

Status Report on  
**Budget Implementation in  
Solid Waste Management**  
In Nairobi City County



Findings of a Social Audit in  
Embakasi South, Kibra and Westlands  
Sub-counties



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## List of Acronyms

CFSP	County Fiscal Strategy Paper
CIDP	County Integrated Development Plan
GDM	Garbage Disposal Management
MTEF	Medium Term Expenditure Framework
NCC	Nairobi City County
NYS	National Youth Service
TAP	Transparency Accountability Public participation
TISA	The Institute for Social Accountability

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This report was also made possible by the diligent and tireless work of the community resource persons<sup>1</sup> under the stewardship of their Coordinators; Paul Oluoch Adhola, Rukia Godana, Susan Malaki, Joshua Adegu and Anne Wambui in Embakasi South, Kibra and Westlands sub-counties respectively.

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1 See full list of community resource persons

## Executive Summary

Solid waste management remains a priority area for the county as evidenced by the continued increase in allocations to the solid waste management sub-sector. During FY 2014/15, allocations towards solid waste management services was Ksh 103 million, this saw an increase to Ksh 700 million in FY 2015/16 and Ksh 1.5 billion in FY 2016/17<sup>2</sup>. However, despite the continued increase in the budgetary allocations towards the sub-sector, the social audit findings point to some challenges in the county budget implementation.

*Social audit* is the process through which all details of a public project are scrutinized at a public meeting<sup>3</sup>. A social audit seeks to evaluate how well public resources are being used and how to improve performance.

The social audit was undertaken by The Institute for Social Accountability (TISA) in collaboration with community representatives between May and June 2016, in three Nairobi Sub-counties of Embakasi South, Kibra and Westlands, through interviews with residents from various villages, zones and estates in target areas. The audit focused on three key questions;

- i]. How is refuse collection performing in your sub-county,
- ii]. Is there accountability and
- iii]. Where is the money going?

The findings of the social audit which include; poor public involvement in solid waste management, lack of transparency in the management of garbage collection and appointment of garbage contractors, low rate of waste collection, absence of garbage collection points among others have been compiled for public dissemination in this report with a view to promote transparency, accountability and participation in the sub-sector as well as to secure youth, women and people living with disabilities engagement in the solid waste management.

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2 Programme Based Budget FY 2014/15, 2015/16 and 2016/17  
3 [https://www.opensocietyfoundations.org/sites/default/files/popular\\_2008080](https://www.opensocietyfoundations.org/sites/default/files/popular_2008080)



## 1.0 Summary of findings

### a) How is refuse collection performing in your sub-county?

Effective waste management remains an integral aspect for sustainable environment. This Social audit was purposely undertaken by TISA to assess the status of budget implementation as well as the transparency, accountability and public participation aspects in the management of solid waste/garbage collection in target areas of Embakasi South, Kibra and Westlands sub-counties in Nairobi City County.

Despite numerous strides made by Nairobi City County, as envisioned in policy documents such as County Integrated Development Plan (CIDP) and County Fiscal Strategy Paper (CFSP) towards enhancing waste management, the sub-sector is still underperforming. According to the social audit findings from the target areas, designated waste collection points are lacking especially in the informal settlements, the existing collection points are illegal as they were created by residents due to absence of the same in their localities, additionally, the collection points are unhygienic.

Garbage collection fees remained a challenge especially to the low income earners who viewed the service as expensive, therefore, opting to manage the same on their own, as evidenced through dumping of garbage along the roads including the rivers, further residents paid different rates for garbage collection despite living in the same locality, this portrayed the extent to which the garbage collectors were exploiting the residents for the service. Notably, waste transportation by the Nairobi City County (NCC) or the contractors from the collection points was significantly at a low rate, hence posing a health hazard to the residents. It is important to note is that only one refuse truck serves a whole sub-county, therefore, in case of any mechanical related issues the service comes to a standstill.

Waste segregation and recycling as envisioned in the CIDP, has not been fully promoted, waste segregation and waste recycling was not done in most of the target areas, this is contrary to the Vision 2030 priorities that include research, legislation, viable technologies and enforcement of statutory mechanisms for the disposal of human and industrial waste.

**b) Is there accountability?**

**Responsiveness to residents demands in MTEF**

During the Medium Term Expenditure Framework (MTEF) public hearings in December 2015, residents presented their priorities in waste management sub-sector, this included;

- i]. Establishment of designated garbage collection points;
- ii]. Organize clean-ups;
- iii]. Ensure garbage truck collect wastes regularly;
- iv]. Engage the youth in garbage collection;
- v]. Undertake civic education on waste collection;
- vi]. Purchase of garbage trucks and garbage bins.

However, whereas allocations to the sector have increased, the county has not responded to citizen priorities in the sector; Public priorities were not fully factored in both the FY 2016/17 County Fiscal Strategy Paper (CFSP) and County Budget Estimates. A review of previous financial years of 2014/15 and 2015/16 budget documents also revealed that citizen demands were not factored in the final county budget documents.

## **Public Participation**

Limited public participation characterized the solid waste management sub-sector. It was evident residents were not involved in decision-making of garbage collection. This was evidenced through varying fee charges for garbage collection, lack of cooperation with garbage collection companies, residents were not careful in dumping of garbage, further 69% of respondents surveyed said there were no organized clean-ups. Additionally, the citizens were not involved in the contracting process of service providers as the majority were not aware of who was responsible for garbage collection in their respective areas.

## **Information about projects in the sector**

The social audit was constrained by limited access to information regarding the status of projects implementation in the sub-sector, efforts to reach relevant stakeholders to address the same as well as provide access to relevant documents was futile hence limiting the success of the project. Further, the social audit team were unable to locate development projects on solid waste management within the target areas.

## 2.0 Introduction

*Budget monitoring* is a method that facilitates citizens to screen, assess, and actively participate in the decisions on public policy-making and government expenditure. It offers citizens the power, knowledge, and self-belief to take action towards improved service delivery<sup>4</sup>.

Citizen audit is a good governance practice that ought to be embraced at all levels of governance. Citizen audits ensure wasteful spending and corruption is minimized and hence facilitate the achievement of desired goals. Additionally, citizen audit provides citizens with a platform to discuss/interrogate and identify gaps in target projects/budget and results hence providing an opportunity to hold relevant stakeholders accountable.

The Institute for Social Accountability (TISA) has been implementing a social audit programme that aimed at assessing the status of service delivery, focusing on the solid waste management sub-sector (Garbage Collection) under the Water, Energy, Forestry, Environment and Natural Resources sector of the Nairobi City County. The sector is responsible for water and sewerage, street lighting, parks and open spaces and solid waste management. The key component of the project was the social audit process that focused on municipal solid waste which consists of household waste, construction and demolition debris, sanitation residues, and wastes from streets. Specifically the programme focused on garbage disposal management (GDM) and budget implementation of the same.

Appropriate garbage<sup>5</sup> management takes the process of segregation, collection, transportation, disposal, and processing/recycling.

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4 <http://www.budgetmonitoring.nl/english/>

5 Nairobi City County generates an estimated 2,000 tonnes of refuse daily with 68 per cent of this being domestic waste

However, preliminary findings on the status of garbage management at the County indicate that there is under performance in the sub-sector by Nairobi City County as stipulated in the Constitution of Kenya, Fourth schedule, under the County Health Services (g) that states, “Counties are responsible for refuse removal, refuse dumps and solid waste disposal.”

### 3.0 The Social Audit Process and Methodology

*Social audit* is the process through which all details of a public project are scrutinized at a public meeting.<sup>6</sup> A social audit seeks to evaluate how well public resources are being used and how to improve performance. It also aims to ensure maximum community participation of members committed to uplifting its welfare.

The social audit on solid waste management was conducted in Embakasi South, Kibra and Westlands Sub-counties with the main aim of assessing the status/performance of garbage collection.

