



**KENYA NATIONAL ALLIANCE OF STREET VENDORS
AND INFORMAL TRADERS
(KENASVIT)**

**DISSEMINATION/VALIDATION OF WORKSHOP FINDINGS
FROM THE WASH STUDY**

HELD AT ROYAL SPRINGS HOTEL NAKURU

12TH JULY 2019

Background on dissemination/validation workshop

The workshop started at 10.30 with the introduction of participants.

The research, carried out in November 2017, sought to find out the impact of WASH deficits on labour productivity in Nakuru's informal economy. It was funded by DFID and supported by WIEGO and IIED, who collaborated with Kenya National Alliance of Street Vendors and Informal Traders (KENASVIT) to research water, sanitation, and hygiene (WASH) in informal workplaces.

The workshop's facilitator was Dr Anne Kamau, a researcher from the Institute for Development Studies at University of Nairobi. She began by assisting the participants to understand the meaning of WASH, which was the study's key area of focus.

Objective of the Study

To assess access to WASH services in Nakuru town and its impact on incomes and labour productivity among informal sector workers. The study utilised different methods, including five Focus Group Discussions (FGDs), analysis of secondary data, and individual interviews.

After taking participants through the report, they validated it as the true proceedings of the WASH study. This was followed by discussion of emerging issues from the traders/participants, as well as feedback from the service providers in Nakuru.

Reaction/feedback from participants

After a detailed presentation on the findings by Dr Anne Kamau, the participants together with the stakeholders appreciated the research as well as its findings. They all agreed that it was an eye-opener, and they were able to understand a number of issues that needed to be addressed in the WASH sector.

Apart from the main findings, there was a general feeling from the participants that there has been no improvement in the provision of WASH services, particularly for Persons with Disabilities (PWDs).

The issues emerging from the participants were shared with the stakeholders in attendance from the County Government, the County Assembly and Nakuru Water and Sanitation Services Company (NAWASSCO). Representatives from these institutions then had an opportunity to respond to the matters raised by the participants.

Emerging Issues from the participants

- Public participation is key in prioritising development issues. This would enable the County Government and other stakeholders to establish infrastructure depending on the citizens' pressing needs. Water and sanitation services are currently of top priority.

Toilets, drainage, and sewerage:

- Few toilets are available, and they are not accessible because they have been privatized, making the fees very unaffordable to the traders. Their services are also inadequate.
- The issue of cost of access was linked to health, including for persons with diabetes who may have higher toilet use, and for pregnant mothers; it can be very costly for them to access the necessary WASH services.
- Even though toilets are privatized, they are only open from 6.00am to 8.00pm and often closed on Sunday, thus making access to toilets a challenge.
- Toilets lack water, and those who access toilets cannot even wash their hands. However, some of these traders also sell food items.
- Lack of trading spaces/sites has resulted in some traders selling around toilets, again negatively affecting the hygiene of their products/items.
- Drums are used to store water for flushing toilets, but the same water is used to clean up after toilet use as well as for handwashing. Contamination is highly likely to occur.
- Existing toilets are not accessible and user-friendly, particularly for PWDs. Participants asked if it was possible to build user-friendly toilets for PWDs and ensure their safety when using them. They also asked if it was possible to introduce access cards for PWDs, so that they do not have to pay to access toilets.
- Lack of access to WASH facilities by street children and other vulnerable populations has affected traders, as these groups can improperly use their trading spaces and pollute the environment, resulting in poor hygiene standards.
- In certain areas of Nakuru, sewers and water points have been established in the same vicinity. This results in the sewers contaminating the water points, particularly where there is a sewer overflow. Sewers also pass through residential areas, doors, etc.
- To increase the toilet coverage that is currently very low, participants/ traders asked NAWASCO to establish more toilets for those who own plots.
- Open drainages are a danger to pedestrians: some pedestrians have fallen into these drainages and been injured.

