IMPROVING ACCESS TO JUSTICE AND BASIC SERVICES IN THE INFORMAL SETTLEMENTS IN NAIROBI

An Action Research Approach

FINAL TECHNICAL REPORT

7th December 2015

NAIROBI

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ABSTRACT

(An abstract of 150-200 words specifying the issue under investigation, the methodology, major findings, and overall impact)

Akiba Mashinani Trust, Strathmore University, University of Nairobi and Katiba Institute jointly undertook this research that sought to investigate the relationship between insecure tenure, settlement typologies, settlement dynamics and service provision in informal settlements.

The research shed light on the highly privatized and complex dynamics around land, housing, security, electricity, water and waste management services in Mukuru. It also revealed the level of **Poverty Penalty** (defined as *the relatively higher cost shouldered by the poor, when compared to the non-poor),* which is normally expressed in two key areas;

➢ The 'Price Penalty' exists where a poor person pays an above-average price per unit of the facility, product, or service.

➢ The 'Quality Penalty' refers to the provision of a facility, product, or service of low quality, which is still offered at a price similar to that of higher-quality.

The research shed light on the failures that led to the creation of 'Slum cartels, gangs and other informal institutions that expose residents of informal settlements to a double tragedy: firstly, the threat of violent evictions, insecurity and forced demolitions linked to insecure tenure; and secondly, inadequate and high-priced delivery of basic services. Most basic services in the slums are controlled by slum cartels that exploit the community by charging exorbitant fees and therefore further marginalizing the community. It is these informal mechanisms that undermine state legitimacy and reproduce violence and exclusion.

Rent: For example, The Mukuru belt of slums are home to approximately 138,000 households where 92% pay about $ 25 as rent to structure-owners for a 10 x 10 foot shack with little or no access to piped water, electricity, sanitation, roads and other basic services. The table below illustrates the rent collected in Mukuru ($1 = Kshs. 100) and projections over the next 15 years.

The Mukuru Informal Rent Market	
Total Number of Households	138,000.00
Total Number of Rent Paying Households (92%)	126,960.00
Monthly Rent per Household	$ 25.00
Total Rent Collected Monthly	$ 3,355,552.80
Total Rent Collected Annually	$ 40,266,633.60
Total Rent Collected in 15 Years (Vision 2030)	$ 603,999,504.00

All things constant, over the next 15 years, structure-owners will conservatively collect almost $ 604 Million as rental income from tenants in Mukuru.

Water: For Example, Compared to residents living in adjacent formal estates, the residents of Mukuru residents pay 172.72% more for water reticulated using spaghetti pipes that run though filthy trenches and along dirty, narrow pathways (AMT *et al.* 2014).

Electricity: Compared to residents living in adjacent formal estates, the residents of Mukuru residents pay 45.35% more for unreliable electricity that is supplied using unsafe, informal connections (AMT *et al.* 2014).

As a result of this research, positive engagements have been held with the National Land Commission, the World Bank and firm commitments to unlock this poverty penalty are now being mooted by the Nairobi City County Government together with key actors in the slum-upgrading sector. Specifically, it is envisaged that the "Nairobi Special Housing Fund" will be established to finance sustainable low cost housing delivery in informal settlements. The legal, financial and planning models developed from this research are expected to improve the livelihoods of all.

THE RESEARCH PROBLEM

(The basic rationale for the project and the research problem or problems that were addressed should be stated. Often, the researchers' understanding of the problems will have evolved since the project was approved. The report should describe this evolution and the reasons behind it)

Over the last decade, the Governments of Kenya together with development partners have adopted policies and initiated several programs geared towards slum upgrading[1]. However, evidence on the ground showed that despite the initiatives, the impact has been limited. The government's main programme (KENSUP) has been criticized for pursuing a redevelopment approach similar to the previous failed redevelopment schemes where slum dwellers made way for the middle income through gentrification. Government is also criticized for paying lip service to principles of participatory slum upgrading; and being reluctant to experiment with *in situ upgrading* which has proved the most viable and affordable way to provide improved housing, infrastructure and livelihoods to the urban poor and can be implemented incrementally. Government intervention in informal settlements in Kenya has largely been based on inadequate knowledge and false assumptions of the underlying realities and dynamics, particularly in the ownership and control of land, housing, infrastructure and basic services. Within informal settlements, knowledge of state-society dynamics, in particular the interactions between state and non-state actors, and between formal and informal institutions is essential to understanding of the challenge of informal settlements and the strategies to overcome them in Kenya's urban areas such as Nairobi.

Mukuru kwa Njenga and Mukuru kwa Reuben form one of the largest belts of informal settlements in Nairobi with extreme overcrowding, inadequate and inaccessible basic services. These settlements are faced with constant threat of eviction due to land tenure and land use contestation. Prior to this research project Akiba Mashinani Trust (AMT) worked closely with communities in Mukuru to develop innovative solutions and assist them in overcoming challenges faced in slums, both financial and legal. For example, residents were mobilized into saving schemes leading to securing a loan to buy 23 acres of adjacent land. AMT supported the residents to mount court challenges and media campaigns against evictions orchestrated by absentee land owners and land speculators.

This action research was designed to feed into AMT's existing work and enhance the legitimacy and accountability of public authorities in informal settlements. The

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[1] The Kenya Slum Upgrading Programme (KENSUP), 2003; Kenya Informal Settlement Improvement project (KISIP), 2011; National Housing Policy (2004); National Land Policy (2009), and the new constitution (2010).

knowledge and understanding developed through this research is intended to help better target existing interventions and identify new initiatives to achieve positive change for slum inhabitants. The research tested the practicability of the new land legislation and the institutions created under the new constitution through practical engagement with these institutions for the provision of secure tenure and basic services for informal settlements. It is envisioned that the learning from this research will also influence policy changes and public interest litigation. The whole process of carrying out the research in itself generated awareness at the community level which fostered greater citizen participation and engagement in defense of the rights of the vulnerable groups in society.

Over the research period, the team acquired deeper knowledge of the dynamics of the challenges facing Mukuru communities. The state of insecure land tenure explains the current nature of access and availability of services. This further explains the temporary nature of structures as many of the structure owners do not feel secure to invest in proper housing owing to looming evictions and uncertainties surrounding the land they currently occupy. During the research process, new information was unearthed especially regarding service delivery and land ownership. In service delivery it was evident that the formal institutions responsible for service provision such as the electricity and water utilities did not have much control over the distribution, revenue collection and maintenance of infrastructure. The cartels essentially established the systems to manage service delivery, charging exorbitant rates and with no other options, the residents were left with no choice. This prompted the research team to dig deeper in a bid to understand the power dynamics and the secret to the success of the land, rent and utility cartels. This approach however did not differ significantly with earlier agreed strategies but strengthened the research process and yielded new information and better results that were informed by the key actors within Mukuru.

OBJECTIVES

General objectives
The research set out to establish the dynamics and governance of land tenure, access to justice and basic services in informal settlements. The research also sought to unpack the existing power structures, the overlaps, interrelationships and the formal and informal pecking order within the slums as relates to ownership and control of land and basic services.