The objectives of the social audit process were:

- i]. To assess status of budget implementation vis a vis service delivery in the sub-sector
- ii]. To examine the status of transparency, accountability and public participation (TAP) in the sub-sector
- iii]. To provide recommendations towards enhancing TAP in the sector

Through interviews with residents from various villages, zones and estates in the target areas, the audit focused on three key questions as indicated below:

**a) How is refuse collection performing in your sub-county?**

This sought to find out if there were designated waste collection points, amounts paid by residents for garbage collection, rate of garbage collection (number of days in a week garbage is disposed off) and means of garbage collection (how is garbage collected i.e. use of polythene bags, sacks and carts) of garbage collection, who managed garbage collection as well as issues of garbage

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6 [http://www.tisa.or.ke/images/uploads/The\\_CDF\\_Social\\_Audit\\_Guide\\_-\\_2008.pdf](http://www.tisa.or.ke/images/uploads/The_CDF_Social_Audit_Guide_-_2008.pdf)

dumping. Additionally, the question sought to find out on issues of public participation, management of public areas, status of waste segregation and recycling and role of National Youth Service (NYS) in garbage collection.

**b) Is there accountability?**

This audit question sought to find out the contractors responsible for the management of garbage in the respective sub-counties, how much they earned, how much they paid to the county, whether they were performing their duties as per the service agreement and how much youth involved in garbage collection were earning. In addition, the question sought to find out the views of youth involved in garbage collection on the fairness and friendliness of the application procedures for refuse collection, registration by the county and whether the county had done enough to support youth employment in the garbage collection sector.

**c) Where is the money going?**

This question sought to find out the existence of refuse management development projects in the target sub-counties and whether the projects had an accountability board. In addition, the question also sought to find out the status of the projects.

## 4.0 Methodology

The process was facilitated through face to face interviews with respondents selected randomly from low income areas (informal settlements), high income areas and trading centers. The interviews were guided by a questionnaire provided in Annex 1. Data was collected by social audit teams in Imara Daima, Kwa Njenga, Kwa Reuben, Pipeline and Kware wards in Embakasi south sub-county, Laini Saba, Sarangombe, Woodley, Makina and Lindi wards in Kibra sub-county and Kitusuru, Mountain View, Karura, Kangemi, and Parklands wards in Westlands sub-counties respectively between the period of May and June 2016.



Community resource persons during the induction meeting at TISA offices in Nairobi, Kenya.

The social audit was augmented by a review of relevant county documents particularly the budget documents<sup>7</sup> and the draft legislation in the context of the Constitution of Kenya 2010 and devolution laws which were later followed by official stakeholder inception meetings to introduce the project to the Sub-County and



Community resource person conducts an interview in Embakasi South, Nairobi County

7 CFSP FY 2014/15, 2015/16, 2016/17 and Budget Estimates FY 2015/16,2016/17, CIDP



ward administrators of the target areas. 34 Community resource persons from the three sub-counties were also mobilized, taken through the data collection tool and trained for data collection process in their respective wards.

Stages of the social audit process included:

- i]. Desktop review to identify key issues in the sector
- ii]. Development of the data collection tool
- iii]. Mobilization of community resource persons
- iv]. Induction of community resource persons
- v]. Data collection

## 5.9 Summary of Findings

- a). **Low rate of garbage collection:** According to the CIDP, the county envisioned to promote safe and effective waste disposal methods through increased garbage collection from 50% to 80% by the year 2017. The audit team noted that in all three sub-counties only one Nairobi City County lorry for garbage collection was operational in each sub-county, therefore, contributing to low rate of garbage collection. Further, there were disparities in regard to garbage collection fees in different households. Residents from the same locality were charged differently for the service. For example, in Embakasi South the amounts ranged between Kshs 100 in AA area to Kshs 2,500 in Unique estate per month.
- b). **Lack of waste collection points:** Despite 53% of respondents from the social audit agreeing that there were designated waste collection points in their areas, the social auditors found out that majority of the collection points were illegal as they were created by the residents themselves and not approved by the Nairobi City County.



Open dumping outside a residential area in Embakasi South Pipeline stage, Staff quarters

- c). **Poor public involvement and lack of transparency in the management of garbage collection and appointment of garbage contractors.** The residents lacked information regarding garbage collection, for instance in Mkuru Kwa Njenga, residents were unable to determine between the residents, Nairobi City County, and the youth, who exactly manages garbage collection. This was also similar in the other two target sub-counties.

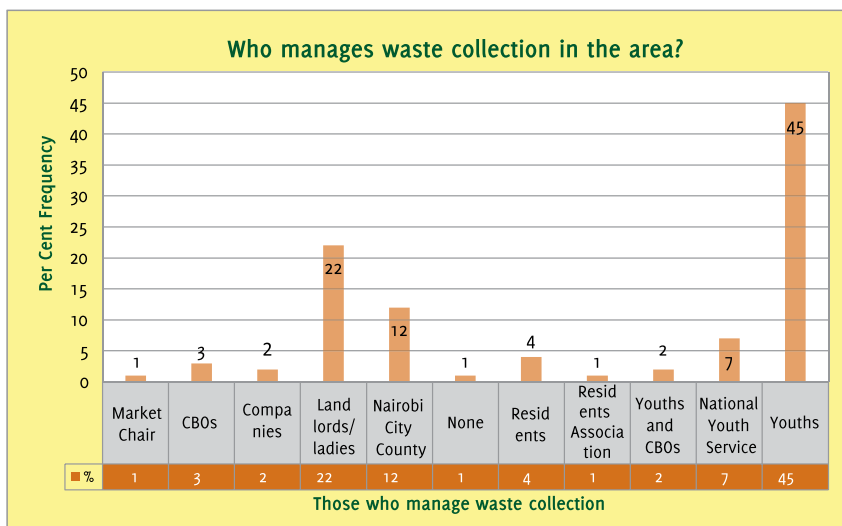


Figure 1: Residents' view on who manages waste collection

- d). **Poor waste segregation:** Segregation of waste was varying between the high-income level areas and that of the low income level areas. Segregation was done in the high-income level areas for example in Highridge Estate and Runda<sup>8</sup> in Westlands sub-county which was contrary to that of the low-income level areas such as Deep Sea in the same sub-county. This was due to lack of, knowledge, skills and tools by the youth to undertake the same. In Embakasi sub-county, at

8 The estates are supplied with three types of polythene bags that is red, black and yellow to ease waste segregation.

Kware ward, only one company whose name was not disclosed was engaged in recycling of waste, the street boys under the auspices of Ngong River Bank Youth group only worked through middlemen after the first level segregation of waste. Waste segregation and recycling for business is stipulated in the CIDP and is geared towards promoting safe and effective waste disposal methods.

- e). **National Youth Service (NYS):** NYS was not operational in all the areas of the three target sub-counties. Whereas Makina Ward in Kibra sub-county and Mukuru Kwa Njenga in Embakasi South sub-county benefitted exclusively from NYS services, Westlands sub-county did not benefit from the services of NYS, it was therefore not clear on the criteria used for the selection of the areas that were to be served by NYS.
- f). **Lack of accountability in solid waste management:** Accountability on garbage collection remains a challenge; despite the countless efforts to determine explicitly who is responsible for waste management in the three sub-counties aforementioned, no clear information was obtained. The community resource persons were not able to locate the contractors in their respective sub-counties hence limiting the chances of holding the contractors accountable.
- g). **Lack of clarity on youth engagement into garbage collection:** The youth reached during the audit process do garbage collection both as a volunteer service and as a source of livelihood which is less rewarding. The processes of obtaining contracts for garbage collection was also cumbersome, according to the youth groups involved in garbage collection in Westlands and Embakasi sub-county, they were required to have a fleet of five lorries before they could secure the garbage collection contract.

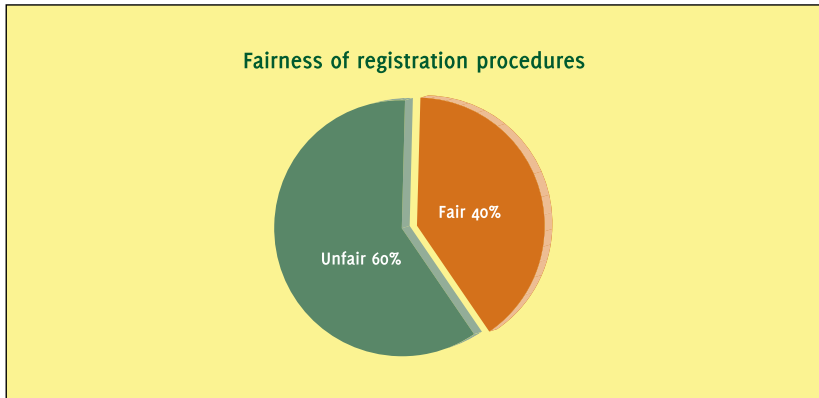


Figure 2: Respondents views in fairness of registration procedures for refuse collection

- h). Absence of visible development projects:** During the data collection exercise, social auditors were unable to obtain any information regarding solid waste management projects in their respective sub-counties. The social audit teams were unable to locate any accountability board with relevant project information.

