



Enhancing Monitoring and Evaluation (M&E) of Social Security Programmes
Workshop Summary Report of Monitoring and Evaluation Focal Points



Social Security Policy Support (SSPS) Programme



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Consultative Workshop on Enhancing Monitoring and Evaluation (M&E) of Social Security Programmes

Introduction

A workshop on Social Protection for Monitoring and Evaluation (M&E) Focal Points was held on 10 October 2018 at 02:30 PM at the Conference Room of Cabinet Division. The sessions of the workshop will be chaired by the Additional Secretary, Coordination, Cabinet Division. Mr. A.K. Mohiuddin Ahmad, Additional Secretary, Cabinet Division chaired the Consultative Workshop on Enhancing Monitoring and Evaluation (M&E) of Social Security Programmes and welcomed the government officials and the staff members of the SSPS Programme. Mr. Ahmed explained the purpose of the meeting by saying that those who were present work as the Monitoring & Evaluation (M&E) focal points. He then asked for introductions from those who were present and asked Mr. Daniel Winstanley, M&E Expert from SSPS Programme to proceed with his presentation. The session was then handed over to Mr. Winstanely.

Presentation of the Consultative Workshop for Communications Diagnostics

Mr. Winstanely spoke about the aims and objectives of the Workshop on Enhancing Monitoring and Evaluation (M&E) of Social Security Programmes and the methodology that was to be used. He said handouts has been distributed to the participants and discussion on this workshop will be based on these workshops.

Mr. Winstanely mentioned that National Social Security Strategy (NSSS) mandates any line ministry that is implementing social security programmes needs to report monitoring and evaluation data and we will be requesting monitoring and evaluation data on specific social security programmes offered by the respective ministries and the challenges they face relating this process. He then asked participants how monitoring and evaluation data is collected at line ministries.

Ms. Keya Khan, Joint Secretary, Ministry of Industry said her ministry works on human development sector where they provide training for women and vulnerable section of the society. The ministry also provides training to develop entrepreneurship for the poor. Mr. Winstanely said every programme should have monitoring and evaluation data. Type of data each ministry should keep are data on financial disbursement, number of beneficiary, how long the programme is going on, when it is going to end, and so on. Ms. Khan said planning wing of the ministry keeps some of these data and annual report is published in ministry website.

Regarding to the format of the data collected, Mr. Azizul Alam, Additional Secretary from Finance Division said, data are mostly kept in excel format however, many social security programmes maintain their own MIS. Once they enter beneficiary data, disbursement information into the

MIS, they are reconciled, and reports are generated automatically. He also said, some ministries' beneficiary data is digitized but not published in their websites. He said, for some programmes, beneficiary data is generated at the local Upazila or District level, mostly in paper-based format and not converted to digitized format. He said, beneficiary data are mostly digitized however, administrative data is still mostly maintained in paper and Excel. Mr. Md. Faizul Islam, National Project Director, SSPS Programme added, ministries publish their data on annual report.

Right now, data on how social security programmes are impacting citizens are mostly non-existent, Mr. Winstanely continued and asked if there is any evaluation going on. Mr. Azizul Alam, in reply said, Ministry of Social Welfare, did impact evaluation study for major programmes like Old Age Allowance, Widow Allowance. Apart from that, some programmes do some diagnostic study to identify impact and challenges. Many programmes also does impact evaluation study. Mr. Aminul Arifeen added, any such evaluation needs to be done by third-party. NSSS mandates that evaluation of social security programmes of the ministries are needed.

