



**NAIROBI CITY
COUNTY**

STATUS OF CIVIC EDUCATION, PUBLIC PARTICIPATION AND CITIZEN ENGAGEMENT IN NAIROBI COUNTY

STUDY REPORT 2024

LET'S MAKE NAIROBI WORK

Status of Civic Education, Public Participation and Citizen Engagement in Nairobi City County

Study Report

July 2024

Designed by: Multi Stakeholder Committee

Published by:

***Department of Public Participation
Public Participation, Citizen Engagement and Customer Services Sub Sector
Inclusivity, Public Participation and Customer Service Sector
Nairobi City County
2024***

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FOREWORD

Participation of the people in shaping governance and development is engrained in our constitution and we, as Nairobi City County, have adopted it fully and are implementing it to shape our policies and programs to ensure the citizens are well represented.

When citizens feel that their voices are heard, trust and cooperation develop between the public and the county government. In turn, this improves civic engagement and promotes a positive relationship between residents and their leaders. By involving the public in county matters, we, as officials, are held accountable for our decisions and actions.

Nairobi City County had no public participation directorate before my administration. We created one under the Inclusivity, Public Participation and Customer Service sector headed by a County Executive Committee Member and appointed a County Chief Officer in the Public Participation, Citizen Engagement and Customer Service sub sector. This was in the spirit of ensuring that the decisions made reflect what the people of Nairobi want; that their local knowledge and insights are taken into consideration. This has enabled us to identify gaps in service delivery and to prioritize as well as implement changes that directly address community needs. We have been learning and constantly improving our engagements including introducing a public participation digital element as well as ensuring our reports are readily available.

This status report on civic education, public participation and citizen engagement is therefore an imperative undertaking cognizant of the heightened demand by the public for meaningful and adequate public participation for good governance. It will speak to both the governing and the governed on how this shared responsibility can be delivered in a manner that leads to accountability, sustainable development and citizen centric decisions.

This report seeks to give reliable information for stakeholders in the sphere of civic education, public participation and citizen engagement within Nairobi City County to take actions that will lead to meaningful public participation and good governance where citizens have genuine opportunity to influence decisions on matters that concern them both negatively and positively. It will primarily seek to reconfigure the civic education, public participation and citizen engagement processes in the County of Nairobi to ensure there is adequate and inclusive engagement of the people.



H.E Sakaja Arthur Johnson, EGH
Excellency the Governor,
NAIROBI CITY COUNTY

PREFACE

This status report on civic education, public participation and citizen engagement has been done to assess the execution of public participation by the Nairobi City County Government (NCCG) from the time of its first devolved government in the year 2013.

Hinged on the principles of timely access to information, contributions by the public being taken into consideration when making decisions; the communities, organizations and citizens being affected by a decision having reasonable access to processes of formulating and implementing policies, laws and approval of development proposals, a right to be consulted and involved in the decision-making process; communication to the public on how their input affected the decision; protection and promotion of the interest and rights of minorities, marginalized groups and communities and their access to relevant information; reasonable balance in the roles and obligations of county governments and Non-State Actors (NSAs) in decision-making processes to promote shared responsibility and partnership, and to provide complementary authority and oversight, it is anticipated that this report will reveal gaps present within the civic education, public participation and civic engagement space and propose solutions aimed at making it more inclusive, accessible, information based and thus more adequate and meaningful.

In the ultimate analysis, this report will inform NCCG Public Participation Act of 2016 needed amendments, civic education and public participation guidelines, standards and regulations which will ensure the principles of civic education and public participation earlier enumerated are reasonably achieved. The report will also seek to deepen collaboration between the County Government and Non-State Actors in improving civic education efforts in the county well cognizant of its preparatory role in causing and aiding meaningful participation.

There is better appreciation of the role of public participation in promoting good governance and accountability especially after the promulgation of the current constitution in 2010 and the advent of devolved governance in 2013. In the past, participation of the people was seen by government officers as an irritable and unavoidable exercise of compliance. The courts have severally declared certain government decisions as unconstitutional for lack of sufficient engagement of the people. The recent Gen Z led demonstrations remind us all of need of effective communication and genuine involvement of the people for a more cohesive nation. This report's findings and recommendations will therefore positively affect the involvement of the people in managing of their resources.

The processes of coming up with this status report commenced in December 2023 through sharing of ideas with Non-State Actors in the social spaces. Wide and deliberate involvement and participation of Non-State Actors was effected in this process. The process included data collection from the 85 wards, Focus Group Discussions and Key Informant Interviews, retreats to develop initial drafts, stakeholders' reviews and incorporation of feedback to the final document.

The report covers three key pillars: Civic Education, Public Participation and Citizen Engagement. It will benefit government officers, Non-State Actors and the general public. I believe that it will catalyze the execution of sound civic education within the county thereby realizing effective public participation for good governance and accountability.



**Ms. Rosemary Kariuki,
CECM, Inclusivity, Public Participation and Customer Service,
NAIROBI CITY COUNTY**

ACKNOWLEDGEMENTS

The preparation of this Status Report on Civic Education, Public Participation and Citizen Engagement was made possible through the collaboration between the Nairobi City County Government (NCCG) and numerous Non-State Actors (NSAs). We extend our sincere appreciation to all individuals who worked tirelessly to achieve the objectives outlined for this study.

We acknowledge the invaluable support provided by former County Executive Committee Member (CECM): Inclusivity, Public Participation and Customer Service (IPPC), Dr. Anastasia Nyalita, and former Public Participation, Citizen Engagement and Customer Service (PP, CE & CS), County Chief Officer (CCO), Ms. Lydia Mathia. Their guidance and policy direction were crucial in the successful completion of this work.

We also recognize the significant contributions of former Acting County Secretary, Mr. Analo Akivaga, who facilitated seamless communication between the Department of PP&CE and the various Non-State Actors involved in this project.

Our gratitude extends to the Departments within NCCG that participated in this research. Several departments provided essential data, while others offered technical expertise. We acknowledge the contributions of the Departments of Boroughs and Sub-County Administration, Gender and Inclusivity, Economic Planning, and Research and Policy.

We also express our thanks to the County Assembly, with special recognition to Hon. Anthony Kimemia of Harambee Ward, Makadara Sub-County, for his valuable insights.

We also wish to acknowledge the significant contributions of all Non-State Actors involved from the inception to the completion of this project, particularly the members of the Multi-Stakeholder Committee (as listed in section 1.4). Special recognition goes to Mr. Elijah Bonyo of World Vision Kenya, Mr. Dan Paul Adenga of Uraia Trust, Ms. Elsie Mulindi of the Kenyan Paraplegic Organization, Mr. Kevin Osido of County Governance Watch, and Ms. Rose Wanjiru of the Centre for Economic Governance for their strategic guidance throughout the project's execution.