The specific objectives of the research were to;
1. To better understand the nature, ownership and control of land tenure and basic services in Mukuru Settlement,

2. To better understand the nature, dynamics and interaction of formal and informal institutions, including the state and non-state actors and identify conditions for building institutional legitimacy and accountability of public authorities in Mukuru,

3. To observe, track and assess the application of new constitutional provisions and innovative financial and planning models to influence and achieve positive change in both formal and informal institutions that have upheld the existence of slums.

Specific objectives

To better understand the nature, ownership and control of land tenure, housing and basic services in Mukuru Settlement: The sub-objectives under this objective included the following;

i. To analyze land tenure dynamics in Mukuru Settlements,

ii. Identify structure ownership patterns within the various villages and analyze the relationships between the title holder, slumlord cartels, tenants, shopkeepers and other operatives,

iii. Establish ownership and control of formal and informal provision of services such as water, sanitation, electricity, health, education and security in their implications for inhabitants,

iv. Understand the role of the youth in the control and governance of land, housing, and basic services and maintenance of power relations,

v. To identify conditions for strengthening the legitimacy and accountability of public authorities in the allocation of land and delivery of basic public services such as water, sanitation, electricity, health, education, housing, and security in the informal settlements.

To better understand the nature, dynamics and interaction of formal and informal institutions, including the state and non-state actors and identify conditions for building institutional legitimacy and accountability of public authorities in Mukuru Settlements, The sub-objectives under this objective included the following;

i. Understand the nature, dynamics and interaction of formal and informal institutions, including the state and non-state actors in the formation of informal settlements and related activities such as demolitions and resistance to forced evictions,

ii. Understand the strengths, weaknesses and characteristics of informal governance systems and the decision-making processes in the formation of informal settlements and related activities such as demolitions and forced evictions.

iii. Understand the role of the formal administration, security apparatus and justice systems in forced demolitions, violent evictions and resettlement.

iv. Investigate the impact of evictions and resettlement on affected communities, including in terms of the destabilizing impacts on economic and social life, and the legitimacy of public institutions for affected communities.

v. Understand specific roles of the youth, both positive and negative in the absence of effective public authorities and service delivery and the opportunities existing for their participation and earning decent livelihoods through new skills and ICT.

To observe, track and assess the application of new constitutional provisions and innovative financial and planning models can be used to achieve positive change and increase the legitimacy and accountability of formal and informal institutions around land, housing and basic services delivery within informal settlements: The sub-objectives under this objective included the following;

i. To establish a legal case observatory, to research and assess the use of public interest litigation adherence of existing legislation and practices to international conventions and constitutional rights as they relate to land, housing and basic services within the slums.

ii. Identify weaknesses and gaps in existing legislation, policy and practice on tenure and basic service provision that impact on the ability of inhabitants to seek accountability for abuses and neglect by public officials, land owners and cartels, in the slums with a view to identifying key areas of reform.

iii. Provide critical information to inform negotiation processes towards slum upgrading and the achievement of adequate infrastructure and housing.

iv. To test and explore the impact of new financial models for informal settlement upgrading.

v. To test and explore the impact new planning processes and standards for informal settlement upgrading

Meeting the Research Objectives

Research Objective	Indicator	Comments
To better understand the nature, ownership and control of land tenure, housing and basic services	**Objective Largely Achieved**	• The first and second phases of the research ie profiling and situation analysis, were able to provide a detailed account of the land ownership, service delivery and housing dynamics. • Structure ownership patterns were identified through detailed enumeration and mapping exercises in both SEPU (Riara) and Simba Cool and the tiered rights over land that exist in the two settlements exposed. • The research also looked into the law applicable and made recommendations on how the issue of insecurity of tenure and service provision could be addressed. • However it was difficult to obtain information on ownership of all the land parcels as searches at the Ministry of Lands were frustrated by the fact that the research team was not in possession of copies of the land titles.
To understand the relationship between formal and informal institutions including actors and identify conditions for enhancing their institutional legality and accountability	**Objective Largely Achieved**	• The resources controlled by the land, rent and utility cartels were partially quantified and the power and influence they wield within both formal and informal institutions tracked. The research found that the exorbitant rates charged to the residents have led to a debilitating poverty penalty. • The research findings were informally disseminated to the Kenya Power and Lighting Company. • There was little engagement with these organisations over the research period. However, this did not affect the quality of the research since much information regarding their operations was obtained from secondary sources and ground truthing /verification. • Meeting with the landowners / title owners in Mukuru was not possible given their unwillingness and the veil surrounding their true identities. Understandably so, given that the land issue is a sensitive matter and the landowners have personal and other interests to protect.

To explore the application of new constitutional provisions and how novel financial and planning models could be used to achieve change and increase the legitimacy and accountability of formal and informal institutions around land, housing and basic services delivery within informal settlements	**Objective Largely Achieved**	• The research team identified the abundant resources in Mukuru's informal economy and developed financial and planning models that would leverage these resources in order to attract external finance from both the state and the private sector for sustainable upgrading. • The dissemination phase of the research yielded positive outcomes. The research team was able to make presentations to government bodies such as the National Land Commission and the County Government of Nairobi. Other presentations were made to the World Bank and its partners. • Through these engagements, the research team explored the possibility of the County Government establishing the Nairobi Special Housing Fund. This quasi-independent fund would facilitate the upgrading of informal settlements in Nairobi. This proposal has been met with enthusiasm and negotiations are at an advanced stage. • Meetings with the National Land Commission also revealed a willingness of the commission to resolve the issue of insecure tenure in informal settlements based on existing constitutional and legal provisions.

METHODOLOGY

Describe and discuss the research methods and analytical techniques used and any problems that arose. Research instruments such as questionnaires, interview guides, and any other documentation judged useful to understanding the project should also be included.
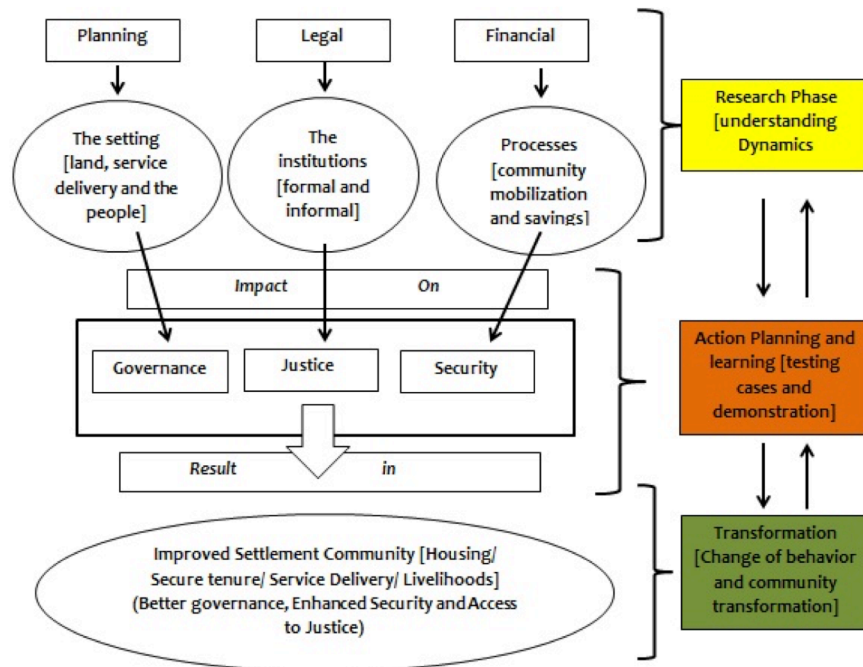

Figure 1: Conceptual Framework (Research Process and Outcomes)

The research utilized an applied research design which served as a model for community engagement and change. It comprised of three key stages namely; The Profiling Stage, The Situation Analysis and the Modelling Phase.

