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# ID

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 INTRODUCTION

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DELIVERY

# Introduction

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This tool is part of the **Inter Agency Social Protection Assessments (ISPA)** initiative, a set of practical tools that help countries improve their social protection system by analyzing its strengths and weaknesses and offering options for further action. Countries can apply ISPA tools periodically to track performance over time.

ISPA tools fall into 1 of 3 categories:



SYSTEM



PROGRAM



DELIVERY

The **Inter Agency Social Protection Assessments (ISPA)** tools are the result of a multi-agency initiative that aims to put forth a united set of definitions, assessment tools, and outcome metrics to provide systematic information for a country to assess its Social Protection system, schemes, programs, and implementation arrangements. Assessments are done with the goal of improving performance and analyzing trends over time. The ISPA tools are part of a free and publicly available platform, building on existing work by the United Nations system, the World Bank, bilateral donors, and other development agencies.

## Why are ID systems important?

In modern society, individuals need to prove their identification for a wide range of activities, including voting, opening a bank account, buying or inheriting property, paying taxes, or qualifying for social protection benefits. However, identification and civil registration systems cover only a fraction of the population in low and middle-income countries. This poses challenges for the implementation of social protection schemes and programs that require verifying the ID of their beneficiaries as well as, in many cases, their age, address, or family status. Poor ID systems or abuse of the data collected through ID systems leads to fragmentation and duplication of efforts, generates exclusion, undermines the effectiveness of social protection systems, and may erode trust in the government in general. It is therefore important to assess the accessibility, robustness, and coherence of national and program-specific ID systems and understand the ID ecosystem. Where no effective national ID systems exists, the tool offers alternative ID mechanisms for the administration of social protection systems and programs.

# About The Tool

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The **ID** tool aims to assess the performance of ID systems in a country and sets out possible options for enhancement. The tool generates systematic information on the strengths and weaknesses of existing ID mechanisms and, depending on the country context and evidence generated, provides guidance as to whether to prioritize building program-specific IDs, integrated registries, or national identification systems.

The assessment follows the standard ISPA framework:



"What Matters"  
Guidance Note



Questionnaire



Assessment  
Matrix



Country Report



Implementation  
Guidelines

*Outlines the process of application of  
an ISPA tool from start to completion.*

**The tool is not prescriptive and does not provide a specific implementation plan.** It is a diagnostic tool that should be applied by a team of professionals with expertise in the subject matter as input to developing policy options and recommendations.



## ABOUT THE "WHAT MATTERS" GUIDANCE NOTE

The **"What Matters" Guidance Note** provides background for those wishing to carry out or commission an assessment of a country's ID program. The set of criteria described in the "What Matters" Guidance Note lays down the conceptual foundation for the assessment on the basis of good practices and illustrations from real world experiences.

The tool distinguishes between foundational ID systems that operate nationwide, cover the entire population and are used for all identification purposes, and functional ID systems that are established for a particular program or a group of programs. Both benefit from well functioning civil registration and vital statistics systems. Recognizing the differences regarding initial conditions, priorities and capacities, the tool does not prescribe a single path towards improving ID delivery mechanisms but rather proposes an analytical framework to develop national strategies for improving ID systems in a given context.

The process is envisioned as a collaborative effort amongst country stakeholders and international partners. The assessment should be performed jointly with relevant stakeholders and the final results will be arrived at after discussions with them.

The instrument details why identification is important for social protection systems and contains a conceptual framework for assessing ID delivery systems from a social protection perspective.

ID systems performance is assessed using four main criteria:

## 1 ACCESSIBILITY

- *Coverage of functional and foundational IDs, including Civil Registries.*
- *Appropriateness to ensure accessibility*

## 2 ROBUSTNESS

- *Uniqueness (ensuring beneficiaries are not entered in the database more than once)*
- *Security (accurate, reliable, and able to prevent fraud)*
- *Effectiveness of verification at the point of transaction*

## 3 COHERENCE, INTEROPERABILITY & INTEGRATION

- *Interoperability for different transactions*
- *Integrated (ID mechanism can be used by many programs and actors and beneficiaries/users can use it for different purposes)*
- *Portability*

## 4 GOVERNANCE & RESPECT FOR RIGHTS & DIGNITY

- *Clear roles and responsibilities for different stakeholders involved in the ID mechanism*
- *Adequate level of institutional capacity to roll out the process required for the ID system*
- *Personal data and privacy of ID information are guaranteed by the system.*



## ABOUT THE QUESTIONNAIRE

The standardized **Questionnaire** provides a framework to collect key qualitative & quantitative information, which will facilitate the development of evidence-based options for countries to consider and act upon.



## ABOUT THE ASSESSMENT

The **Assessment Matrix** helps to organize the finding from the Questionnaire. It uses a four point scale. This assessment approach helps to identify areas that may benefit from strengthening, in line with best practice, as well as ensuring that trade-offs between criteria are made explicit to policy makers.

Emerging

1

2

3

Advanced

4



## ABOUT THE COUNTRY REPORT

The **Country Report** summarizes the assessment and suggest policy options for strengthening ID mechanisms. The primary aim of this work is to facilitate country dialogue in supporting the strengthening of social protection and labor systems.

# HOW ARE ISPA TOOLS APPLIED?



The ID assessment is done with data gathered through both desk research and information provided by stakeholders in the field. The time required for the application of the ID Assessment tool will vary depending on the complexity and comprehensiveness of the ID delivery system being evaluated & the availability of relevant data.

# WHY USE ISPA?



## Countries:

ISPA supports the building of cohesive social protection systems



## Governments:

ISPA provides consistent, reliable & technically sound evidence on improving the effectiveness & efficiency of a social protection system



## International partners:

ISPA helps to coordinate advice & resources & facilitates the sharing of information and good practices



## Households experience:

- Better access to goods & services
- Improved adequacy of social protection benefits
- More coordinated & integrated provision of government benefits & services

# HOW TO GET STARTED?

Countries looking to develop and improve their social protection ID systems should approach the relevant in-country development partners and request support to complete an ISPA assessment.

Countries can also contact the ISPA Coordination Team:

 [info@ispatools.org](mailto:info@ispatools.org)

 [www.ispatools.org](http://www.ispatools.org)