Mr. Winstanely asked where the mandate comes from individual line ministries to conduct third-party evaluations. Are this process budgeted from the beginning of the programme. He also inquired about the percentage of programmes that do the impact evaluation. Mr. Azizul Alam, in response said impact evaluation is to evaluation the performance of the entire programme. The third-party organization decides on the methodology of the study. Mr. Azizul Alam said, mostly the large programmes does the impact evaluation study. Although sometimes, the medium or smaller prgorammes does the impact study too. He emphasized, this type of impact evaluation study is not the same kind of study recommend in NSSS. Mr. Khaled Hasan, Social Protection Specialist, mentioned IMED also does evaluation study however, the data the evaluation is based on can be programmes that may have been ended 5 years ago and the result of this study may not be relevant any more. He also mentioned Cabinet Division also does a type of impact study in Annual Performance Agreement (APA) collecting data 2 or 3 times a year. However, limitation to this is study is based on major programmes only. And as of now, no evaluation process has started and it is only the 3rd or 4th year, APA will start evaluation of the impact of these major programmes. Mr. Hasan also mentioned mid-term budget revision is also a type of evaluation. He mentioned, during a visit to Ekti Bari Ekti Khamar, they saw MIS that collects comprehensive monitoring information and also provide analytic data that will provide excellent evaluation data.

Continuing with his presentation, Mr. Winstanely said, there seems to be an abundance of monitoring done by the line ministries. However, there are three levels of monitoring and evaluations that NSSS has called for: i) Monitoring, ii) Evaluations of Individual Programmes and iii) Evolution of NSSS as a whole. Part of those indicators is impact on beneficiary's lives. But there is no standard process and NSSS calls for reporting annually. Then he opened the floor to the participants for suggestions on how the process can be formalized so that evaluations can be done regularly. Mr. Mohiuddin Ahmed suggested we need to develop a unified format as different ministries are using different formats with different indicators. Mr. Winstanely, said in addition to basic monitoring data, evaluation data need to be standardized and any indicators

that are in SDG framework and 7th Five Year Plan. A format will be defined and will be shared to the participants later. Mr. Azizul Alam from Finance Division, suggested even monitoring need to be standardized to align with the objective of the NSSS.

Ms. Keya Khan, from Ministry of Industry, emphasized on capacity building and develop software for collecting and managing monitoring and evaluation data.

Mr. Winstanely said there will be another workshop like this later. We will work on the format of basic monitoring data and any indicators the ministries are responsible for and share that with before the next workshop and upon feedback will revise that format if necessary. The collected in the next workshop, will be compiled and be used as a baseline for 2018 and measure it again in 2019, he said.

Mr. Winstanely then asked the participants to look at the Report Outline - State of Social Protection in Bangladesh document that was distributed to the participants before and requested them to look at the page 6. He asked for specific ideas on what should be included in the report where line ministries will feed into the report. Mr. Mohiuddin Ahmed recommended since this is a combined report, recommendations from line ministries should be included.

Most. Ferdousi Begum, Deputy Secretary from Ministry of Women and Children Affairs, emphasized on the importance of baseline evaluation. Mr. Mohammad Khaled Hasan, Social Protection Specialist of SSPS Programme suggested Core Diagnostic Instrument (CODI) evaluation conducted a year ago could be used as a baseline. We can also do a rapid collection of data that can conduct a survey after we agree on a framework, he added. National Project Director of SSPS Programme Mr. Md. Faizul Islam suggested as most documents have macro data such as Five Year Plan and we are working on SDG evaluation, Annual Performance Agreement (APA) has baseline, and those data can be used and where there is gap we can find methodology to improve that. Ms. Keya Khan, from Ministry of Industry, suggested most data may not be in suitable format and APA only includes few major programmes. Most. Ferdousi Begum emphasized on a standard format. Ms. Keya Khan suggested using every data as baseline for this year and then we can in a structured format. Mr. Aminul Arifeen, National Project Manager, SSPS Programme, suggested other ministry's data as baseline in case of a ministry not possessing any baseline data and that can act as Proxy Indicator. Mr. Mohiuddin Ahmed mentioned SWAPNO project also has MIS.

Mr. Winstanely recommended to use data from 2018 as a baseline for individual programmes and take the subset of larger programmes to use as a baseline for social security programmes as a whole for impact evaluation for subsequent years. Mr. Azizul Alam said monitoring of social protection can be done every year but evaluation of programmes every year may not be feasible.