Finally, we recognize the dedicated team of experts who diligently worked on this project. We express our appreciation to the Lead Expert, Mr. James Waweru of Geospatial Synthesis, who directed data collection, data auditing, data analysis and report writing. We also acknowledge the contributions of Mr. Don Collins Ouma of Civic Voices, Mr. Emmanuel Mwangela of the Centre for Economic Governance, Mr. Romeo Odumbe of County Governance Watch, Mr. Godfrey Ochelle and Mr. P.A Orega.

The logo for ZAM (Zipporah Mwangi Associates) is written in a stylized, cursive blue font.

**Ms. Zipporah Mwangi,
CCO - Public Participation, Citizen Engagement and Customer Service,
NAIROBI CITY COUNTY**

ABBREVIATIONS

ADP – Annual Development Plan

CBEF – County Budget Economic Forum

CCO – County Chief Officer

CEd – Civic Education

CE – Citizen Engagement

CGA – County Governments Act

CIG – Common Interest Group

COK – Constitution of Kenya, 2010

CSO – Civil Society Organization

FY – For Year

IPPC – Inclusivity, Public Participation and Customer Service

GIS – Geographical Information Systems

GIZ – Deutsche Gesellschaft für Internationale Zusammenarbeit

KNBS – Kenya National Bureau of Statistics

MCA – Member of County Assembly

MP – Member of Parliament

NGO – Non Governmental Organization

NCCG – Nairobi City County Government

OPD – Organizations of People with Disability

PP – Public Participation

PPF – Public Participation Forum

PPO – Public Participation Officer

UN CRPD – United Nations Convention on the Rights of Persons with Disability

EXECUTIVE SUMMARY

This report presents a comprehensive analysis of the status of civic education, public participation and citizen engagement in Nairobi City County, following the adoption of devolved governance in Kenya in 2013. The report is a result of an extensive study initiated by the Nairobi City County Government (NCCG), involving multiple stakeholders, including government entities, Non-State Actors and the general public.

The research aimed to assess the effectiveness of public participation initiatives and identify gaps that hinder meaningful civic engagement. The study covered three key pillars: Civic Education, Public Participation and Citizen Engagement, with data collected from 85 wards through Household Survey, Focus Group Discussions and Key Informant Interviews.

Key findings indicate that while there has been progress in enhancing public participation since the promulgation of the 2010 Constitution, significant challenges remain. These include limited access to information, insufficient inclusion of marginalized groups, inadequate use of technology and a general lack of awareness among citizens about their rights and the mechanisms available for participation. The report highlights the need for the NCCG to address these gaps to improve the inclusivity, accessibility and effectiveness of civic education and public participation processes.

The report recommends several strategies for improving public participation, including revising the NCCG Public Participation Act of 2016, enhancing collaboration between government and Non-State Actors, and leveraging technology to reach a broader audience. These recommendations aim to ensure that public participation in Nairobi City County is more inclusive, transparent, and impactful, ultimately leading to better governance and accountability.

This document serves as a critical resource for policymakers, civil society organizations, and the public, providing actionable insights to strengthen civic education and public participation frameworks in Nairobi City County. The implementation of these recommendations is expected to foster greater citizen involvement in governance, thereby contributing to more accountable, sustainable and citizen-centric development.

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1.0 INTRODUCTION

1.1 Background

Public participation is a cornerstone of democratic governance, ensuring that citizens have a voice in the decision-making processes that affect their lives. In Nairobi City County, public participation is mandated by the Constitution of Kenya (2010), the County Governments Act (2012) and various other legislative frameworks. Despite these provisions, the practical implementation of public participation has faced significant challenges. These include inadequate legal frameworks, limited resources, insufficient public awareness and the lack of effective structures for engaging diverse community groups. The Public Participation department in Nairobi City County, for instance, is a newly established department. The novelty of the department accrues its own challenges including weak coordination mechanisms between the departments and Non-State Actors. There are low participation rates in public engagement activities and challenges in gathering feedback from public participation efforts. Recognizing these challenges, Nairobi City County Government has initiated a comprehensive study to assess the current status of Civic Education, Public Participation and Citizen Engagement, with the aim of developing a multi-sector approach to enhance effectiveness and inclusivity.

1.2 Current state of public participation in Nairobi City County

Public participation in Nairobi City County is characterized by a mix of formal and informal mechanisms. The formal mechanisms include public forums, barazas (community meetings) and consultative meetings organized by the county government. However, these mechanisms often suffer from low turnout, limited accessibility and inadequate representation of marginalized groups such as women, youth and persons with disability. Informal mechanisms, on the other hand, tend to be more vibrant but are not systematically integrated into the official decision-making processes.

Nairobi City County has a population of 4.4 million people¹, 2,815,927 of whom comprise the adult population². Out of this adult population, 2,415,310 are registered voters³. Essentially, this is the population that is expected to actively take part in public participation in the county. However, the level of public participation engagement in Nairobi City County is currently at a low of 0.07%, with only an average of 100 people attending public forums per Sub County out of the potential 2,415,310 participants. The year 2023 saw a higher attendance of men (53%) to women (47%). In 2024, however, a higher attendance was observed in women (55%) than men (45%) on average. Participation of persons with disability was averagely 2% of total participants.

☞ Only **0.07%** of
Nairobians attend
public participation
forums

This low attendance in public participation is, in part, due to public participation being conducted at the sub-county level rather than at the ward level, which excludes a large portion of the population whose

¹Kenya Population and Housing Census Report, 2019. Kenya National Bureau of Statistics.
<https://www.knbs.or.ke/wp-content/uploads/2023/09/2019-Kenya-population-and-Housing-Census-Analytical-Report-on-Population-Dynamics.pdf>

² Nairobi County Population Statistics, 2019. City Population.
https://www.citypopulation.de/en/kenya/admin/nairobi/47__nairobi/

³ Registered voters per county. Independent Electoral and Boundaries Commission, 2022.
https://www.iebc.or.ke/docs/rov_per_county.pdf

voices are essential to the process. Additionally, there is a lack of policies and regulations in place to guide public participation, and the Department of Public Participation is not fully resourced with the necessary technical, human and operational capabilities. Despite these challenges, the department has made significant achievements in the past year, including conducting 82 public participation forums across a number of areas encompassing public finance, public service delivery, urban planning among others. Additionally, the Department of Public Participation has helped steer the development of a service charter, a service center that acts as a central point for managing feedback from the citizens. However, there is a lack of a comprehensive monitoring and data analysis framework for feedback from public participation forums. Further, the department has deepened partnerships with various organizations which has resulted in enhanced access to public participation, access to information to the public as well as persons with disability. This has been done through the provision of sign language interpreters, translations of budget materials and ADPs in braille and large print. Having all 2,415,310 registered voters attend public participation forums is ambitious, given the different factors at play, however, if inclusive public participation were to be defined in number as 'at least 300 hundred participants from the different demographics of a ward', an inclusive projection for the county would mean 1.1% attendance.

