

Frequently Asked Questions on Social Protection

1. What is social protection?

Social protection is a set of interventions whose objective is to reduce social and economic risk and vulnerability, and to alleviate extreme poverty and deprivation. Social protection consists of policies and programs designed to reduce poverty and vulnerability by promoting efficient labour markets, diminishing people's exposure to risks, and enhancing their capacity to manage economic and social risks, such as unemployment, exclusion, sickness, disability and old age.

2. How are Social Protection activities coordinated in Kenya?

In Kenya, social protection is entrenched in primarily three ways:

- i. Through cash transfer programmes where beneficiaries attest to improved household food security, retention of children in schools, access to basic health care, enhanced social support networks, self-esteem and dignity.
- ii. Through the National Social Security Fund (NSSF) which provides social security protection to formal and informal workers in form of lump sum payments upon retirement.
- iii. Through social health insurance implemented by the National Health Insurance Fund (NHIF) through their subsidy programs for orphans and vulnerable children, persons with severe disabilities and older persons.

3. What are the three pillars of Social Protection in Kenya?

Social assistance, which has a key aim of providing 'direct cash transfers to poor and vulnerable people over their lifecycle.' The NSPP indicated that transfers could be either targeted at those living in poverty or offered on a universal basis to everyone in a particular category of the population (such as all older people).

Social security, with a key aim of offering retirement schemes to informal sector workers and to increase the range and adequacy of NSSF benefits. These could include maternity, unemployment insurance, and work injury arrangements.

Health insurance, with the aim of re-establishing the NHIF as a fully-fledged comprehensive national health insurance scheme, which covers all Kenyans.

4. How many people have benefited from Kenya's social protection programmes so far?

As per the official press release on Friday, October 11, 2019 the Government had raised the number of beneficiaries under social protection programmes to 1.3 million from a low of 150,000 in 2006.

5. What are the key elements of the social protection policy?

- i. Access to education and essential health services.
- ii. Income security through family or child benefits.
- iii. Unemployment benefits.
- iv. Disability benefits.
- v. Income security in old age (through both contributory and non-contributory pensions).

6. How is Inua Jamii programme linked to Kenya's Social Protection Agenda?

Inua Jamii is a swahili word for Kenya's social assistance programme. It offers a common operational platform to the (above-mentioned) four cash transfer program beneficiaries to conveniently and efficiently:

- (i) Access their cash transfer payments on bi-monthly basis.
- (ii) Stay informed about their rights and responsibilities.
- (iii) Lodge complaints, grievances and make updates in beneficiary record and receive feedback.

The value of cash transfer amount paid to the household or beneficiary under Inua Jamii is as follows:

- KSh 2,000 per month (KSh 4,000 is paid bi-monthly) to CT-OVC, OPCT and PWSD-CT beneficiaries or households.
- KSh 5,400 is paid bi-monthly to HSNP households.

7. What is the role of the Single Registry?

To provide accurate and analytical reports on the performance of the social protection sector.

The Single Registry joins key information from the five cash transfers on registration and enrollment, payments, complaints and grievances and change management for the beneficiaries as well as a link to the Integrated Registration Service (IPRS) to validate beneficiary national ID details.

8. How is Social Protection Secretariat Structured?

The National Social Protection Secretariat is managed under Ministry of Labour and Social Protection (MLSP). The team's activities are undertaken by government officers.

9. What is the geographic coverage of the Social Protection Secretariat?

- Inua Jamii reaches out to the beneficiaries of CT-OVC, OPCT, PWSD in all 47 counties in Kenya up to location level.
- For HSNP, the program only serves the counties of Turkana, Marsabit, Mandera and Wajir in Northern Kenya.

10. How is the social protection agenda in Kenya financed?

The government is the largest financier of the social protection sector, with support from a range of stakeholders.

11. Are the rights for Persons with Severe Disabilities (PWSDs) covered within the national social protection agenda?

Persons with severe disabilities refers to those who need permanent care including feeding, toiletry, protection from danger by other persons, Full time support has to be offered by a caregiver to ensure their needs are attended to. These intensive support for persons with severe disabilities on a daily basis, denies their parents and guardians or caregivers any time to engage in other income generating activities, which worsens the economic situation of such households.

It is with this in mind that the cash transfer programme targeting persons with severe disabilities was introduced, and is referred to as Persons with Severe Disabilities Cash Transfer (PWSD-CT).

The overall objective of the programme is to enhance the capacities of the caregivers through cash transfers thereby improving the livelihoods of persons with severe disabilities. Specific objectives of the programme are:

- i. To contribute to poverty reduction in households containing at least one member with a severe disability through the provision of a regular cash transfer.
- ii. To improve the lives of Persons with Severe Disabilities.

- iii. To empower caregivers in order to improve the lives and livelihoods of persons with severe disabilities within their households.

12. How can interested persons get in touch with the Social Protection Team at the national and county level?

Complaints, grievances or comments may be lodged through the following channels located at County, District and National levels:

1. By phone, in person or letter through the Beneficiary Welfare Committees at the local level (where this committee exist); the Chiefs and Assistant Chiefs (if convenient

2. Through the nearest County Social Development Officer OR the District/Sub County Social Development Officer

3. Through the nearest County Children Officer OR District/Sub County Children Officer

OR

4. Report directly to the:

National Social Protection Secretariat Office, Nairobi

CONTACTS:

Toll Free: 1533

Phone: 020-2723011

E-mail: info@socialprotection.or.ke

ACK Parking Silo, 9th Floor

Bishop Road

P.O. Box 16936 - 00100

Nairobi

OR

5. Report directly to Orphans and Vulnerable Children Secretariat in Nairobi

CONTACTS:

Toll Free: 0800-720035

0722 528 825, 0703 830 957

Email: ovckenya@yahoo.com

OVC Secretariat

P.O. Box 46205-00100

Nairobi

OR

6. Respective Programme offices in the Department of Social Development at the headquarters in Nairobi

CONTACTS:

254-(0) 2729800

Social Security House

Block 'A' Eastern Wing,

Bishops Road, Milimani

P.O BOX 40326-00100

Nairobi

Accessibility

Channels of communication are open all the time during working days and hours.

Programme officers and other relevant Staff are available Monday to Friday from 8.30 AM to 5.00 PM to serve you.

Beneficiaries and other members of the public will be advised on when and how they will get feed on their recorded issue of concern/interest by the relevant officers.