Mr. Aminul Arifeen mentioned many social security programmes of Ministry of Social Welfare run under the revenue budget and there is no provision of that kind of impact evaluation for those programmes. Although process indicators such as beneficiary and disbursement information can be collected for those programmes. Officials from Ministry of Cultural Affairs

also mentioned do not have any mechanism for automatic data collection. Mr. Winstanely then inquired if there is no evaluation data to confirm the business case, how the project justified. Mr. Khaled Hasan responded, projects and programmes are taken on the basis of public demand and benefits of the citizen is prioritized. Mr. Azizul Alam recommended focused on larger programmes and advised on concentrating on qualitative justification. Responding to question on justification of smaller programmes, Mr. Aminul Arifeen said, sometimes small programmes justified by policy decisions. Mr. Winstanely suggested there could be three levels of evaluation, for smaller programmes no justification for the time being and provision for future consolidation, for larger programmes quantitative justification and for mid-sized projects impact data quantitative justification. Mr. Arifeen added, smaller programmes can in the future run under the umbrella of larger programmes. On the nature of data, participants suggested types of should be type of financial transfer, gender, marginal groups, amount of money disbursed for programmes. nature of programmes, by poverty, by food security, percentage to GDP, or allocation of social protection budget, percentage of annual development for small programmes amounts of money.

Mr. Winstanely requested suggestion on the data recording cycle for programmes. Mr. Mohiuddin Ahmed suggested to assess the impact, certain period is needed. Mr. Winstanely mentioned NSSS mandates annual collection of data. In that case we cannot meet the annual data collection, maybe we should review NSSS mandate itself. Mr. Arifeen suggested doing an annual review instead of doing the impact evaluation annually. He also suggested doing impact exercise can be done by third-party in longer interval. The participants recommended the discussion on collecting evaluation data should be left for higher level discussion.

On the discussion of NGO data into this evaluation, Mr. Winstanely inquired if it is feasible to include NGO data. Mr. Aminul Arifeen, a huge investment has been made by the NGOs in social security sector and it should be reflected nationally. It would also help identifying and resolve the issue of duplication. Cabinet Division's Platform for Dialogue has a provision for GO-NGO dialogue and the State of Social Protection in Bangladesh should also include data on NGOs' work on social security. Mr. Azizul Alam touched on the importance of GO-NGOs dialogue, however emphasized on not including major NGO programmes stated including small NGO programmes would deviate from the main objective. Mr. Mohiuddin Ahmed expressed his concern about the capacity needed to include the NGO data into impact evaluation and advised on concentrating on M&E for public sector for the time being. Mr. Arifeen suggested including NGO data in to the state of social protection report.

The discussion then moved to the Core Diagnostic Instrument (CODI), an internationally assessment. Mr. Winstanely mentioned an CODI assessment was done a year earlier in the first meeting and government agreed to use CODI for one source of qualitative assessment. Mr. Azizul Alam mentioned, in the first meeting participating government officials were not aware of CODI and needed more time to understand it.

Mr. Winstanely explained, CODI is an accepted qualitative tool to evaluate country's social security system and its methodology includes, i) quantitative statement and ii) scale of 1 to 4. A panel of experts are selected by the country. Mr. Aminul Arifeen mentioned in the last CODI exercise, technical support was given by the SSPS programme. Mr. Azizul Alam recommended, that the M&E committee member to participate in the CODI exercise and technical support should be provided by the SSPS Programme including capacity building.

Mr. Winstanely said there are many indicators and not all the indicators need to be filled up. He also said list of all the indicators will be shared with the participants in advance before the next meeting and will be given to M&E Committee for review. Mr. Aminul Arifeen suggested there should be an ½ day workshop where participants would be divided into groups. Mr. Winstanely suggested, at the before of the workshop, participants will submit the filled-up evaluation and after the exercise during the workshop they will have the opportunity of updating the evaluation.

Most. Ferdousi Begum from MoWCA expressed her concern about the evaluation of the CODI assessment saying the evaluation is very subjective and there is a risk of different people may fill it differently. National Project Director, Mr. Md. Faizul Islam from SSPS Programme suggested training for all the participants. Mr. Aminul Arifeen said the CODI evaluation is useful for policy analysis and reform. The evaluation can be placed to M&E Committee for approval and recommended CODI for major programmes. He said CODI format will be sent to participants in advance and based on their marking, at the beginning of the workshop, it will be shown. And as mentioned before, he said, the participants will have the opportunity to update their evaluation. Mr. Winstanely then said a follow up email will be sent with clarification to all the participants so that they can request data from their respective ministries.