In collaboration with Non-State Actors, the county has integrated the use of technology in public participation, which has increased participation of the public through digital platforms. As much as these strides have been made towards the realization of meaningful public participation within the county, there are still existing gaps that need to be addressed to achieve the desired levels of participatory governance. Specifically, the following factors contribute to the suboptimal state of public participation in the county:

- i. **Legal and Regulatory Gaps:**
While the legal framework exists, there are ambiguities and overlaps in the laws governing public participation, leading to inconsistent implementation. The county also lacks policies and regulations to guide public participation, making implementation more challenging.
- ii. **Resource Constraints:**
Both financial and human resources dedicated to facilitating public participation are insufficient, affecting the quality and reach of engagement activities.
- iii. **Public Awareness and Education:**
Many citizens lack adequate information and understanding of their rights and responsibilities regarding public participation, which limits their ability to engage effectively. Further, topical civic education before public participation has been limited.
- iv. **Inclusivity and Accessibility:**
There is a significant disparity in the participation of different demographic groups, with marginalized populations and persons with disability often excluded from the process.
- v. **Coordination and Collaboration:**
Lack of a coordinated approach among various stakeholders, including government agencies, civil society and community groups, hampers the effectiveness of public participation initiatives.

1.3 Inclusivity, Public Participation and Customer Service (IPPC) sector

Nairobi City County Government has inbuilt structures and procedures for collection of views during public participation forums. The County has very few Public Participation Officers (PPOs) mandated to document various aspects of views collection including but not limited to, scribing the comments of respondents, taking photos and videos of respondents and facilitators as well as serving as rapporteurs. The County also accepts submissions via digital platforms, email as well as physical submissions which

can be dropped at the public participation department offices. Data collected from these diverse avenues is analyzed and collated to result in a singular report.

1.4 Multi-Stakeholder Committee

The organizations that were involved in this research were as follows, in alphabetical order:

- ❖ Centre for Economic Governance
- ❖ Civic Voices
- ❖ County Governance Watch
- ❖ Geospatial Synthesis
- ❖ International Rescue Committee
- ❖ Katiba Institute
- ❖ Kenya Alliance of Resident Associations
- ❖ Kenya Human Rights Commission
- ❖ Kenyan Paraplegic Organization
- ❖ Mzalendo Trust
- ❖ Nairobi City County Government
- ❖ Oslo Centre
- ❖ Pamoja Trust
- ❖ Remusi Housing Cooperative
- ❖ Uraia Trust
- ❖ World Vision Kenya

1.5 Goal of the project

The goal of this project is to enhance the effectiveness of civic education, public participation and citizen engagement in Nairobi City County. By conducting a data-centric comprehensive assessment of the current frameworks and practices through broad-based stakeholders' engagement, the project aims to identify gaps and propose actionable solutions that will lead to more inclusive, accessible, and meaningful public participation. The ultimate objective is to strengthen the relationship between the county government, its citizens, and civil society partners, ensuring that decision-making processes are accountable, transparent, participatory, and reflective of the needs and aspirations of all residents of Nairobi.

1.6 Objectives of the project

The study on the status of public participation in Nairobi City County is crucial for several reasons:

1. **Enhancing Democratic Governance:**
Effective public participation, preceded by civic education, is fundamental to democratic governance. It ensures that decisions reflect the needs and preferences of the citizens, thereby enhancing the legitimacy and accountability of the government.
2. **Improving Service Delivery:**
When citizens are actively involved in the planning, implementation and monitoring of public services, it leads to more responsive and efficient service delivery.
3. **Empowering Communities:**
Civic education and public participation empower communities by giving them information and platforms to voice their concerns, contribute to policy-making and hold their leaders accountable.
4. **Promoting Social Equity:**
Inclusive public participation processes help to address the needs of marginalized groups, promoting social equity and justice.
5. **Building Trust and Collaboration:**
By fostering open dialogue and collaboration between the government and citizens, public participation and citizen engagement help to build trust and improve the overall relationship between the two.

1.7 Objectives of the study

The primary objective of this study is to develop a multi-sector approach to make public participation more efficient and meaningful in Nairobi City County. The broad objectives include:

1. **Assessing the Current Framework:**
To evaluate the existing legal, regulatory and institutional frameworks governing civic education and public participation.
2. **Identifying Challenges and Gaps:**
To identify the key challenges and gaps in the current public participation processes.
3. **Proposing Reforms and Recommendations:**
To propose actionable recommendations for improving the civic education and public participation frameworks, including legal reforms, capacity building, resource allocation and the use of technology.
4. **Promoting Inclusivity:**
To develop strategies for ensuring that public participation processes are inclusive and accessible to all demographic groups.
5. **Enhancing Coordination:**
To recommend mechanisms for better coordination and collaboration among various stakeholders involved in public participation.

This study is a vital step towards strengthening democratic governance in Nairobi City County, improving service delivery and promoting social equity as required by law and as envisioned in the governor's manifesto as a promise to the people of Nairobi. By addressing the existing challenges and gaps, in conjunction with developing a comprehensive multi-sector approach, Nairobi City County Government aims to make public participation more efficient, inclusive and meaningful for all its citizens. The findings and recommendations from this study will provide a roadmap for enhancing public participation and citizen engagement, thereby contributing to the overall development and prosperity of Nairobi City County.

1.8 Methodology

The project cycle was initiated by PP&CE Department of Nairobi City County Government who endeavored to find out the status of civic education, public participation and citizen engagement in the county.



Figure 1: Methodology of project execution

The PP&CE Department developed the terms of Reference (TOR) for the research project. The department then mapped out stakeholders engaged in the subject matter. Thereafter, the department, through the County Secretary, formally invited select stakeholders and constituted the Multi Stakeholder Technical Committee. Shortly afterwards, on March 8th, 2024, the research project was commissioned, setting in motion activities which would climax on the launch of the project's report.

