

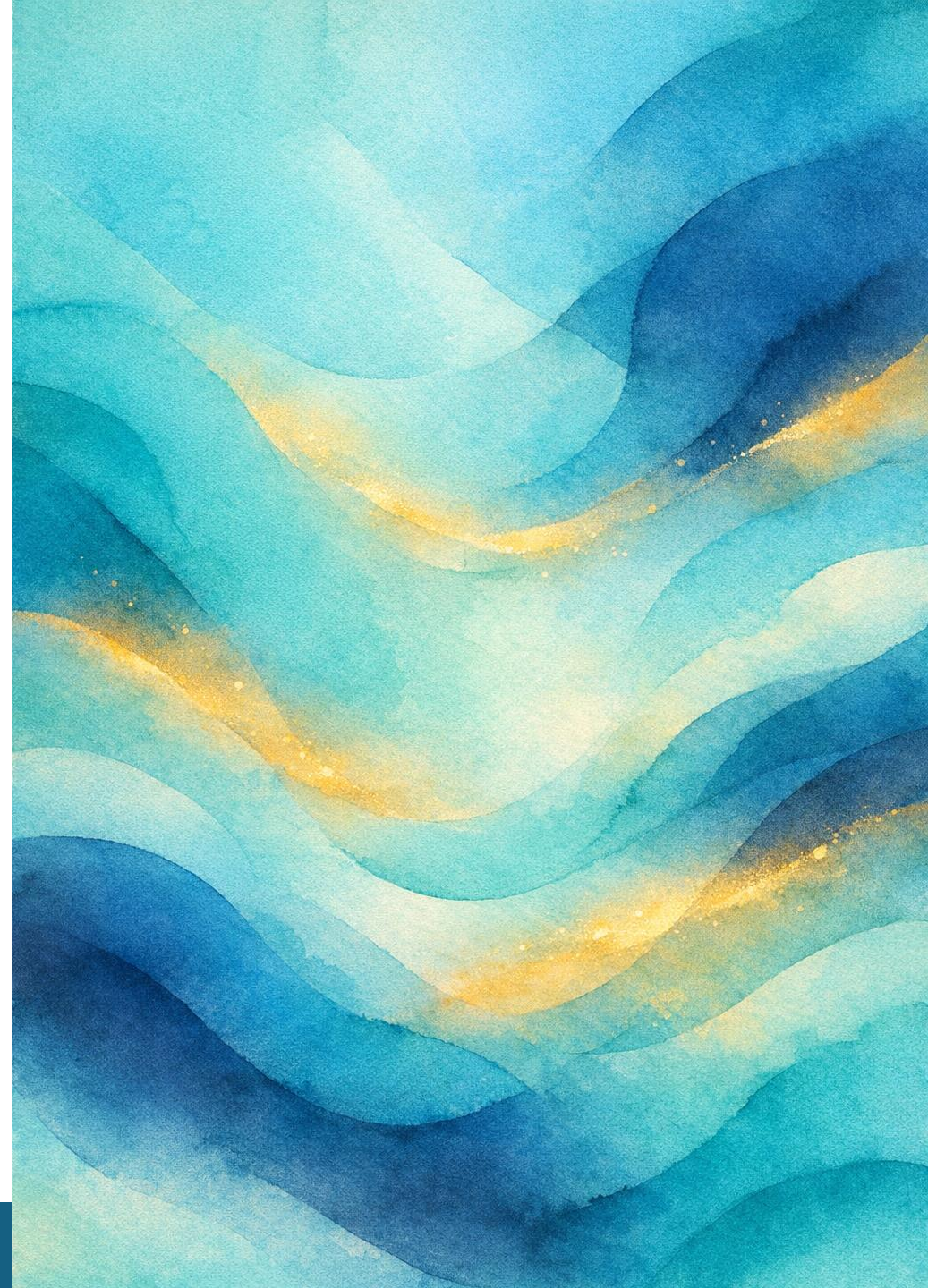
# **WORKSHOP FOR CARIBBEAN PARLIAMENTARIANS**

Better Practices in Legislation, Policy and Financing Subsidised  
Care Systems: Using the “5R” Approach and Principles  
April 16–17 | Saint George’s, Grenada

## **Gender-Responsive Social Protection and Care Service Delivery**

**Friday 17 April 2026**

**Kimberly-Ann Gittens-Baynes, PhD.**



# Session Objectives

01

Examine how care-related constraints shape the effectiveness of public assistance programmes, including service uptake, continuity and progression outcomes