## 6.0 Budget Intervention



From left: Chair County Assembly- Budget and Appropriation Committee, Community representative from Kibra, The Speaker County Assembly, Community representative from Embakasi South, Community representative from Westlands and TISA representative handing over a memorandum to the speaker.

Using the findings of the social audit the community resource persons prepared a memorandum and made submissions during the county assembly budget hearing on May 31, 2016. The memorandum raised key issues identified in the social audit, several of which are captured in the county's planning documents, these include lack of earmarked collection sites, lack of employment initiatives for youth, women and marginalized groups, lack of involvement of residents in solid waste management and lack of transparency in contractor procurement process. Further, a proposal to reduce allocations from Vote 2211305 contracted guards and cleaning services, from Ksh 804,951,622.00 to Ksh 350,000,000.00 and; Vote 2110202 casual budget reduced to Ksh 45,000,000.00 from Kshs 90,000,000.00 was made, the released funds would then be allocated to a youth empowerment program. However, the county assembly only responded partially to one of the proposals regarding youth empowerment, by allocating Ksh 90 million towards the youth program. However, the county failed to provide details on the youth program including the criteria for selection of beneficiaries as well as the mechanisms for engaging the youth, women and marginalized groups in garbage collection.

A review of the county budget documents indicated lack of uptake of residents views on garbage management for example priority concerns raised by the public during the MTEF hearings for FY 2016/17 had not changed much from those presented in FY 2015/16 hence raising questions as to whether the county takes into consideration public concerns while preparing budget documents such as the CFSP and final budget estimates.

## 7.0 Study Limitations

The effectiveness of the social audit process was limited by a number of factors:

- i]. The study found that the management of waste disposal has not been decentralized by the county. Thus the administrators and environmental officers are not responsible for procurement of garbage collection companies and supplies for clean-up campaigns which are all done at the county level.
- ii]. Administrators were largely unaware of the projects undertaken in the sector and were unable to provide any information in this regard, with the exception of clean up campaigns.
- iii]. Whereas the county government was agreeable towards meeting with the social audit organizers they did not embrace the process. Whereas administrators in Westlands and Embakasi South sub-counties met with and responded to the questions of the audit organizers, they did not partner with the initiative as hoped. A letter directed to the CEC and delivered to the County Secretary requesting for a meeting at the outset of the process went unanswered.
- iv]. Some respondents were wary of responding to social audit teams especially in the up-market areas due to suspicion. This was not a problem in the informal settlements.

To address these gaps in the data collection process, the TISA team followed up the grass roots data collection process with a renewed attempt to meet with and interview the county government officials. Due to restriction in the program timelines those findings have not been included in this report.



## 8.0 Emerging Issues

- a). **Collection Points:** Why has the county not deemed it necessary to prioritize the identification of collection points yet this is one reason for widespread illegal dumping in low income areas?
- b). **Collection Fees:** Should the county consider regulating the fees charged by contractors to curb exploitation of residents especially in low income areas or should prices continue to be determined on a willing buyer-willing seller basis?
- c). **Transparency:** The Nairobi City County needs to provide information regarding all garbage contraction process including the criterion for selection of garbage collection service providers, list of current contractors through availing information at the sub-county/ward administrator's offices, placing notifications in public areas, the county website among others.
- d). **Public Sensitization:** The County CIDP envisions environmental education and public sensitization to improve awareness and promote public participation in environmental matters. However the county is not spending on public sensitization opting to spend on procurement of services and assets. Might this be driven by tendering interests?
- e). **Youth Empowerment:** Youth empowerment skills in solid waste management including waste segregation and recycling for business should be undertaken and thus the county should set aside resources for the establishment of a youth empowerment program.
- f). **The NYS question:** With a staff payroll of Ksh 484 million in FY 2015/16 and Ksh 567 million in FY 2016/17 in the sector, why has the county opted to bring in NYS? Is this sustainable?

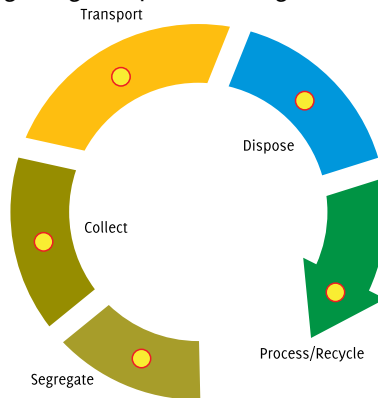
- g). The issue of Segregation:** If there is no county wide move to segregate how come it is happening in some areas and what are the results?
- h). Decentralization:** Should garbage contractors be procured at the sub-county or ward level? If not, what are the options?

Devolution is a key transformational pillar of the Constitution of Kenya. However, the noble objectives of Chapter 11 can only be realized if county governments conduct themselves accountably, especially in their crucial service delivery mandates. This entails the responsible use of precious budget resources, and the establishment of sound and transparent service implementation frameworks. This report has found the application of public funds in garbage management in Nairobi county wanting. The social audit has uncovered inadequate frameworks for decentralization, alongside low transparency, inadequate public involvement and poor accountability. This report seeks to contribute towards the remedying of these defects, and towards effective budget application in garbage management in the County. TISA has already commenced consultative meetings with county government institutions, but much more remains to be done. We welcome contributions by civil society, private sector partners and development partners alike to hold county and national governments accountable for the correct use of public resources in the service of the People of Kenya.

## Annex

### Annex 1: Social Audit Tool - Assessing the Status of Service Delivery in Nairobi City County

Key steps in the garbage disposal management are:



This process asks three questions:

- A). How is refuse collection performing in your sub-county?
- B). Is there accountability?
- C.) Where is the money going?

#### Question

- A. How is refuse collection performing in your sub-county?

There are several ways in which garbage collection may be managed. Franchise, by the county/contractor, by contractor appointed by residents, community based organization or other. An area may also not have any formal garbage management and this should

also be captured. Collection of garbage may be kerbside<sup>9</sup> or by a group collection point. In this case the auditor needs to ask is the collection area hygienic. Take photos for evidence. The auditor should ascertain if residents' are provided with bin liners/paper bags for waste collection.

**i]. How is garbage collection managed in the area?**

- a). Are there designated waste collection points? Are they hygienic?
- b). What do residents pay for waste collection? Do they view this as high, acceptable, low?
- c). How often is waste collected in a week? What means are used to collect it?
- d). Is there segregation of waste?
- e). Who manages garbage collection in the area?
- f). Is there unplanned dumping in the area?

**1. Public Participation**

- a). Who appoints the garbage collection company/service?
- b). Are residents cooperative with the garbage collection company?
- c). Are residents careful not to dump garbage?
- d). Do residents pay for garbage collection as required?

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<sup>9</sup> Kerbside collection is a service provided to households, typically in urban and suburban areas, of removing household waste. It is usually accomplished by personnel using purpose built vehicles to pick up household waste in containers acceptable to or prescribed by the county. Kerbside collection is today often referred to as a strategy of local authorities to collect recyclable items from the consumer. Kerbside collection is considered a low-risk strategy to reduce waste volumes and increase recycling rates. Materials are typically collected in large bins, coloured bags, or small open plastic tubs, specifically designated for content.

- e). Does the area have organized clean-ups with the county or of their own?
- f). How effective are they?

## **2. Public Areas**

- a). Are public areas well maintained?
- b). Do they have designated dumping areas or is there littering?
- c). Who cleans public areas and how often?
- d). Is there a problem with the littering of plastics in the area?
- e). Have there been youth campaigns or other campaigns to deal with the problem of plastics?

## **3. Segregation**

- a). Is there segregation of waste?
- b). Is there recycling of waste and if so who is doing it?

## **4. National Youth Service**

- a). Has NYS been used to collect garbage in your area?
- b). For how many days?
- c). How effective is it?

## **B. Is there accountability?**

- a). Who are the refuse management contractors/ transporters in the ward/sub-county?
- b). Who contracts the contractors/ transporters? Is it possible to get a copy of the contract?
- c). How much do contractors/transporters earn per month?

