

## MAPPING THE SOCIAL AND GOVERNANCE TERRAIN IN INFORMAL SETTLEMENTS

# STAKEHOLDER MAPPING IN KOROGOCHO AND VIWANDANI, NAIROBI



### INTRODUCTION

More than half of humanity currently lives in urban areas, and 90% of the global population is projected to be urban by 2050. Crucially, one in three urban residents now live in precarious areas, including informal settlements. Such settlements are prone to interconnected challenges in health and well-being, which are poorly understood globally and are often ignored as temporary aberrations by governments. The absence or inadequacy of local and national government institutions fosters the creation of multiple governance systems which challenge binary notions of public-private, state-society, and formal-informal, ultimately affecting service delivery in informal settlements.

### SALIENT MOTIVATING FEATURES:

- Formal services in informal settlements are almost non-existent;
- Routine government data rarely cover informal settlements and data are usually insufficiently disaggregated;
- Inequities are often concealed and poorly addressed in informal settlements;
- Persistence of weak urban governance (particularly in policy, planning, and urban management);
- Pronounced disconnection of informal settlements from mainstream opportunities;
- Combined burdens of informal settlements are harmful to residents of these settlements, the cities they are located in, and the overall population;
- Intractable health and well-being challenges in informal settlements.

The Accountability and Responsiveness in Informal Settlements for Equity (ARISE) project seeks to understand the role of accountability in improving health and wellbeing inequities of marginalised and vulnerable groups living and working in informal urban spaces in Bangladesh, India, Kenya and Sierra Leone.

Mapping of the social and governance terrain was conducted in the first phase of the study (Mapping Phase), to understand how existing governance and accountability systems affect the health and well-being of residents living and working in the study sites, Korogocho and Viwandani. This brief presents methods, key findings and recommendations from the mapping of stakeholders in the informal settlements of Korogocho and Viwandani in Nairobi, Kenya.

### METHODS

Initially, a comprehensive stakeholder mapping exercise was done using a 5-Ws assessment tool to identify and characterise Who is doing What, Where, When, and for Who (5-Ws). The project team conducted a desktop review of stakeholders in Korogocho and Viwandani. The search terms for the review were 'stakeholders', 'informal settlements', 'Nairobi slums' and 'service provision'. Thereafter, we used a snowballing technique to identify other stakeholders via chain referral by the initial stakeholders identified in the desktop review (Figure 1). Community leaders were key actors in the snowballing process.

### KEY LEARNINGS:

- Stakeholders are diverse in nature with different interests, levels of power and influence.
- Stakeholders change often, therefore regular mapping is important.
- Identification of stakeholders is key and at the heart of verifying and understanding social community dynamics.
- Stakeholder mapping is the initial stage for creating and strengthening community social capital, i.e., the web of actors, ties, favours, obligations, and other aspects of social interactions that can be used to cement and strengthen relationships.
- Linking social capital through stakeholder mapping makes it possible to know and value different project participants. A participatory process which includes everyone is critical for notions of justice.
- Stakeholder mapping improves the chances of project success, as there is community support and an understanding of the appropriate focus for targeted efforts.
- Governments and other stakeholders working in informal settlements target specific needs in line with their goals, often with little coordination. Consequently, access to services is not evenly distributed across settlements, resulting in pockets of spatially disadvantaged communities.





Figure 1: Stakeholder mapping process

The approach enabled us to identify gaps and exclusions, socio-political drivers of marginalisation, and a guidance on how to initiate engagement or leverage existing relationships. Overall, we identified 108 and 83 stakeholders in Korogocho and Viwandani respectively.

Figure 2 summarises the stakeholder profiles in Korogocho and Viwandani. The two study sites had varying stakeholder dynamics. Korogocho had more stakeholders (n=110; 46%) than Viwandani (n=83; 35%). A number of stakeholders (n=44; 19%) were involved in both study sites, as the informal settlements share several cross-cutting characteristics related to health, solid waste management, sanitation, water, and security, among other issues. Stakeholders in the two study sites covered different aspects of health and well-being. Most stakeholders handled multiple responsibilities while a handful dealt with a single responsibility.