02

Present cross-country GABA evidence on delivery bottlenecks, inequalities, and recurring care-related barriers affecting beneficiaries

03

Identify the implications of this evidence for parliamentary action in legislation, budget scrutiny, oversight, and policy coherence

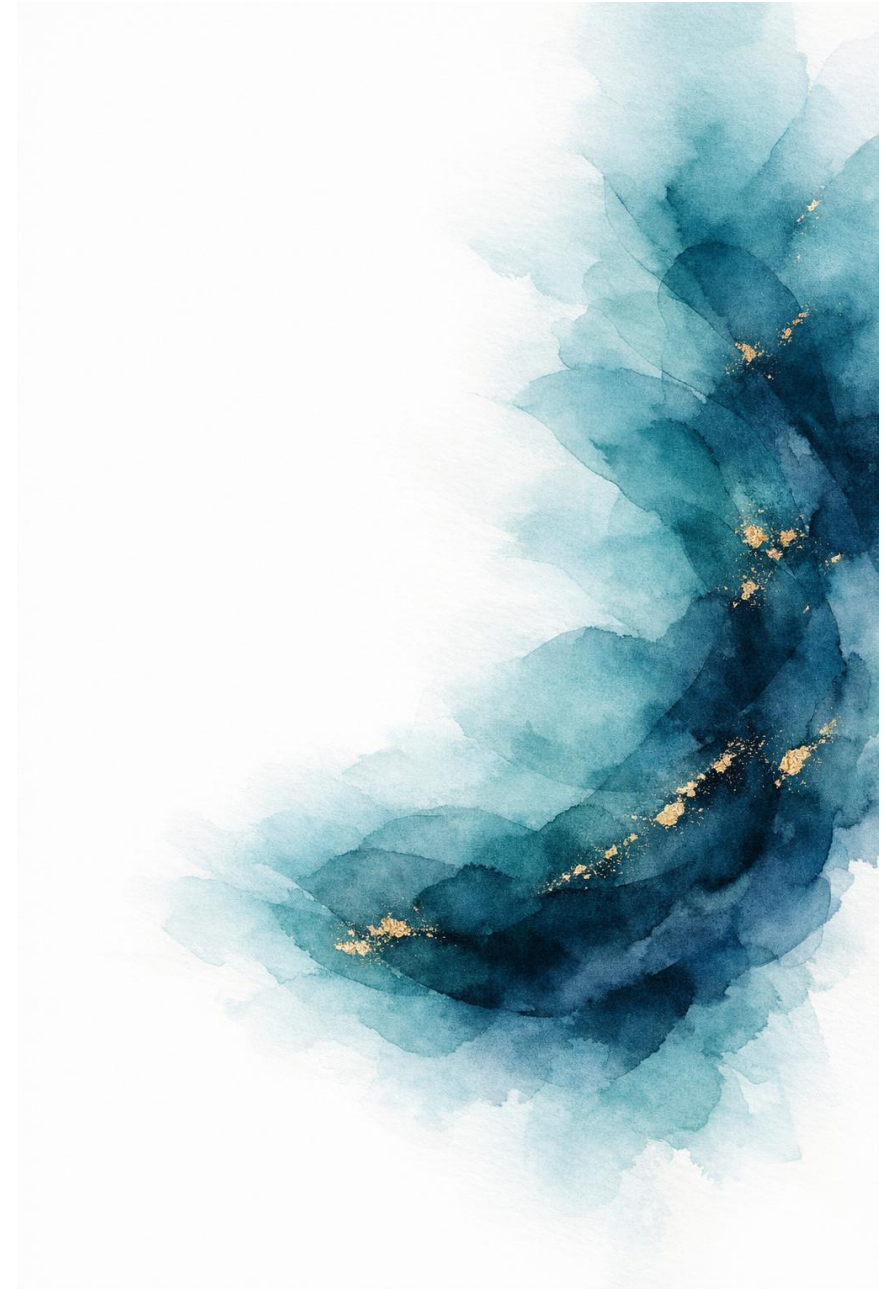
# Social Protection

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*“Social protection refers to the set of policies and programs aimed at preventing or protecting all people against poverty, vulnerability, and social exclusion throughout their life cycles, with a particular emphasis towards vulnerable groups.” (United Nations 2021)*

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*Social protection can be viewed as “the entirety of policies and programmes that protect people against poverty and risks to their livelihoods and well-being” (Schüring and Loewe 2021)*



# Social Protection System

## Contributory Instruments

- Mainly social insurance, including benefits linked to formal contribution histories.

