

**SMALL WATER SERVICE PROVIDERS ASSOCIATION OF KENYA**

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Date: 22nd Jan 2018

To,

**Ris Schut**

Advisor Startups & International Talent

**Netherlands Point of Entry**

**Netherlands Enterprise Agency
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**RE: REQUEST FOR PARTNERSHIP WITH OUR ASSOCIATION IN CONDUCTING CAPACITY BUILDING, MAPPING AND REFERENCING PROGRAMME FOR WATER ENTREPRENEURS IN LOW INCOME AREAS IN KENYA.**

Attached find a copy of our concept paper seeking support from your highly esteemed Organization which champions issues of water in the low income areas within Nairobi County. This proposal seeks to scale up our innovative, sustainable and collective approaches to manage the affairs of water supply in low income areas here in our case as pilot programme in Mukuru kwanjenga slum villages In Embakasi, Nairobi and the entire Kenya.

We hope you will respond to our request and joint partner to improve water service delivery and address water security in these areas.

Looking forward to hear from you

Thanking you in advance

Yours faithfully,

PATRICK MAILU

**DIRECTOR**

**CONCEPT PAPER**

**Background information**

Small Water Service Providers Association of Kenya**– SWAPAK,** is a National grassroots membership Organization with the Registrar of Societies; Vide Certificate No. soc/76678. It draws its members from Non-Governmental organizations, - NGOs, Community Based Organizations, - CBOs, Faith Based Organization – FBOs, Private Sector, Research and learning Institutions, Individuals involved or that have interest in water services and resources in Kenya.

It was formed as a formal network of systems for comprehensive WASH enterprises; partners and stakeholders in Kenya. We are active in a number of slums including Mukuru kwa Njenga slums where we are working closely with Nairobi water Company and other partners. **Wim klaassen, the Director, Quest Consults International based in Netherlands, is a person well known to our Organization having worked in the area conducting evaluation programs on water projects which were funded by European Union and Dutch Government**

**Motto**

Water for All

**Our Vision**

To be a leading National grassroots membership Organization bringing together all involved or have interest in water services and resources for better services of customers and the community.

**Mission Statement**

Our purpose is to promote innovation and ideal practices aimed at sustaining water services and resources in a reliable and convenient way as per customers and community demands and preferences.

**SWAPAK programmes**

SWAPAK is mandated to implement four core programs namely

1. capacity Building and training
2. information, dissemination and documentation
3. Water infrastructure rehabilitation and development
4. Policy development and advocacy

**To implement our four core mandates; we are guided by the following principles namely:**

1. **Networking and partnerships**

SWAPAK Promotes partnerships and networking linkages among all partners and stakeholders and above all the community both in the rural and urban set up, We work closely with both the National and County Governments, as well all Water Service providers and Boards who have signed SPA with WASREB.

1. **Research**

SWAPAK is implementing programmes through an evidence based approach and hence has mainstreamed research into all the four programs. This is aimed at providing adequate and relevant information on water.

1. **Monitoring and evaluation**

SWAPAK five year strategy plan has a Monitoring and Evaluation framework to provide periodic feedback on progress for management purposes and assess outcomes to lead to impact and sustainability of interventions

1. **Gender mainstreaming and involvement of women and youths in water development**

SWAPAK embraces greater involvement and participation of women and youth in all the four core programmes

1. **Public participation**

SWAPAK encourages public participation in projects initiated in communities for the purposes of owning and sustaining them.

**SWAPAK collaborative initiatives**

SWAPAK collaborative initiatives are consistence with the National Water Master Plan 2030, the Water Act 2016 and all the 47 County Based Water Acts.

In line with water act 2016, we seek to improve service delivery; information dissemination; networking and collaboration; consumer representation and infrastructure rehabilitation, expansion and development.

**Project title:**

Conducting Capacity Building, Mapping And Referencing Programme For Water Entrepreneurs In Mukuru Kwanjenga Slums, Nairobi County.

**Project location:** Mukuru kwanjenga

**OVERVIEW OF THE PROJECT**

Mukuru kwanjenga slum is one among the many populated slums in Nairobi County, comprising of eight slum villages namely: 48 zone, Wape-wape, Sisal, Vietnam, Motomoto, Riara, Milimani and AA / MCC.

The area has unique outstanding challenges in water with a documented reported challenge of water cartels who dominate the area and pose a major threat to Nairobi Water Company operations, leading to lose of millions of shillings lost in revenue collections; and above all exploit the community daylight by selling water exorbitantly regardless of their poor and substandard piping.