The profiling and situation analysis phase comprised of data gathering and fact finding coupled with analysis of planning related issues. The research phase involved community access, research team mobilisation, preparation and training, and finally data collection and analysis. In the beginning, there were instances when residents of Mukuru were reticent to provide any details or answer any questions due to concerns that the project was ploy or action to ultimately evict them from Mukuru. Access to any village and subsequent responsiveness of community members was contingent on the approval of the village elders. Chairmen/women were particularly supportive throughout the process and acted as primary contacts, for the research team members for fieldwork to take place.

Community preparation for the project was facilitated through the prior relationship with the community Muungano wa Wanavijiji members. Initially, meetings were scheduled where community leaders (Chiefs, Chairmen/women, and Elders) met with representatives from each of the four organizations. The purpose of these meetings was to inform the community of the intentions, objectives, and tasks of the project and to secure their support of and participation in the project. Additionally, it was necessary for the community leaders to appoint additional members to participate as research team guides to assist with survey tasks, guidance through, and perspectives on the villages to be assessed.

Data Collection: The People, the Institutions and Power Dynamics

Observation, interviews and focus group approaches were mainly used to collect data (mainly qualitative) regarding the settlement and associated dynamics. Observational techniques were employed to collect data on the physical setting as well as the human / social and community environment including challenges facing them. As 'outsiders' the research teams encountered instances when the community were unwilling to communicate or disclose information. By using the observation approach, the team was able to learn about things the community was unaware of and possibly unwilling to discuss with them during the interviews or focus group discussions.

Interviews were conducted with specific groups including settlement leaders to obtain the perspectives from as many groups as possible. The research team

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Matters Sensitive:

Exploring issues regarding security presented particular challenges to the planning team. Some of the respondents preferred to volunteer information in private sessions and not in public or focus group discussions. Respondents were uncomfortable in divulging details that pointed fingers at the police or the vigilantes / security groups.

Similarly, the community was uneasy with revealing the youth members who belonged to gangs or were in possession of small weapons.

In the long run, some of these details were obtained in camera and the names of the collaborators concealed as requested by them.

A challenge faced by the finance team was obtaining truthful financial information from informants. The initial approach of Key informant interviews was modified to include a "show me" walkthrough component to ascertain claims.

Further with the embedded illegality in the demand for payment by informal service providers, the finance team faced difficulty in accessing potential interviewees. The use of existing trusted relationships was crucial in enabling this stage.

Within the limited time and scope of the project an in-depth understanding of the mechanisms of the chama (investment club) system could not be fully exploited. This provides scope for further research that would examine the behaviour of such systems in an informal settlement.

was fully convinced and aware of the potential and wealth of information in the hands of the community and their leaders.

These *voices from the ground* were particularly important in unveiling the dynamics around service delivery. These voices played an important role in establishing the dynamics and interaction of formal and informal institutions and in identifying the conditions for increasing legitimacy and accountability of public institutions. The project team conducted interviews and focus group discussions with the settlement leadership, opinion leaders, key informants, business leaders within the settlement, social workers, and vulnerable groups such as the disabled and people with HIV/Aids, the general public and representatives of formal local level institutions.

Spatial Analysis and Participatory GIS (PGIS): Spatial analysis and PGIS tools methods and geo-information techniques were used to map the level of service provision across Mukuru Settlement. Visualizing occurrences and local knowledge enhanced the level of information and knowledge of the communities and research teams. Mapping and geo-referencing services enabled the community to appreciate the governance and security dynamics which they were able to integrate in decision making processes. The information generated during the research has been used by the Muungano wa Wanavijiji organization to support community empowerment processes as well as address challenges such as insecurity and insecure tenure.

Mapping and Enumeration: A household mapping and enumeration exercise was also carried out in Riara within Mukuru kwa Njenga. A joint team from Muungano, Nairobi University and Slum Dwellers International (SDI, Kenya) led this exercise. It is hoped that the detailed information gathered will form the basis for planning and policy recommendations in a future phase of the research. The community mapping and enumeration process is summarized below;

1. Acquired satellite images and boundary identification of settlements was done.
2. Settlement Clustering and numbering code development was achieved.
3. Blew out sections of the settlement and feature identification.
4. Digitization of the visible features in GIS.
5. Clustering of the base map was completed.
6. Blown up sections of a cluster generated through the principles of aerial photography (strips and overlaps to be used for ground mapping.
7. Mapping team established overlap areas and assembled a complete strip of a cluster with overlap areas.
8. Each mapper got a digitised section of the base map (in 6 above) and updated features to be picked including house numbers, structure partitioning and other physical features on the ground - each mapper provided a legend for the mapped features.

9. All the updated sheets were arranged to demonstrate the updated map of the settlement.
10. Final settlement map showed the house numbers and use of structure/room within a structure.
11. Prepared the research questionnaire.
12. Administered the questionnaire to every household.
13. Data entered and analyzed.

PROJECT ACTIVITIES

(What was done with available resources? Describe the activities supported under the project and their timelines).

Research (Planning, Finance, Legal) February 1, 2013 – January 30, 2015
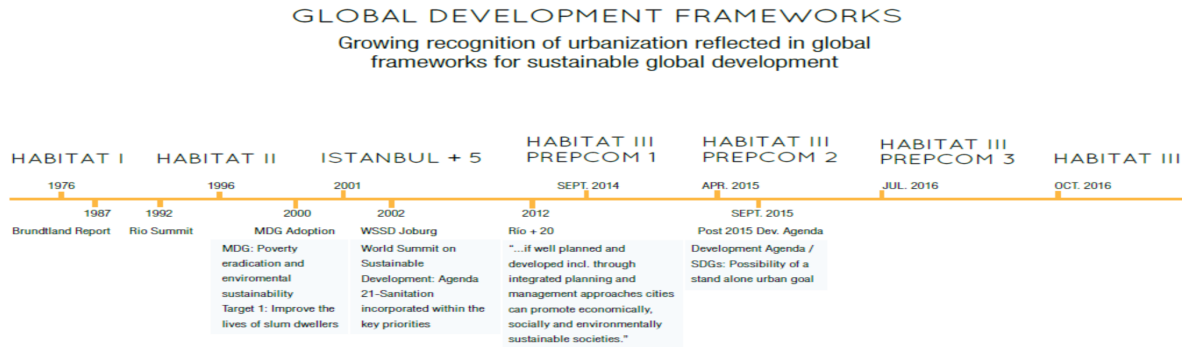
- Defined actor roles including community roles
- Conducted field research and literature reviews
- Held four reflection workshops to build understanding and consensus within the teams on arising research issues
- Held quarterly steering committee meetings to deal with arising challenges and give strategic direction for the research
- Established a legal case observatory
- Prepared a policy paper for the Nairobi County Government on the establishment of a housing finance facility for the urban poor
- Produced a research report
- Prepared and presented a legal opinion to the National Land Commission on land tenure in Mukuru

