Kayole Soweto Settlement Study

-A Decade of Transformation-
Background and Introduction
Kayole-Soweto Context

- **Approx. 70% of Nairobi** (4.4 million residents) live in informal settlements, about **1.5 times** the Sub-Saharan African average.

- **90,000** of these residents live in Kayole-Soweto, a **1.9 square km** informal settlement to the East of Nairobi, about **8km** from the Central Business District (CBD).

- Residents working within Kayole-Soweto primarily have **small businesses** e.g. groceries, retail shops, salons, kiosks etc.

- Those working outside the settlement are involved in **casual jobs** in Nairobi’s Industrial Area or in the nearby formal neighborhoods.

- Several residents also earn a living by **collecting and reselling** plastic and metal materials.
The settlement, is unique, unlike many others informal settlements in Nairobi, it was **planned** from the beginning, but plan **not fully implemented**.

The settlement is one of the informal settlements in Nairobi that benefitted **from combined infrastructure development**.

Infrastructural investments implemented over the years include **electricity** connection, **roads**, **water** supply, **sewer** connection, lighting.

The settlement’s occupied land was deemed **quasi-legal** until **title deeds** were issued for plots in 2020-2021 under the **Nairobi Titling Programme**.

Today, about **2 in 3** residents are tenants, while the remaining third are landlords or structure owners.
Kayole-Soweto Investments – An Overview

- Improved access to piped water and sewerage (OBA)
- Electricity Connections (KEEP)
- Infrastructure investments in roads, drainage, lighting (KISIP)
## Combined Infrastructure Investments

<table>
<thead>
<tr>
<th>Project</th>
<th>Nairobi Sanitation OBA (OBA) Project</th>
<th>Kenya Informal Settlements Improvement Programme (KISIP)</th>
<th>Kenya Electricity Expansion Project (KEEP)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overview</strong></td>
<td>Water and sewerage services</td>
<td>Upgrading of 14 key public roads</td>
<td>Connection for 2,294 customers to mains grid</td>
</tr>
<tr>
<td><strong>Key Actors</strong></td>
<td>NCWSC GPOBA</td>
<td>NCCG - KISIP County coordination office National Govt - KISIP National Coordination office Kayole-Soweto SEC</td>
<td>KPLC GPOBA</td>
</tr>
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### Roads and Storm water Drainage

<table>
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<tr>
<th>Lighting Project</th>
<th>Sanitation OBA</th>
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<tbody>
<tr>
<td>Public lighting and floodlights</td>
<td>WATER SEWERAGE</td>
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</table>

### Combined Infrastructure Investments Timeline

- **KISIP**: ROADS AND DRAINAGE
- **KEEP**: POWER
- **Sanitation OBA**: WATER SEWERAGE
Evaluative Study to Assess Investment Impact

An effort to capture residents’ perspective on the infrastructure-led physical and socio-economic changes in the neighborhood
Objectives of the Evaluative Study

Overarching aim to gain a broad understanding of:

- **Scale** of social transformation
- **Key factors** that helped expand the project’s impact
- **Successes and challenges** through the process
- **Sustainability** of improvements
- Possible impact of COVID-19 pandemic on perceptions of improvement
Methodology and Timeline

May 2021 - 2022

Initiation + Stakeholder Mapping

Methodology Development

Desk Study

Transect Walk

Focus Group Discussions (6)

Key Informant Interviews (9)

QGIS Recording + Processing

Household Surveys (114)

Data Analysis + Reporting
Perception of Change in Kayole Soweto
Data Highlights: General Findings

Community appreciates overall development in Kayole Soweto

Residents feel the neighborhood has developed into an estate from an informal settlement, increasing property values and rents, and economically benefiting landlords.

Electricity and street lighting particularly valued, has improved lifestyle, security, and businesses.

However, challenges continue with water, roads and sewage management that affect certain areas more.
Community Perception of Change - Across Infrastructure Categories

**Roads**
- Ease of travelling
- Increased access to hospitals in emergencies
- Proper vehicle routes for grocery within the neighborhood

**Electricity and Lighting**
- Enhanced safety
- Increase in business operation hours post dark
- Enhanced physical mobility among residents from reduction in accidents

**Water & Sanitation**
- Removal of sole reliance on water vendors
- Reduction in cost associated with pit latrine drainage
- Female residents reported reduction in infections from toilets
- Self-contained houses with pathways for human waste facilitated estate development
## Community Perception of Change – Across FGD Respondent Categories

<table>
<thead>
<tr>
<th>Women</th>
<th>Tenants</th>
<th>Landlords</th>
<th>SEC</th>
<th>Business Operators</th>
<th>Local Leaders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety associated with street lighting</td>
<td>Most affected by sparse water availability while paying water bills</td>
<td>Benefited from higher rents and property values</td>
<td>Discussed the most about road and sewage pipe sizing issues in qualitative discussions</td>
<td>Benefits of electricity connections increasing operational hours of businesses and opportunities to setup new enterprises</td>
<td>Only qualitative discussion with more references to successes than challenges</td>
</tr>
<tr>
<td>Positive health impacts from toilet construction</td>
<td>Cost burden from sewage management issues</td>
<td>Made maximum references to future changes they want to see</td>
<td></td>
<td></td>
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</tr>
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  - Positive health impacts from toilet construction
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- **Business Operators**
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- **Local Leaders**
  - Only qualitative discussion with more references to successes than challenges
Community Perception of Change – Kayole Soweto as an “Estate”

General Findings

- The community made multiple references to Soweto developing into an estate from an informal settlement (slum), raising rents, and economically benefiting landlords.