Million of shillings have been invested in these area by different partners including European Union through Athi Water Services Board , Oxfam GB, Embassy of Sweden, World Bank, **U**mande Trust, Pamoja trust , Safaricom Foundation, KWAHO, the County and National Government, etc. **According to our statistics and mapping; we have identified 50 No. of water kiosks and sanitation blocks constructed in this area only.**

Some these facilities have been without water since the day they were handed over to the community many years back, others have been vandalized, others neglected. For our case here in Nairobi; the WSP has no reference No. as the Majivoice platform cannot capture such complaints raised by the facility owners to be addressed.

**New water pipeline 2018**

Nairobi City water and sewerage Company – NCWSC is undertaking a unique pilot water project by laying pipeline on the surface to minimize operations of the notorious water cartels in the area. This project once completed it will open a new dawn in Mukuru kwanjenga slum since it shall address the water cartel menace once and for all. The community members are very positive, since it’s their idea being implemented by the Company due to many water clinics conducted in the region by their staffs and other stakeholders.

**Despite all these good efforts, without investing in the community**, we may end up losing track of the project and open loopholes where the water cartels may surface again to terrorize the community and hold them to ransom.

Kindly we have identified a gap and need we wish to address so that we realize the Government Commitment provide the residents living in Mukuru Kwanjenga slum among other slums with legally connected , clean, safe, affordable and easily accessible water supply and thus account for every drop of water and ensure that these facilities provide the much needed services by benefiting 25,000 No. Of households living in the area.

We humbly request whether we may partner with you or recommend us to a potential donor / partner to carry out regular Community Water Forums – CWF in Nairobi slums as a pilot project with an ultimate goal of:

**Step one:**

1. **Zoning,clustering and coordinating water clinics and forums** for **these water facilities and operators**. Each water vendor or operator shall fill in a membership form to join the SWAPAK network and establish a cluster. These cluster members shall seat and agree on days of meetings where the NCWSC Company team shall be called upon to attend and listen to the compliments, grievances and challenges and map a way forward and respond on issues raised pegged on timelines. A note taker shall keenly document these meetings agendas and share with other partners including your office

**Outcome and impacts**

This exercise and activity will address the rampant cases of illegal water cartels, vandalism of water infrastructure, improve water service delivery, create good working atmosphere for the Company team and the consumer; reduce cases of water borne diseases and improve health standards of these poor residents.

**Step two**

1. Establish and strengthen Water Monitoring Teams (WMTs) in the area. Currently, with the help and joint support from your office, Haki Jamii, Water and Livelihoods – WALINET, Transparency International – TI, the community managed to establish a 25 member WMTs with an active gender sensitive committee. The membership of these WMTs is drawn from the representatives of water enterprises within a given locality and who are members of SWAPAK. They work hand in hand with the water Utility to raise matters of concern and attention to the water Utility. They volunteer their services and benefit from the water and sewer services provided by the Utility.

**Outcome and impacts**

This local arrangements by water vendors and operators in the locality and recognized by the water Company has made possible the services of Nairobi water Company to be felt by the community.

The rampant cases of illegal water cartels have been put on spotlight with members assisting the company to profile such individuals and earmark hot spots where such malpractices are common. This new concept of laying pipes on the surface was a result of efforts of the WMTs committee. We strongly believe once rolled out here In Mukuru Kwanjenga it will be replicated in other areas like Mukuru kwa Reuben, Kayaba, Lunga –lunga, mathare, Kibera, kawagware, Soweto and other places. This is the way to go countrywide.

**Budgets Costs**

**Activity 1:**

**Zoning, clustering and coordinating water clinics and forums**

According to our past experiences to organize similar water clinics and forums, one such event activity requires a total of **kshs 100,000 to kshs 150,000** depending on the turn up; since the participants are provided with refreshments which includes snacks , community mobilization costs, the venue as well is paid for; facilitators are as well paid for; note taking, reporting and documentation; IEC printed materials with local messages on water safety, water quality, water tariffs, water rationing, etc. in the form of banners; flyers, brochures and bullets. **We discourage individual / participants reimbursements except in special cases where we have invited guests.**

**Activity 2**

**Establish and strengthen Water Monitoring Teams (WMTs) in the area**

According to our past experience with Mukuru kwanjenga slums where we have established a **25 Member Mukuru kwanjenga water monitoring team**. We have managed to conduct a number of meetings and activities with Nairobi water Company and other stakeholders. Such members are proposed by community members in meetings and their names submitted to the Company for reference.

The cost of such structured meetings is between **kshs 150,000 to kshs 200,000 per seating / meeting;** since the participants are provided with refreshments which includes snacks, the venue as well is paid for; facilitators are as well paid for, community mobilization, mapping, note taking and documentation. We discourage individual / participants reimbursements except in special cases where we have invited guests

Kindly peruse and look forward for an appointment to elaborate our strategy as we partner to improve water supply services in Mukuru kwanjenga and beyond.

**Regards**

Patrick mailu

**DIRECTOR**