Dissemination January 2015 – October 2015

1.   Strategic Meetings and Forums

1.1.   HABITAT III PREPCOM2

Background: Housing Affordability has become an issue of concern at the global level. In preparation for the Habitat III and the Post- 2015 Development Agenda, the Prepcom 2 meeting was held at the UN-Habitat, where a number of side events addressing key strategic issues were held. The Prepcom 2 event constituted a united effort by UN-Habitat in collaboration with McKinsey Global Institute, Slum Dwellers International and Habitat for Humanity International to place housing back at the centre of urban policy, and to contribute to the repositioning of the housing affordability challenge as a priority focus area within UN-Habitat's work.

GLOBAL DEVELOPMENT FRAMEWORKS
Growing recognition of urbanization reflected in global
frameworks for sustainable global development

HABITAT I	HABITAT II	ISTANBUL + 5	HABITAT III PREPCOM 1	HABITAT III PREPCOM 2	HABITAT III PREPCOM 3	HABITAT III
1976	1996	2001	SEPT. 2014	APR. 2015	JUL. 2016	OCT. 2016

1987	1992	2000	2002	2012	SEPT. 2015		
Brundtland Report	Rio Summit	MDG Adoption	WSSD Joburg	Rio + 20	Post 2015 Dev. Agenda		
		MDG: Poverty eradication and enviromental sustainability Target 1: Improve the lives of slum dwellers	World Summit on Sustainable Development: Agenda 21–Sanitation incorporated within the key priorities	"...if well planned and developed incl. through integrated planning and management approaches cities can promote economically, socially and environmentally sustainable societies."	Development Agenda / SDGs: Possibility of a stand alone urban goal		

Specifically, the event had two key objectives: to explore major challenges as well as trends in policy responses and practices that can increase affordable housing supply for all especially the most poor and vulnerable groups; and to increase awareness and commitment to addressing the global housing affordability challenge, harnessing on opportunities for concomitantly promoting economic and social development sustainability and inclusion.

Drawing on examples of projects implemented in Kenya, Ms Weru highlighted the possibility of tackling the affordability challenge through a successful combination of housing design (i.e. housing designed to be incrementally improved over a number of years), targeted subsidies and low- cost finance (significantly reducing the cost of land and infrastructure), as well as free technical support.

The main message taken from Ms Weru's intervention is that housing solutions, in order to be affordable, need to start from what people can pay for. The meetings were held at the UN Habitat headquarters in Nairobi on 14-16 April 2015.

See: http://unhabitat.org/wp-content/habitat-iii/docs/April_14_Evening_Room_11.pdf

1.2. Mckinsey Global Institute (MGI) Launch

In November 2014, McKinsey Global Institute (MGI) launched a report named; *A blueprint for addressing the global affordable housing challenge*, which sought to define the affordability gap as the difference between the cost of an acceptable standard housing unit (which varies by location) and what households can afford to pay using no more than 30 percent of income. The analysis drew on MGI's Cityscope database of 2,400 metropolitan areas, as well as case studies from around the world. It found that the affordable housing gap now stands at $650 billion a year and that the problem will only grow as urban populations expand: current trends suggest that there could be 106 million more low-income urban households by 2025, for example. To replace today's

inadequate housing and build the additional units needed by 2025 would require $9 trillion to $11 trillion in construction spending alone. With land, the total cost could be $16 trillion. Of this, we estimate that $1 trillion to $3 trillion may have to come from public funding.

See:(http://www.mckinsey.com/insights/urbanization/tackling_the_worlds_affordable_housing_challenge)

Ms. Weru was invited to speak at this launch. See the links below; Stream:

http://mediaservicegroup.net/Review/Nairobi_Housing_Event_V3_3-Weru.mp4

To Download:

http://mediaservicegroup.net/Review/Nairobi_Housing_Event_V3_3-Weru.mp4.zip

1.3.   2nd Africa Urban Infrastructure Investment Forum

Background: The UN estimates that by 2030 some cities will grow by 50% and some will actually double in size. *How can Africa cope with this urban revolution?*

Although urbanization is usually associated with rising incomes, better living standards, and improved human development, these economic and social advantages will not come automatically. Africa's rapid urbanization is putting significant pressure on existing infrastructures and the ability of cities to offer accommodation and services to all citizens. Today, 72% of urban dwellers live in slums and their living conditions are often worse than in rural areas.

To meet Africa's infrastructure gap, **$93bn** of annual investment is needed, while governments currently spend only **$45 bn**. Investments driven by urbanization will grow much faster across the continent, thus creating scope for exceptional growth in infrastructure projects and other subsectors. This potential is still largely unknown to international investors and its profitable opportunities are yet to be tapped into.

The Forum concentrated on a range of topics: investment, urban planning, connectivity, mobility, intelligent and green cities, energy, water, sanitation and installation management. There were over 350 delegates from the whole of Africa, including mayors, governors, those responsible for the area of urban development and real estate construction, investors, suppliers, installation managers and other specialists in this area, including experts in technology, academics and multilateral agencies.

Ms Weru was invited as a special guest and speaker at the 2nd Africa Urban Infrastructure Investment Forum where she spoke on challenges of low cost housing. In her presentation, she used key lessons from the IDRC Research and used Mukuru as a

practical case study on the issues of housing finance affordability and inclusion.

The forum was held on 29-30 April 2015 at the Talatona Convention Center (CCTA) in Luanda, Angola.

Website: http://www.auiif.com/en

1.4. Nairobi City County Heads of Department Workshop

On 4th August 2015, the research team presented findings of the IDRC Research to the Nairobi City County Government. Present were representatives from IDRC, Katiba Institute, University of Nairobi, Muungano wa Wanavijiji, SDI (Kenya), and 11 heads of various departments at the Nairobi City County Government.

1.5. Too Pressed to Wait – UN Habitat

In April 2014 UN-Habitat launched the Global Urban Lectures – lecture packages focused on subjects related to cities and urbanization. The speakers are associated with UN-Habitat's work, recruited from universities, think-tanks, governments, NGO's, and private sector institutions.

The series wishes to demonstrate a sound evidence-based analysis of a given problem and issues at stake, identify propositions to address them and provide examples that demonstrate how such propositions actually work, are being tested or have been implemented.

Too Pressed To Wait– Jane Weru, Akiba Mashinani Trust

In February 2015, UN-Habitat featured *"Too Pressed to Wait"* by Jane Weru, where she used the findings of the IDRC funded research to explain the sanitation situation faced by the women in Mukuru and issues surrounding their dignity, safety and access to basic services.

