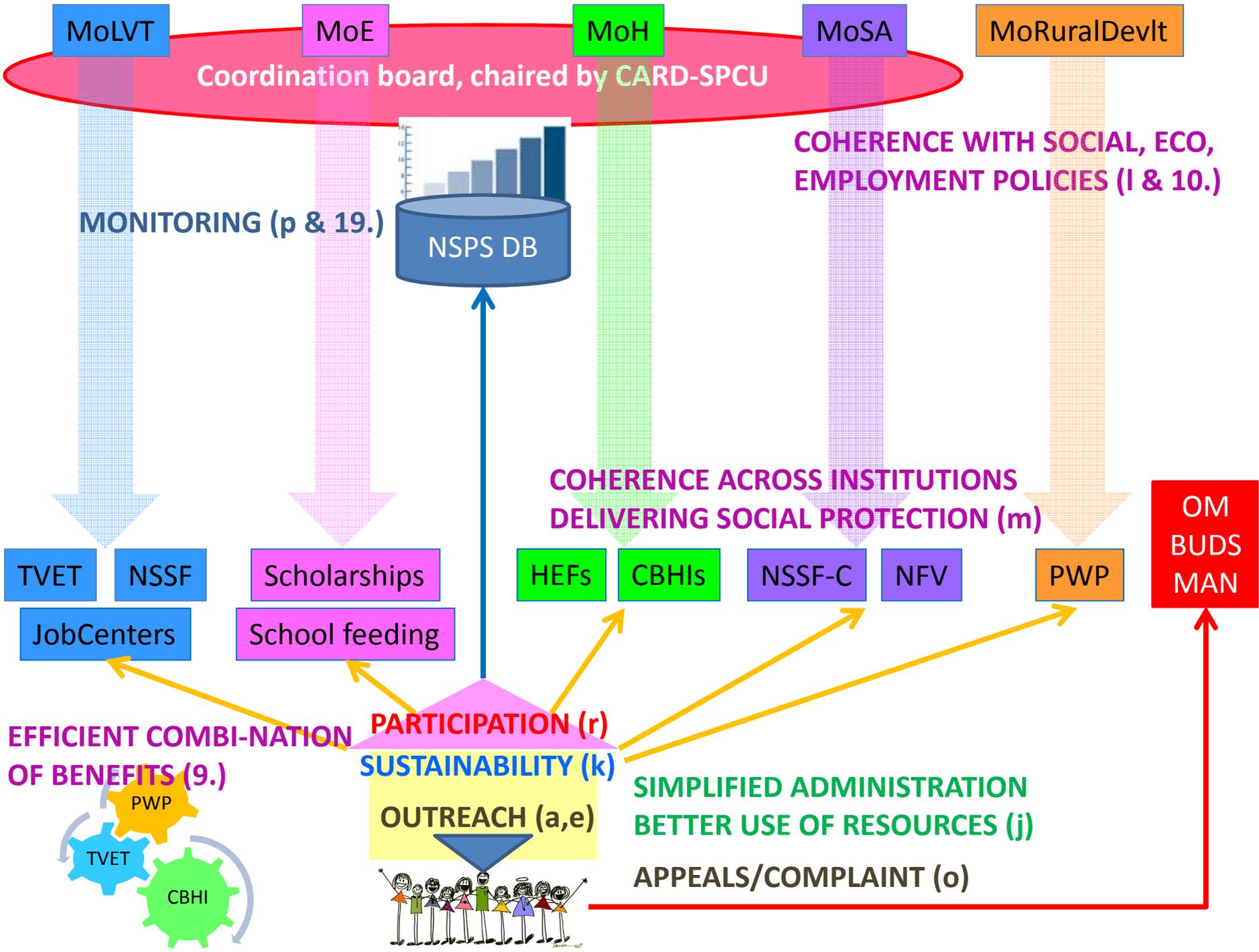
- Coherent National Social Protection/Employment/Skills development strategies to achieve more inclusive societies: NSPS Cambodia, NESDP Thailand...
- Cross-ministerial coordination boards
- Integrated management information systems
 - Top-down: national policies; financial allocations
 - Bottom-up: information (extension, impact); feedback & improvements
- Common registration & delivery (one stop service)
- Combined benefit packages
- Combined socio-economic assessments