- d). How much do they pay to the county per month?
- e). Do contractors collect and dump garbage as per agreement?
- f). How much is paid to the youth involved in garbage collection at house hold level? Who pays them?
- g). In your view is the application procedures to be registered for refuse collection free and fair? Explain.
- h). Are the requirements for application as a contractor friendly to youth and community based organisations? Explain.
- i). Has the county done enough to support youth employment in the garbage collection sector?

**c. Where is the money going?**

- a). Identify county project in the refuse management sector in your sub-county?
- b). Provide a visual photo if applicable.
- c). Do they have an accountability board?
- d). What is the status of the project?
- e). Obtain the following project information as available:
  - ❖ Name of Project
  - ❖ Location of project : Sub-county location and ward location
  - ❖ Plot number the project is being implemented on
  - ❖ Source of funding – Is this a project receiving allocation from the county budget national government or co-funding?
  - ❖ Start Date of project

- ❖ Completion date
- ❖ Total Amount Allocated to the project
- ❖ Actual amount spent
- ❖ Details of the architect
- ❖ Details of the engineer
- ❖ Approval number
- ❖ The Nairobi County Approval number
- ❖ NEMA approval number

### **Planning for the social audit**

#### **Target:**

**For question A** social auditors will interview residents in high income areas (5 separately or together), low income areas (5 separately or together) and trading areas (2) in each sub-county.

**For question B** social auditors will interview those involved in refuse collection or those who have tried and failed namely;

- ❖ Present contractor/s
- ❖ Present CBOs
- ❖ Association
- ❖ Tried and failed
- ❖ Garbage removers

**For question C** social auditors will use their judgment to get the information needed.

**Recording of information:**

All information will be recorded in a book to be supplied to the social auditors.

All respondents are to be requested to give their name and ID and site of interview. If not the social auditor is to describe the gender, age, location and profession of the interviewee.

The social auditor should record information on the **area of data collection:**

- ❖ Name of Sub-county
- ❖ Name of Ward
- ❖ Name of neighbourhood/Estate/trading area
- ❖ Estimated population



## Annex 2: List of Community Resource Persons

No.	Name	Sub-County
1	Paul Oluoch	Embakasi South
2	Rukia Godana Muhamud	Embakasi South
3	Lorraine Achieng Otieno	Embakasi South
4	Moses Oduor Otieno	Embakasi South
5	Robinson Omondi Gari	Embakasi South
6	Roselyne Mutua	Embakasi South
7	Obinah Omoraa	Embakasi South
8	Francisca Kwamboka	Embakasi South
9	Ann Njoronge	Westlands
10	Thomas Kimani	Westlands
11	Joshua Adegú	Westlands
12	Edward Pamba	Westlands
13	Cliff Abinda	Westlands
14	Hilda Iminza	Westlands
15	Francis Wambua	Westlands
16	Caroline Ambogo	Westlands
17	Miriam Wambui	Westlands
18	Livingstone Sande	Westlands
19	Brian Itenya	Kibra
20	Angela Nzilani	Kibra
21	Gabriel Odira	Kibra
22	Catherine Wangui	Kibra
23	Ibrahim Suleiman	Kibra
24	Edgar Luseno	Kibra
25	Susan Malaki	Kibra
26	David Dinda	Kibra
27	Florence Ogore	Kibra
28	Jane Mulanda	Kibra

## Annex 3: Detailed Social Audit Findings

### QUESTION A: HOW IS REFUSE COLLECTION PERFORMING IN YOUR SUB-COUNTY?

#### 1. How is garbage collection managed in the area?

**Are there designated waste collection points? Are they hygienic?**

53% of the respondents agreed that there are designated waste collection points while 47% answered to the contrary as shown in Figure 3 below:

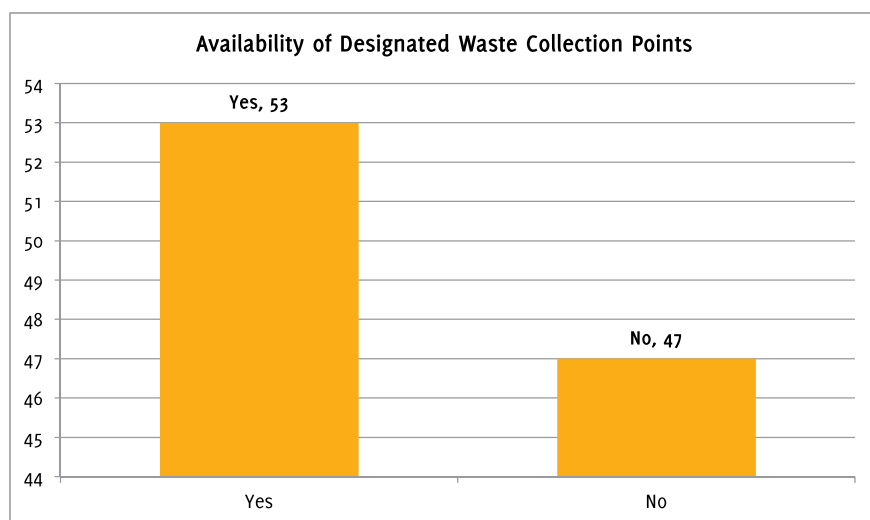


Figure 3: Residents' view on the availability of designated waste collection points

Further, 31% said that the designated waste collection points are hygienic while 69% said that they are not hygienic. This high rate of dissatisfaction demonstrates that there is need to improve the hygiene of waste collection and points in the target areas.

**What do residents pay for waste collection? Do they view this as high, acceptable and low?**

81% of the residents responded to this question. Of these, 64% pay weekly for waste collection while 36% pay monthly. In terms of those who pay

weekly, 20% of them pay Ksh 10, 38% pay Ksh 20, 15% pay Ksh30, and 14% pay Ksh 50 while 9% pay Ksh 100 and 1% pay Kshs 200. 1% of the respondent(s) do not know what residents pay for waste collection, implying that they do not use the services of waste collectors while another 1% said it is included in the house rent as in Figure 4 below:

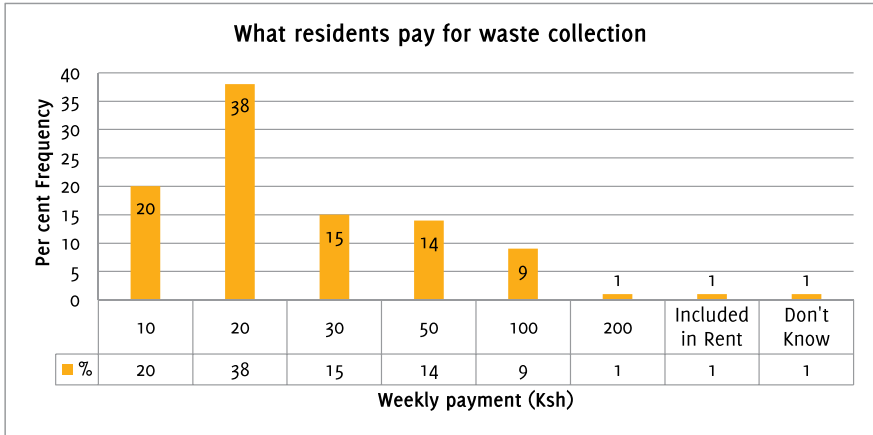


Figure 4: Residents' payment for waste collection

7% of those who pay for waste collection monthly pay Ksh 100, 17% pay Ksh 200, another 10% pay Ksh 250, 29% pay Ksh 300 , 5% pay Ksh 400, 17% pay Ksh 800, 5% pay Ksh 1,200, 10% pay Ksh 2,000 while 3% pay Ksh 2,500. Figure 5 below summarizes this information:

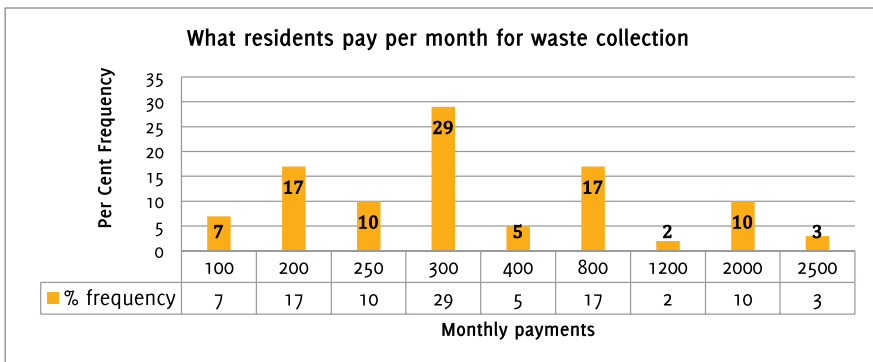


Figure 5: Residents' view on waste collection in a week

78% of the residents responded to this question while 22% did not. 65% of those who responded said that waste is collected once per week, 34% twice per week while 1% said it is collected once in three months. This means that waste is generally collected once per week in most of the instances as presented in Figure 6 below:

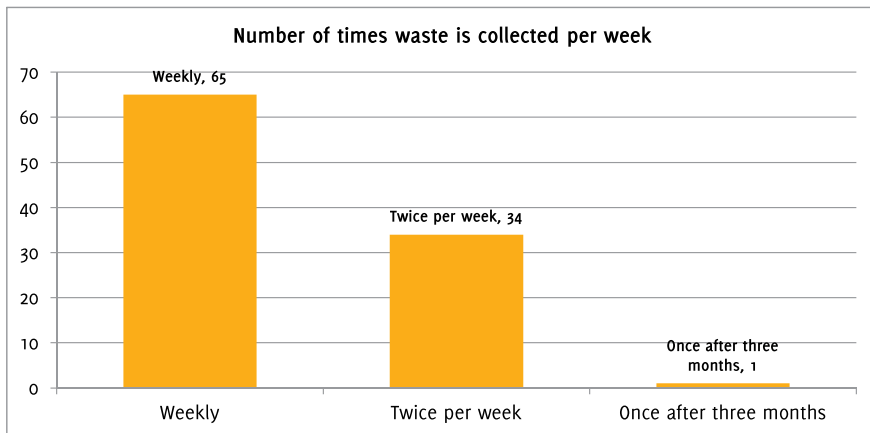


Figure 6: Residents' view on waste collection on a weekly basis

### What means are used to collect it?

67% of the residents responded to this question while 33% did not. 30% of those who responded said that their waste is collected using carts hence making it the most common means of waste collection. Other means include polythene bags (25%), trucks (14%), sacks (10%), wheelbarrow (4%), bins

(3%), and buckets (1%) and tank (1%). Figure 7 below summarizes this information:

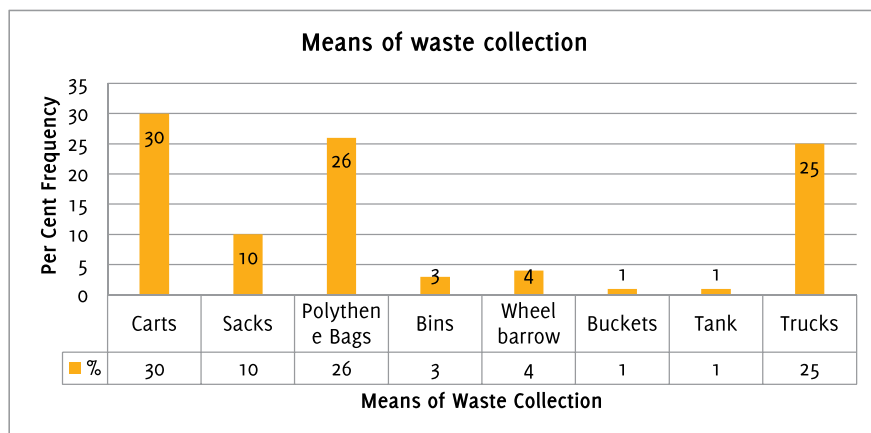


Figure 7: Residents' view on the means of waste collection

### Who manages garbage collection in the area?

90% of the residents interviewed responded to this question while 10% did not. 45% of the respondents said that waste collection is managed by youth, 22% said this is done by landlords, 4% by residents, 3% by CBOs, 2% by companies, 2% by youth and CBOs, 12% Nairobi City County, 7% by National Youth Service, 1% by market chairman and another 1% by the residents associations. 1% of the respondents said that waste collection is not done. It is worth noting that though the Nairobi City County has the responsibility to manage waste in the City; its presence is only felt by 12% of the residents. As a result of this, youths have taken upon themselves the task of managing garbage collection which to them is a source of livelihood.

Figure 8 below summarizes the residents' responses regarding who manages waste in NCC:

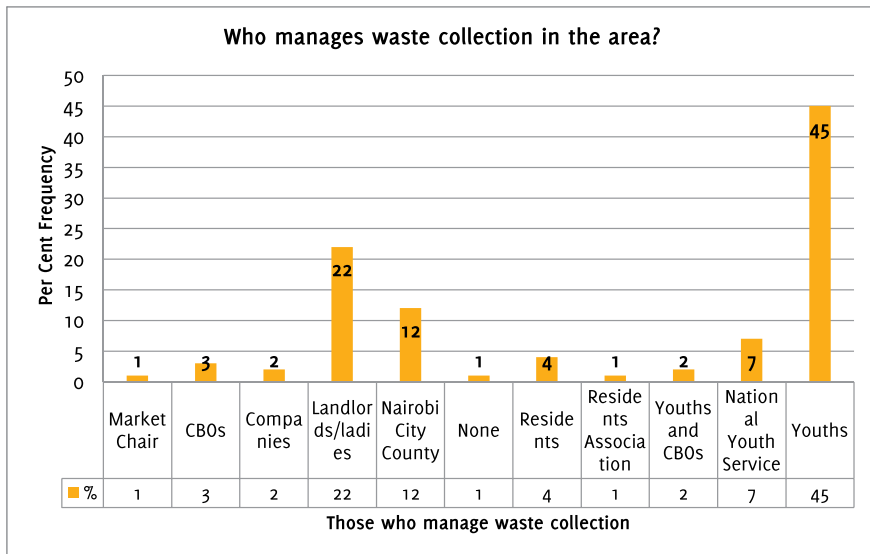


Figure 8: Residents' view on who manages waste in NCC

### Is there unplanned dumping in the area?

90% of the respondents answered this question. 67% of them said that there is unplanned dumping in the area while 33% said no. Figure 9 below illustrates this:

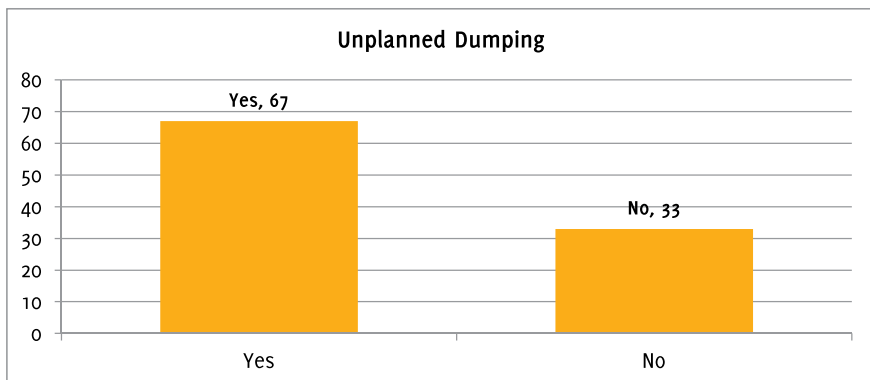


Figure 9: Residents' view on unplanned dumping

## 2. Public Participation

### Who appoints the garbage company/service provider?

69% of the residents interviewed responded to this question while 31% did not. 28% of the respondents said that the garbage company or service provider is appointed by the residents; 21% said it is done by the youth while 11% revealed that this is done by the landlord, 2% said that this done by the chairman, 22% said that this is done by the NCC; 14% said that none of the above appoints the garbage collector while 2% did not have any idea. Figure 10 below summarizes this information:

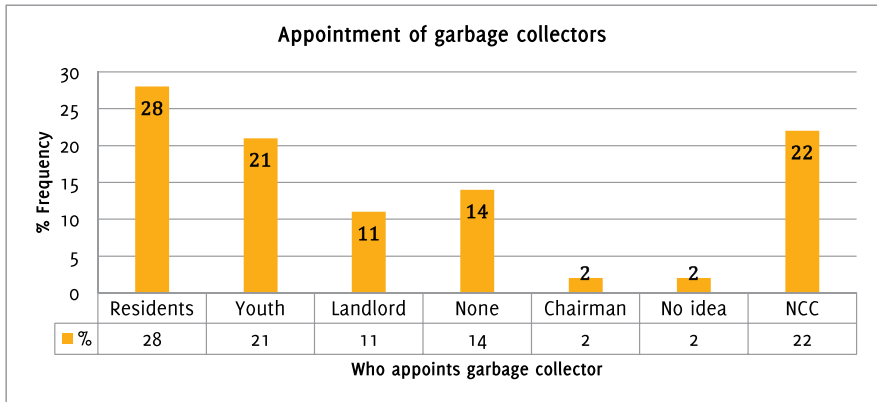


Figure 10: Residents' view on appointment of garbage collectors

### Are residents careful not to dump garbage?

The response rate was 92%. 42% of the respondents said that residents are careful not to dump garbage while 58% said they are not. Figure 11 below demonstrates this:

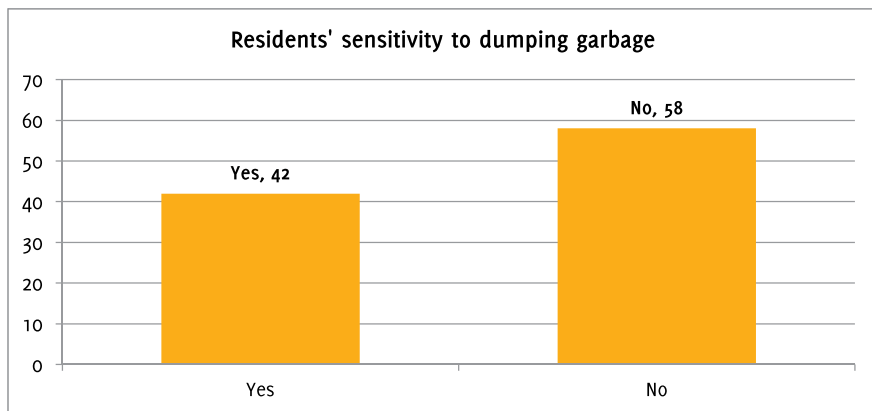


Figure 11: Residents' views on sensitivity to dumping

### Does the area have organized clean-ups with the county or of their own?

87% of the residents interviewed responded to this question. 69% of them said that the area does not have any clean ups with the county or of their own. Only 31% have such arrangement which means that there are inadequate clean up arrangements facilitated by either the Nairobi City County or residents themselves. Therefore, there is a need to come up with waste management policies and budgetary arrangements which engage both the public and the county government in environment clean-



up activities. Multi-sectoral County clean-up days should be marked regularly. Figure 12 below summarizes this information:

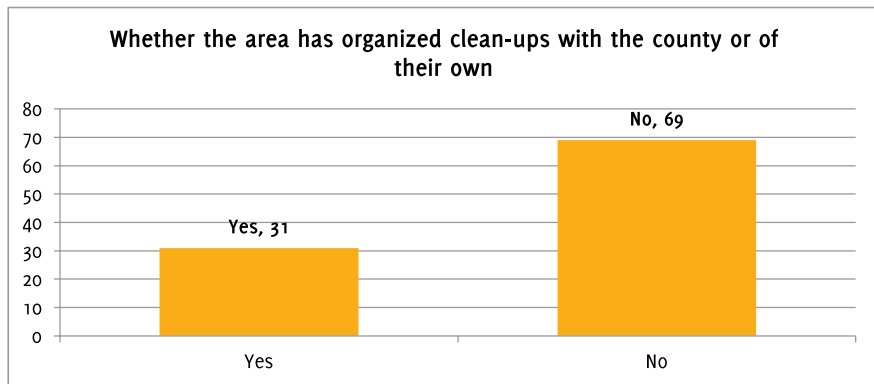


Figure 12: Residents' view on organized clean-ups

### How effective are they?

The response rate was 75%. 26% of the respondents said that garbage collection is effective while 74% said they are ineffective. The county government therefore needs to mobilize a multi-sectoral approach to solid waste management. Figure 13 below summarizes this information:

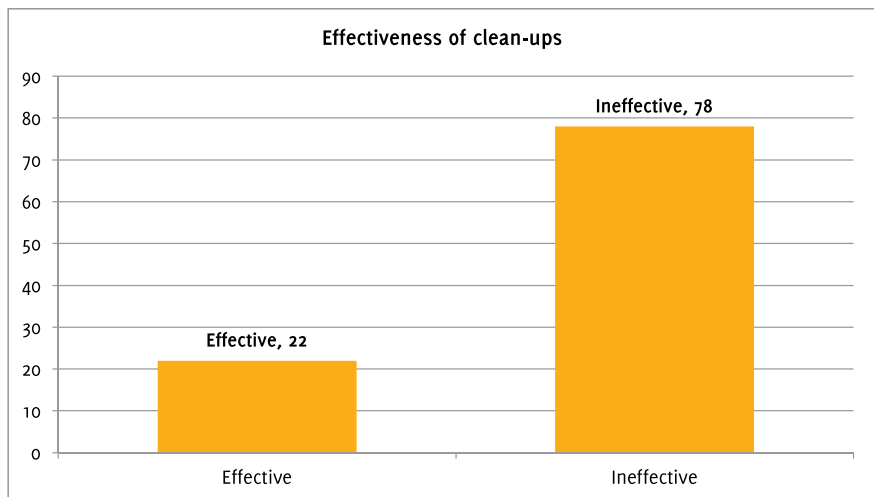


Figure 13: Residents' view on effectiveness of clean-ups

### 3. Public Areas

#### Are public areas well maintained?

Out of 88% of the respondents who answered this question, only 25% agreed that public areas are well maintained. 75% said no as shown in Figure 14 below:

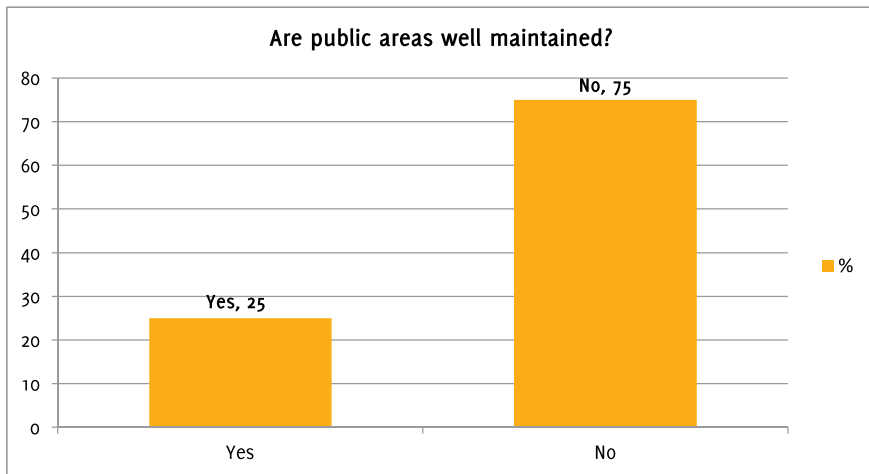


Figure 14: Residents' view on maintenance of public areas

#### Do they have designated dumping areas or is there littering?

The response rate was 84%. Only 22% of those who responded said there is a designated dumping area while 78% answered on the contrary as shown in Figure 15 below:

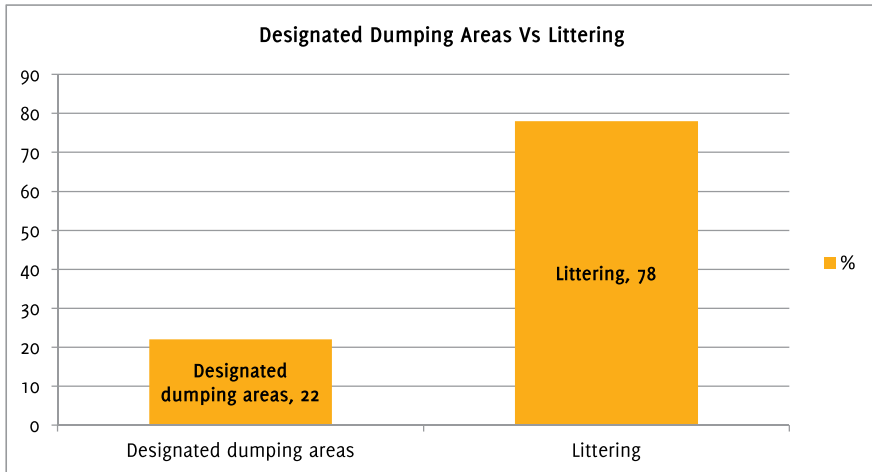


Figure 15: Respondents' view on designated dumping areas against littering

### Who cleans up public areas and how often?

The response rate was 58% implying that a large number of the residents are not aware of who cleans up public areas. 66% of those who responded said that no public areas clean-ups takes place while 9% said they are aware that some public areas cleaning takes place but they don't know who does it. 20% said that this is done by the residents while 5% said this is done by sports associations. It is worth noting that none of the respondents identified the county government as one of the agencies who

carries out public area clean-ups. There were no responses regarding how often these public areas clean-ups are done. Figure 16 below summarizes this information:

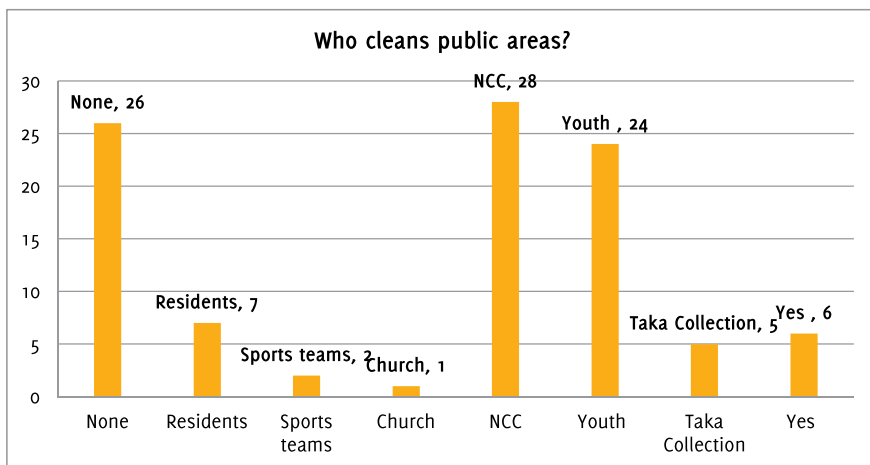


Figure 16: Respondents' view on cleaning of public areas

### Is there a problem of littering of plastics in the area?

Response rate was 17%. 53% agreed that there is a problem of littering of plastics in the area while 47% said this is not a problem as shown in Figure 17 below:

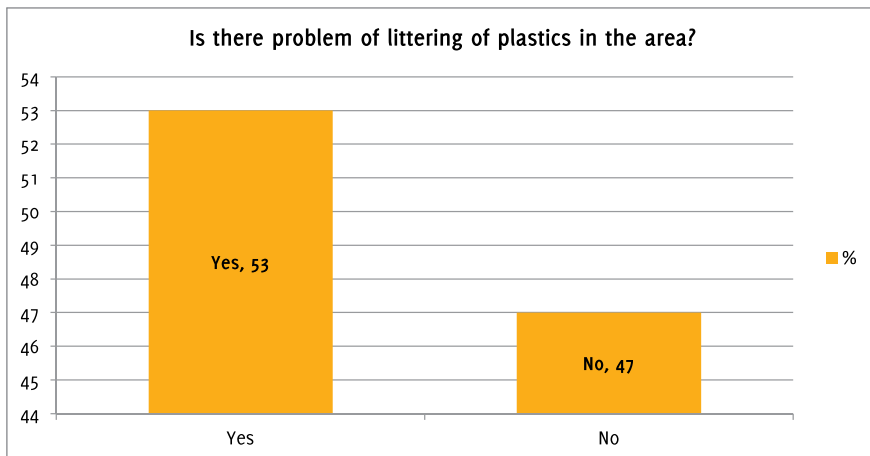


Figure 17: Respondents' view on littering of plastics in the area

### Have there been youth campaigns or other campaigns to deal with the problem of plastics?

85% of the target residents responded to this question. 15% said that there have been youth campaigns or other campaigns to deal with the problem of plastics. 85% were of the opinion that such campaigns have not been done for youths as shown in Figure 18 below:

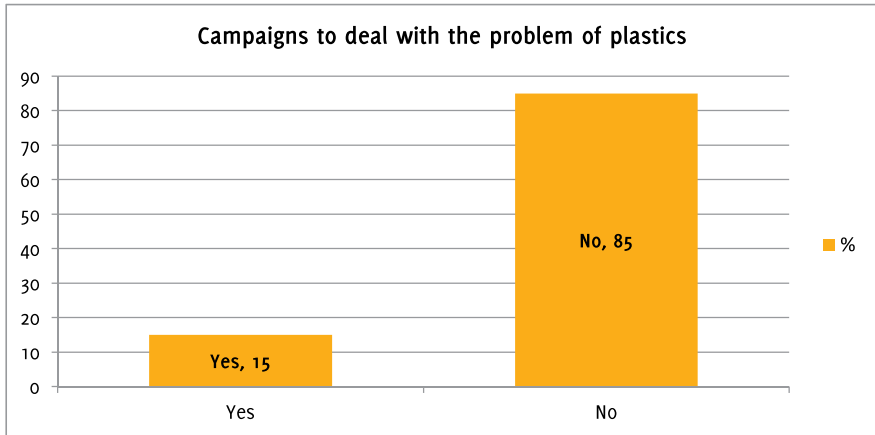


Figure 18: Respondents' view on campaigns to deal with the problem of plastics

This is a very worrying finding considering that garbage collection is a very common income generating activity among youths living in low income urban areas. Furthermore, it indicates that lack of awareness is one of the major issues escalating the problem of plastics in urban areas.

#### 4. Segregation

##### Is there segregation of waste?

The response rate was 78% hence 22% of the target residents did not respond to the question. 48% of those who responded said that waste is segregated while 52% said no as shown in Figure 19 below:

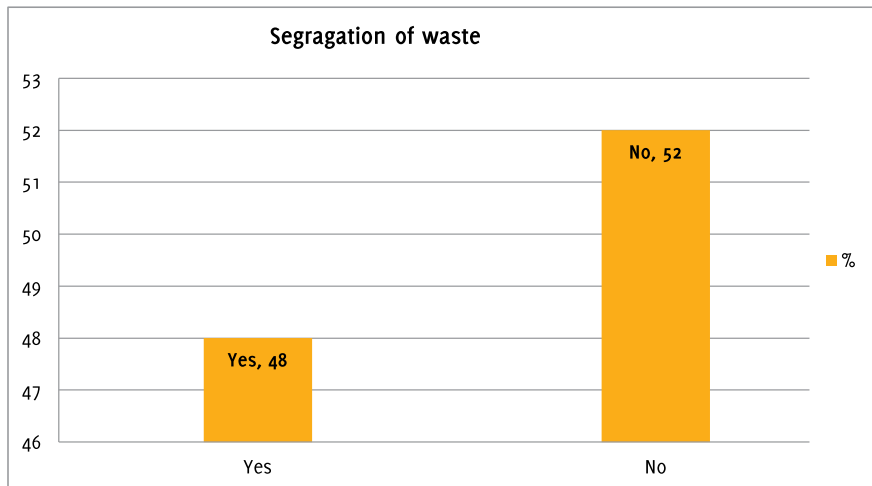


Figure 19: Respondents' view on segregation of waste

##### Is there recycling of waste and if so, who is doing it?

69% of the target residents responded to this question. 31% of them agreed that there is recycling of waste while 69% said there is no waste recycling as shown in Figure 20 below:

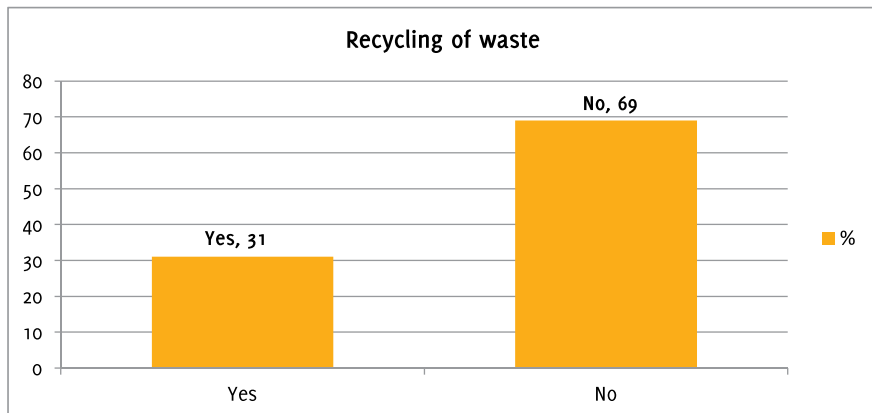


Figure 20: Respondents' view on recycling of waste

Regarding who is doing recycling, the response rate was 47%. 46% of the respondents said that waste recycling is done by the youths, County government (13%) and 4% by the following: Bin companies, CBOs, Contractors, and Fresh life, residents and women groups. 17% said that no one does the recycling. This information is summarized in Figure 21 below:

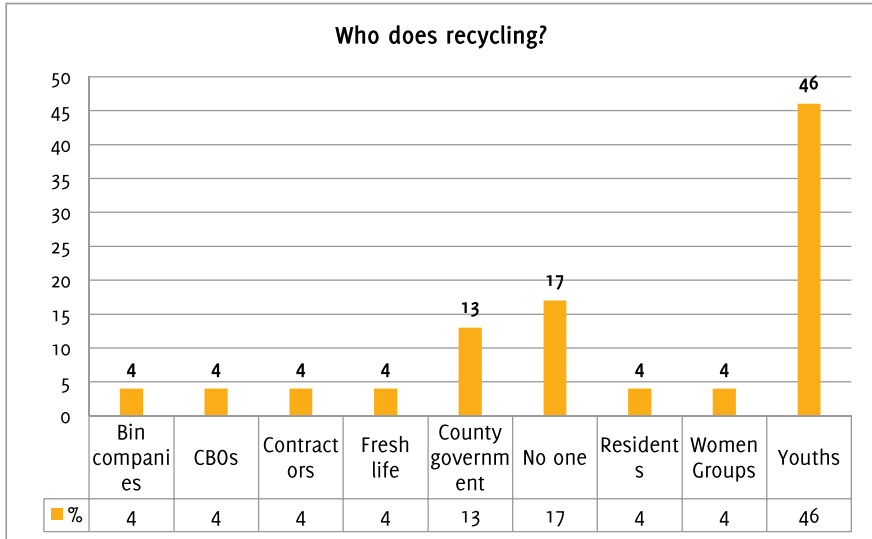


Figure 21: Respondents' view on who handles recycling

## 5. National Youth Service

### Has NYS been used to collect garbage in your area?

81% of the target residents responded to the question while 19% did not. 64% of those who responded said that NYS has been used to collect garbage in their area while 35% said no, NYS was exclusively in Kibra and Embakasi sub-counties as there was no presence of NYS in Westlands sub-county. 1% had no idea as shown in Figure 22 below:

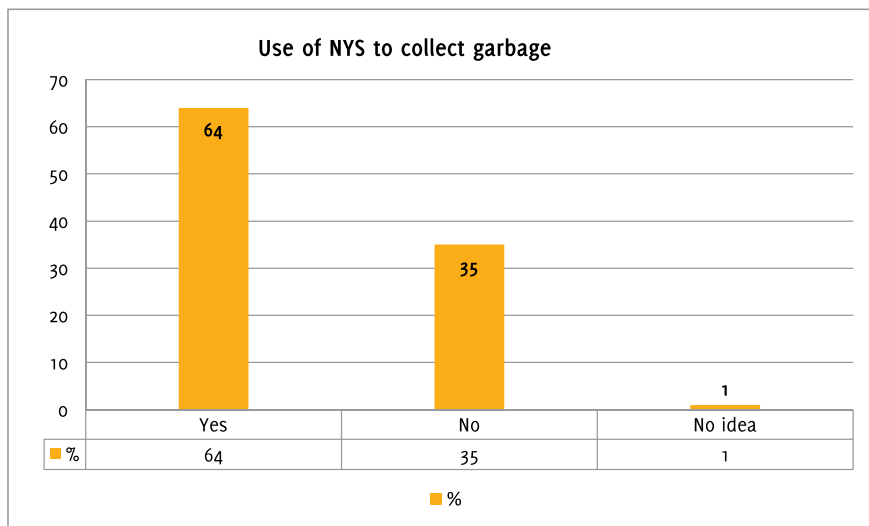


Figure 22: Respondents' view on collection garbage by NYS



### For how many days does the NYS collect garbage?

42% of the respondents answered this question while 58% did not. 57% of those who responded said that NYS was used to collect garbage for 5 days, 26% said this was done for 14 days while 8% revealed this was done for 2 days, 2% in each case said this was done in 7 days and 90 days respectively. 2% did not have any idea on the number of days and 3% said no garbage was collected by NYS. Figure 23 below summarizes this information:

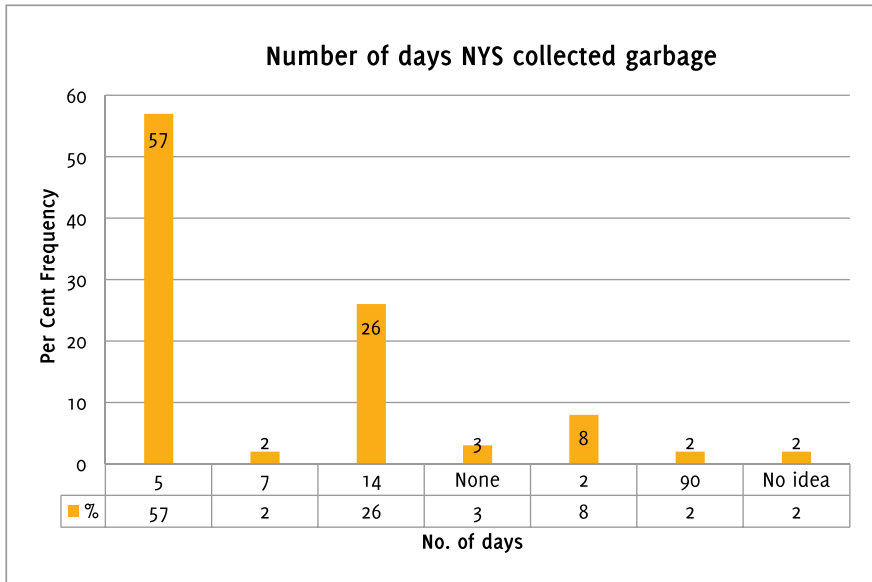


Figure 23: Respondents' view on the number of days NYS collects garbage in their area

### How effective is it?

55% of the respondents answered this question while 45% did not. 85% of the respondents said that the use of NYS to collect garbage was effective while 14% said it was not. 1% had no idea as shown in Figure 24 below:

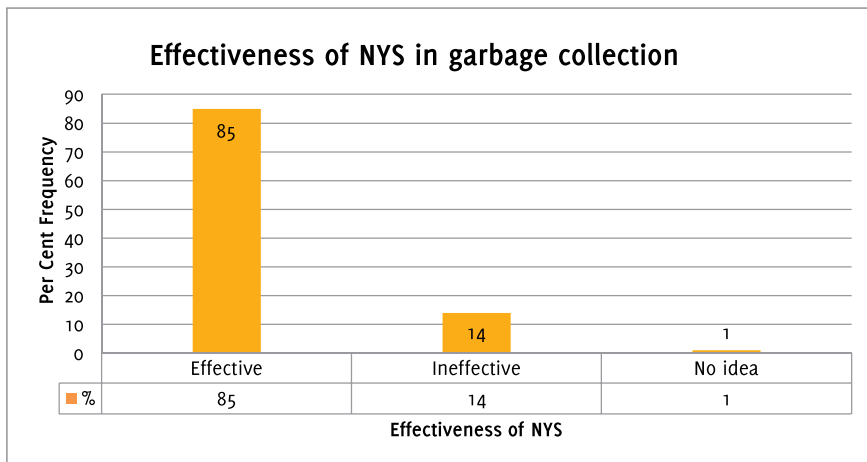


Figure 24: Respondents' view on the effectiveness of NYS in the collection of garbage

### Accountability

The level of accountability regarding management of garbage collection in Nairobi city county is low. When asked whether it is easy to get copies of the contracts which the NCC signs with waste management groups, when asked how much contractors are paid by NCC. The respondents quoted between Kshs 200 and Kshs 6,000 as amounts of money which are paid to waste collectors per month. These implied that the respondents were more familiar with what they paid to private garbage collectors such as youths but had no idea how much NCC paid to private companies.

Lack of accountability was further evidenced by 60% of respondents who said that the process to be registered for garbage collection was not fair.











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