

URB

United Nations Centre for Human Settlements (Habitat)

Settlement Upgrading Programme (SUP)

**FIELD TESTING OF VISP IN THE KWA-RHODA SETTLEMENT
NAKURU, KENYA**

Socio-economic and infrastructure survey

R e p o r t o n P h a s e 2

by

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1. INTRODUCTION

The objective of the socio-economic survey in the field testing of the ViSP-approach is twofold. The first objective is to test how the materials developed with the computer, that is the maps and corresponding aerial photographs, can be used to work with the community as a tool to enhance community involvement in planning for regularization and infrastructure improvements. The second objective is to get insight in the problems experienced with present infrastructure conditions and to prioritize future improvement activities.

2. APPROACH TO THE SOCIAL SURVEY

2.1 Contacts with local stakeholders

After initial briefings at the Nakuru Municipal Council, a social survey group was formed, consisting of a staff member of the Department of Social Services and Housing of the Nakuru Municipal Council, a Provincial Housing Officer, a staff member of the Ministry of Public Works and Housing and the Habitat Consultant. This group has from then on proceeded as a team, always working together in the field and briefing each other on activities carried out separately, resulting in decisions concerning the social survey being made by the whole team together.

A first exploration of the area was made on foot over a period of days in presence of a number of community elders, who were approached by the chief of the area to assist the team. During these walks, compounds were visited and discussions held with landlords and other residents in the compounds, in order to get some insight in prevailing conditions and in the problems experienced by the residents.

An initial meeting was held with the chief, the area councillor and about twenty landlords. The purpose of this meeting was to explain the project and to answer to all questions raised by those present. After this meeting, a 'project' committee of fifteen people was formed. Apart from the chief and the area councillor, twelve landlords were elected and one representative of the allocation committee of the

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7) A project committee consisting of landlords, the area councillor and the chief has been established. Workshops will be held with this committee. As there are no tenants in this committee, it is planned to have a number of separate workshops with tenants. The workshops are meant to identify current problems in infrastructure with the help of the maps and to discuss and plan on the basis of the maps, for possible solutions to these problems.

The baraza was officiated by the Town Clerk, the Town Engineer, the area Councillor, the area Chief and on behalf of the social team by the Provincial Housing Officer and the social worker from the Department of Social Services and Housing. About two hundred people attended, of which about one third were women and of which only six were tenants. Invitations for the baraza were given through the school. The baraza lasted four and a half hours. An aerial photograph covering the northern part of Kwa Rhoda was put up, as well as the base map derived from the aerial photograph, for everyone to see.

After the introduction, which followed the agenda, questions were asked by the participants and answered by the officials:

- 1) The project was launched before the residents were informed
 - An apology was given that the residents were not publicly informed of the project before. The chief introduced the members of the landlord committee who had been selected through the wazee wa mitaa and the cooperative society. The committee was approved.
- 2) The project seems to have a hidden agenda
 - There was a fear that the land would be given to other people and that the landlords would have to pay for services at a later stage. It was suggested that the area should be left alone, except for the granting of titledeeds. The answer to this was that no land would be given to others than registered cooperative members and that the project at this stage did not envisage any improvements for which had to be paid. Planning for improvements would be done together with the community.
- 3) Demolition of unsound structures
 - The landlords were told at the time of plot allocation that they were only allowed to put up temporary structures and that these could be removed at the time of regularization and legalization. The answer was that this project does not have any mandate to demolish structures and that the aerial photography is used to ensure maximum retaining of existing structures. Only structures which are build on the public road reserve may have to be demolished. But it is up to the landlord committee to discuss how this will be done and how/if this will be compensated.
- 4) What kind of development does the project intend to adopt
 - It was again explained that the project only makes a map of the area, to form a basis for planning and legalization. During the project, priorities for improvement are identified with the community, but implementation of this depends on the

Kalenjin Enterprise. This committee met a number of times without the team being present.

Furthermore, contacts were established and discussions were held with NGOs, active in Nakuru, with the allocation committee of the cooperative, with the staff of the Public Health Clinic nearest to Kwa Rhoda, and with a number of women groups. The aim of all these meetings, was to get more insight in the social fabric of the community and to learn from the experiences of others in dealing with the community.

