



STRENGTHENING GOVERNANCE OF SOCIAL PROTECTION IN LESOTHO

In December 2015, the European Union (EU), the Government of Lesotho (GoL), and the United Nations Children's Fund (UNICEF) joined forces to improve the support system for vulnerable children in Lesotho. They extended their agreement until 2022 and allocated a total budget of €21,332,924.00 for this initiative.

The leading organization responsible for carrying out this programme was the previously known Ministry of Social Development (MoSD). Additionally, non-governmental organizations like Catholic Relief Services (CRS) and World Vision were also involved in implementing various aspects of the project.

The overall goal of this programme was to create a social protection system that would provide a basic level of support to the most economically and socially vulnerable groups in Lesotho. This objective aligned with the aspirations outlined in Lesotho's National Strategic Development Plan for 2012/13 - 2016/17 and the EU-Lesotho 11th European Development Fund (EDF) National Indicative programme for 2014 - 2020.

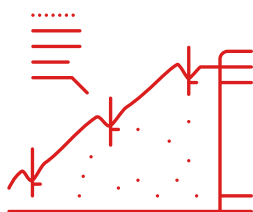
To achieve their goals, the program focused on four key areas:

- Result 1: Strengthening the Ministry of Social Development's capacity to lead an integrated social protection system.
- Result 2: Establishing a single registry called NISSA.
- Result 3: Introducing an integrated approach to community development.
- Result 4: Expanding the Child Grants Program (CGP) (vertically) to cover more beneficiaries and (horizontally) to increase the amount of money given to each beneficiary, with a specific focus on addressing the adverse effects impact of COVID-19 Global and Health crisis.

Significant progress has been achieved under **Result 1** to build a more comprehensive, efficient, and locally managed social protection system. Lesotho approved and launched the Social Protection Strategy and Implementation Plan in 2022, which includes a monitoring and evaluation framework. The development of a Social Assistance Policy is now completed and awaits cabinet approval, providing a legal framework for social assistance. Management tools like NISSA and MISSA have been reinforced to enhance program delivery efficiency. Furthermore, Lesotho established the Social Assistance and Community Development departments in 2017, both of which have been operational, working to support vulnerable individuals and communities in the country. These developments have significantly improved Lesotho's social protection system, aiming to better the lives of those in need.



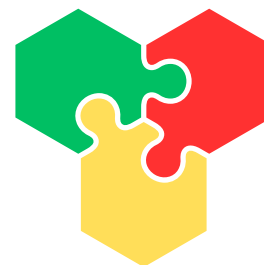
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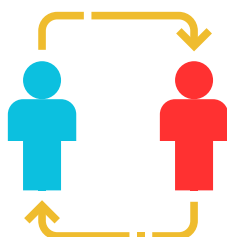
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In **Result 2**, the National Information System for Social Assistance (NISSA) achieved a remarkable expansion, reaching 90% coverage across the entire country, which translates to a total of 488,309 households. This includes 157,309 urban households and 331,000 rural households. During this period, the World Food Programme (WFP) effectively utilized NISSA to assist approximately 67,552 households, benefiting around 270,206 individuals facing food insecurity, with a majority being women (65%). Additionally, programs under the Ministry of Gender, Youth, Sports, Arts, Culture & Social Development (MOGYSACSD), such as the Child Grants Program (CGP) and the Orphans and Vulnerable Children (OVC) Bursary programme, have been fully integrated with NISSA data for targeting beneficiaries. To enhance access to NISSA data, a portal has been developed to serve both national and sub-national stakeholders, strengthening the overall effectiveness of the system.

