

POLICY REVIEW

Policy Brief: Reaching the Last Mile

A planned short policy review on last-mile delivery in social protection: its intended scope and method.

WHAT THIS DOCUMENT COVERS

- 01 Defining the last mile**
A working definition of where the last mile begins, since the term is used loosely and describes several different problems.
- 02 Where the breaks occur**
A line of inquiry into the specific points at which delivery fails: registration, verification, transfer, and grievance.
- 03 Options**
A small set of practical, fundable options, each written with what it would cost and what it assumes.
- 04 Measurement**
A section on how a system would know whether a last-mile fix had worked, and what data it would need to collect.
- 05 Review**
How the draft would be tested with delivery staff before publication.

STATUS

This document is in preparation. Veynuus publishes research only once the underlying fieldwork, data and review are complete, so no findings are presented here. This file records the scope and intent of the work and will be replaced by the full publication on release.

To be notified when this document is published, or to discuss the work behind it, write to contact@veynuus.com.