The social team, in coordination with the Town Clerk, the town engineer, the area councillor and the chief, decided that a public baraza should be held before any other activities could take place and an agenda for the baraza was prepared. This was deemed necessary because the presence of the physical surveyors, who carried out the groundchecking of the basemaps, and the activities and meetings with the social team, had led to rumours in the community. The baraza was finally held on 26 november.

2.2 The baraza

The agenda for the baraza was the following:

- 1) Introduction of the project
 - selection procedure of Kwa Rhoda for the testing of ViSP
 - mapping of Kwa Rhoda with help of aerial photography
 - groundchecking of the base maps
 - preparation of final maps as a basis for regularization and legalization of the area
 - the project is not carrying out any infrastructure improvements
- 2) The project covers the area of Kwa Rhoda which comes under the administration of Nakuru Municipal Council and is owned by the cooperative. The project has started in the northern area, but also the southern part will be covered.
- 3) The project is carried out by UNCHS (Habitat) in cooperation with the Government of Kenya (Ministry of Public Works and Housing) and the Nakuru Municipal Council.
- 4) It is expected that planning and mapping will be finalized by April 1995.
- 5) The aim of the project is to test the ViSP-technology and at the same time to assist the authorities in Nakuru to start with the process of regularization and legalization of the area.
- 6) A second aim of the project is to come to a prioritization of improvement activities based on the views of the residents of the area. In order to achieve this, participation of all residents (landlords and tenants) is needed to ensure that the ideas of all are included in the plan.

financial base of the Nakuru Municipal Council and on the willingness to participate with the landlords.

5) The issuance of title deeds and placing of beacons

- The answer was that without a proper map, agreed upon by all parties, no title deeds could be issued. The engineer said that the map is being made and that at a later stage official beacons will be placed in coordination with the owners.

6) Why should tenants be involved in the project

- The landlords present felt very uncomfortable with the fact that the project also wanted to involve the tenants. According to them, the tenants have nothing to do with the issuance of title deeds and mapping of the plots. It was explained that although the tenants indeed have nothing to do with title deeds or plots, they form the vast majority of the residents and as such have most experience with actual problems in infrastructure and should be involved in the prioritization of infrastructure improvements. (The few tenants present did not say anything).

7) Why was this site chosen

- Again, the procedure followed for selection of an area to test the ViSP-approach was explained and the fact that Kwa Rhoda of all sites investigated, fitted the criteria best.

8) Will the previous map made by the Physical Planning Department and the new map both be adopted

- The answer was that the PPD map will be considered, but that map was rejected by the cooperative as having no correspondence with reality. This was exactly why the council was interested in having the project in Kwa Rhoda.

9) Will there be any requirements on standard plot sizes

- This question is based on the experience with traditional methods of planning and regularization, in which maps are drawn as if no plot demarcations and structures exist. It was explained that the map drawn on the basis of aerial photography does reflect existing plots and demarcations and that these will be kept to the maximum.

10) What happened to the funds earlier announced for the project in the local press

- It was explained that the funds mentioned are being used to carry out the mapping of the whole area. No funds were ever available for implementation of improvements. The explanation was accepted with reservation.

11) Who is in charge of this project

- This question is based on the suspicion of the community versus the council. They rather have the project dealing directly with them. The project organization was reiterated and explained again.

12) Will the plot sizes be reduced to give room for infrastructure and public utilities

- The engineer answered that space for public services will have to be made available, but that it is up to the landlord committee and the cooperative in coordination with the landlords, to decide how this best can be done.

At the end of the baraza, the Town Clerk asked all present if they wanted the project to continue. Almost unanimously the baraza opted for continuation. It was also suggested by the participants that they would be kept informed of the proceedings in future barazas. This was agreed and it was also suggested that anyone who wanted to have a look at the maps could come to the chief's camp for this.

2.3 Justification for workshops

The main interest in the current project by the landlords of the area, is based on the possibility of finally getting a title deed. Previous attempts to have a map made for the purpose of legalization, have not been acceptable to them. Now, they realize that with the technology used, the chance of getting a title deed, based on actual plot divisions, is a realistic prospect. Once they have a title deed, it will be possible to get a loan, as they then have a security to obtain the loan. During the discussions in the landlord committee, a number of infrastructural problems was brought up, but it was clear that the idea of thinking about improvements above individual level, was as yet not considered. However, the committee seemed quite interested to pursue this line of thinking. Therefore, the team proposed to have a workshop with the committee, in which, among other things, infrastructural improvements would be discussed. The committee meanwhile has agreed on a date for the workshop.