See: http://unhabitat.org/too-pressed-to-wait-jane-weru-akiba-mashinani-trust/

1.6. Ira G. Peppercorn (World Bank)

Ira G. Peppercorn is a World Bank policy researcher consultant with a specialization in the rental housing, housing finance, banking, primary and secondary mortgage markets, policy analysis and economic development. He indicated his willingness to review and critique the modeling reports once they were finalized.

1.7. Alemakef Tassew

Alemakef Tassew is the Director at the Ethiopian Directorate of Research and Development, Ministry of Urban Development, Housing and Construction.

Ms. Weru met Mr. Tassew at the 2nd Africa Urban Infrastructure Investment Forum where they discussed the Mukuru Project, the house typologies, income and affordability levels and how Ethiopia is tackling the mass housing challenge, especially for the poor under the 10/90 housing program.
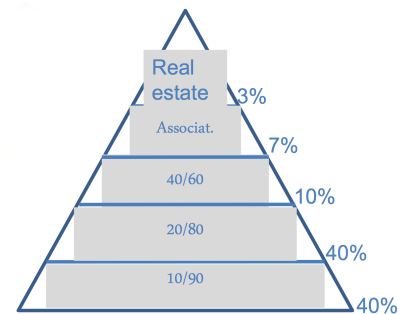
➢ 10/90 Scheme: These are condo houses that require only a small amount of regular down payments from the low-income earning segment of the society. Ethiopia is currently constructing about 22,000 condos. After three years, beneficiaries will enter into the Government's long-term loan package to pay the remaining balance.

➢ 20/80 Scheme: Targets lower middle-income households. Savers will deposit a predefined amount for five years until the amount reaches 20% of the estimated total housing cost before the long-term loan is triggered.

➢ 40/60 Scheme: Targets the upper middle-income group of the population. Individuals are expected to save for five years before the long-term loan is arranged for 60 percent of the estimated housing cost.

➢ Housing Association Scheme: The payment modality for the housing association entails 100% upfront settlement and targeted relatively high-income earners.

Discussions for an exchange visit to Ethiopia are currently under consideration. See: http://mirror.unhabitat.org/downloads/docs/PPT_presentations/040913_Session2_HousingandSlumUpgrading_Housing%20In%20Ethiopia.pdf

1.8. Kenya National Stakeholders' Urban Workshop – "Promoting Growth of Inclusive Cities in Kenya"

Background: Sub-Saharan Africa is undergoing an urban transition: almost 40% of the continent (314 million people) is presently urbanized and this proportion is anticipated to swell to 48% (744 million people) by 2030. In absolute terms this represents more than a doubling of the urban population in a context where the majority of urban dwellers are presently unable to access services, including decent shelter and economic opportunities due to limited resources and state incapacity. In Kenya, urbanization annual growth rate is estimated to be 4.5%. In 2012, about 25% of the Kenyan population was living in urban areas. With this trend, it is projected that by the year 2030, approximately 60% of the Kenyan population will be living in urban areas (GoK – Vision 2030, 2008:118). Kenya's urban areas have over the years suffered from poor planning, which has resulted in proliferation of informal settlements with poor housing and little or no infrastructure services.

The Centre for Urban Research and Innovation (CURI) and the Institute for Development Studies (IDS) both of the University of Nairobi are members of the African Urban Research Institute (AURI) which is a network of urban research centres located across all regions of sub-Saharan Africa.

With support from Rockefeller Foundation and the Ford Foundation, CURI and IDS planned a one day workshop to allow AURI partners to engage with key local and national stakeholder groups (including government, private sector and civil society groups) to inform the new agenda for African urban development leading up to the adoption of the Sustainable Development Goals (SDGs) and feed into the upcoming Habitat III and Africities 2015 conferences.

The workshop focused on the issue of 'how to promote inclusive growth' if African cities are seen as future 'drivers' of national change, under the following subthemes:

➢ How to conceptualize and respond to urban informality

➢ How to conceptualize and promote urban resilience

➢ How to conceptualize and respond to urban spatial inequality

➢ How to do so through co-production methods

As such, the workshop will address the central theme of 'inclusivity' and how the key issues listed above can fit into an inclusive growth agenda that promotes gender equality and the 'right to the city'. The workshop will result in a written report that will be

presented at another all-partner AURI workshop to take place in 2015.

The one-day workshop was held at Nairobi Safari Club on Monday 11th May 2015.   The Centre for Urban Research and Innovation (CURI) used key findings from the IDRC funded research to impress upon the County and National government officials, private sector organizations, development partners, academic/research institutions, and civil society organizations that attended the event about the importance of the informal settlements and the need for improving access to justice and basic services.

1.9.   Kenya Power + World Bank

In March 2015, Representatives of Muungano and AMT were invited by Mitsunori Motohashi a World Bank officer in charge of its Slum Electrification projects to attend a meeting with officers from the Kenya Power Company.

In the meeting, Kenya Power indicated that it had faced huge problems in providing legal power in Nairobi's slums and that it would to work with AMT and Muungano to better understand how to navigate the challenges of slum electrification. AMT informed those present of the IDRC funded research in Mukuru and committed to provide the findings to both the World Bank and Kenya Power.

1.10. The Public Interest Law Clinic

Waikwa Wanyoike of Katiba Institute attended a Public Interest Litigation training at the Public Interest Law clinic Makerere where lawyers were being trained on the right to housing. He discussed the Kenyan experience giving the example of what we have done with Mukuru. Of interest to the participants was the inter-disciplinary approach of our research.

1.11.   1St International Seminar on Social Cartography

Dr. Patricia Kameri – Mbote, Proffesor of Law/ University of Nairobi and Dr. Collins Odote Oloo, Lawyer, Ph.D in Law, University of Nairobi, key members of the IDRC research project were invited to attend the 1st International Seminar on Social Cartography, where they led a panel discussion the Constitutional and legal reforms to protect the rights of ethnic minorities and marginalized groups in Kenya. Mr. James Wanyoike, GIS and Mapping Expert at the Center for Urban Research and Innovations, University of Nairobi, also a key member of the IDRC funded research team was invited to speak and train on the GIS and Mapping experiences in securing land and property rights in Kenya.

This important seminar facilitates scientific exchange between universities in Kenya and Brazil, a swell as between social movements in these countries, considering their different socio-political contexts. Some of the main objectives of this initiative include: Facilitating training in social mapping techniques for the production of booklets containing interviews with members of traditional peoples and communities – their essential knowledge, experiences and views about such social situations; exchange experiences between bot countries in respect to territorial rights and rights to natural resources; as well as developing comparative analysis about the pertaining legal frameworks in both Kenya and Brazil.

See: http://www.ufam.edu.br/attachments/article/3949/Folder-Seminário%20Internacional%20I_05-2015_PNCSA.pdf

1.12.   World Bank Presentation

On 10th June 2015, a team from University of Nairobi, IDRC, Akiba Mashinani Trust, Muungano wa Wanavijiji and Katiba Institute presented the findings of the IDRC research to the World Banks Ms. Kate Owen, Sheila Kamunyori and Wendy Arrons (Urban and City Planners). The presentation was in 3 main parts namely; the Planning, Financial and Legal.

