Social Accountability in State Cash Transfers in Kenya, Grassroots’ Participation Guide

[Voice, Choice and Demand]
About APSP
Africa Platform for Social Protection (APSP) is a network of individuals and organisations operating at grassroots, national and regional levels, with commitment to promote and strengthen the social contract between states and citizens.

Vision

Mission
The APSP exists to create partnerships with Civil Society and other organisations to engage with the Governments, Regional and Continental Bodies and International Development Agencies (IDAs) to develop and implement innovative Social Protection Policies, Strategies and programmes in order to make a difference in people’s lives in Africa.
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Acknowledgment Background

The Africa Platform for Social Protection (APSP) in partnership with Social Protection Actors Forum (SPAF), Nyalani–EAPC Child Development Centre of Kilifi County, Deliverance Church–Kiserian of Kajiado County and Kengeles Association of Busia County, with funding support from the Commonwealth Foundation–UK (2016-2019), jointly implemented a project that generated evidence on Social Accountability in State cash transfer programmes for Older persons, Persons with Severe disabilities and Orphan and Vulnerable Children that informed the development of this guide.

This programme involved community sensitisation, strengthening of community structures by empowering them with social audit and advocacy skills as well as information sharing and feedback skills.

To implement this project, APSP is grateful to the Government of Kenya, especially the Ministry of Labour and Social Protection for the support received.

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View expressed in this guide do not in any way represent the views of the Commonwealth Foundation.

Utilisation of this guide for non-profit purposes is encouraged and APSP will be grateful if the source is acknowledged.

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**Issues Tracked in Cash Transfer Programme**

1) Consistence and timeliness of payment
2) Communication when money is available for payment
3) The exact amount being paid, identify any hidden charges
4) Distance to pay points
5) Dignity and respect at pay points
6) Safety and security at pay points
7) Access to other state services like health care, education bursaries and other subsidies

**The Approach**

Standard data collection tools were developed and used to collect data periodically on the seven items mentioned above. This was analysed and information disseminated across various stakeholders.

**Introduction and Assumptions**

This guide aims to strengthen grassroots engagements in processes of service delivery by the state as drawn from the Constitution of Kenya 2010, Article 1, (all sovereign power belongs to the people of Kenya).

It presupposes that for this to happen, a mutual contract between the leaders/state officers and the citizens do exist, where the leaders/state officers (duty bearer) strives to:

a) Ensuring easy access to public offices for information
b) State officers and leaders are accessible
c) Ensuring that there are well-coordinated structures for public dialogue
d) Promoting and developing good and effective communication channels with citizens as well as mechanisms for receiving and replying on feedback.
On the other hand, Citizen Participation is hinged on an assumption that citizens understand their civic rights and obligations and therefore are able to identify legislative, policy or development issues and use appropriate means for meaningful engagement with state officers and leaders with the aim of solving the problems.

**The Following are Critical Enablers**

- a) Good understanding of a Citizen’s Charter, entitlements and obligations
- b) Budgets to support participation
- c) Right to Information and ease of access to information
- d) Public Expenditure Tracking skills and information
- e) Availability of a Citizen’s Complaint Structures.

**Examples of Social Accountability Tools**

- a) Community Score Cards
- b) Open public notice boards in markets, offices on state programmes, level of funding, duration and completion
- c) Citizens Report Cards
- d) Public Hearings
- e) Public Audits and feedback of programmes and state activities
- f) Participatory Planning, monitoring and evaluation
- g) Participatory Budgeting and budget implementation tracking
- h) Open and participatory Procurement system at all levels.

**Barriers to Citizen Engagement**

- a) Lack of commitment from both the duty bearers and duty holders
- b) Low faith and trust by the citizens in their leaders and state officers
c) In efficient communication, complaints and feedback structures
d) Lack of resources for meaningful engagement with the community
e) Wrong Perceptions that public participation is time consuming and can best be done through elected leaders and community elders/representatives
f) Abuse of participatory principles and procedures by some of the community ‘elites’ and state officials
g) Lack of transport for members of the public to attend public forums
h) Gender and persons with a disability insensitivity when planning for public meetings due to timing, season and venue.

**Discussion Question**

a) What can a citizen do to make social accountability mechanism more effective?
b) What can state officers and leaders do to make social accountability mechanism more effective?
c) How do social actors ensure that demand is created and sustained by the citizens
d) How do social actors weigh and make correct choices for an action
e) How do social actors ensure that all voices are included?

**Key Guides**

a) Understand the context
b) Understand what works and how
c) Go for quick wins to manage fatigue and inspire hope
d) Build on what has worked before and may be in existence (historical context, avoid re-inventing the wheel)
e) Analyse the risks and act appropriately.
The next section provides a step by step guide on how to monitor the delivery of state cash transfers programmes in Kenya.

**STEP 1** Knowing what is in the Pot and how to Tap into the Pot’

(Knowing your Rights, Obligations and Entitlements)

Social Monitors should actively seek information from reliable sources (National and County government) and analyse the data. Ensure the state is aware and seek clarification while analysing the data.
STEP 2  Gathering Data

There are several ways of gathering data. In the picture, social monitors from the community routinely collects data from households receiving cash grants for better understanding and comparison of what is on record and realities on the ground. Confidentiality is strictly observed and findings are generalised to avoid personalisation of issues.
Data analysis should be participatory drawing synergy from all genders, age, disabilities, professionals, digital data experts and local knowledge of the area. The analysis though embracing modern technology, should be simple and clear for the community to understand, participate, own and be confident to disseminate the findings, keep it simple but accurate.
Data Presentation

The best approach is to first disseminate the findings with the state or agency whose data or programme you have used to analyse the findings. This provides room for correction and clarification. However, this can also create tension if the findings are not favourable to the implementing agency. Avoid being defensive, allow room for improvement but maintain data integrity.
At times doors get closed for different reasons. When doors are not opening or when the state agency feels uncomfortable for social actors to share the information, the above option could be considered. However social actors should weigh the consequences and benefits of such an approach and act within the legal framework and in a peaceful way.
Social actors should continuously be reflecting after every activity, adapt with the changes, document lessons and improve on what approach is not working well and maximising on what approach is working well. Records/data desegregated by age, gender and disabilities is very important for advocacy and planning.
Example of Data Collection and Analysis Tools

Some of the simple data collection approaches could include:

- Participant observations at service delivery points like banks and agents, schools and health facilities
- Random household visits to conduct discussions and collect views on quality of services provided
- Analysis of data from the state.
- Community service map as shown below is a useful tool for analysis of effects of cash transfers on the community.
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