One of the main difficulties for the social team in the present project has been the question of how to involve the tenants in the assessment of present living conditions in the area and prioritization of improvements. The team feels that because the majority of the residents are tenants, at least an attempt should be made for them to be involved. The general experience of NGOs in Nakuru is that working with residents in urban low-income urban areas, which means mainly with tenants, is virtually impossible because of the high turnover and lack of interest from the part of the tenants. The social group itself has already experienced how difficult it is to get tenants to talk about the living conditions, as most discussions do not get much further than 'it is the task of the landlord to provide the services' or 'we do not know anything about this' or 'we do not want to talk with you'. Is it right to ask time from the tenants when it is not clear what they will get out of the project? Yet the team feels that insight is needed in actual living conditions, in order to be able to propose conditions to which the landlords have to comply before they can get a title deed - which eventually will improve living conditions for the tenants. Moreover, one of the objectives of the project is to test how the maps can be used by the residents (thus mainly tenants) to map the problems in infrastructure which they experience. In view of the above, the team has decided that the best chance of getting tenants to participate and to be willing to discuss their problems without fear of later being punished by the landlords, would be to organize separate workshops for tenants only. For this purpose, a number of clusters in the northern area have been randomly selected. Each cluster consists of about four compounds which border the same street. Of each cluster, fifteen tenants are invited to participate in a day workshop. It is yet to be seen what the response will be (the fact remains that vis-a-vis the tenants the project is supply driven, rather than demand driven), but it is expected that a participatory workshop may be a start for tenants to become more

involved in what goes on in the area and will also help them to discuss possible solutions to common problems.

2.4 Outline of the workshops

A: First workshop for the landlord committee

- 1) Welcome to all participants, introductions of social team and participants
- 2) Explanation of the activities of the workshop
- 3) Explanation of the project, objectives of the project, expected results of the project. Questions on the project can be asked.
- 4) Reasons/rationale for having the workshop
 - it is a start of the process of community participation
 - community participation gives people the opportunity to participate and make decisions in projects which affect their lives
 - participation improves project results, because if people are actively involved in the creation of their neighbourhood, they have a sense of commitment to keep the process going
 - participation stimulates self-reliance, if people are involved now in the project, they are more confident to later initiate other communal activities to improve the neighbourhood
 - community participation entails that all residents are involved, this means that also tenants will be asked to participate in a separate workshop
 - if people in the workshop discuss the problems they themselves experience and discuss possible solutions, they will get a better view of what is needed and what their own role can be
 - the team hopes that the results of the workshop can be incorporated in the proposal for regularization and improvement which will be given to the Nakuru Municipal Council at the end of the project
- 5) Game of broken squares

The purpose of this game is to engage the participants in an activity that depends on cooperation. After the game, the process will be Wi and discussed, and (if applicable) the link with the need to incorporate all the stakeholders (landlords, cooperative, council, tenants) in the planning process will be stressed.
- 6) What do the participants expect from the workshop

The participants divide in three groups of five and discuss the following:

 - I came to this workshop because.....
 - the workshop will be a success if....
 - when I leave this workshop I hope to.....

In the total group present the outcome of the group discussions
Relate these outcomes to the teams expectations and objectives.

7) Introduction to the maps.

The map of the northern part is divided in three more or less equal sizes; the aerial photo of the northern part is put on the wall, so people can see which location their map has. The group is also divided in three, landlords should go to the group which will be working in the area which includes their plot (if applicable). The intention of this exercise is, that the groups go to the area of their respective maps and indicate the following on the maps:

- natural drains
- manmade drains
- areas which flood during the rains
- holes in the roads, due to erosion
- solid waste dumps
- waste water disposal on the streets
- economic activities on the streets
- any other environmental problem they encounter

8) Lunch (12.30 - 13.30)

9) The three groups walk around in their respective areas and do the indications on the maps, indicating with symbols given separately (see annex 1). Back at 15.00.

10) The three groups present their maps and indicate what for them the main environmental problems are, followed by discussion.