Figure 1 highlights the general process undertaken by the Multi-Stakeholder Technical Committee in fulfillment of this project.

2.0 DESKTOP REVIEW

This chapter cites some policy, legal and institutional frameworks pertaining to civic education, public participation and citizen engagement. The chapter also covers a few performance indicators of some recent public participation forums.

2.1 Policy, Legal and Institutional frameworks

- A. Constitution of Kenya, 2010:** Art. 1 (1) & (2), Art. 10 (2) (a), Art. 69 (1) (d), Art. 196 (1) (b), Art. 201 (a), Art 232 (1) (d), Fourth Schedule, Part 2, section 14.
- B. County Government Act, 2012:** Section 3 (f), Section 9, Section 30 (3) (g), Section 70, Section 89, Section 91, Section 92 (2), Section 94 & 95, Section 100 & 101, Section 104 (4), Section 114 (1), Section 115 (1), Section 115 (2), Section 125 (2).
- C. The Public Finance Management Act, 2012:** Section 137, Section 175 (9), Section 207 (2).
- D. Urban Areas and Cities Act, 2011.**
- E. Public Service (Values and Principles) Act, 2015:** Section 12.
- F. Nairobi County Laws on Public Participation:** The Public Participation Act of 2016 and Community and Neighbourhood Associations Engagement Act of 2016.

Case law:

British American Tobacco Kenya, PLC v Cabinet Secretary for the Ministry of Health & others, Petition no. 5 of 2017, [2019] Eklr. The Court emphasized that public participation must entail both reasonable notice and a reasonable opportunity for engagement, with reasonableness to be assessed on a case-by-case basis.

Principles for effective public participation as per the Court:

- i. **Transparency:** The process should be transparent, ensuring that relevant information is accessible to all stakeholders.
- ii. **Accessibility:** The opportunity for participation should be accessible to all affected parties, regardless of their background or circumstances.
- iii. **Inclusivity:** The process should be inclusive, accommodating diverse perspectives and ensuring that all voices are heard and considered.
- iv. **Timeliness:** There should be adequate notice provided to stakeholders, allowing sufficient time for meaningful engagement and input.

COMPARATIVE LEARNING FROM OTHER JURISDICTIONS

Public participation is considered a critical tool for good governance and ensuring the needs of citizens are addressed by their respective governments. As such, different countries have established mechanisms to promote public participation. Kenya could borrow from some of these practices to enhance her own public participation:

Rwanda

1. Through the **National Decentralization Policy 2012**, the Rwandan government provides mechanisms for citizens to participate in initiating, making, implementing, monitoring, and evaluating decisions and plans that affect them by transferring power, authority and resources from central to local government and lower levels, and ensuring that all levels have adequate capacities and motivation to engage in genuine participation.

2. The Rwanda Governance Board also conducts Citizen Report Card surveys to provide public institutions and policy makers with feedback from citizens on services delivered at grassroots level.

Switzerland

Through the **Consultation Procedure Act: Federal Act, Article 3**, the government sets out the requirements for public participation in the

law-making process. This is to allow the political parties and interested groups to participate in the shaping of opinions in the decision-making process.

European Union

European Commission Principles and Minimum Standards for Consultation of Interested Parties, 2002 - Highlights the importance of providing clear consultation documents, consulting all relevant groups, allowing sufficient time for participation, publishing results, and providing feedback.

Italy

Italian Constitution, Tuscany Region Regional Law 69 of 27 December 2007. Public participation is mandatory and provides for institutional mechanisms for public participation. These include the right to participate and creation of single person authority to promote public participation.

2.2 Legal gaps identified

- ✦ Nairobi City County Government Public Participation Act of 2016 does not anchor civic education as an imperative to meaningful public participation.
- ✦ There are no regulations to clearly define online participation, appeal processes after participation and penalties for disorderly conduct during forums.
- ✦ Absence of a dedicated committee uniting government and Non-State Actors to coordinate and deliver quality civic education and public participation.
- ✦ Lack of clearly defined budget lines as well as limited allocation of funds for civic education and public participation.
- ✦ Absence of guidelines for monitoring, authenticating, and standardizing public participation conducted by national and county agencies, neighborhood associations and private entities.

2.3 Performance of recent public participation forums

- | | |
|--|--|
| A. School Feeding Programme | H. Proposed Nairobi City County Finance Bill 2023 |
| B. County Integrated Development Plans | I. Proposed Nairobi City County Annual Development Plan (ADP) FY 2024/2025 |
| C. Construction of 6 new markets | J. Proposed County Aggregation Industrial Parks |
| D. Public participation on Affordable Housing | K. Public participation on proposed construction of new modern markets |
| E. Annual Budget Estimates for the FY 2023-2024 | L. Public participation on County Fiscal Strategy Paper 2023/2024 |
| F. Public participation on licensing of night clubs, zoning and construction of rehabilitation centers | M. Public participation on proposed Biashara Stimulus Program |
| G. Proposed establishment of boroughs | |

Table 1: Statistics of recent public participation forums

Title of the PP	Number of public participation forums	Date of PP forum	Attendance					Sign language Interpreter	
			Total*	Male	Female	PWD	Under 35		Over 35
A	17	14 th & 15 th Feb 2023	2806	1032	1771	39	955	1561	17
B	17	27 th & 28 th Feb 2023	866	488	378	13	223	354	0
C	6	14 th Apr 2023	1720	761	959	111	599	1121	6
D	13	25 th May 2023	1276	710	562	10	915	474	0
E	17	6 th & 8 th Jun 2023	706	401	305	2	183	356	0
F	17	14 th & 15 th Jun 2023	1545	892	653	7	730	815	0
G	17	13 th & 14 th Sep 2023	1872	1082	790	61	740	1232	17
H	17	25 th , 26 th & 27 th Sep 2023	1162	726	569	20	317	366	0
I	17	21 st , 22 nd & 23 rd Nov 2023	481	239	242	8	138	343	0
J	1	25 th Jan 2024	537	259	278	13	152	113	1
K	7	15 th Feb 2024	2229	920	1309	49	287	1004	0
L	17	20 th & 21 st Feb 2024	1503	651	862	28	563	905	0
M	17	3 rd & 4 th April 2024	1644	778	864	30	543	1036	0

*The total attendance captures all attendees including those who did not indicate their gender or age group.