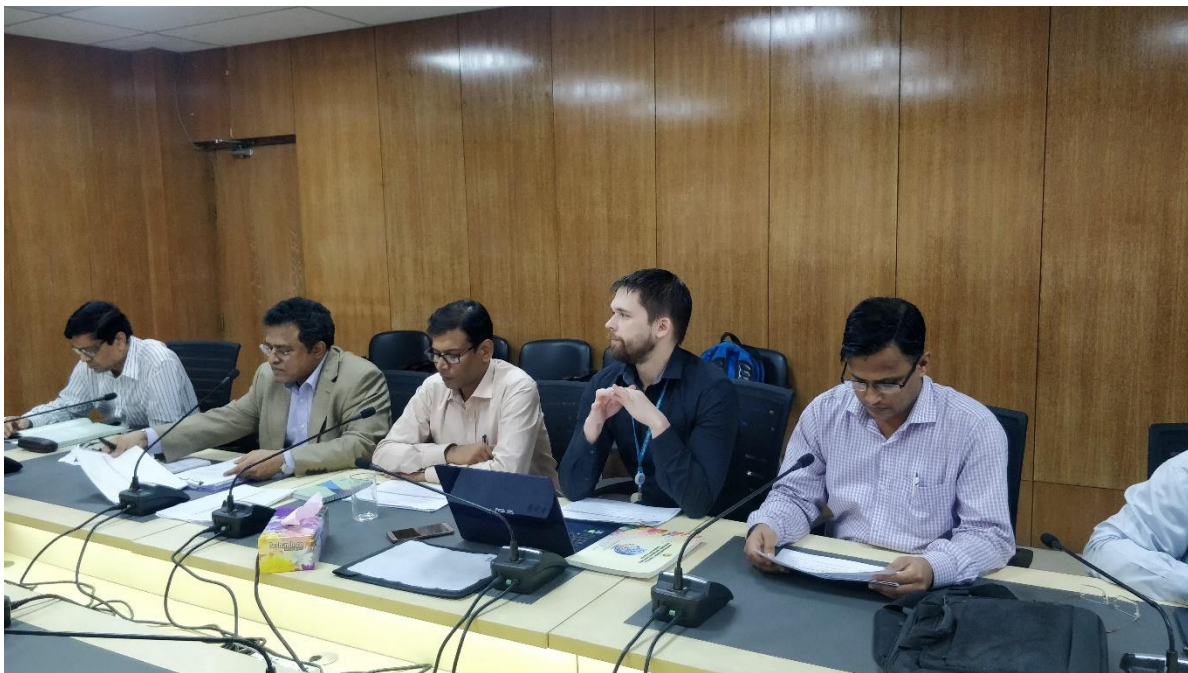
Mr. Aminul Arifeen suggested CODI needs a good orientation, so guidelines should be sent to all participants. They will be able to score early with discussion with relevant

Recommendations

- It was recommended that another workshop needs to be arranged to work on the format of basic monitoring data and any indicators the ministries are responsible for.
- The participants recommended that the data collected in the next workshop, will be compiled and be used as a baseline for 2018 and measure it again in 2019.
- A combined report will be compiled from line ministries should be included in State of Social Protection in Bangladesh.
- An abundance of monitoring data is available by the line ministries however, there are dearth of evaluation data by the line ministries.
- It was recommended there should be a CODI exercise and technical support should be provided by the SSPS Programme including capacity building.
- CODI exercise should not be performed on all the programmes rather on selected major programmes only.