11) Divide in three (different) groups, each group chooses one topic out of the following topics:

- water supply
- sanitation
- solid waste disposal
- environmental cleanliness
- safety
- roads
- drainage
- any other as suggested by the participants

Each group should indicate what the problem exactly is and why it is a problem. Then they should discuss what causes the problem and what could be possible solutions, as well as who should initiate action (council, councillor, committee) and who should organize implementation.

The results of the discussion should be put on cards which are taped on the wall. Each group presents the results, followed by a discussion. If time allows, this can be repeated with other topics.

12) Evaluation of the workshop and closing.

B: Second workshop for the landlord committee

It is envisaged that at least one more workshop will be held with this same group at a later stage, when the maps of the southern part are finalized. A major topic in that workshop will be, how they are going to organize land for public facilities, as all land has been allocated. Other topics to be covered are:

- education facilities
- health facilities
- markets
- landlord-tenant relationships
- rental charges
- facilities per number of rooms (latrines, waterpoints, solid waste, open space)
- how do you want Kwa Rhoda to be ten years from now

Furthermore, another exercise working with maps will be carried out. Either similar to the cluster mapping as will be done in the tenant workshop (see below), or a similar exercise as in the first workshop, but covering the southern part. The agenda and activities for the second will be determined after the first workshop is held and evaluated.

C: Workshop for tenants of cluster 1

- 1) Welcome to all participants, introductions of social team and participants
- 2) Explanation of the activities of the workshop
- 3) Explanation of the project, objectives of the project, expected results of the project. Questions can be asked.
- 4) Reasons/rationale for having the workshop with tenants
 - generally tenants are not involved in decision making on anything which goes on in the community. Yet they are the majority of the residents, and they have to deal with the infrastructural problems, but are dependent on the action of their landlords
 - if tenants get the feeling, that also their views are considered in the project, they may feel stimulated to participate in the process of planning for improvements, and feel that they do have an influence on the improvement of their own living conditions
 - if we get an insight in how the tenants experience the problems and what their priorities for improvement are, these can be incorporated in the proposals for regularization and improvement which will be given to the Nakuru Municipal Council at the end of the project
- 5) Game of broken squares

The purpose of this game is to engage the participants in an activity that depends on cooperation. After the game, the process will be Wvui and discussed, and (if applicable) the link with the need to incorporate all the stakeholders (landlords, cooperative, council, tenants) in the planning process will be stressed.

6) What do the participants expect from the workshop

The participants divide in three groups of five and discuss the following:

- I came to this workshop because.....
- the workshop will be a success if....
- when I leave this workshop I hope to.....

In the total group present the outcome of the group discussions

Relate these outcomes to the teams expectations and objectives.

7) Introduction to the maps

All participants are given a map of the cluster with the compound where they live. Also an aerial photo of the same cluster and a bit more of the surroundings for easier identification of the location (see annex 2). Each participant has to go to his/her own compound and has to mark with symbols given separately (see annex 1), the following:

ON the plot:

- number of rooms
- number of latrines
- water point, average hours of water per day/week
- water tank
- location of solid waste
- soakage pit
- manmade drain
- natural drain
- standing water
- electricity, hours per day

OUTSIDE the plot:

- natural drains
- manmade drains
- areas which flood during the rains
- holes in the roads, due to erosion
- solid waste dumps
- waste water disposal on the streets
- economic activities on the streets
- any other environmental problem they encounter

Besides this, the participants should answer the following questions:

- where do you get water if the tap is dry. How much does it cost
- how much is the rent per room (if different amounts, give them all)
- is solid waste collected from the compound
- how long have you lived in Kwa Rhoda
- how long have you lived in this compound
- do you belong to any (community) organization

8) Lunch

9) The three groups go to their respective compounds and do the indications on the maps, indicating with symbols given separately. Back at 15.00

10) The three groups present their maps and indicate what for them the main problems are, followed by a discussion.

11) Divide in three (different) groups, each group chooses one topic out of the following topics:

- water supply
- sanitation
- solid waste disposal
- environmental cleanliness
- safety
- roads
- drainage
- schools
- health facilities
- landlords-tenants relationship
- rental charges
- facilities per number of rooms
- any other as suggested by the participants

Each group should indicate what the problem exactly is and why it is a problem. Then they should discuss what causes the problem and what could be possible solutions; as well as who should initiate action (council, councillor, committee) and who should organize implementation.