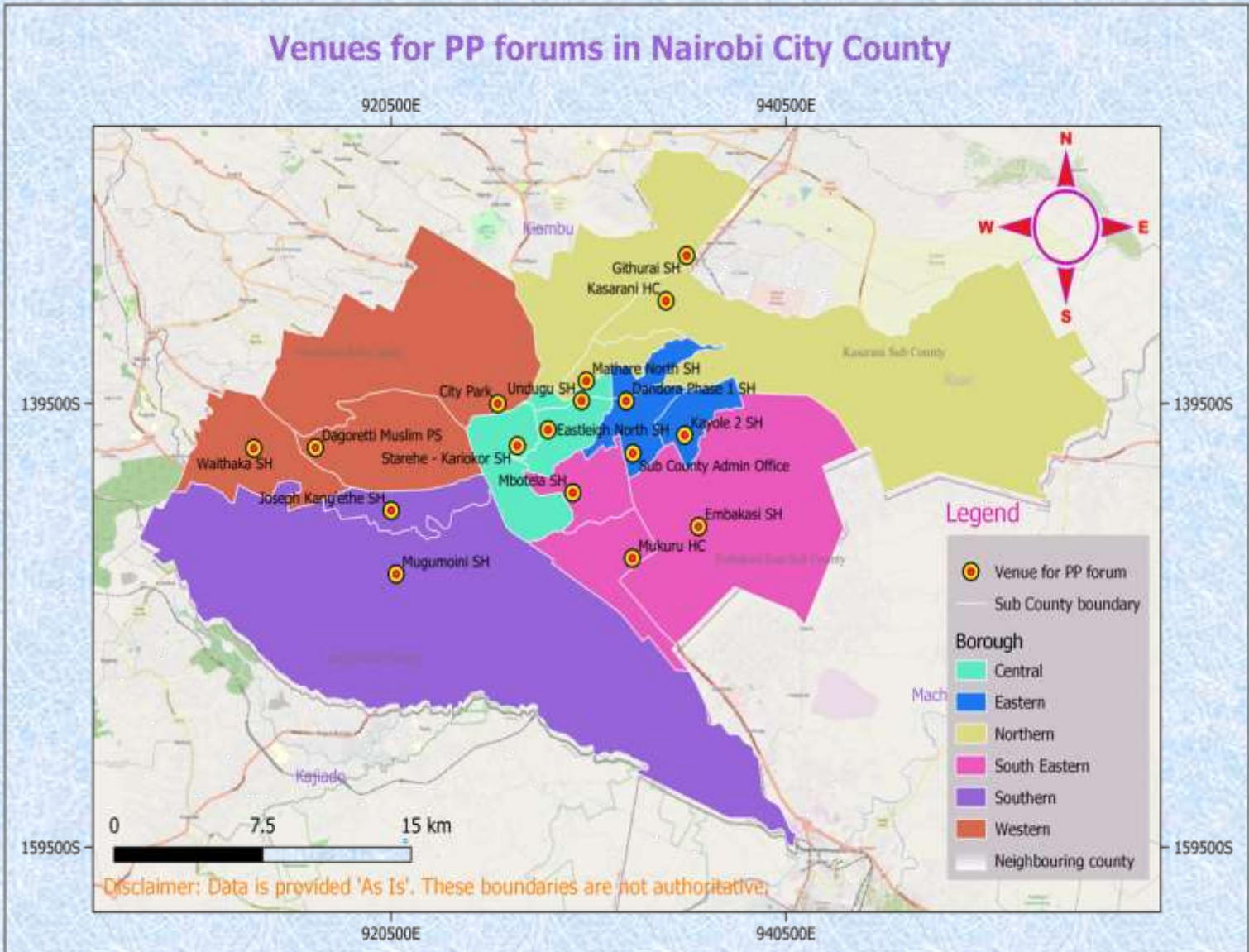
The data in Table 1 above reveals that the attendance of PP forums is correlated to the topical issues under discussion. School Feeding Programme PP had the highest attendance, followed by PP on construction of the markets. On the other hand, PP on proposed Nairobi City County Annual Development Plan (ADP) FY 2024/2025 had the lowest attendee turnout.

Majority of the PP forums attendees were over 35 years. On inclusivity, only 41 of the 180 PP forums (23%) had a sign language interpreter. Persons with disability consisted of 2% of the total attendees.

The PP forums organized by the County are usually held in a total of 17 venues, each per Sub County. Map 1 shows the geographical distribution of those venues. From the map, it is visualized that some venues are not centrally located in the Sub County. In Kasarani Sub County, those from Ruai would have to commute long distances to get to Kasarani Health Centre venue. With a venue being on the edge of the Sub County, it may end up serving neighbouring Sub Counties' residents while excluding its own.

Some venues across the Sub Counties are quite close thereby leaving vast swathes of their residents underserved. Map 2 depicts that situation using a 1 km buffer around venues. Visibly from Map 2, Mathare North and Undugu Social Hall are very close despite being in different sub counties and boroughs. In order to strongly enhance venue accessibility to the bulk of Nairobi residents, there is need to have evenly distributed venues, and if feasible, PP forums be held at the ward level.