The World Bank is keen on partnering with the project especially for the redevelopment of the 12.5-Acre SEPU land in Mukuru and would like to be involved as the project engages with the County and National Government.

At this meeting, the World Bank also indicated their interest in partnering with the project especially because they have financed the Kenya Power to the tune of Kshs. 2.1 billion under the Global Partnership Output Based Aid (GPOBA) to help supply electricity to 150,000 customers living within the slums. See: http://www.kplc.co.ke/content/item/636/Kenya-Power-targets-150,000-connections-in-slum-electrification-project.

The World Bank also wanted to understand the following;

➢ Clarification of the statistics especially regarding the population and disparity between research findings and census data,

➢ What percentage of the slum economy is used in food/housing,

➢ What subsidies we were proposing to ensure the success of this project,

➢ Affordability of the proposed models,

➢ Rental Housing vs Mortgage Housing

1.13. National Land Commission Meeting

On September 23rd 2015, The research team held a half day consultative meeting with the National Land Commission. The directorates present at this meeting included Research and Advocacy, Legal Affairs and Enforcement, Land Administration, Planning, Survey, Adjudication and Research, County Management, Environmental and Natural Resources and Land information Management.

The Commission pointed out its functions under the Constitution, the National Land Commission Act and the Land Act. They recognised the critical role the Commission has in reviewing of all grants or dispositions of public land to establish their propriety or legality. As a quasi-judicial body, the Commission can receive complaints and hold proceedings. The Commission would look at the procedure followed in acquiring the title, the process of allocation of the land to determine whether it was unlawful or irregular. Where the Commission finds that the title was acquired in an unlawful manner, the Commission would revoke the title. The Commission stated it was equal to the task, they would look at the documents we shared with them, then revert back to us on the way forward.

2. Media Attention

Access to tenure and basic services is gaining traction among the international press. Aljazeera recently spent a week in Mukuru taking footage with Ms. Weru for preparation of a 30 min Feature on Land Tenure in Mukuru and Muungano wa Wanavijiji. This feature documentary will be released in February 2016.

Over the last couple of months, the Guardian has featured two articles on the plight of slum dwellers in Nairobi. See the links below.

➢ http://www.theguardian.com/global-development/2014/oct/29/nairobi-slum-dwellers-sanitation-land-rights

➢ http://www.theguardian.com/global-development/2013/oct/02/kenya-women-sue-nairobi-slum

3. Speaking Engagements

Ms. Weru has presented the challenges affecting slum dwellers at a number of international speaking engagements; see the links below;

➢ http://www.theigc.org/blog/transforming-slums-by-using-access-to-finance/

➢ https://www.bartlett.ucl.ac.uk/dpu/dpu60/dpu60-conference/bios/jane-weru

4.   The Project Website (http://onecityonepeople.co.ke)

The project website will be developed to mainly present the findings of the project and a restricted area to ensure internal communication between partners. The website will include information about the activities of each partner, their experiences and section where they can share the best practices.

The home page will be have latest news on the project, the legal case observatory, the latest news features and publications on all topics relevant to this project, and Videos that will be hosted by a third party website such as youtube, and embedded to the site.

The website will also include contributions of all stakeholders involved in the project, with links to blogs and provide a base to explain and post updated information on each partners activities such as;

➢ http://www.cityscapesdigital.net/2014/07/14/people-vs-constitution/

➢ https://muunganosupporttrust.wordpress.com/2015/02/09/muungano-and-partners-launch-a-new-report-on-improving-access-to-justice-and-services-in-mukuru/

➢ https://muunganosupporttrust.wordpress.com/2015/02/18/24-the-day-huruma-slums-got-secure-land-tenure/

5.   The Mapping and Enumeration of SEPU Land

Mapping and enumerations can help to build a community, define a collective identity, facilitate development priority setting and provide a basis for engagement between communities and government on planning and development. This process allows communities of the urban poor to assert their rights to the city, to secure tenure, livelihoods and adequate infrastructure.

In June 2015, Muungano wa Wanavijiji commenced the mapping and enumeration on L.R Number 209/14009, a 12.6 acre parcel of land in the heart of Mukuru kwa Njenga

registered in the name of **School Equipment Production Unit** (SEPU), a company limited by guarantee as a subsidiary of the Ministry of Education.

This parcel of land is currently home to approximately 3,000 households and about 500 business and institutions. It is this parcel of land where the piloting will begin for all the models developed. Muungano wa Wanavijiji mobilized the residents of SEPU to form savings groups and begin consultations on house designs and settlement layouts.

Capacity building and Training – April 2013 – June 2014

- Trained Community members on data collection methods
- Trained 15 University students on field survey, mapping, data collection, entry and analysis through internship
- Trained 45 community members from SEPU on data collection and participatory GIS Mapping
- Held a 3 day workshop on the projects outcome mapping in Limuru
- Held peer to peer exchanges (students to youth, professionals to professionals)
- Engaged and built the capacity of the Judiciary on housing rights during trainings of judicial officers
- Presented a Case study on Mukuru during University modules/lectures

Workshops and Seminars, Outreach Forums - January 2015 – August 2015

- Series of 4 meetings with the World Bank in Nairobi and subsequent engagements on slum upgrading issues (2015)
- Held a workshop with 12 key National Land Commission department heads in September 2015

Publications (Policy Briefs) March 2014 – June 2015

- Innovative Tenure Rights for Communities in Informal settlements – Lessons from Mukuru, Conference proceedings, Washington DC
- "Confronting Complexity Using Action-Research to Build Voice, Accountability, and Justice in Nairobi's Mukuru Informal Settlements," Chapter 10 in Improving Delivery in Development: The Role of Voice, Social contract and Accountability, World Bank Legal Review, Vol.6, 2015 p.233-256
- The Nairobi Special Housing Fund policy brief
- Katiba Institute's legal opinion on Land Rights for the Urban Poor.
- SEPU Mapping and Enumeration Report

Community Mobilisation and Savings Groups setup Mid 2013 – JANUARY 2015

- Training of community members through informal engagements on community mobilisation for advocacy and human rights

- Training of community members on financial literacy and mobilisation of savings groups (116 groups of 4,143 members)
- Built awareness and mobilized leaders and community members on enumeration and mapping of SEPU (RIARA)
- Collected 17,000 signatures in support of a petition on land and sanitation,
- Presented a petition through 3 community demonstrations to the Cabinet Secretary of Land and the Permanent Secretary for Health on land tenure and sanitation respectively.

(What was learned about the implementation and management of the project's activities? Were certain aspects of project management and implementation particularly important to the success of the project?)

1. Partner collaboration

The multi-disciplinary approach of the research of bringing in technical experts from finance, planning and legal fields developed a better a better understanding of research issues from inception to execution. There was synergy and cross-pollination of ideas by all the partners who were from different professional background of academia and practitioners in the field. It required regular meetings in order to critique and inform each other's work and findings. The teams did not always have the same school of thought, but there was an appreciation especially of the different views and opinions towards the issues under research. Where the teams had conflicting ideas, discussion and mediation was used to arrive at an amicable solution.