The results of the discussion should be put on cards which are taped on the wall. Each group presents the results, followed by a discussion. If time allows, this can be repeated with other topics.

13) Evaluation of the workshop and closing.

It is envisaged that four workshops with different clusters will be held, but this is dependent on the experience of the first workshop with the tenants. We plan to have different kind of maps for each workshop, in order to try out what kind of map the people find easiest to work with. The programme of the workshop may also be adapted, depending on the evaluation of the first workshop.

D: Interviews with key informants

After a number of workshops are conducted, open interviews will be held with various key informants on the issues which have come up in the workshops, which fall within the area of competence of each of the informants.

1) Town Clerk

Discussion on the viability to start an Area Development

Committee in Kwa Rhoda; steps to be taken to ensure that issuing of title deeds will take place; review of existing building by-laws and their applicability.

2) Town engineer

Discussion on feasibility of infrastructure improvements, what can be done by the Council and what can be done by the residents; review of existing building by-laws and their applicability.

3) Assistant Director of Lands and Settlements/ Provincial Land Registrar

Discussion on current procedures for landregistration and issuance of title deeds; steps to be taken to ensure that issuing of title deeds will take place.

4) Physical Planning Officer

Discussion on current standards for planning of low-income settlements; review of existing plan and the plan made by the project; steps to be taken to ensure that issuing of title deeds will take place.

5) Town planner

Discussion on existing building by-laws and feasibility to adapt them to "deemed to satisfy" solutions, based on current conditions.

6) Cooperative Society/ District Officer

Discussion on availability of plots for public facilities; procedures to be followed to make plots available for public facilities; location of plots for public facilities; steps to be taken to ensure that title deeds can be issued; conditions to be attached to issuing of title deeds.

7) Chief

Discussion on priorities for infrastructure improvement; review of priorities for public facilities and their location; community organization and viability of Area Development Committee.







8) Area Councillor

Discussion on priorities for infrastructure improvement; review of priorities for public facilities and their location; community organization and viability of Area Development Committee.

9) Women Water Group

Discussion on feasibility of community organization; priorities for infrastructure improvements, feasibility of participation of residents in infrastructure improvements and how this can be organized.

SYMBOLS FOR MARKING THE MAPS

5	count doors per structure
3	count latrines
Sp/d	...
T	...
	...
S	...
	...
	...
	...
E, 5hrs	...
	...
	...
	...
ooo	...
	...
	...

For this job, the ground inspectors should know the following quantities:

- How much water is used per day? How much does it cost?
- How much is the cost of electricity if different amounts are used?
- How much waste material does the project...