Map 1: Venues for PP forums in Nairobi City County



Map 2: Buffer of 1 km around PP venues

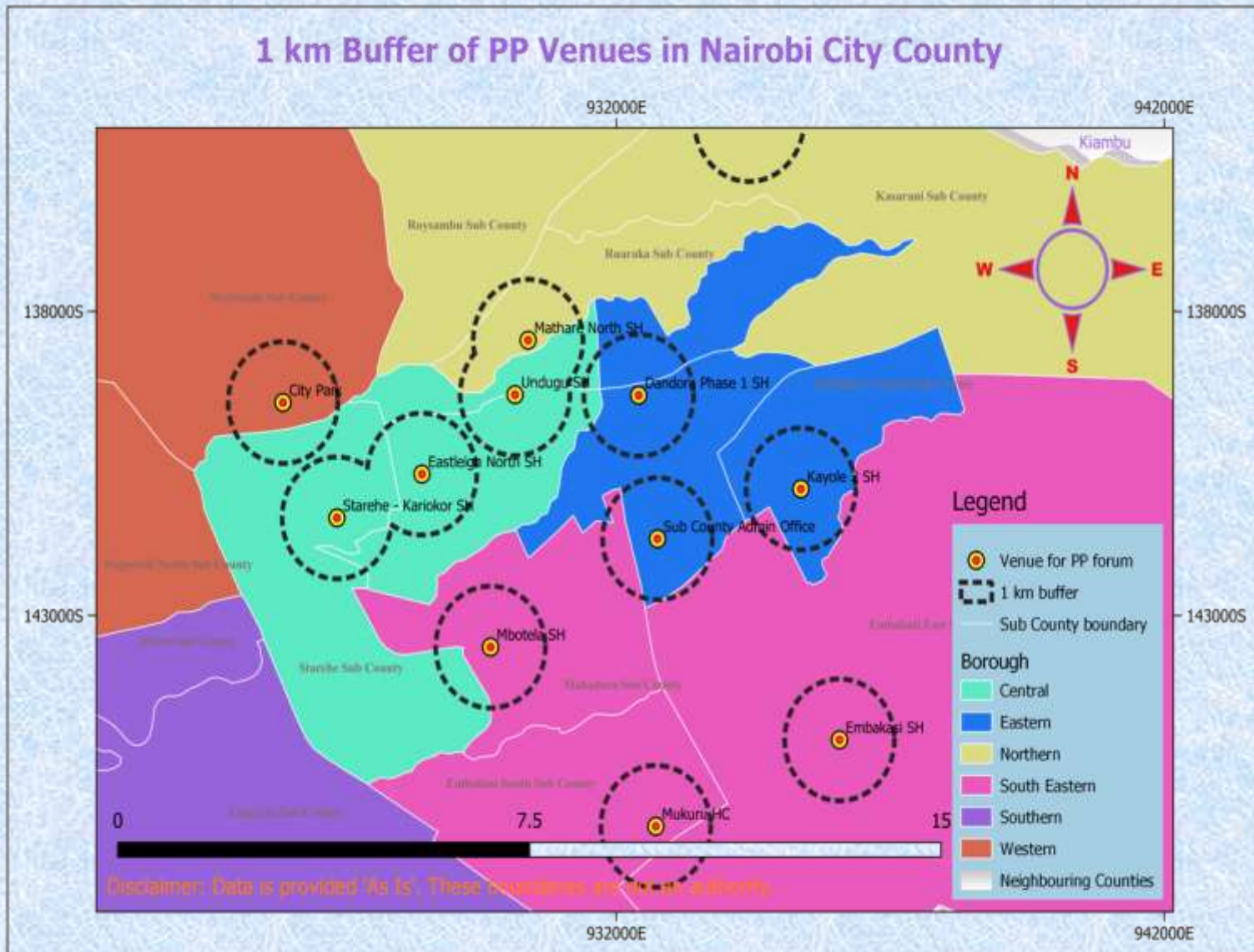


Table 2: Venue and its two closest neighbouring venues

Venue	Neighbouring Venue	Distance (km)
City Park	Starehe - Kariokor SH	2.1
City Park	Eastleigh North SH	2.8
Dagoretti Muslim PS	Waithaka SH	3.1
Dagoretti Muslim PS	Joseph Kang'ethe SH	4.8
Dandora Phase 1 SH	Mathare North SH	2.2
Dandora Phase 1 SH	Undugu SH	2.3
Eastleigh North SH	Starehe - Kariokor SH	1.7
Eastleigh North SH	Undugu SH	2.1
Embakasi SH	Mukuru HC	3.6
Embakasi SH	Kayole 2 SH	4.2
Githurai SH	Kasarani HC	2.3
Githurai SH	Dandora Phase 1 SH	7.2
Joseph Kang'ethe SH	Mugumoini SH	2.9
Joseph Kang'ethe SH	Dagoretti Muslim PS	4.8
Kasarani HC	Githurai SH	2.3
Kasarani HC	Dandora Phase 1 SH	4.9
Kayole 2 SH	Sub County Admin Office	2.7
Kayole 2 SH	Dandora Phase 1 SH	3.3
Mathare North SH	Undugu SH	0.9
Mathare North SH	Dandora Phase 1 SH	2.2
Mbotela SH	Eastleigh North SH	3.1
Mbotela SH	Starehe - Kariokor SH	3.5
Mugumoini SH	Joseph Kang'ethe SH	2.9
Mugumoini SH	Dagoretti Muslim PS	7.0
Mukuru HC	Embakasi SH	3.6
Mukuru HC	Mbotela SH	4.2
Starehe - Kariokor SH	Eastleigh North SH	1.7
Starehe - Kariokor SH	City Park	2.1
Sub County Admin Office	Dandora Phase 1 SH	2.4
Sub County Admin Office	Kayole 2 SH	2.7
Undugu SH	Mathare North SH	0.9
Undugu SH	Eastleigh North SH	2.1
Waithaka SH	Dagoretti Muslim PS	3.1
Waithaka SH	Joseph Kang'ethe SH	7.5

Table 2 above captures the line of sight distances between a venue and its two closest neighbours. It reveals that Embakasi Social Hall and Mukuru Health Centre are the closest neighbours which are the farthest from each other. This observation points to a need of densification of the venues in order to reach more residents while avoiding attendees overcrowding.

2.4 Inclusion of persons with disability

Nairobi City County has made commendable steps in the inclusion of persons with disability in its governance. There are, however, glaring gaps in achieving true inclusion of persons with disability. The UN Convention on the Rights of Persons with Disability (UN CRPD) has been instrumental in advancing disability as a human rights issue.

Further, the commitment of the 2030 Agenda to 'leave no one behind' underpins the importance of the inclusion of persons with disability in the development journey. Nairobi City County shares in the spirit, evidenced by the strides that have been made to this end. The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) categorizes disability inclusion matters in governance at local, sub-national and national levels in 4 ways⁴:

- i. Participation, which is about including persons with disability in decision-making, planning and monitoring processes;
- ii. Rule of Law, which is about promoting inclusive legal and policy frameworks and judicial systems;
- iii. Accessibility, which is about ensuring access to public services, justice, decision-making and communication for persons with disability;
- iv. Accountability and Transparency, which is about providing disaggregated data on persons with disability' access to public services, justice, decision-making and communication.

In one way or another, public participation processes cut across the 4 sectors. It is essential, therefore, that the county is deliberate in the realization of the four sectors in its management of public participation processes. In specific reference to Nairobi City County, the Agency for Disability and Development in Africa⁵ proposes 5 recommendations in enhancing public participation for PWDs as follows:

- a) Avail public participation information for all on time, at least 14 days before the event.
- b) Information and notices should be accurate and easy to understand.
- c) Information should be provided in accessible formats including audio, soft, printed, braille.
- d) Information should be availed in multiple channels including radio, TV, online, printed and in forums.
- e) Involve OPDs and PWD leaders in the dissemination of information.
- f) Public participation forums should be accessible and inclusive of accessibility features with reasonable accommodations and modifications where appropriate.

