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This report is part of a larger study of the impact of K-WATSAN and KENSUP in Soweto East.

The report covers several aspects of the process and focuses on distilling lessons learned, best practices and prospects for scaling up. The core message that has so far emerged from the search is that:

- some major successes have been achieved in Soweto East
- these are above all due to the trust and collaboration that has emerged by honouring the principles articulated by the Government of Kenya and UN-Habitat in early visions of the work
- the expertise and commitment of those working in the field on the projects has been instrumental in building and maintaining trusting and productive working relations
- the ultimate impact in Soweto East will be determined by how the hard-won trust from the community is rewarded in the final outcome of the new housing,
- whether the final outcome is positive or negative, there are significant methodological positive outcomes that show promise for both replication and scaling up

The evidence is that the challenges faced by those living in slums can be systematically and constructively addressed. The cover pictures are intended simply to represent points along the journey: the starting point; the road that has been taken; the practical outcomes that have been achieved, and the test that lies ahead.

It has been a pleasure to come to know the people who have contributed to this success – from people living in the community to those

who worked with implementing partners and to those with the principles, notably UN-Habitat and the Government of Kenya. It has been impressive to see their understanding and commitments to success. They cannot all be named here, but all are acknowledged, with great appreciation, for their willingness to assist in this study of outcomes and processes. They are also congratulated for what they have achieved in Soweto East.

Part of the study was supported by the water and sanitation unit of the Urban Basic Services branch of UN-Habitat under the leadership of Dr. Graham Alabaster and with the outstanding support of Daniel Adom and Harrison Kwach. Graham's commitment and capability have been inspiring, and Harrison has been our link with the community. Harrison's remarkable gift for outreach and respect has especially helped to ensure that this study advanced. More important, it ensured that ideas emerging from within the community, and ideas intended for the community, have met the best possible conditions for fair consideration and eventual success. Our principal link with the community was with Francis Omondi, Chair of the Settlement Executive Committee in Soweto East, without whom we could not have worked as effectively in the community, and Sammy Ataly, who was vital for the surveys we conducted in Soweto East. Our main links with the Government of Kenya's KENSUP office were Leya Muraguri and Loise Kinyanjui, and our main contact at Maji na Ufanisi was with the Director, Professor Edward Kairu. Each is sincerely thanked for their cooperation, interest and support.

Thom Meredith and **Melanie MacDonald**
Montreal and Toronto, March 2013

FOREWORD

” To provide for decent, not decadent, places to live, the housing itself cannot be considered alone. Developing and promoting a healthy neighbourhood is equally important.



As the world changes, and we see unprecedented rates of urbanisation throughout the world, the need to provide a stable living environment becomes more and more challenging.

The inequalities that exist in many countries, both rich and poor, are conveniently hidden from view. For example, many choose to forget that the workforce in cities, the very lifeblood of their economic development, are frequently consigned to live in sub-standard housing and a peri-domestic environment where a combination of risks mean that any child is lucky if they manage to reach the tender age of 5 years.

To provide for decent, not decadent, places to live, the housing itself cannot be considered alone. Developing and promoting a healthy neighbourhood is equally important. For this reason, provision of basic services like water sanitation and solid waste management is a priority. Communities also need health care facilities, schools, churches, places to meet and public open spaces. In addition to the physical environment, safety and security are important.

It is against this background that the Kenya Slum Upgrading Project was launched. The Government of Kenya was committed to look more closely at improving the lives of slum dwellers and, in 2003, when the programme was launched, a survey was undertaken in Kibera to document all low-income areas. As a result, a pilot project to address issues highlighted was developed in the village of Soweto East. This also included provisions for a location to temporarily house residents during the redevelopment. In parallel, as part of the

initiative, it was also decided to look at various options for in-situ upgrading. After extensive consultations with communities through the “Settlements Executive Committee (SEC)” it was planned to start a progressive upgrade by starting with the provision of some water and sanitation facilities. Additionally, improving the road through the village – a new idea – was explored (and then facilitated). Importantly, it was deemed very critical that the new developments be compatible with the lifestyles of residents and not to impose on them.

Many hours were spent in consultation with community-stakeholders to decide on the best options and, most importantly, to plan how the work would be carried out. This was a special challenge, as space in Kibera is a premium and the new facilities would need some residents to be relocated. There was also a need to seek clearance from local authorities and evaluate the environmental impact of the proposed development. It is tempting to say in the foreword that this process went ahead smoothly. However, it was challenging; goodwill and a progressive approach helped achieve the goals.

Over a period of 18 months the work was eventually completed and the impacts were apparent almost immediately. By 2008, when one of the first sanitation blocks was complete, the village of Soweto East took on a new life and showed transformations that were not expected. For example, asking community members what they liked about the new development, many remarked about the “fresh air”. This is interesting as I had never heard this mentioned before: A lack of odour nuisance (something that many of us take for granted) is perceived as important.

Within a short space of time, the road had

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become the public open space of choice; both day and night would see much activity. During the day, traders lined the new street and at nighttime residents enjoyed socialising in their new “piazza”. As time progressed, the evidence of local economic development was even more apparent.

Moving forward to today, we can now see how unblocking the main artery to Soweto East has brought new life to the community; it has rejuvenated areas and, most importantly, has improved the lives of Soweto East residents.

Although a single pilot project, it has given some good ideas for future slum upgrading. It has to some extent helped us to understand that creating good living space, both inside and outside the house is important. And it has shown the importance of community trust. Through this process, many invaluable lessons were learned by a dedicated, multi-disciplinary and multi-agency project team. Given the challenges that have come with accelerated urbanization in developing countries, as noted above, these lessons are important. It is my hope that this report will trigger similar approaches elsewhere.

There are many who have contributed to this

It is important that this experience is well documented and during 2012 that this was best achieved through an independent overview of the projects impact and findings. Experts from McGill University, Prof. Thom Meredith and Ms. Melanie MacDonald were responsible for the evaluation on behalf of UN-Habitat. They have prepared an excellent report which clearly highlights the main outcomes. Their work needed a very close interaction with all interested stakeholders and required clear analytical approach. The result is excellent in my opinion, and I would like to thank them for their dedication to this work.

In conclusion, I hope this initiative and this report provide a good basis for future programmes in slum upgrading. I think it clearly shows how understanding the needs of the recipient communities is the most important consideration. I would like to wholeheartedly thank Mr. Graham Alabaster of the Urban Basic Services Branch for overseeing the overall production of this report.



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