

GOOD PRACTICES AND LESSONS LEARNED

Oxfam GB – Kenya

Project: Promoting livelihoods and inclusion of vulnerable women domestic workers and women small scale traders

Good Practice - Putting citizen voices at the centre of public service delivery through public participation

1. Brief summary

To promote access to basic services from Government by poor urban residents, the project has empowered women to demand for their rights from the Government, leading to increased community level advocacy which has resulted into an increase in Government budget allocation to water and sanitation; and early childhood education.

2. Key Areas of Good Practice:

- Development of Supportive Legal and Policy Frameworks (1.2)
- Advocacy Methods (1.3)
- Institution and capacity strengthening of implementing agency, project partners including (local) government agencies (1.10)
- Awareness raising among informal economy operators/workers and other stakeholders (4.3)
- Organising informal economy workers into associations, cooperatives or other officially registered groups (1.9)
- Community based savings and credit schemes (3.5)
- Providing support to informal economy operators/workers to access services (social protection services, business registration, access to formal savings and credit schemes, training, etc.) (3.1)
- Entrepreneurship and business management training (3.2)
- Leadership training, empowerment training (3.4)
- Vocational and/or skills training (3.6)
- Knowledge of rights, laws and regulations (3.1)
- Support to improve Occupational Safety and Health among informal economy workers (2.3)
- Community-based social protection (4.4)
- Enabling especially vulnerable groups on economic empowerment (women, people with disabilities, affected by HIV, youth, refugees, migrants, minority groups, etc.) (4.6 .7 .8 .9 .11)

3. Context - Brief description

Where the good practice was implemented:

This was implemented in 5 urban informal settlements of Nairobi City i.e. Mukuru, Korogocho, Kibera, Kawangware and Mathare. Informal settlements (slums) in Nairobi host majority of the city's population (up to 60%) and occupy just about 6% of the city's physical space. The slums are densely populated, with limited or no public service infrastructure exposing people living in the slums to vulnerabilities resulting from lack of basic amenities like water, transport infrastructure, electricity, sanitation services etc. Most of the city's informal economy workers live in the slums.

Why it was implemented:

Informal settlements in Nairobi have been historically marginalised in service delivery and representation. The Kenya constitution of 2010 provides for rights to all citizens to participate in their own governance, and to have their voices heard through public participation both at local and national levels. The EU funded project therefore purposed to ensure that the County of Nairobi passed a law providing a framework on how citizen voices of Nairobi County residents would be heard at all levels of governance i.e. ward, sub county and county levels. The project contributed to the development of the Nairobi City County Public Participation Act, which was accented into law in 2016, and has continuously educated the target women on the provisions, as well as mobilised them to participate in spaces created for citizen voices to be heard.

Who was involved:

To implement the good practice, the project staff (both from Oxfam and partners- SITE Enterprise Promotion, National Organization of Peer Educators, and Youth Alive Kenya) have worked together to build the capacity of the target women to understand and appreciate the public participation act provisions, and strategies for advocacy. The project also worked with the county government of Nairobi to build their capacity to implement the act. Local community leaders are also involved in identifying and advocating for priority needs for their areas.

Women in the informal settlements together with their families and entire community.

When the activity was implemented:

This activity was implemented from year 1- 2015 and it continues up to now since it is linked to the annual county budgeting process.

4. Level and type of innovation of the good practice

Yes, it is innovative. This is because instead of Oxfam and partners leading the advocacy processes, we have empowered the beneficiaries and their communities to talk and demand for their rights. During the public participation events the project does not present any petitions, it is the women who organize themselves and share roles on how they are going to strategically present their priorities.

5. Description: processes and steps involved

The process began with the project collaboration with the Nairobi County Government and signing of a formal MoU indicating that Oxfam through the project would support the County in developing and implementing progressive legislation that would lead to improved service delivery to vulnerable populations in the city.

This was followed by convening of civil society organizations that are involved in promoting good governance leading to the formation of the Nairobi Social Accountability Working group which included organizations like World Vision, Concern Worldwide, Transparency International- Kenya, The Institute for Social Accountability (TISA) etc. Through this network, the project got to learn that there was already a draft public participation bill drafted by a private county assembly member. The group formed an alliance with the private member who shared the draft bill and was receptive to the group's inputs. She also invited the working group to present a memorandum to the County Committee of planning and budgeting who are responsible for gathering support for the bill within the county assembly.

Amongst the issues that the project pushed for inclusion in the bill are:- (i) devolving public participation from the county to sub county and ward levels (ii) providing at least 2 weeks' notice to citizens public participation events (iii) Allocating budget (2% of county revenue) to public participation (iv) making the county government responsible for civic education to citizens (v)

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Diversifying ways of announcing public participation events from just newspaper advertisements to include radio/TV announcements and social media.

Through the social accountability working group, project also lobbied individual members of the county assembly to ensure that the bill was passed at their parliament.

After the bill was passed and became law, the project embarked on educating the target women on its provisions, and mobilising them to identify their priority needs at the ward level in preparation to take part in public participation events that the county would organise. This has been ongoing since 2016, and so far, women have realised increased budget allocations to their priority needs as indicated in the table below: -

Sector	2016/17 allocation (KES)	2017/2018 allocation (KES)
Health	1,210,000,000	1,254,000,000
Roads	3,454,752,072	4,941,000,000
ECDs	180,000,000	190,000,000
Water	311, 000,000	365,000,000

6. Resources and skills are needed to carry out the good practice

Influencing and advocacy skills, networking skills, community participation methodologies, training skills, Bill analysis skills.

7. Sustainability of the Good Practice:

Like illustrated above, the project ensured that public participation space is anchored in law so that Government systems are compelled to implement it, even with changes in leadership regimes.

The project also formed collaborations with the County Government structures to support them in implementing the act. This created a positive working relationship, and minimised resistance of proposed changes.

The project builds the capacity of the target beneficiaries to advocate and demand for rights, and empowered the women with relevant skills to engage and negotiate with government structures. This creates capacity to engage even post the project and thus making the good practice sustainable.

8. Links to Other Resources

Public participation act

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9. What would the originators of the Good Practice do differently if they were to do it again?

Given a second chance, the public participation act would include a clause on the repercussions of failing to comply with the act's provisions. This would put pressure on the implementers to ensure that they comply with all provisions.