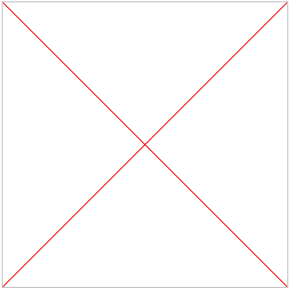
## Non-contributory Instruments

- Universal or categorical schemes and social assistance financed through taxation.

# Regional Public Assistance Programmes

## Questions for the Audience:

- **Targeting and eligibility:** How are beneficiaries determined?
- **Delivery processes and case management:** What are the formal arrangements?
- **Service linkages and referrals:** Are there formal linkages with other services?
- **Financing, coordination and accountability :** Responsible ministry? What is the organizational structure?



# Why Gender and Care Matter

## Gender influences:

- exposure to poverty and vulnerability
- labour market access and earnings
- unpaid care responsibilities and time poverty  
mobility, information access and safety
- the ability to use services and sustain participation

Gender matters because it shapes how public assistance works in practice.

***Care-related constraints can reduce the practical value of intended programme benefits and weaken progression pathways.***



# The Gender Aware Beneficiary Assessment (GABA)

## The GABA helps bring several issues into focus:

- how programme architecture affects beneficiary experience
- where recurring bottlenecks arise across delivery systems
- how care-related constraints affect access, uptake, and continuity
- what kinds of reform directions are already emerging from the evidence



# Analytical Approach

<b>Domain</b>	<b>Research Question</b>
<b>Enabling Environment</b>	Is an enabling environment in place that supports the supply of and demand for quality interventions/services?
<b>Supply</b>	Are the necessary interventions/services adequately staffed and accessible to the most deprived populations?
<b>Demand</b>	If the interventions/services are accessible to the most deprived populations, is there demand for them? Are they acceptable, affordable and being used?
<b>Quality</b>	Are the interventions/services of adequate quality to achieve the desired results?



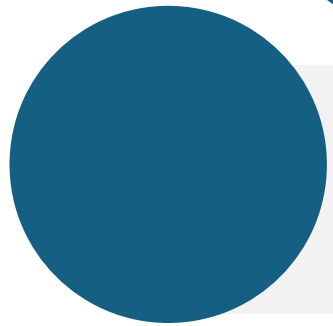
# Methods



**In-depth Interviews**



**Focus Group Interviews**



**Key Informant Interviews**



**Desk Review**

# FINDINGS: Cross Cutting Issues / Themes

- Gratitude from Beneficiaries though there are Unmet Needs
- Legal and Policy Framework
- Institutional Capacity Constraints
- Limited Multi-sectoral Coordination
- Data Management
- Funding
- Programme design
- Caregiving Pressures and Limited Childcare Support
- Targeting and Eligibility Challenges
- Communication and Transparency Gaps
- Accountability and Feedback Mechanisms Require Strengthening



# FINDINGS: Cross-Country Care-Related Constraints Affect Outcomes

## Recurring care-related barriers included:

- Limited childcare and related support services
- Time conflicts between caregiving and programme participation
- Weak support for single-parent households
- Insufficient integration of care needs into programme design



# CROSS CUTTING RECOMMENDATIONS

- ✓ Modernize and harmonize legal and policy frameworks
- ✓ Standardize operations with manuals and gender-sensitive procedures
- ✓ Strengthen and integrate MIS platforms for coherence and accountability
- ✓ Build institutional capacity through staffing and continuous training
- ✓ Apply transparent, gender-sensitive targeting and eligibility criteria
- ✓ Streamline approval processes to reduce delays
- ✓ Revise and diversify benefits, with empowerment and psychosocial components
- ✓ Expand affordable childcare to support women's participation
- ✓ Strengthen coordination across ministries with clear referral pathways
- ✓ Implement comprehensive communication strategies (IEC)
- ✓ Institutionalize feedback, appeals and redress mechanisms

