

Kenya Social and Economic Inclusion Project

Terms of Reference

Enhanced Single Registry Operations Manual

June, 2021

Background

- **The Government of Kenya (GoK) has made significant progress in strengthening its safety net system and establishing foundational delivery systems through the National Safety Net Program (NSNP).** The NSNP (supported by the World Bank) seeks to improve the welfare of and increase resilience among specific groups to reduce poverty and vulnerability in Kenya by creating a framework around which the four main cash transfer programs can be better coordinated and harmonized. These four programs are: Cash Transfer for Orphans and Vulnerable Children (CT-OVC), Older Persons Cash Transfer (OPCT), Persons with Severe Disability Cash Transfer (PWSO-CT), and Hunger Safety Net Program (HSNP). The first three programs are collectively known as the Consolidated Cash Transfer Program (CCTP) and are managed by the Directorate of Social Assistance (DSA) under the State Department of Social Protection (SDSP) in the Ministry of Labor and Social Protection (MLSP). The fourth program is managed by the National Drought Management Authority (NDMA) in the Ministry of Devolution and Arid and Semi-Arid Lands Areas (MDA). The NSNP provides cash assistance to over 1 million households, around 4.5 million people. A recent assessment shows that the cash transfer programs are well-targeted and have positive impacts, including raising school enrollment and reducing food insecurity and the probability of children working.
- **While the foundational elements are in place, the GoK is now committed to move beyond cash transfers to an integrated social protection (SP) system to enhance social and economic inclusion of the poor and vulnerable.** While the current achievements of the NSNP are impressive, there is room for further development of SP systems to deliver on this commitment. For example, while the existing Single Registry (SR) is useful to avoid duplication in beneficiary receipt of cash transfers, it does not provide welfare information on potential beneficiaries for existing or new programs. Moreover several interventions are being implemented in the area of social and economic inclusion, with limited GoK involvement. To further the goal of integrated SP systems, the GoK is keen to invest to enhance delivery systems, institutional capacity, coordination and partnership arrangements, and test approaches that have delivered results in Kenya and elsewhere.
- **In view of the above, the GoK has embarked on the implementation of the Kenya Social and Economic Inclusion Project (KSEIP),** which seeks to strengthen delivery systems for enhanced access to social, and economic inclusion services as well as shock responsive safety nets to poor and vulnerable households. The KSEIP builds upon achievements under the NSNPs and aims to strengthen Social Protection (SP) service delivery systems to benefit the poor and vulnerable in the country. KSEIP will be delivered through three components: (1) Strengthening SP delivery system, which includes enhancement of the existing Single Registry (SR);

improvements in beneficiary centric payments and Grievance and Case Management (G&CM) mechanisms; and strengthening institutional capacity for program management; (2) Increasing safety net beneficiaries' access to social and economic inclusion activities through expansion of nutrition sensitive safety net services (expanding the existing Nutrition Improvements through Cash and Health Education – NICHE – project); testing of economic inclusion interventions; and increasing health insurance coverage to NSNP beneficiaries through the National Hospital Insurance Fund; and (3) Improving the shock responsiveness of the safety net system by enhancing coverage and improved disaster risk financing and investments in the institutional arrangements for a timely response in the event of droughts. The KSEIP is financed through a US\$250 million IDA credit with DFID co-financing of GBP74.45 million was approved by the World Bank Board of Directors in November 2018. KSEIP is a five-year Investment Project Financing (IPF) operation with Disbursement Linked Indicators (DLIs).

- **To support the Government in the implementation of the KSEIP and in particular under component 1 on operationalization of the enhanced single registry (ESR)** there is need to provide high-level advisory support and technical expertise. Under the KSEIP the Enhancement of the single registry will entail inclusion of a social registry module. This will enable the ESR to cover not only NSNP beneficiaries but also the potential beneficiaries for existing and new social protection interventions that the government and non-government organizations might want to introduce. The current crisis of COVID 19 that the country and World are facing has aptly demonstrated the need for an Enhanced single registry. It is envisaged that with such a registry in place, government and non-government organizations will be able to use it for any future shocks in a timely manner. To enable the MLSP operationalize activities under the ESR, technical assistance has been provided to develop an Operations Manual to guide in the implementation of activities.

- **The current draft OM has been written by a consultant in line with the ESR Management Information System (MIS)** which is the backbone of both the data collection and data management aspects of the ESR. The current draft OM underwent validation in a workshop with broad participation from the SDSP; and also attended by the World Bank and other development partners. Based on the feedback provided in the workshop, new draft table of contents has been developed to improve the flow of the document.

Objective and Scope of Work

Overall Objective

- The aim of this consultancy is to improve and align the draft ESR operations manual to the country context to suit the implementers of ESR under the KSEIP.

