Comprehensive mechanisms to develop, coordinate implementation and deliver social protection floors – an ILO perspective
The social protection floor closes the gap between social assistance and social security

ILO’s Recommendation on Social Protection Floors, 2012 (No. 202):
• All residents should enjoy at least a minimum level of social security
• Member states of the ILO should establish SPFs as a fundamental element of their social security systems
The SPF consists of four basic guaranties to protect the entire population with a specific emphasis on the most vulnerable

1. All residents have access to **essential health care**, including maternity care

2. All **children** enjoy basic **income security**, providing access to nutrition, education, care, and any other necessary goods and services

3. All persons in **active age** who cannot earn sufficient income, enjoy **basic income security**, particularly in cases of sickness, unemployment, maternity, disability

4. All **older persons** have basic **income security**
R2O2 provides principles covering both the design and the implementation of the SPF

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| Universality Non-discrimination                | • Universal coverage of all residents by comprehensive social security guarantees  
                                          | • Implementation based on equality of treatment                          |
| Adequacy and sustainability                    | • Adequacy of benefit packages with levels of economic resources and institutional capacity 
                                          | • Consistent with national economic and social development plan          |
| Progressiveness                                 | • Progressive extension of social security following the stair-case approach |
| Fair balance of interest                       | • Involvement of social partners in design and implementation            
                                          | • Tripartite administration                                              |
| Collective financing                            | • Risks pooling between men & women, poor & rich, ST & LT contracts, generations 
                                          | • Collective financing of benefits through contributions, taxation        |
| State’s responsibility                          | • Benefit provision stated by law                                       
                                          | • As ultimate guarantor of the fund                                      |
Based on these principles, the ILO has designed the Single Window Service concept.
The Single Window Service is the combination of three components

1/3 – a physical place

- A unique place to access all social protection and employment promotion services (and for the programmes to reach their beneficiaries)
- The ability to develop a case management approach to make the system more efficient based on local knowledge
The Single Window Service is the combination of three components

2/3 – a coordination mechanism

- Physical place
- Coordination mechanism
- Monitoring tool

- Horizontal coordination at policy level through the installation of a social protection floor board with representatives from all stakeholders (ministries, social partners, development partners, and civil society)
- Horizontal coordination at operational level, notably through the installation of common procedures and tools (such as single registries)
- Vertical coordination both top down and bottom up ensuring the consistence between decision and action
The Single Window Service is the combination of three components

3/3 – a monitoring tool

- A feedback and grievance mechanism accessible to all at local level
- Common tools fed by the collection of data on the field, and a progressive aggregation at each layer of the administration to enforce the subsidiarity principle (matter ought to the lowest capable level) and ensure better informed decisions based on reliable information
- A global view of the social protection sector