Water:

- Some public parks currently lack water, and traders felt that the County Government should establish more water connections in public places to help traders/citizens needing to use it.
- The issue of safety of public utility was raised and the need for citizens to be vigilant to ensure that infrastructure is not vandalized.
- Water has been installed at the fish market and is now accessible to the vendors, but vendors use the water to clean their fish and dispose it inappropriately. This has resulted in contamination of the market.
- Poorly-constructed drainage also carries waste and garbage into Lake Nakuru, resulting in further pollution of Lake Nakuru.
- Construction of roads can interfere with water pipes, which are never repaired after the roads are constructed. It interferes with water supply and access.

- Water is being rationed by the water company without providing prior alerts to users. This sometimes creates desperation among traders who need water, particularly those who handle food. The County representative promised to give a circular detailing days and hours that water would be provided to the residents, so that they can store as necessary.
- Participants asked if they could develop a Memorandum and deliver to the County Assembly requesting these issues to be addressed. They were encouraged to do so, and to liaise with County representatives while doing so.

Reaction and feedback by service providers/stakeholders on matters arising from traders/participants.

Stakeholder 1: Margaret Kwibeta – WASH Coordinator - Nakuru County

- She expressed her appreciation on behalf of the County Government for those who organized the research, as research can result in policy formulation. She stated that the County Government recognizes and appreciates research.
- The County Government has several sectors that are all key and has a responsibility to provide services to the citizens/traders.

Responses towards matters arising from traders

The following clarifications were given by the WASH Coordinator:

1. Privatization of public toilets:

- There is a concern that some traders do not pay for trading fees to the County Government yet they demand the services. The government needs resources to be able to provide the services being demanded. This is the reason why the County Government has established Public-Private Partnerships (PPP) so that the citizens can access services at a fee. All public toilets have therefore been privatized. It is the responsibility of the users /beneficiaries to pay for these services and also use them responsibly.

Issues emerging from PPP

- Conflict in management of facilities by the groups tasked with management.
- Managing groups do not pay levies to the County Government as required.

2. Cost of accessing WASH facilities:

The WASH County Coordinator said the County Government recognizes the challenges in the provision of WASH services. The following issues were raised by coordinator:

- Public toilets are properties of County Government so the managers should cooperate with the County Government and agree on a reasonable fee to charge users- either reduce the cost of access or lose management of the facilities.
- In the 1980s, facilities were free but were well-maintained by the municipal councils, so at a fee and with privatization, it is possible to manage them even better.

- Toilets are closed early, posing a challenge to those traders who may want to use them in late evening or at night. This issue will be raised with the service providers.
- There is need to incorporate street families in managing these facilities so that they can also address the challenges experienced, in line with the SDGs' vision of leaving no one behind. This can be done by engaging the leaders from both the street families and the County Government.

3. Increase the toilet coverage in Nakuru:

- There are plans to construct more toilets by the County Government, but they will be managed by selected groups through a PPP.
- User responsibility will be top priority when assigning the facilities. The private sector is managing the toilets well and thus only the cost of access needs to be addressed.
- More toilets have been budgeted for by the County Government, but management will be under a PPP.

4. Water

- NAWASSCO works in collaboration with the County Government of Nakuru.
- Sewer issues should be reported to the County Government but if traders/citizens are unable to access NAWASSCO, they should report them to the County Government offices as they arise.
- County Government has requested in writing that they should be provided with space along the Nakuru-Nairobi highway to put up WASH facilities along the highway, noting that citizens often relieve themselves in bushes along the highway or in hotels along the roads. Requests were made to Delamere farm owner and also Kenya National Highways Authority (KeNHA). This has not yet materialized so the County Government is still pursuing the option of buying land to establish the facilities.

5. Policies and Regulations:

- The County Executive has developed policies that address WASH issues. There is a policy on access to toilet facilities by all citizens of Nakuru, which was developed in January 2017 and needs to be re-enforced for effective implementation. The policy has provision for user-friendly toilets for PWDs.
- All traders need conducive environment to conduct their business. High hygiene standards are therefore important, especially for food handlers, and the County Government is committed to providing the same.