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Some Pictures of the Event



► Monitoring & Evaluation for the NSSS

Data
Tools
Process
Reporting



Applying monitoring & evaluation of the
NSSS in a holistic approach






Overview

The NSSS calls for Monitoring & Evaluation (M&E) at 3 distinct levels:

1. Monitoring of individual programmes
2. Monitoring of the Social Security strategy process
3. Evaluation of impact of the Social Security system

To achieve these M&E objectives, 4 key areas of results-based management will have to be developed across Line Ministries of implementing Social Security Programmes (SSPs):

- 1** **Data:** Identify current data flows and build up a realistic set of complimentary data streams which can be collected, structured, and reported in a meaningful manner.
 - 2** **Tools:** Develop suite of tools for systematic collection of data on individual SSPs, progress on NSSS implementation, and measuring impact on people's lives.
 - 3** **Process:** Build structured information streams from the point of data collection to analysis against metrics to preparation for reporting.
 - 4** **Reporting:** Define reporting intervals, templates, and channels for dissemination.
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Data

Data will be broken into 2 components:

1. Monitoring: the systematic collection and analysis of information; information is continuously used to make minor changes. This is activity level data, including: number of beneficiaries, information about beneficiaries (age, annual income, household status), amount disbursed to beneficiaries, number of applicants to the SSP, and number of accepted / rejected applicants to the SSP.


2. Evaluation: looks at what objectives were planned, what was accomplished, and how it was accomplished; information will be used to inform policy changes, strategies, and future interventions. This output, outcome, and impact level data, including: immediate effects of cash transfers, changes in beneficiary quality of living, and higher-level poverty reduction metrics.

Sources of Data

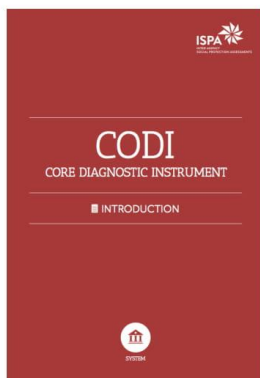
Monitoring

- Line Ministry MISs
- Finance Division

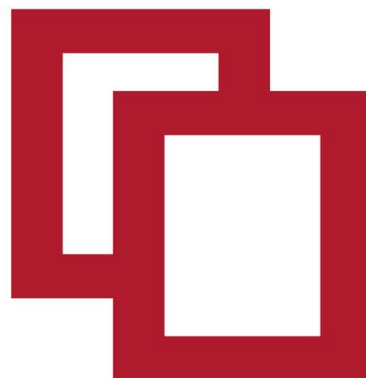
Evaluation

- Household Income and Expenditure Survey (HIES)
 - SSP Specific Beneficiary Surveys
 - INGOs
 - CODI Assessments
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Tools



1 Core Diagnostic Instrument (CODI)



2 NSSS Indicators and Monitoring Framework

3 Sustainable Development Goals GoB Framework



4 INGO Social Protection Reporting





Process

An intergovernmental Task Force will be established to oversee the creation and institutionalization of systematic M&E related to the NSSS.

M&E focal points within each NSSS implementing Line Ministry will be appointed. Next, 2 workshops will be held with NSSS these focal points to identify existing data information streams and map out a additional data sources for contribution to M&E activities. Participants will bring their last 5 years worth of data to contribute to the exercise.

These workshops will be complemented by individual Line Ministry assessments, supported by SSPS (direct, 1 on 1 vists with M&E focal points to address data challenges, limitations, and problem solve).

The final indicators for the NSSS Indicators and Monitoring Framework will be validated at the 2nd workshop.

Activity and output level data will be differentiated and fed into monitoring and evaluation reporting formats.





Reporting


Regular reporting intervals with Line Ministries will be structured, guided by a standard reporting template. All Line Ministries will feed into M&E reporting, however, specific Line Ministries, where practical and meaningful, will be identified to support impact evaluations of the actual effect of the Social Security System on real citizen's lives.

Reporting Template

1. Acronyms
2. Table of Tables
3. Tables of Figures
4. Executive Summary
5. Monitoring Report
 - 5.1 Beneficiaries
 - 5.2 Financial Disbursements
 - 5.3 Issues
6. Evaluation
 - 6.1 Individual Line Ministries
 - 6.2 NSSS Implementation by Reform
 - 6.3 Impact Evaluation
7. Conclusion

All Line Ministries will be expected to report at regular intervals, including agreed upon M&E data, issues, and NSSS reform progress.

Information will be disseminated with all relevant stakeholders.





