

# Pamoja Maji Bora–Nairobi

## Why do we need guidelines for water and sanitation in the informal settlements?

Interventions in informal settlements need a more coherent and strategic focus in order to: (a) move beyond piecemeal efforts, (b) maximize long-term impact, and (c) ensure efficient use of resources. These guidelines were developed by AWSB and NCWSC to help plan and implement a more systematic and expanded drive to improve water and sanitation in informal settlements.

## What is the overarching objective of the guidelines?

The overall objective of these Guidelines is to increase coverage, affordability and sustainable access to safe water services and basic sanitation facilities in the informal settlements of Nairobi by: (a) providing guidance for NCWSC actions, (b) promoting partnerships with key stakeholders, and (c) increasing the predictability and transparency of WSS interventions for recipients and partners. The Guidelines provide direction to plan settlement-specific strategies and programs, including specific timelines, goals and costs.

## What type of information is covered in the guidelines?

The guidelines include a brief overview of the sector (institutional, legal, and regulatory issues); an overview of the situation in Nairobi's informal settlements; and some preferences for technical solutions. More importantly, a series of principles are laid out to construct a framework for interventions. Lastly, these principles are translated into an action model for operational engagements in the informal settlements.



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## Steps for Implementation

- Preliminary identification of area and target community
- Action planning
- Situation analysis and data collection
- Presentation of findings
- Technical design
- Management and transactions design
- Communications on activities
- Selection of community partners and beginning of collaboration
- Implementation
- Operations and maintenance
- Monitoring, evaluation and reporting

AWSB, NCWSC, Pamoja Trust and Maji na Ufanisi working with Mukuru residents to identify sites for a public toilet



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## Pamoja Maji Bora–Nairobi

# IMPROVING WATER AND SANITATION IN THE INFORMAL SETTLEMENTS Guidelines for Nairobi



Nairobi City Water & Sewerage Company Ltd

Athi Water Services Board

# Guiding Principles—Pamoja Maji Bora—Nairobi

## SOCIAL PRINCIPLES

**Human Rights.** Everybody has the right to basic water supply and sanitation.

**Civil society.** A strong and active civil society, including women and youth, has a vital role in planning, construction and management.

**Hygiene promotion.** All water supply initiatives shall promote safe hygiene.

## ECONOMIC AND FINANCIAL PRINCIPLES

**Asset ownership.** While AWSB owns the infrastructure and has licensed NCWSC to manage and deliver services on its behalf, it is also open to alternative arrangements for the informal settlements within sector regulations.

**Business approach.** Water services shall be provided according to commercial principles.

**Regulating prices.** NCWSC will partner with communities to regulate the price of water.

**Conservation.** Water conservation and demand management are critical to the planning and management of water services.

## CORPORATE PRIORITY

**Corporate commitment.** AWSB and NCWSC's performance agreements and strategic plans shall include clear objectives and timelines for the informal settlements.

**Adequate resources.** Adequate and sustained financial and human resources shall be allocated to informal

settlements; NCWSC shall have a dedicated unit for informal settlements with qualified staff and a budget.

## IMPROVING SANITATION

**Appropriate solutions.** Off-site sanitation facilities are preferred but if not possible due to geographical constraints, on-site solutions will be promoted with an emphasis on emptying and ecological approaches.

**Hygiene education.** NCWSC shall promote hygienic and healthy sanitation habits.

## INSTITUTIONAL/MANAGEMENT ARRANGEMENTS

**Roles and responsibilities.** The Service Provision Agreement (SPA) defines the respective roles and responsibilities of AWSB and NCWSC to avoid overlapping mandates.

**Participation.** User and community participation in planning and provision of services is important at every phase.

**Building capacity.** Community capacity building is a priority.

**Managing information.** Information enabling better management, effective monitoring and regulation should be simple, practical and tailored to the informal settlements environment.

**Disseminating knowledge.** The NCWSC informal settlement department shall document, analyze and disseminate learning from pro-poor interventions.

**Private sector participation.** The private sector will work with AWSB and NCWSC to provide engineering

and design services, construction, consulting, capacity building and some management of kiosks and public toilets.

## IMPROVING INFRASTRUCTURE

**Trunk mains.** NCWSC shall target the installation, improvement and rehabilitation of necessary trunk infrastructure.

**In partnership.** NCWSC will engage in multi-level partnerships with other agencies to push for other improvements (e.g. roads, drainage), and ensure that efforts are coordinated.

## COMMUNICATION

NCWSC commits to: (a) put in place mechanisms for feedback and complaints, (b) include services to informal settlements residents in its customer charter, (c) open resource centres in six administrative regions, (d) post documents on its website, and (e) open its headquarters' library to the public.

## PARTNERSHIP

### Government and Municipalities

- AWSB and NCWSC shall adhere to Government of Kenya strategies and policies, and coordinate operations with other slum upgrading efforts.
- AWSB and NCWSC will engage the City Council to intensify slum upgrading, and to address land issues and install drainage.
- Local authorities and politicians shall always be included in the process.

## Development Agencies and NGOs

- NCWSC shall take a central role in supporting and coordinating the operations of sector actors in informal settlements.
- NCWSC shall organize NGO and stakeholder forums to coordinate activities and share experiences.
- AWSB and NCWSC shall actively cooperate with specialized NGOs while adhering to procurement rules.

## Communities

AWSB and NCWSC shall include and consult with communities at all phases of an intervention, including operations. NCWSC shall engage with communities on three levels:

- Settlement-wide water and sanitation forums facilitated by NCWSC to disseminate information and facilitate local residents to participate, plan and agree on settlement-wide issues.
- Local steering committees at the community or village level are the main channel between the utility and consumers, and will help to ensure that residents participate in the planning and implementation of specific projects and monitoring the performance of community-level operators.
- Community-level operators enter into a contract with NCWSC to operate services. Operators may be a CBO, NGO, individual, enterprise, or association. AWSB and NCWSC shall design model contracts and MoUs which may vary according to local conditions.