NORTH3

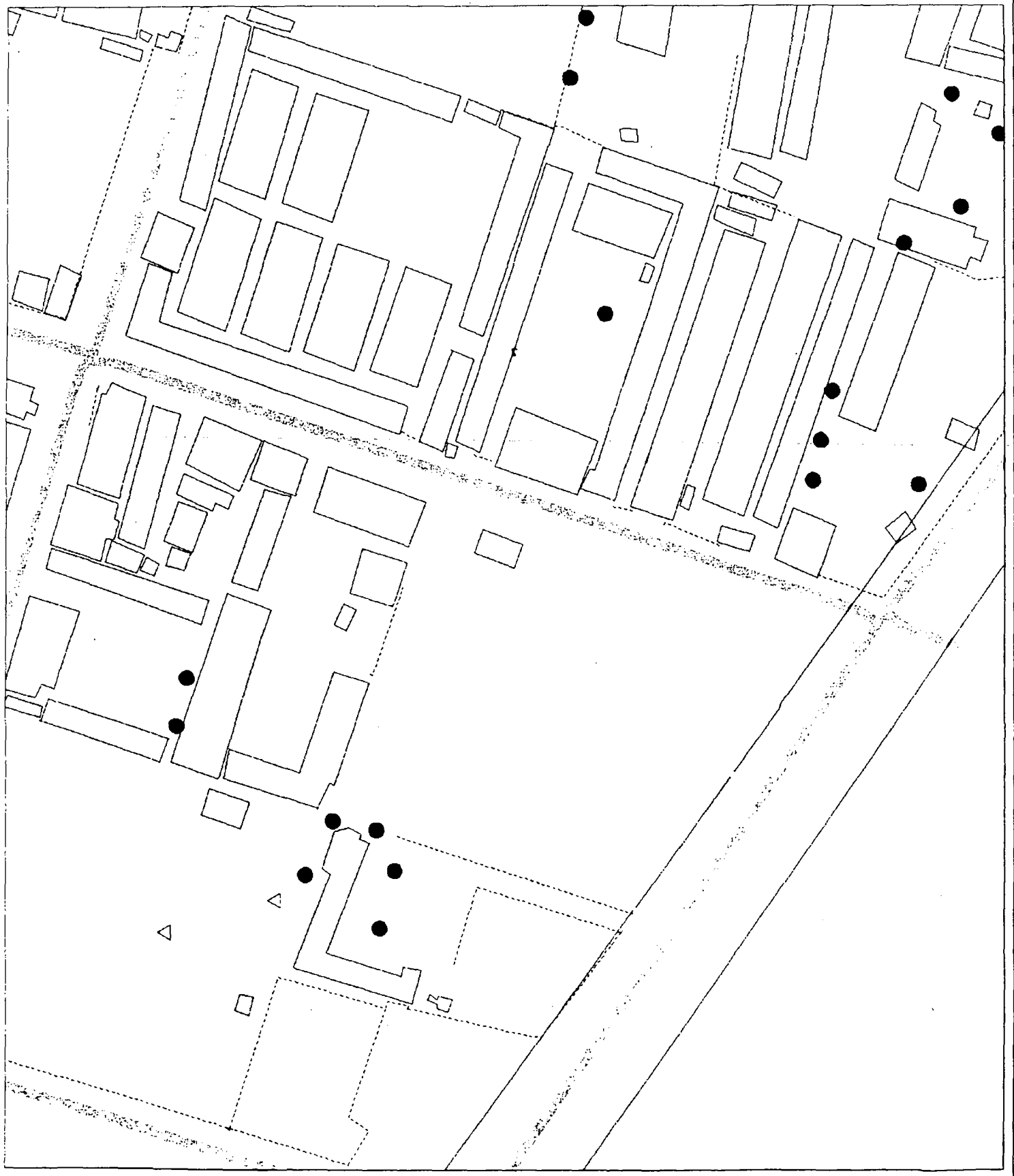
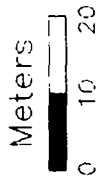
- Buildings
- TEMP
- Boundaries
- Fences
- Mainroads
- Otherroads
- Power
- Sewer
- Telephone
- Waterline
- Cultivation
- Tree
- Waterpoint

Purpose

- Residential
- Economical
- Mixed
- Institutional
- Latrine
- Other

Material

- Bricks/concrete
- Mud/mortar plastered
- Mud/mortar no-plastering
- Timber





BROKEN SQUARES

Objectives

To engage participants in an activity that depends on co-operation, that can highlight feelings experienced by professionals who are in a "helping" relationship with clients.

Materials

One set of "broken squares" for each team of five players.

Rules of the game displayed on the board or flipchart.

Sequence

1. Divide the participants into groups of five and assign an observer to each group.
2. Introduce the game by explaining that it would destroy the learning that comes from it if it is "explained" before playing, but that the significance will be discussed immediately afterwards.
3. Mix sets of 15 pieces and distribute these pieces at random and unequally to each of the five players of each team.
4. Say to each participant:

"Each member of your team has a number of pieces of card. When I say 'Begin', the task of the five members of each team is to make five perfect squares. The task is not finished until each of a team's members has in front of him a perfect square of the same size as those of the other four members.

These are the rules of the game:

 - You cannot speak;
 - You cannot signal to another member to give you a piece;
 - You can, however, give pieces to other team members;
 - The observer will be watching to ensure that these rules are not broken."
5. Tell the team to begin (allow 20 minutes).
6. When the group finishes or when all the groups finish or at the end of the allotted time, call a halt to the exercise and show those teams which have not finished how the pieces are put together to form the five squares.
7. Let the players and the observers discuss what happened.

Pattern sheet for "Broken squares"