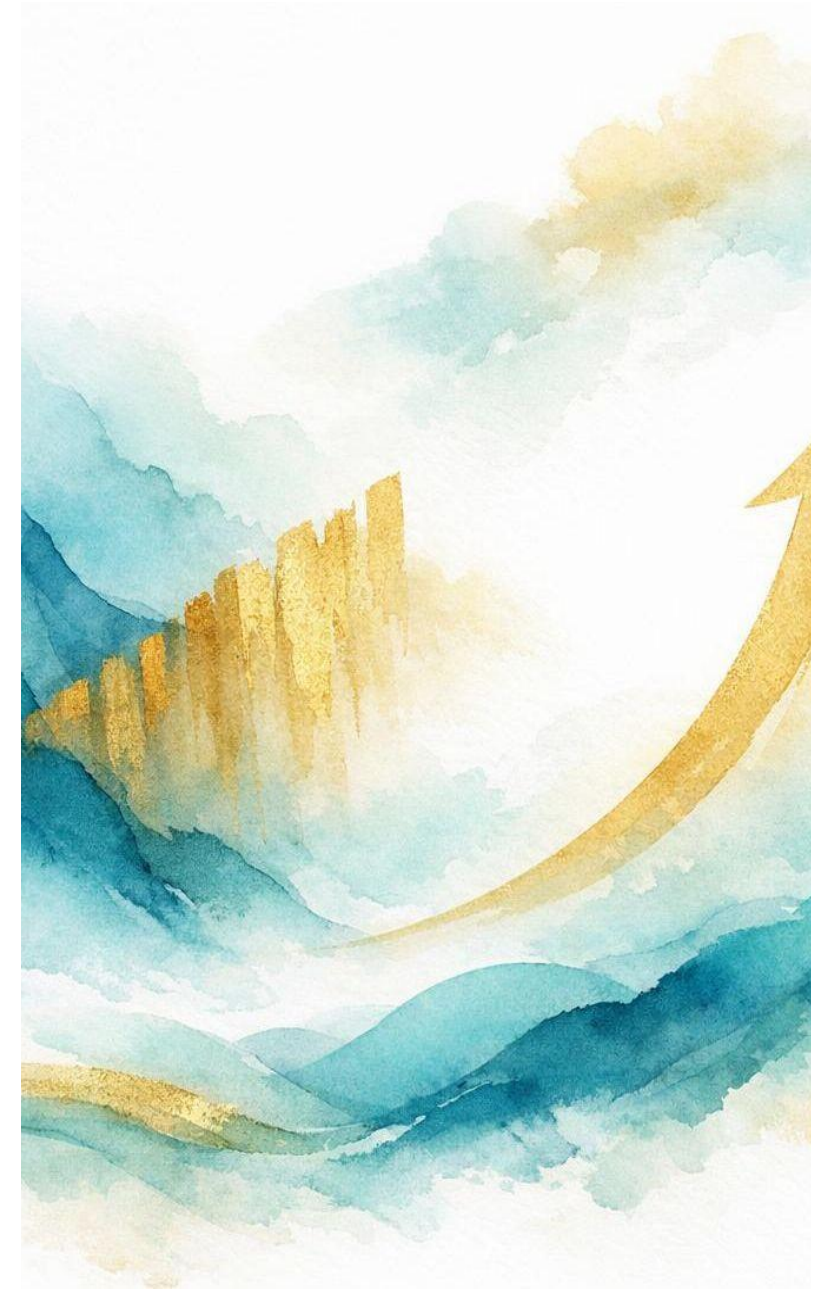


# Why These Findings Matter for Public Assistance Programme Objectives

Care-related barriers have the potential to:

- reduce uptake of training, health and linked services
- weaken continuity in participation
- limit progression beyond short-term relief
- undermine human development objectives

**Where programmes include human development objectives, care support becomes relevant to effectiveness.**



# Service Delivery and Outcomes

The cross-country evidence points to the importance of:

Clearer procedures  
and operational  
rules

Stronger  
coordination and  
referral pathways

More reliable data  
and information  
systems

More responsive  
communication,  
feedback and  
redress

Support packages  
that better reflect  
care-related  
barriers

Closer alignment  
between  
programme  
objectives and  
beneficiary realities



***Delivery systems matter because they determine whether programme intent translates into actual access and results.***

# Basic Performance Picture

- Who is reached and who is excluded
- How long applications, approvals, payments, and referrals take
- Whether services are adequate and equitable in practice
- Whether complaints are tracked and resolved
- Whether spending is translating into real access and support
- Whether care-related barriers are visible in reporting



# Areas for Consideration

- ❑ **Legal basis** — are mandates and rules clear enough for consistent implementation?
- ❑ **Financing and adequacy** — do allocations and benefit structures reflect actual need?
- ❑ **Accountability** — can reporting, review and redress systems detect weak performance?
- ❑ **Institutional coherence** — are social protection, care and related services working as a system?
- ❑ **Progression logic** — if programmes aim to support human development, are support packages realistic?



# Thank you!



Questions? Comments?