

The Single Window Service in Asia and the Pacific

Piloting integrated approaches to implementing Social Protection Floors

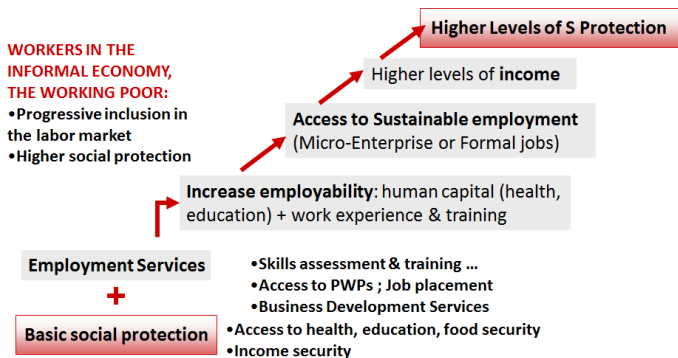
Increasing outreach, coordination and monitoring for SPF implementation

Many developing and middle income countries in Asia and the Pacific are exploring the implementation of a Social Protection Floor (SPF) and have employment generation and decent work at the heart of their development agendas. However existing programmes often face challenges relating to coverage and effectiveness, and the services are not always delivered to the poor and most vulnerable. The institutions in charge of these programmes do not coordinate their interventions sufficiently nor have the necessary information systems to monitor and evaluate policies and programmes. They also need to coordinate more with local governments, because the trend towards decentralization has given these bodies an increasing role in implementing and overseeing social protection and employment programmes at provincial, district and commune levels.

Facilitating graduation out of poverty

There is also increasing need to provide both a framework and practical solutions that can effectively address the absence of social protection and economic security encountered by informal sector workers and the poor. The integration of social protection and employment services would provide beneficiaries with opportunities to progressively graduate from being mere receivers of basic social protection to finding a decent job and being able to contribute to social security.

Figure 1 - Moving up the staircase: towards higher levels of social protection and sustainable employment

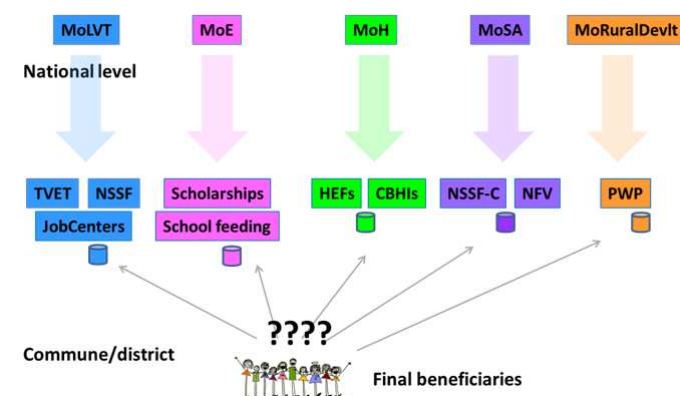


Piloting the Single Window Service

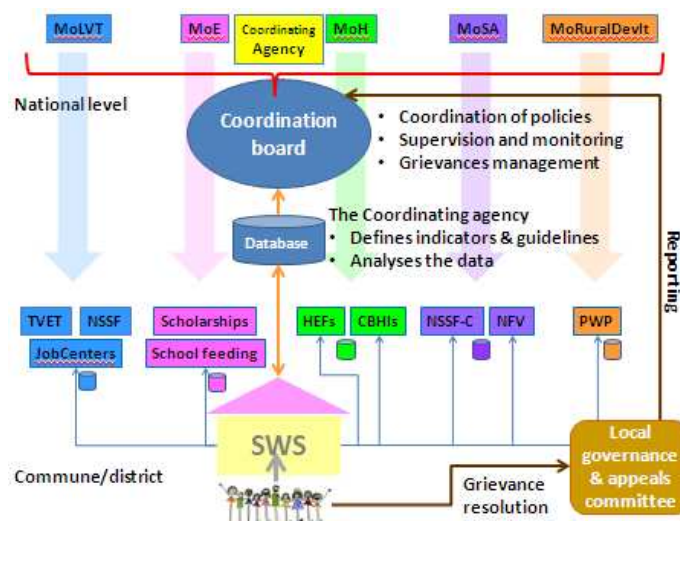
In Cambodia and Indonesia the ILO is piloting an innovative mechanism intended to improve the coordination, monitoring, and delivery of integrated social protection and labour market interventions. This is called the Single Window Service.

The Single Window Service is an office which aims to facilitate access to both social protection and employment services. Administered at sub-national level, it is linked to the central level via different reporting channels.

Figure 2 - The missing link between central level and beneficiaries



With the Single Window Service:



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Main functions of the Single Window Service

An assigned “case manager” assesses the vulnerabilities and skills of potential beneficiaries, develops a personalized plan with them covering skills development, enterprise creation or job placement, channels information on all social services they are entitled to, provides support for registration to the schemes, delivers social protection ID cards, facilitates access to benefits in cash or kind, and collects contributions if any.

A grievance reporting mechanism represents the interests of final beneficiaries and increases availability and quality of social services.

The Single Window Service helps to empower both local communities and decentralized administrations, by giving them a role in the implementation and oversight of national social protection strategies.

The Single Window Service increases synergies between existing programmes by sharing some administrative functions (such as beneficiary registration or the establishment of focal points in hospitals) and by reinforcing development linkages between programmes (such as the access to training or health insurance for workers registered under Public Work Programmes).

An integrated management information system

An integrated information system, using the latest technology available, (e.g. finger-prints, smart cards, internet-based platforms) assists with the management of each beneficiary’s case, monitors coverage and progressive inclusion in the labour market and assesses the impact of the programmes on poverty reduction.

It also contributes to building a coherent system, limiting overlaps and fragmentation among the schemes, so improving their efficiency.

The Single Window Service for effective implementation of Social Protection Floors

The commitment to building “effective social protection floors, in line with national circumstances” was reaffirmed by the ILO’s members at their 15th Asian and the Pacific Regional Meeting in December 2011. The Single Window Service contributes to the implementation of effective social protection floors:

- By increasing the reach of programmes and offering adapted services to beneficiaries.
- By facilitating coordination and monitoring of national social protection policies.
- By creating synergies between interventions and increasing their efficiency.
- By empowering the sub-national level.

The Single Window Service is one of the key recommendations of the Social Protection Assessment Based National Dialogue Exercises conducted in Indonesia, Thailand and Cambodia in 2011 and 2012. In Cambodia the Single Window Service was adopted by the Council of Agriculture and Rural Development/Social Protection Coordination Unit as the implementation mechanism of the National Social Protection Strategy.

Knowledge sharing – Get involved!

Contribute to ILO’s knowledge sharing platform on the extension of social security, the GESS platform and visit the Single Window Service project web pages!

www.social-protection.org



ILO’s work on the Single Window Service in Asia receives support from:

- The ILO/Korea Partnership Programme,
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- The South-South Cooperation Initiative.

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