In **Result 3**, the 'One-Stop Shop' initiative was conceived and put into action with the specific goal of making essential services more accessible to people in various community councils, namely Tenesolo in Thaba Tseka, Qibing in Mafeteng, Makhoarane and Qiloane in Maseru. These four councils were chosen to represent both rural and urban areas and a diversity of human and infrastructure resources at the Community Councils' offices. To ensure an effective referral mechanism, different levels of integration were developed to facilitate coordinated services. Furthermore, the Sustainable Poverty Reduction through Income, Nutrition, and Access to Government Services (SPRINGS 2016-2018) initiative was designed to complement Lesotho's national Social Assistance Programme. It aimed to lift people out of poverty and ensure the overall well-being of their children. This program was implemented in the Makhoarane, Likila, Menkhoaneng, Tenesolo, and Tebe-tebe community councils. An evaluation of this initiative showed that better outcomes are achieved when social cash transfers are combined with social services and livelihood initiatives, underscoring the importance of such integrated approaches in addressing poverty and well-being.



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Under **result 4**, the COVID-19 response cash transfer disbursements were completed in the last quarter of 2021, reaching 56,136 households through the horizontal and vertical expansion of the CGP. All eligible beneficiary households were exposed to COVID-19 prevention messaging campaigns. Some messages and activities were specifically designed and targeted to (pre)school children from 3 to 18 years of age, promoting handwashing, respiratory hygiene, promotion for access, and continuity of health services such as immunisation and health for mothers and caregivers. Over 300,000 children were reached through public service announcement messages on radio Lesotho, aired during education lessons. Through U-Report, over 4,000 young people registered and received messaging.

The summary of Grants and Procurement contracts presented below (above €15,000.00 annually) from 2015 to 2022 facilitated the achievement of the described results. With regard to grants, the MOGYSACSD directly implemented interventions under Results 1, 2 and 4. The Ministry of Local Government and Chieftainship and Catholic Relief Services supported Result 3, and World Vision International provided complementary support to Result 4. The procurement contracts are divided into individual and institutional contracts, spreading support across results 1 to 3.



Programme Summary for SCI50713

Name of Programme	Strengthened Governance of Social Protection in Lesotho: Building an Integrated Social Protection System
EU Reference Number	FED/2015/371-934
Entity with whom the commission has signed the contribution agreement	UNICEF
Total Amount of EU contribution for the programme	EUR21,332,924.00
Website link where this information is Published	UN Lesotho Website



S. No	Partner	2016	2017	2018	2019	2020	2021	2022	Total By Partner
1	CATHOLIC RELIEF SERVICES, Lesotho	271 782	214 779	188 323	104 530	-	-	-	779 415
2	MINISTRY OF GENDER YOUTH SPORTS ARTS CULTURE AND SOCIAL DEVELOPMENT, Lesotho	308 508	403 324	902 137	608 023	6 407 642	927 920	561 050	10 118 604
3	MINISTRY OF LOCAL GOVERNMENT AND CHIEFTAINSHIP, Lesotho	28 386	28 701	32 094	23 854	-	-	-	113 035
4	WORLD VISION INTERNATIONAL, Lesotho	-	-	-	-	-	18 585	-	18 585
		608 676	646 804	1122 554	736 408	6 407 642	946 505	561 050	11 029 640

Procurement contracts awarded during from December 2015 to December 2022 (for an amount over EUR15,000.00 as per EU Delegation Agreement SC150713: Article 22.1

