

# Enhancing social inclusion and safety through investing in urban services and infrastructure

*Examples from the Kenya Informal Settlements  
Improvement Project*

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# The challenge

## *Physical exclusion*

Over 60 percent of people living in Kenya's cities live in areas that would be defined as slums under the Millennium Development Goals.



# The challenge

## *Social exclusion*

- People living in informal settlements have much less access to basic services than those in formal areas.  
For example:
  - In Nairobi, only about 36 percent of households in informal settlements have access to piped water in the house or the compound, while 84 percent of households in formal areas do.
  - The disparity holds for access to in-house electricity, access to solid waste collection services, and quality of internal access roads.
- Residents also suffer from high rates of interpersonal violence and violent crime.

# The challenge

## *Economic exclusion*

Many residents work in low-wage jobs and in the informal sector, and suffer from high volatility and insecurity of income.



Helping to  
address the  
challenge:

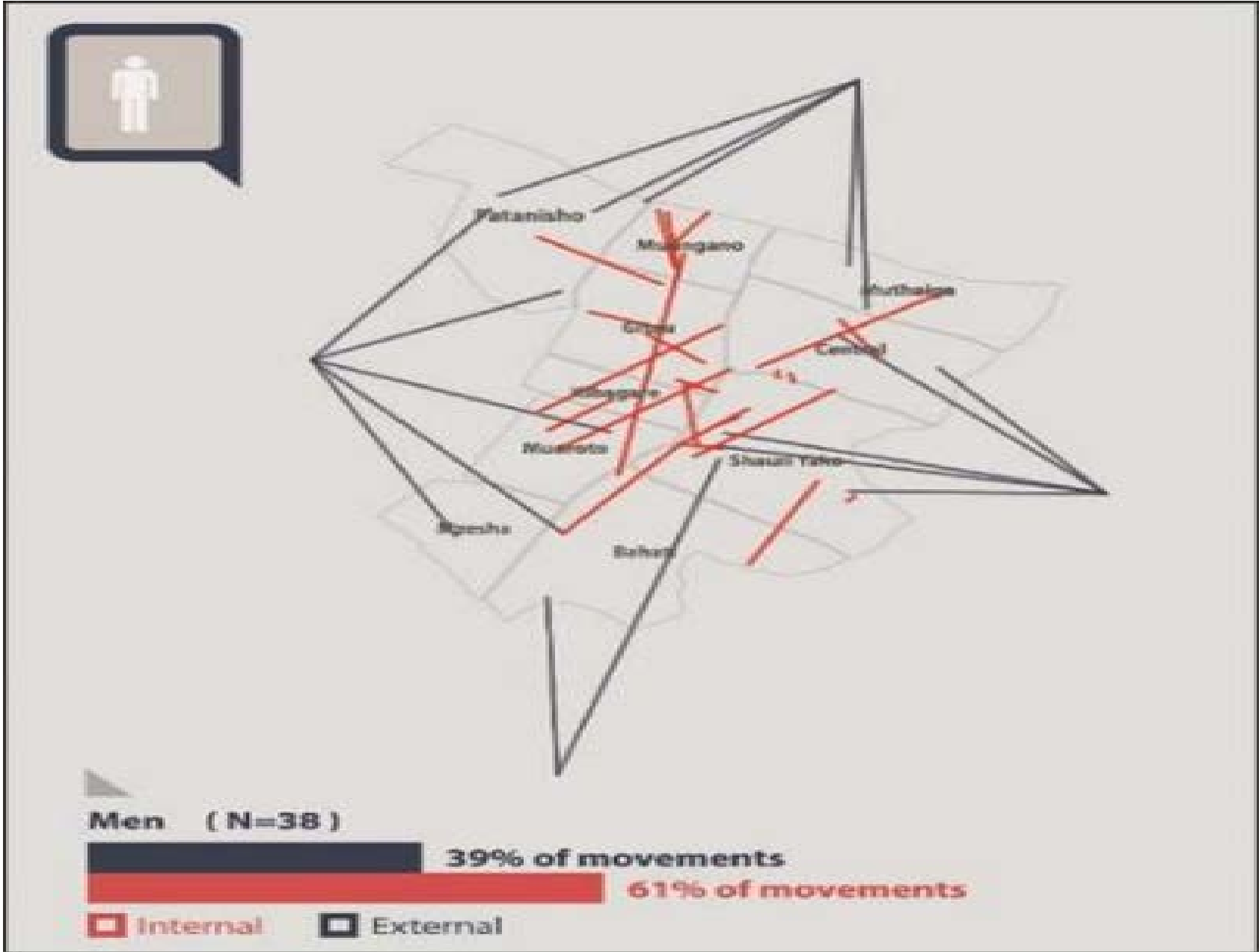
## The Kenya Informal Settlements Improvement Project (KISIP)

- **KISIP's Objective:** To improve living conditions of the people living and working in informal settlements in selected urban centers in selected counties in Kenya.
- **KISIP's approach reflects lessons learned from decades of experience with slum upgrading initiatives. These include:**
  - Combining efforts to enhance the security of tenure with investments in infrastructure and urban services.
  - Developing settlement upgrading plans with the full participation of the community.
  - Facilitating preparation of maps showing crime and violence and hotspots, and identification of interventions to create safer neighborhoods.
- **Through investments in tenure security, infrastructure and services, KISIP aims to create safer and more livable neighborhoods, while reducing the disparities in access to infrastructure, basic services.**



