

Social Service Centres



Social Service Centres to turn the right to social protection into reality

Over the past few years, the global understanding of social protection as part of countries' development strategies has shifted from a pro-poor vision where the objective was to alleviate poverty, to a universalistic vision where the objective is to install sustainable and comprehensive social protection systems as enablers for fair and inclusive development. This system approach to social protection is enshrined in the ILO's Social Protection Floors Recommendation, 2012 (No. 202), which calls for governments to establish and maintain basic social protection guarantees for all residents and all children.

The ILO and other development partners have supported a number of developing countries in assessing their existing social protection systems and in developing strategies and adequate legal frameworks. Even in countries where the legal coverage of social protection schemes has increased, their effective coverage is still relatively limited due to barriers of access.

As a response, many developing countries are rethinking the way social transfers are channelled to the population, notably to reduce transaction costs, and to better coordinate the different schemes and programmes in order to provide people with more consistent support throughout their lives. Social Service Centres facilitate access to social protection and contribute to the realization of the right to social protection.



“ In the past Mongolians often had to travel a long way and visit several government offices to claim benefits. It was particularly hard for herders like Batjav who lived in remote rural areas and have livestock that cannot be left for long. To tackle the problem the Mongolian government introduced One Stop Shops or OSS services in 2007. ”

Social Service Centres are usually developed to address one of the following main **four objectives**:

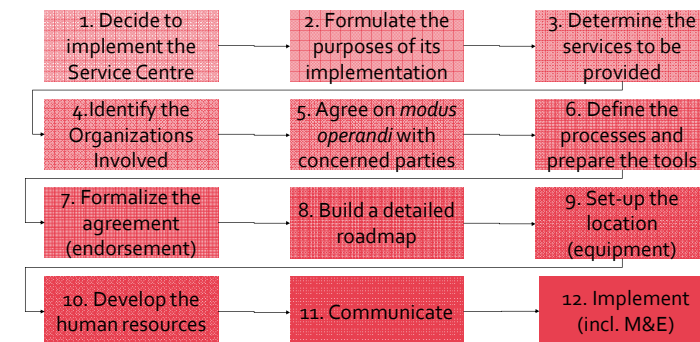
1. **Improve the population's access to social transfers and services** through lowering transaction costs;
2. **Improve the efficiency of the social protection system** through minimizing duplications and the administrative costs of operating social protection;
3. **Improve the effectiveness of the social protection system** through better supporting and protecting individuals by developing a more client-centric approach answering the different needs of beneficiaries; and
4. **Improve the consistency of the social protection system** through coordinating and integrating social protection schemes and programmes with in a view to progressively install a SPF.

Seven dimensions can be used to describe, analyse and compare the different Social Service Centres that exist around the world:

1. Target group
2. Breadth of services
3. Depth of services
4. Access channel
5. Proximity of the physical channel
6. Horizontal integration
7. Vertical integration

From design to reality

Twelve steps can be followed to design and implement Social Service Centres that address the specific challenges of social protection administration and respond to the needs of the population.



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www.social-protection.org