Contractual Services for SC150713 from 2015 to 2022 more than 15,000 Euro (presented in US\$)										
Post/Vendor	Nature of Contract	Purpose of Contract	2016	2017	2018	2019	2020	2021	2022	Grand Total
BEWSYS LIMITED - FROM GHANA	Institutional	Design and develop an integrated NISSA portal, validation module and Interoperable link with Civil Registry	-	-	-	-	26,500	-	-	26,500
BRAC USA INC - FROM USA	Institutional	Develop the national community development plan	-	-	55,530	-	-	-	-	55,530
DILLIP KUMAR BHANJA - FROM INDIA	Individual	Support Expansion of NISSA, development of Scalability and Integrated framework, NISSA recertification and expansion of citizen service centres	-	-	-	17,000	-	-	-	17,000
ECONOMIC POLICY & RESEARCH INSTITUTE - FROM SOUTH AFRICA	Institutional	To review the Conditional Cash (CCT) and the Integrated Social Safety Net (ISSN)	55,680	37,120	(41,760)	-	-	-	-	51,040
ECONOMIC POLICY RESEARCH INSTITUTE NPC - FROM SOUTH AFRICA	Institutional	To develop the National Social Protection Strategy (NSPS II), Action Plan, the Monitoring and Evaluation Framework and the Social Assistance Policy	-	-	-	-	-	65,719	90,842	156,561
EDWARD MORRISON ARCHIBALD - FROM UNITED KINGDOM	Individual	To conduct Social Protection Sector Review	-	-	-	-	26,390	-	-	26,390
GEOSPACE INTERNATIONAL PTY LTD - FROM SOUTH AFRICA	Institutional	Provide field enumeration of about 216,000 households in 11 Urban areas and 1 Municipal Council	-	-	-	-	818,924	502,058	-	1,320,982
GODFREY KYAMA - FROM UGANDA	Individual	Provide technical support in finalisation of NISSA data collection guidelines and implementation of NISSA expansion	31,500	74,900	81,900	-	-	-	-	188,300
LEBOHANG MA REKIMANE - FROM LESOTHO	Individual	Provide technical support for development of a step-by-step manual for updating NISSA, monitor the updating process and produce reflection report	-	-	-	-	-	-	18,825	18,825
LIAU JOHN MOTOKO - FROM LESOTHO	Individual	To Support timely implementation of social protection interventions	-	-	24,575	-	-	-	-	24,575
NEO MAT SOSO - FROM LESOTHO	Individual	To support timely implementation of the One Stop activities	-	20,146	-	-	-	-	-	20,146
OXFORD POLICY MANAGEMENT LTD - FROM UNITED KINGDOM	Institutional	Conduct the CGP Impact Evaluation	-	-	-	-	-	-	497,309	497,309
RANA KHURAM - FROM PAKISTAN	Individual	Conduct groundwork for the Management Information System (MIS) maintenance support and capacity building	-	-	-	-	-	64,000	-	64,000
RODRIGO ANDRES CHAMBA MORALES - FROM EQUADOR	Individual	To provide technical assistance to the Ministry of Local Government at all levels in implementation and roll out the One Shop Pilot	-	36,218	78,000	19,503	-	-	-	133,721
SHAUNIVOR KROG - FROM SOUTH AFRICA	Individual	Fixing of MIS performance related issues and MIS alignment processes to facilitate mobile payments of social assistance grants and NISSA decentralization, including technical skills transfer	-	-	-	-	-	-	19,235	19,235
SIQ LESOTHO PTY LTD - FROM SOUTH AFRICA	Institutional	Provide field work enumeration in all households in 42 Community Councils	-	-	-	3,703,732	402,898	-	-	4,106,630
SPATIAL INTELLIGENCE PTY LTD - FROM SOUTH AFRICA	Institutional	Provide field work enumeration of approximately 60,000 listed households in the Districts of Leribe, Mahale's Hoek, Mafeteng and Berea (10 Community Councils; 4 in Leribe, 3 in Mahale's Hoek, 2 in Mafeteng and 1 in Berea)	-	2,951,516	-	-	-	-	-	2,951,516
USHA MISHRA HAYES - FROM UNITED KINGDOM	Individual	Develop the costed National Social Protection Implementation Plan	-	-	-	22,960	-	-	-	22,960
VP HEALTH SYSTEMS PTY LTD - FROM SOUTH AFRICA	Institutional	Perform MIS maintenance, MoSD capacity building and skills transfer	-	19,107	23,516	30,315	-	-	-	72,938
ZENO PACK - FROM GERMANY	Individual	Finalise the One Stop Shop design documents and support implementation	96,250	-	-	-	-	-	-	96,250
(blank)			-	-	-	(39,012)	-	-	-	(39,012)
Grand Total			183,430	3,139,008	221,761	3,754,498	1,274,712	631,777	626,212	9,831,398