The project steering committee drew membership from all the three partners and was instrumental in providing technical and managerial support throughout the project period. This input to the project was on a regular basis. The steering team met at least once a month to review progress and provide direction.

2. Community Involvement

The already established long-term relationship with Mukuru community facilitated an easy entry point to the settlement. The close relationship with between Muungano wa Wanavijiji network (slum dwellers federation) and the research partners enabled the partners to access unique details and knowledge from the Mukuru community. The trust built with the community enabled the partners to access sensitive information and details regarding land ownership, access to services and justice. It also helped in the mobilization of meetings and forums for discussion.

The teams used a bottom up approach in the research. The partners adopted a co-production approach where the community was involved in collection of data, analysis and in the designing of proposals for the improvement of the settlement. The partners took into account the factor of equal representation in the whole process, for example,

the selection of community field research assistants and the constitution of the focused group discussions included women and youth representatives to create a balance.

3. **IDRC Support**

The funding partner (IDRC) provided support through facilitation of technical skills and capacity building sessions such as the outcome mapping workshop (in March 2014) and partners brainstorming retreats. The outcome mapping workshop enabled the partners to look at issues using different lenses. The outcome mapping process taught the participants how to ask the right questions and develop a long term impact perspective which guided the pathway to investigation. Being aware of the outcomes and resources required to achieve the outcomes is an important research governance aspect.

4. **Stakeholder Support**

Working with industry, government agencies and civil society organizations provided a new outlook to the project and also provided an opportunity to further the research into practice i.e. current practice informing theory and using refined theory to improve practice. There was a deliberate attempt to involve other organizations through meetings and information dissemination sessions. The partners particularly worked closely with the community and the following institutions; Nairobi County Government, UN-HABITAT, World Bank, National Land Commission, Muungano wa Wanavijiji, KISIP, and the larger academic fraternity of Strathmore and University of Nairobi.

PROJECT OUTPUTS
(Outputs are the directly achievable products of a project's completed activities (e.g., policy briefs, journal articles, research papers, trained people, etc.)

Research (Planning, Finance, Legal)

- The following research reports were developed; the Situational Analysis Report, the Dissemination Report and the modeling report
- The Legal opinion on Land Tenure in Mukuru by Katiba Institute
- Innovative Tenure Rights for Communities in Informal settlements – Lessons from Mukuru, Conference proceedings, Washington DC
- "Confronting Complexity Using Action-Research to Build Voice, Accountability, and Justice in Nairobi's Mukuru Informal Settlements," Chapter 10 in Improving Delivery in Development: The Role of Voice, Social contract and Accountability, World Bank Legal Review, Vol.6, 2015 p.233-256
- The Nairobi Special Housing Fund Policy Paper
- Katiba Institute's Legal Opinion on Land Rights for the Urban Poor.
- SEPU Mapping and Enumeration Report

Capacity building and Training
- 15 interns trained on field survey, participatory GIS mapping and enumeration skills by AMT and the University of Nairobi
- At least 8,000 community members including those in savings groups were trained on advocacy, human rights, settlement dynamics and financial literacy

Main Achievements
(What were the main specific achievements in terms of research, capacity building, and policy/practice influence?)

1. *Research*
(Phase 1- Profiling and Understanding the Setting): *To better understand the nature, ownership and control of land tenure and basic services in Mukuru kwa Njenga and Mukuru kwa Reuben informal settlements.*

The initial research provided a settlement profile which outlined the key features describing Mukuru from a physical and planning point of view. The report comprised a description of the physical, infrastructure and services, demography, land ownership, environmental and economic characteristics defining Mukuru.

Phase 2 – Situation Analysis – (Answers to the why question) *To better understand the nature, dynamics and interaction of formal and informal institutions, the state and non-state actors and identify conditions for building institutional legitimacy and accountability of public authorities in Mukuru.*

This phase built on the progress made in the first phase. The situation analysis phase commenced with an exploration of the land question which as explained earlier fundamentally, determined the state and nature of access to services and to some extent the justice dynamics. The research also established a link between access to services and justice issues.

Building on the research done, two policy briefs were prepared and presented to the National Land Commission and the Nairobi City County Government.

2. *Capacity building*
The close work relationship and collaboration in joint research activities enabled the cross pollination of ideas between partners. The team members benefitted from the skills and experience of seasoned researchers from the universities.

The community members including Muungano wa Wanavijiji members were exposed to unique data collection tools such as mapping and GIS applications. The residents who supported the research teams were introduced to mapping techniques and quantitative and qualitative data collection tools.

Empowerment

We were able to build the capacity of the groups in various ways. The areas enhanced include; improved financial skills, access to information, individual confidence and understanding, research and mapping, leadership skills. The following two cases indicate groups enhanced capacity in accessing information, confidence and, leadership.

Case 1

Before this project begun, most people in Mukuru ran away at any threat of eviction or demolition. Nowadays, most residents stay put and address the challenge. In August 2015, the Police Boss in charge of Mukuru area was in support of an unknown owner of a parcel of land in Wape Wape (Mukuru Kwa Njenga), to evict the people without notifying them. Fortunately, during a community meeting the people overheard the police boss in a telephone conversation being asked if he required more police to ensure any resistance during the eviction was quashed. After the meeting, the community members spread the word within the community, and after one day, some residents went to the Police station to demand an explanation for the planned eviction and the production of the court order authorizing the eviction. On being confronted by the community the Police boss retracted his earlier position and insisted that there was no eviction. However the residents insisted he tells the truth, or they would camp at the station and not depart. He finally gave in and admitted that the planned eviction was for those people who had business kiosks that had encroached on the road and not the homes of the residents. The residents agreed that there was a need to open up the road but however objected to the police conducting the eviction and agreed to organize for the demolition of the kiosks. They feared if they allowed the police to do it, they might demolish their houses.

Case 2

A similar case occurred in Viwandani, another village in Mukuru where residents stopped a planned eviction by the Chief and Devani (Title Holder). They demonstrated at the Chief's office and demanded that he stop the planned eviction. Though the residents got lobbed with tear gas, they managed to stop the evictions.

Mentoring of young researchers: This was particularly noted with the young researchers working within the university teams. The senior members of the university based partners worked with interns in their respective technical areas and in so doing, imparted skills and knowledge.

Improved livelihoods and financial literacy

A total of 4,143 people in 116 groups were mobilized and trained in business planning, record keeping and auditing. Of these, 312 members in 10 groups received Livelihood Loans from AMT amounting to Kshs.5,730,000 ($57,300). The loans were given with low interest rates of between 6%-10% per annum against the current market rates of between 16 – 22%.