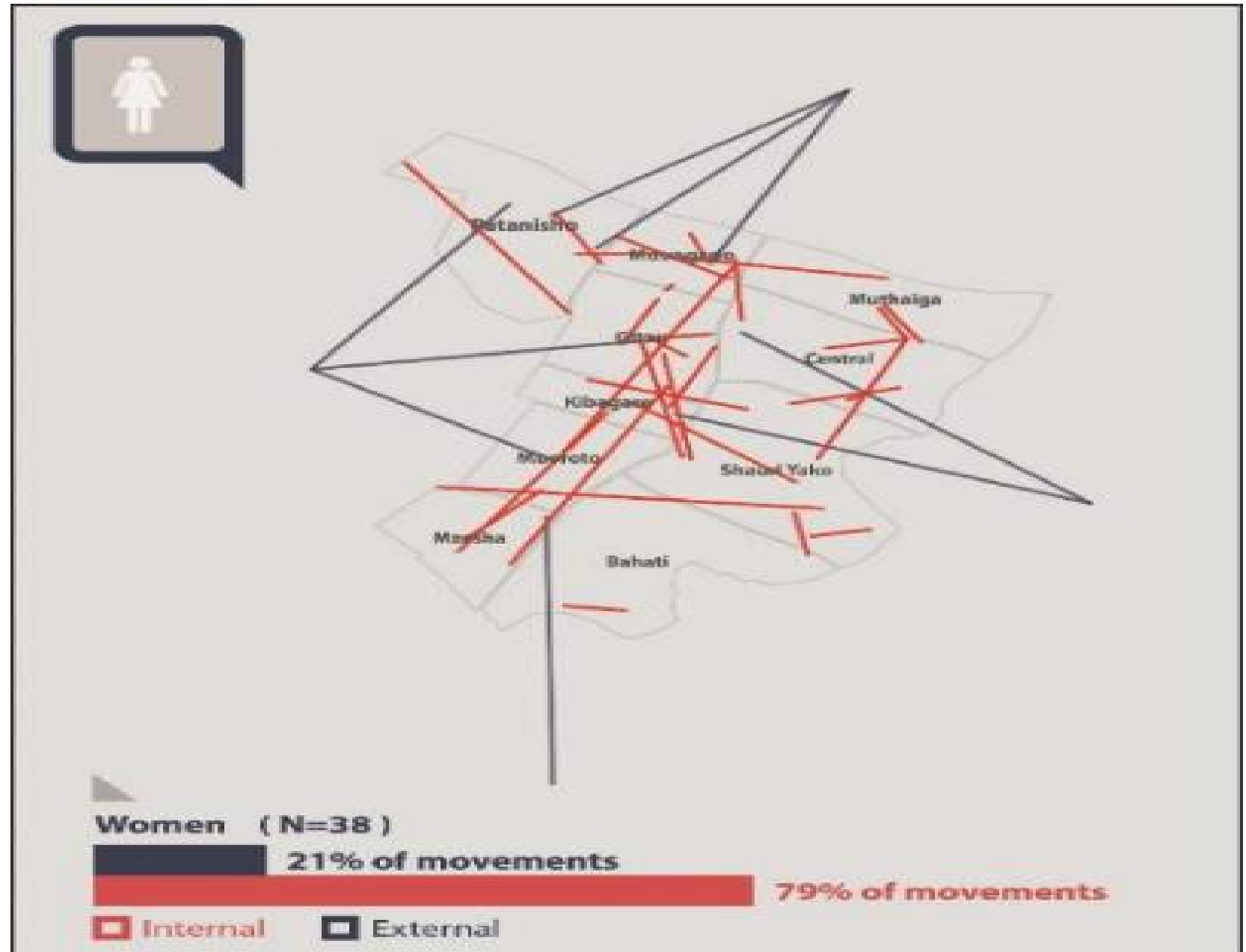
Crime and violence mapping

**Men's** perceptions of the unsafe areas in Kayole Soweto, Nairobi



# Crime and violence mapping

**Women's** perceptions of the unsafe areas in Kayole Soweto, Nairobi



# Investments in community infrastructure and services

- **Menu of potential investments**
  - Through a participatory process led by the SEC, community members come together to identify their investment priorities part of which will enhance security.
  - Menu includes: roads and drainage, pedestrian and bicycle paths, water and sanitation services, high-mast security lights, solid waste services and secure public spaces.



# Investments in community infrastructure and services

Communities *always* choose lights, roads and drainage, and pedestrian and bicycle paths. They regard these as most important to enhance the safety of the community.



# Outcomes

- **High impact, according to a recently completed beneficiary assessment**
  - Interviewees mentioned that KISIP-financed investments have led to the *integration of their neighborhoods into the urban fabric*, stimulating much new investment in housing and businesses.
  - New paved roads *have increased access to jobs, schools, and services* in the rest of the city.
  - Lights are noted as significantly *improving security* in the settlements, in addition to allowing businesses to operate for many more hours than in the past.
  - Pedestrian walkways are mentioned as greatly *increasing safety*, by separating pedestrians from vehicle traffic.
  - New household water connections are noted as *improving security* of women and children, who no longer have to travel outside the home to obtain water.
  - People who have obtained tenure security state that they are *no longer afraid of eviction*, and plan to invest in their homes and community-based businesses.

## Lessons learned

- **A follow-on project to KISIP will reflect lessons learned.**
  - **Continue to invest in infrastructure, with specific interventions identified by the residents through a participatory approach.**
  - **Consider expanding the menu of potential investments to other facilities under the mandate of the county administrations, such as early childhood education centers and health clinics.**
  - **Consider including activities aimed at assisting unemployed youth develop skills for jobs, and other forms of social support**
  - **Continue with activities to regularize tenure, making sure displacement is minimized, even if that means adopting special planning standards.**