⁴ Disability Inclusion Matters: Including Persons with Disabilities in the Promotion of Good Governance. GIZ, 2019. <https://www.giz.de/de/downloads/giz2019-en-disability-inclusion-matters-good-governance.pdf>

⁵ Husishwa: Enhancing Public Participation for Persons with Disabilities. Agency for Disability and Development in Africa, 2021. <https://journals.cuk.ac.ke/index.php/JSSBT/article/view/68>

3.0 DATA COLLECTION

This chapter documents the procedural route taken from data collection planning, fieldwork execution and audit of collected data.

3.1 Target population

Kenya National Bureau of Statistics (KNBS) 2019 census had the population of Nairobi City County at 4,397,073. Since the research targeted those who are 18 years and older, the target population amounted to 3,060,436. This figure encompassed the then age group of 15-19 years who have since become 18+ years' individuals.

For this research, proportionate stratified sampling method was applied in order to have representation across sub counties. The stratification was likewise cascaded to the wards. Geographic sampling was employed whereby Research Assistants (RAs) established a starting location point within the ward from where they randomly selected the interviewees at defined distance intervals.

3.2 Data collection methods

Both quantitative and qualitative approaches were used. Quantitative data was collected through face to face household survey while qualitative data was collected through Key Informant Interviews (KIIs) and Focus Group Discussions (FGDs). Household survey was conducted from the May 21st, 2024 to June 07th, 2024. A total of 911 interviews were conducted. For triangulation, four Focused Group Discussions and six Key Informant Interviews were conducted in June and July 2024.

The interviewed key informants held various roles within the Nairobi City County administration, such as ward coordinators, directors, and elected members of the county assembly. Most had significant experience in their respective positions, ranging from one to ten years, which provided a deep understanding of public participation processes and challenges.

The FGDs were conducted both in digital and in-person. These discussions aimed to gather detailed insights from various demographic groups, including civic society organizations, persons with disability, refugees and youth. The youth FGD was conducted through digital platforms.

3.3 Limitations of the data collected

Several limitations were encountered in this project.

- **Risk of bias:** Last mile bias existed as the RA had to choose who to interview per household.
- **Children issues:** Data on children and their views were not collected.
- **Persons with disability:** Whereas data was collected on persons with disability, data on the type of disability was not collected.
- **Prevailing situation:** There were ongoing demolitions in some wards of Nairobi City County. As a result, the RAs could not access some areas due to security concerns and indifference of the area residents. The interviewees were therefore not evenly distributed across the geography of the County wards.

3.4 Quality Control and Quality Assurance

The project employed measures to control the quality of data and ensuing analysis. Geo-fencing technique was used to guide the RAs on household sampling in the field to capture diversified and randomized data.

Certain data was provided for selection while filling the digital questionnaire. Since sub counties of the County are known beforehand, the RAs were given a choice to select the Sub County from a drop-down list. Moreover, cascading selection logic was used to narrow down the choice of wards based on sub-county selected. The skip logic and branching techniques were utilized throughout the digital questionnaire. This approach eliminated typing

errors for common datasets, saving time for RAs in filing the questionnaire. Such clean data was easier and faster to analyze.

Thorough trainings and briefings of the RAs were conducted to ensure they were fully conversant with the tool and as such they would comfortably execute the interviews. The RAs were also trained on how to execute random sampling in the fieldwork as per the standards of this research.

Piloting of digital instruments was carried out to test the applicability and resilience of the data tool. Data validations systems were enhanced on the server infrastructure to detect unsatisfactory submissions. Thorough audit of collected data was performed.



Figure 2: Training of the 54 RAs

In this photo, the RAs were being trained on how to conduct interviews to people with disability though role-play approach. The training was held at Charter Hall in City Hall on May 16th 2024.

3.5 Data analysis

Data gathered through the digital tool was analyzed through percentage, mean scores, word frequencies and word clouds using Microsoft Excel, QGIS⁶, R analysis packages and Echarts⁷. Data has been summarized to provide the information needed to answer the project objectives. The data has been presented in tables, charts, maps and narratives. The tables and graphics have been placed adjacent to the corresponding narrative (in some instances a direct reference to the table or graphic is omitted). A resultant count of 911 interviews yielded results that were generalizable to Nairobi City County with a margin of error of $\pm 3.246\%$ at 95% confident level.

⁶ <https://qgis.org/>

⁷ <https://echarts.apache.org/en/index.html>

4.0 ANALYSIS OF COLLECTED DATA

This chapter presents the findings and inferences drawn from the data and their significance to this study. The findings are thematically organized.

4.1 Demographics and locality

The household survey data collection was carried out in all 17 Sub-Counties, but only in 78 out of the 85 wards which constitute 92 percent of the wards in Nairobi City County. The remaining wards were covered in FGDs. 48% of the respondents were female while 52% were men. This suggested a lower margin of women compared to Nairobi population which showed an even distribution of 50% per gender according to Kenya National Bureau of Statistics (KNBS 2019). Notably, 61 percent of respondents were between ages 18 to 35.

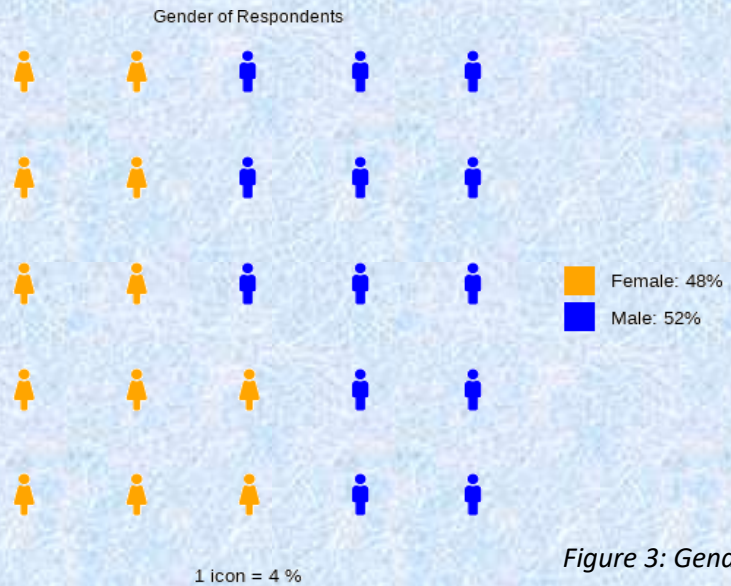


Figure 3: Gender

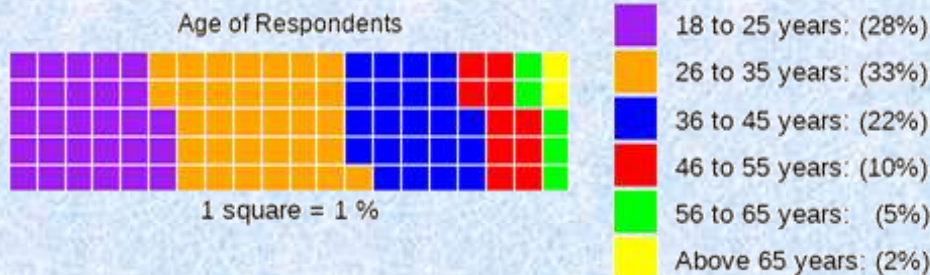


Figure 4: Age groups

Status of Disability

Of those interviewed, nine percent (9%) had a form of disability while 91% did not. This aligns with findings of the KNBS which indicated that, there were more people with disability living in rural than urban areas. Analysis of prevalence rates by residence showed that 2.6% (0.7 million) of people in *rural areas* and 1.4% (0.2 million) of people in *urban areas* had a disability (KNBS 2022).