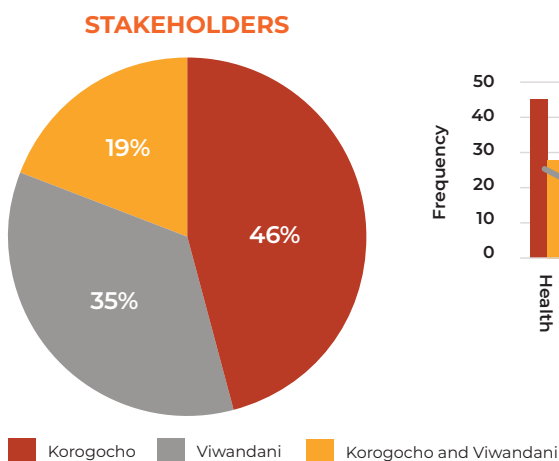
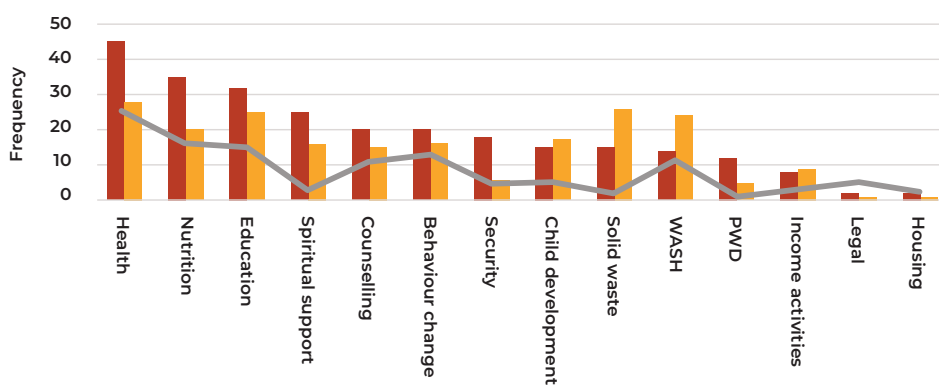


Figure 2: Stakeholder profiles in Korogocho and Viwandani informal settlements

### SECTOR ENGAGEMENT IN DIFFERENT SITES



### KEY RECOMMENDATIONS FOR POLICY, PRACTICE, AND RESEARCH:

Key actors including the government should consider the following for stakeholder engagement:

- **Creation of learning platforms for stakeholders:** Platforms that draw on stakeholders' knowledge should be prioritised to facilitate learning and maximum engagement. These platforms could include a range of communication strategies and multimedia tools.
- **Integration of stakeholders and systems:** Stakeholders should develop and coordinate broader integrated frameworks that are underpinned by urban planning and supported by interconnected processes. They should also ensure the inclusion of marginalised groups and key stakeholders.
- **Revitalise and cement partnerships among stakeholders:** Actors in informal settlements need to consistently strengthen and revitalise partnership arrangements for improved health and well-being.
- **Recognise the multiple forms of stakeholders:** Actors should adopt approaches that acknowledge the bi-directional and multi-dimensional nature of stakeholders in catalysing opportunities for residents of informal settlements, and to facilitate development of these spaces, especially for marginalised groups.

### SUGGESTED CITATION:

<sup>1</sup>Ivy Chumo, <sup>1</sup>Blessing Mberu and <sup>1</sup>Caroline Kabaria (2023) Mapping the social and governance terrain in informal settlements - Stakeholder mapping in Korogocho and Viwandani, Nairobi, Kenya; ARISE Consortium.

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**The ARISE Hub – Accountability and Responsiveness in Informal Settlements for Equity** – is a research consortium, instituted to enhance accountability and improve the health and wellbeing of marginalised populations living in informal urban settlements in low- and middle-income countries.

The ARISE vision is to catalyse change in approaches to enhancing accountability and improving the health and wellbeing of poor, marginalised people living in informal urban settlements.

ARISE is guided by a process of data collection, building capacity, and supporting people to exercise their right to health. ARISE works closely with the communities themselves; with a particular focus on vulnerable people living in the informal settlements; often overlooked in many projects and initiatives.

ARISE was launched in 2019 and is a 5-year project. It is implemented in four countries: Bangladesh, Kenya, India and Sierra Leone.