“it is an estate now and very soon it will be gated” ~ Landlords

“we now feel like we are staying at the estate, now we are ahead, I’m really grateful and impressed ~ Local Leaders

“things have changed, we have a hospital now at this place, Soweto is now an Estate, never the same” ~ SEC

“but now when you get to Soweto you won’t say that it is a settlement scheme, you will say that it’s an estate” ~ Tenants
Data Highlights: Infrastructure Deep-Dive

Positive & Negative References to Infrastructure Codes

- **Electricity**: Challenges with Infrastructure Provisions: 12, Successes across Infrastructure Provisions: 29
- **Inclusive Toilets**: Challenges with Infrastructure Provisions: 22, Successes across Infrastructure Provisions: 5
- **Road**: Challenges with Infrastructure Provisions: 26, Successes across Infrastructure Provisions: 31
- **Sewage Management and Drainage**: Challenges with Infrastructure Provisions: 21, Successes across Infrastructure Provisions: 60

**Successes**
- Roads: improved businesses, mobility
- Water: Meters & billing, sparse availability
- Electricity: Flood lights, street lights, security

**Challenges**
- Inclusive Toilets: Not recognizing needs of PWDs and Women
- Sewage Management: blockages from garbage dumping in drains, pipe size issues
## Community Perception of Change – Across Household Survey Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Challenge</th>
<th>Success</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity &amp; Lighting</td>
<td><strong>Challenge:</strong> Power Blackouts</td>
<td><strong>Success:</strong> Improved Security</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Success:</strong> Improved Accessibility</td>
</tr>
<tr>
<td>Roads</td>
<td><strong>Challenge:</strong> Dumping in the drains</td>
<td><strong>Success:</strong> Improved Accessibility</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Success:</strong> Increased Access to Clean Toilets and Better Sanitation</td>
</tr>
<tr>
<td>Sewage</td>
<td><strong>Challenge:</strong> Frequent Pipe Bursts</td>
<td><strong>Success:</strong> Increased Access to clean water, sanitation and time saving</td>
</tr>
<tr>
<td>Water</td>
<td><strong>Challenge:</strong> Water Rationing</td>
<td><strong>Success:</strong> Reduced Disease Outbreaks</td>
</tr>
<tr>
<td>Sanitation</td>
<td><strong>Challenge:</strong> Inadequate Water</td>
<td><strong>Success:</strong></td>
</tr>
</tbody>
</table>
Reasons to Migrate to Soweto by No. of Respondents

- **Improved housing conditions**: 20
- **Improved sanitation**: 11
- **Improved security**: 11
- **Improved roads/accessibility**: 7
- **Economic opportunities**: 18
- **More affordable house rents**: 15

Data Highlights

- Most respondents cited *Improved Housing Conditions* and *Better Economic Opportunities* as the reasons to migrate back into Soweto.

- Some also cited more affordable house rents as reasons, but opinions differed across landlords and tenants.
Data Highlights: Household Survey Analysis – Estate Development

- Property value and housing demand have seen changes from infrastructure strengthening in Soweto over the years.
- Largely, increase in property value and demand for housing were seen as positive impacts from Water, Sewer and OBA Sanitation Projects.
- Tenants highlighted increased rents emerging as a challenge to them as a result of better road infrastructure.
## Contrasts and Similarities: Responses to Infrastructure Provisions in FGDs and HHS

<table>
<thead>
<tr>
<th>Changes and Benefits</th>
<th>FGDs</th>
<th>HHS</th>
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<tbody>
<tr>
<td>Estate Development</td>
<td>✓ Stories and mentions of development into an estate</td>
<td>✓ Land value and better housing data to corroborate FGD findings</td>
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<td></td>
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</tr>
<tr>
<td>Power and Lighting</td>
<td>✓ Women and others highlighted enhanced security &amp; ability to run businesses with better lighting</td>
<td>✓ Second-highest mentions to electricity and lighting as a major change</td>
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<tr>
<td>Water</td>
<td>x Emphasized more challenges than successes owing to inadequate availability &amp; issues loan terms and billing</td>
<td>✓ Highest number of respondents mentioned water as the main positive change</td>
</tr>
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<tr>
<td>COVID-19 Mitigation</td>
<td>x Few mentions of infrastructure provisions helping COVID-19 mitigation. Only noteworthy mention by local leaders for ensuring access to schools for children through the internet</td>
<td>✓ Amplified role of infrastructure investments in mitigation through increased hygiene, enhanced security, social distancing and education for children</td>
</tr>
</tbody>
</table>
Lessons Learnt

Community Involvement
- Residents collectively highlighted the need for active community involvement across project phases and representation of social groups

Approach to Address Challenges
- Residents suggested a zone-wise approach to address infrastructure challenges → water and road issues were more prevalent in some areas

Effective Communication
- Essential to engage and communicate project goals and potential impacts on the community effectively
### Existing Challenges and Potential for Future Investment

<table>
<thead>
<tr>
<th>Category</th>
<th>Potential Focus Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Toilet Construction</strong></td>
<td>• Potential future focus on flushable toilets with appropriate seat height and handles to accommodate disabled and elderly populations</td>
</tr>
<tr>
<td><strong>Solid Waste Management</strong></td>
<td>• Better SWM with designated garbage disposal sites and community training and sensitization</td>
</tr>
</tbody>
</table>
| **Employment Opportunities** | • Generating employment opportunities for the youth through technical skill trainings to provide employable skills  
• Development of local market to expand opportunities for small businesses and generate jobs |
Thank You.