Stakeholder 2: Joshua – County Clerk, County Assembly, Department of Environment, Natural resources and water – Nakuru County

The speaker spelt out the 3 major roles of the County Assembly as follows:

- i. Legislative
- ii. Oversight
- iii. Representation

- He committed that all the concerns raised will be forwarded and discussed by the County Assembly to establish the way forward.
- He also noted there is a new County Executive Officer for Environment, Natural Resources, and Water, who understands environmental issues and is a technocrat on these matters. It is hoped that he will be able to handle the traders' concerns, particularly the drainage that is draining dirty water and garbage into Lake Nakuru.
- All in all, he said that citizens need to use the facilities being provided by the County Government responsibly.

Stakeholder 3: Alice Kamau – County Assembly:

She also spelt out the role of the County Assembly as follows:

Representation:

- She asked the traders to raise their concerns through their Members of County Assembly (MCAs), who should duly represent them in the County Assembly by raising issues on their behalf.
- She committed that the issues raised from this dissemination forum will be forwarded to the Assembly for deliberation and action.

Legislation

- The County Assembly is responsible for development of policies that are used to regulate operations of the County Government and the County's citizens in general.
- She explained that there will be site visits by the relevant County Assembly committees to collect views from the citizens/traders. A report will be raised and shared/forwarded to the relevant departments for action.

Oversight

- After action is taken by the County Assembly, it will be followed up to ensure implementation of the proposed actions.
- There is an implementation committee in place that will be responsible for this.

Stakeholder 4: Zaituni Kanenge - Nakuru Water and Sanitation Services Company (NAWASSCO)

- She pointed out that the County Government works hand-in-hand with NAWASSCO.
- The company, in collaboration with the Health Department of the County Government, has established over 1500 toilets in its area of operation.
- Issues emerging from the research findings are key in informing future initiatives by the company.
- She stated that the company will work hand-in-hand with the traders to jointly address issues of concern.
- She explained that users of WASH facilities need to use the facilities responsibly, in order to guard them against vandalization and mishandling.

- Concerning water rationing, she explained that the company would provide schedules for rationing in all areas affected. This information would be availed to the affected people in advance.
- Sewerage coverage in Nakuru is 27%. Most citizens therefore use alternative means of disposal.
- It was noted that all stakeholders, including the traders, have a responsibility to take care of the environment and thus sustain/secure the water and toilet facilities.
- Together with the Public Health Department, groups will be trained to recycle wastes to fuel. Those who are trained will be expected to dispose the waste where it will then be recycled.

Stakeholder 5: Justine Khamala - NAWASSCO

- NAWASSCO recycles waste to produce fuel.
- This technology was as a result of a research conducted on effective waste disposal

Advantages:

- Low carbon and smoke free
- Environmentally friendly
- Cooks for long depending on the type of stove (jiko) being used.
- No foul smell of waste.
- Product is NEMA/KEPS certified.
1kg – sold for Ksh. 30.00, 2kg – sold for Ksh. 60.00, 5kg – sold for Ksh. 150.00, 25kg – sold for 750.00, 50kg – sold for Kshs.1500.00
- The charcoal produced is not recyclable.
- Ashes from used charcoal can be used in farms as fertilizer.

CLOSING REMARKS

- The facilitator Dr Anne Kamau reminded the traders/participants that inasmuch as they needed the County Government and other stakeholders to provide them with services and a conducive trading environment, they also had a responsibility of taking care of these facilities by guarding against vandalism and other ills.
- In his closing remarks, KENASVIT's National Coordinator Francis Kapere thanked all those who attended the workshop, especially the facilitator, stakeholders from the County Government, and NAWASSCO. He urged street vendors/traders to get in contact with the stakeholders, particularly the service providers, for any further clarifications/concerns they may come across as they go about their daily businesses.

On behalf of the participants, one participant expressed appreciation to the forum's organizers, the facilitator, and stakeholders from the County Government as well as NAWASSCO.

The dissemination/validation workshop ended at 3pm.