The Single Window Service approach

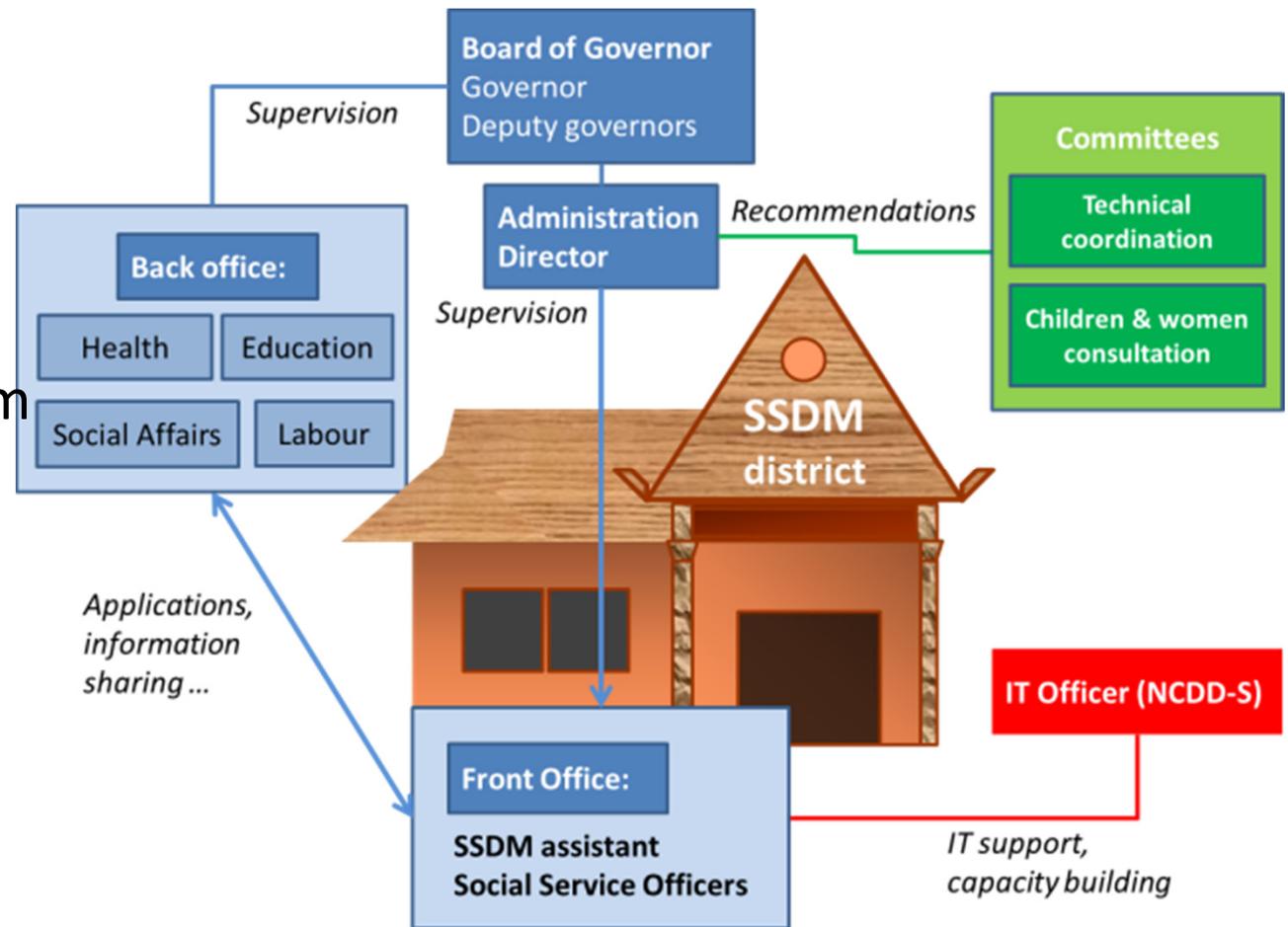


**COORDINATION MECHANISMS
FACILITATE APPLICATION OF
R202's GUIDING PRINCIPLES**



Zoom on representation of persons of concern

- SSDM Cambodia: participation through committees
- Complaints & appeals mechanism
- Information/ awareness raising through decentralized structures



**SUCCESSFUL EXPERIENCES:
TOWARDS A COMPENDIUM,
POTENTIAL FOR SOUTH-SOUTH
COOPERATION**

Successful experiences