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Annex B: M&E Framework, Definitions, and Scale Criteria

Indicators and Monitoring Framework for the National Social Security Strategy (2018-2020)														
SI	Indicator Source	Performance Indicators	Measurement	Baseline [2018]	Target [2018]	Progress [2018]	T [2019]	P [2019]	T [2020]	P [2020]	Data Collection	Means of Verification	Reporting Frequency	Responsible for Monitoring
Long Term Vision: Build an inclusive Social Security System for all deserving Bangladeshis that effectively tackles and prevents poverty and inequality and contributes to broader human development, employment and economic growth.														
1	7th SYP: DRF / SDG 1.2.1	Proportion of population living below national poverty line, differentiated by urban and rural.	Quinquennial	TBA	19.3		18		16.6		HIES	Report of the Household Income & Expenditure Survey	Quinquennial	FD, BB, MoP
2	7th SYP: DRF	Proportion of population under national extreme poverty line, differentiated by urban and rural.	Quinquennial	TBA	9.6		8.8		8		HIES	Report of the Household Income & Expenditure Survey	Quinquennial	GED, SID
3	7th SYP: DRF	Degree of inequality (Gini coefficient), differentiated by: a) consumption inequality and b) income inequality.	Quinquennial	TBA	a) 0.31 b) 0.43		a) 0.30 b) 0.43		a) 0.30 b) 0.43		HIES	Report of the Household Income & Expenditure Survey	Quinquennial	GED, SID
4	NSSS	Consumption gap of the poorest against basic needs consumption basket.	Quinquennial	TBA	15%		13%		11%		HIES	Report of the Household Income & Expenditure Survey	Quinquennial	GED, SID
5	7th SYP: DRF	Government spending on social protection as percentage of GDP.	Annual	TBA	2.07%		1.93%		1.80%		Finance Division	National Budget	Annual	GED
6	SDG 8.b.1	Total government spending in social protection and employment programmes as a percentage of the national budgets and GDP.	Annual	TBA	TBA		TBA		TBA		Finance Division	National Budget	Annual	GED
Five Year Strategic Objective: Reform the national Social Security System by ensuring more efficient and effective use of resources, strengthened delivery systems and progress towards a more inclusive form of Social Security that effectively tackles lifecycle risks, prioritising the poorest and most vulnerable members of society.														
7	NSSS	Percentage reduction in number of poor and at risk people excluded from the Social Security System.	Quinquennial	TBA	TBA		TBA		TBA		HIES	Report of the Household Income & Expenditure Survey	Quinquennial	GED
8	NSSS	Percentage reduction of the poverty gap.	Quinquennial	TBA	TBA		TBA		TBA		HIES	Report of the Household Income & Expenditure Survey	Quinquennial	GED
9	NSSS	Change in household per capita income.	Quinquennial	TBA	TBA		TBA		TBA		HIES	Report of the Household Income & Expenditure Survey	Quinquennial	GED
Outcome 1: The Social Security System comprises of an efficient and effective programme portfolio.														
10	SSPS	Percentage of NSSS programme budgets that align with year 1 of the Medium-Term Budgetary Framework.	Annual	0%	100%		100%		100%		Desk Review	Line Ministry budget forecasts, Medium-Term Budgetary Framework	Annual	GED
11	SSPS	Percentage of programme wide financial delivery.	Annual	0%	90%		90%		90%		Desk Review	Financial reports from each Line Ministry	Annual	GED
12	SSPS	Increase of Taka contributions to social insurance schemes over previous year. (Yes / No)	Annual	N/A	Yes		Yes		Yes		Desk Review	Social Insurance programme delivery reports, Ministry of Finance budget reports	Annual	GED
13	COOI	Institutional framework to ensure coordination. (scale)	Annual	1	3		3		4		Desk Review	Legal policies, Thematic Cluster frameworks	Annual	GED



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Cabinet Division and General Economics Division
Social Security Policy Support Programme (SSPS) Programme
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Monitoring and Evaluation (M&E) Focal Point Workshop
Programme Date: 10 October 2018
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Annex C:

List of Participants



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