Scope of Work

- a. An initial draft ESR Operations Manual is in place, however, there is need to restructure the flow of the information in line with the needs of the users while considering the local context. The OM includes guidelines for data collection, household listing processes, supervisor & enumerator guidelines, fieldwork planning, supervision of fieldwork and data

quality, and 3rd party quality assurance. It also describes the main parameters, and relevant organizational structures and coordination mechanisms. Further development of OM will be carried out in consultation with a variety of stakeholders from national level, county, sub-county, lower levels, specifically engagement of the county government and Ministry of Interior (county commissioners) and other key stakeholders for support and ownership.

Specifically, the consultancy will be expected to undertake the following:

- b. Review the draft ESR Operational Manual and related annexures and appendices along with other relevant materials such as the ESR strategy and HSNP data collection guidelines;
- c. Review operational/business processes for ESR data collection and related processes as described in the draft ESR operational manual and make any adjustments needed, based on the ground realities and the MIS, and
- d. Engage key stakeholders expected to participate in the ESR data collection both at the national, county and lower levels especially the county government and Ministry of Interior (county commissioners) to inform refining of proposed procedures in the draft ESR OM and build support and ownership for the process.

Some of the key areas to consider for further development/update/adjustments of the ESR Operations Manual include:

- i. Stakeholder roles and responsibilities, and processes for Planning and preparedness;
- ii. Logistics management for data collection;
- iii. HR management to support data collection;
- iv. Capacity building of government stakeholders on carrying out data collection;
- v. Bottom up planning by sub-counties, counties and national levels which includes communication, mobilization, data collection, operational monitoring and case management;
- vi. Communication and mobilization activities for ESR data collection while capturing the needs of various approaches (Census, Mass Registration & on demand) to registration;
- vii. Listing of households at program offices/temporary sites as applicable;
- viii. Door to door data collection using the digitized harmonized targeting tool (the questionnaire);
- ix. Continuous registration of households once the main registration exercise is completed;
- x. Offline and online data synchronization for verification of data;
- xi. Day to day supervision of data collection at the local, Sub-County, County and national levels for quality assurance and management of the field activities;
- xii. Day to day data validation on sampled basis to assess for collected data accuracy;
- xiii. Regular coordination meetings at all levels;
- xiv. Progress monitoring and performance review of ESR registration teams;
- xv. Entry & exit meetings in areas for data collection by involving local stakeholders;
- xvi. Third party quality assurance of ESR data;
- xvii. Data Management including storage, quality assurance, analysis, security, protection and privacy Updates, Complaints & case management;

- xviii. Help in development of ESR data collection training materials, and
- xix. Undertake any other areas of support to ensure production of a feasible ESR OM.

Deliverables

The Consultant will deliver the following:

- An inception report with a clear roadmap on undertaking the exercise;
- The revised Enhanced Single Registry Operations Manual for data collection that is adjusted based on the user needs and recommendations;
- Refined Supervisor, data validators and Enumerator Guidelines on Data collection, and
- Advisory and technical support on data management section of the draft OM and other OM issues as needed to operationalize the OM for field operations

Payment Schedule

- 15% shall be paid upon submission of an inception report with a clear roadmap on implementation of the exercise;
- 40% shall be paid up on submission of the first draft ESR OM that includes Supervisor, Validator and Enumerator guidelines,
- 35% shall be paid upon submission of a second draft ESR OM that incorporates stakeholder inputs on the first draft and the data management section; and
- 10 % shall be paid on submission of the Final accepted ESR Operational Manual.

Duration

The consultancy is for a period of 90 staff days expected to commence from July, 2021 to October, 2021.

Location of the Assignment

The consultant will be based at the National Social Protection Secretariat (NSPS) offices and will expect to work both at the Headquarters and in the field. Field trip expenses will be catered for by the Ministry.

Reporting

- The consultant will report directly to the head of the National Social Protection Secretariat. The consultant will be expected to work closely with the team in charge of the Enhanced Single Registry and the KSEIP MIS Technical Working Group and in consultation with the World Bank task team leader for KSEIP and other relevant stakeholders in the ESR operations.

Clients input

- The National Social Protection Secretariat will provide office space with equipment and furniture among other logistical support necessary for office operations. Any other additional

support will be discussed and agreed upon. This support will be made available upon commencement of the consultancy.

Profile of the Candidate

The selected candidate should have the following:

- i. A minimum of a master's degree in the social sciences or equivalent;
- ii. relevant experience of 10 years in development of operational procedures for organizations, including development of data collection processes, quality assurance processes, compilation and application of lessons learned and report writing;
- iii. familiarity with the Kenya context, government structures and identification and registration processes for government social assistance programs;
- iv. Demonstrate ability in guiding data collection processes of a complex nature
- v. Excellent written, verbal, interpersonal communication skills;
- vi. Conversant with contemporary IT including virtual conferencing;
- vii. Fluency in English and Kiswahili is essential;