Group members have been able to start new businesses. For instance, members in a youth group (Kwa Njenga Youth Self Help Group) bought motorbikes to transport people for a fee. A woman from a group of women with disability took a loan and bought a

sewing machine and started a tailoring business, (Mukhwano Disabled Self Help), while Kwa Njenga Youth group started rearing pigs as a group project. As a result of these businesses members have started saving more as they have extra income. Some of them have even opened personal Bank accounts where they do their savings. Working with these groups from a financial literacy perspective made it easier for the research teams to understand the real nuances and complex challenges facing the residents of Mukuru.

Community Cohesion

The mobilized groups started working together to understand and figure out ways of addressing the macro and micro issues affecting the entire community. The legal, financial and planning lenses of the research were instrumental in bringing together numerous actors who for the first time could see and understand the linkages and impact of their collective challenges. The interaction increased community cohesion across socio-economic classes, tribal and religious divides. Through this project, relationships have been strengthened, and people are more willing to work together.

Women and Sanitation

 The Mukuru women started a sanitation campaign, demanding better sanitation facilities and infrastructure. They managed to collect 17,000 signatures from the members of Mukuru community. The women have been able to petition the ministry of Health and the Nairobi County government advocating for better infrastructural sanitation facilities.

The IDRC research results were instrumental in demonstrating the magnitude of the sanitation challenges facing the residents of Mukuru to the Ministry of Health and the Nairobi City County Government.

See: https://muunganosupporttrust.wordpress.com/2015/05/18/update-on-the-campaign-for-sanitation-land-and-justice-womens-journey-continues/

Youths

The youths under the umbrella of Mukuru Youth Foundation founded the Mukuru Awards in 2013. They honor the best artists within the community and have been using such events to advocate for change in the pressing challenges facing the youths, such as drug abuse. Backing up advocacy with empirical research results was extremely beneficial to the engagements that the youth had with various sponsors and those participating in the Mukuru Awards.

3. *Policy / Practice influence*

The presentation of policy briefs related to the social, planning and legal aspects of the research has helped to inform policy makers of the current dynamics associated with the settlements. The legal team led by Katiba institute was able to engage with the National Land Commission and disseminate useful lessons regarding land tenure and ownership. The partners also had an opportunity to make presentations to the World Bank and its partners on the research findings. At this point, the Bank officials were keen to see how the results and outcomes could be used to shape the larger slum upgrading programme in Kenya.

Members of the research team have been appointed to sit in current policy and legislative initiatives where reforms especially in the land and human settlement areas. Findings from the research are expected inform the policy and legislative initiatives through the members.

Outputs Largely Achieved

(If appropriate, explain why outputs were not completed or were of poor quality)

1. Dialogue with community on housing models and settlement layout: The process of dialogue and developing consensus on suitable housing models is expected to take a long time. The process will therefore be completed in a proposed future phase of the research.

PROJECT OUTCOMES

(Project outcomes include changes in behaviors, attitudes, practices, capacities, policies, relationships, technologies. The analysis of outcomes should take into account social, gender, and environmental dimensions wherever appropriate and possible)

	Phase 1	Phase 2	Outcomes
Reports	Profile report Technical and Financial report	Technical report (current) Outcome mapping inputs	- Increased awareness - Documentation of Mukuru dynamics
Information Sharing	Community sensitization Maps and settlement layout	Dissemination of situational analysis report	- Empowerment - Increased awareness - Improved understanding of the surroundings social economic factors influencing their quality of life - Appreciation of settlement dynamics by partners - Enhanced partner capacity - Change of attitude, practice and capacity - Partner buy-in for project development - Evolving engagements eg with National Land Commission, County Government of Nairobi, World Bank and the Kenya Power and Lighting Company Ltd (capturing services, tenure, policy and finance) - Emerging engagements with stakeholders participating in Habitat III

Training and Capacity Building	Training of community research assistants and interns on data collection and mapping Settlement leaders and interest groups on planning and land management	Community workshops on Planning and Modeling **Planning Clinic 1:** Developing a settlement profile and importance of understanding the settlement dynamics **Planning Clinic 2** Modeling infrastructure and service provision including space use **Planning Clinic 3** Participation in planning and the roles of various actors	• Acquired skills • Skills enhancement • Enlightened settlement leaders • Improved advocacy
Capacity-building (Youth and women)	Structure owners who are youth and groups of youth (male and female) who manage solid waste collection activities Taking the University to the Settlements - Social responsibility activities where research assistants have supported in ICT training in a community training facility	Taking the University to the Settlements - Social responsibility activities where research assistants have supported in ICT training of youth in a community training facility	• Empowerment • Acquired skills • Skills enhancement
Institutional reinforcement and		Implementation of outcome mapping principles Enhancing skills of research assistants on	• Improved networks and strategic

sustainability		qualitative data analysis approaches including content analysis Supporting community to develop settlement based planning committees	partnerships • Awareness creation

OVERALL ASSESSMENT AND RECOMMENDATIONS

The following are the overall assessment and recommendations pertaining to the project;

- ➢ **Multidisciplinary Approach:** By drawing from multiple disciplines, this research was able to redefine the intricacy and complexity of the problems facing the residents of Mukuru informal settlement. The holistic approach to solving these problems was both innovative and revolutionary. However, different points of view and attendant interpretations on various research findings sometimes put a strain on the overall team dynamics;

    - o **Recommendation 1:** It would have been beneficial to build-in monthly retreats for various teams to share notes on progress made, context and current thinking, proposed approaches, proposed changes in dynamics and methodologies. These constant synchronization sessions would have improved collaboration at every stage, information sharing, overall team dynamics and outputs.

    - o **Recommendation 2:** The outcome mapping exercise that took place mid project was extremely beneficial to the second half of the project. It would have been beneficial for the outcome mapping exercise to take place at the very beginning of the project, involving both the steering committee as well as the technical teams. This exercise would have set the research rhythm from the very beginning.

- ➢ **Stakeholder Engagement:** The intricacy and complexity of challenges in accessing justice and basic services for residents of informal settlements requires the participation of a multiplicity of state and non-state actors.
    - o **Recommendation:** It would have been beneficial to engage these stakeholders in order to track policy changes, current thinking, challenges and emerging opportunities for a more robust engagement in the future. One way of addressing this challenge is to link the research project to on-going projects that are complementary. This would allow the project to leverage from these

projects and also expand the breath of partners. Currently, the project is working with the Nairobi City County for the establishment of the Nairobi Special Housing Fund as a vehicle for implementing slum upgrading in Nairobi, the County of Kiambu for the upgrading of the Kiandutu Slum in Thika and through SDI, initial discussions with the Zambian Federation for the establishment of the Lusaka City Fund for slum upgrading.

➢ **Popular Version:** It would have been prudent to produce a popular version of the research findings for public consumption, where the complex issues can be presented in a simple, easy to read, easy to understand format especially for dissemination at the community level.

➢ **Double-edged sword:** As a result of the advocacy work in Mukuru kwa Njenga and Kwa Reuben, the structure owners are more confident and have begun to construct permanent structures in an unplanned manner. This is a major challenge as it is likely to lead to rapid gentrification.

  o **Recommendation:** Further research needs to be conducted and recommendations made on the development of policies that would effectively stop undue land grabs by structure owners in informal settlements that are likely to benefit from upgrading projects.