Of the persons with disability, 56% were male, 43% female and 1% were 'other' gender.



Figure 5: Status of disability

Level of Education

Of the respondents, 83 percent had a secondary level of education or above as shown in Figure 6. Twelve percent indicated primary school level, 2% had no formal education and 3% preferred not to reveal their level of education.

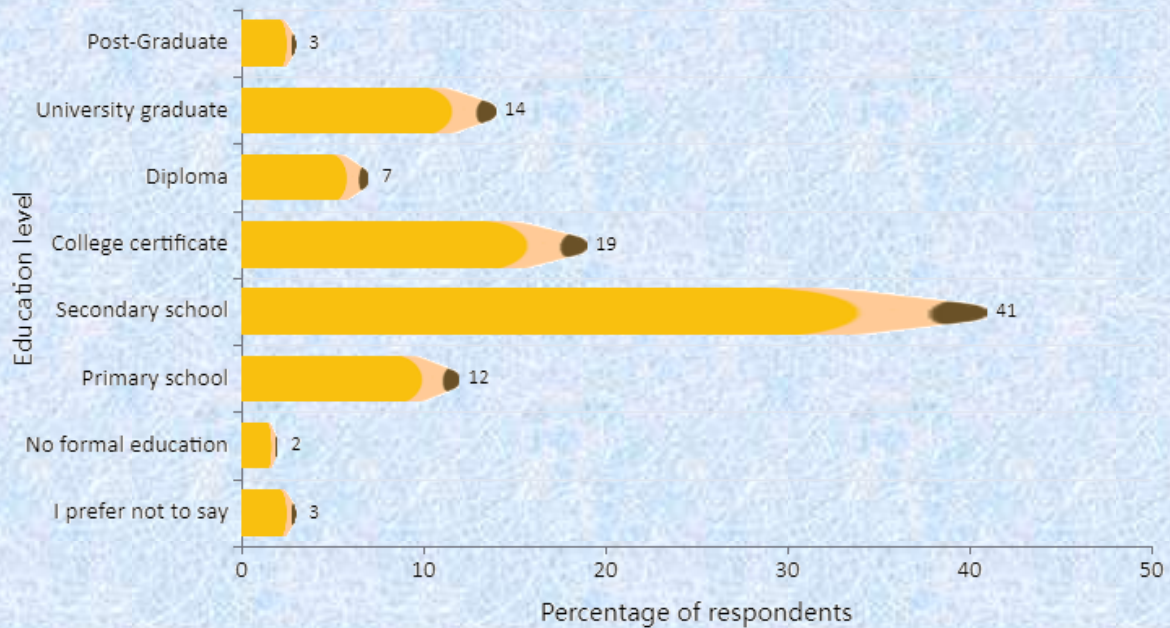


Figure 6: Level of education

Status of employment and span of residency in the County

The data revealed that 38% of respondents were self-employed with only 10 percent in permanent

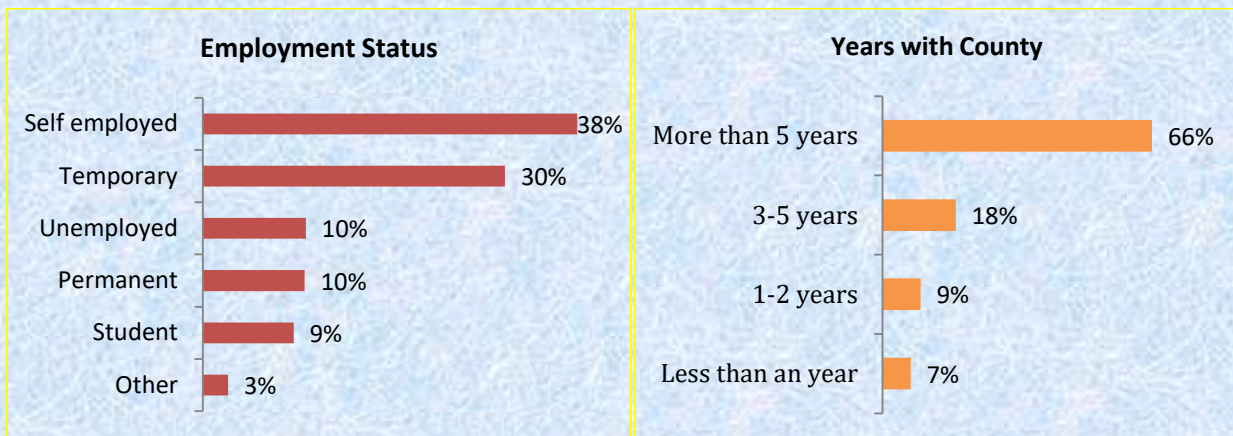


Figure 7: Status of employment and span of residency

employment. Other status of employment majorly comprised of unemployment at 10% whilst retired, housewife and casual statuses combined stood at 3%. The majority of the respondents, 92%, indicated they were residents. Among them, 17% cited a business relationship with the County, indicating that a person could be a resident running a business. Data showed that 66 percent of all the respondents had been in Nairobi for more than five years. This assured consistent and substantial responses on matters concerning the county.

Presence of refugees

When asked about the presence of refugees in their neighborhood, 76% of respondents answered “no” while 24% answered “yes”. It could be that many unregistered refugees also live in Nairobi, and many fail to declare their status due to the stigma attached to it. This could have made it difficult for respondents to accurately determine whether there exist refugees in their neighborhood.

4.2 Civic Education

Civic Education (CEd) is the provision of information and learning experiences to equip and empower citizens to participate in democratic and governance processes (Nairobi City County PP Act 2016).

Source of information regarding civic education activities

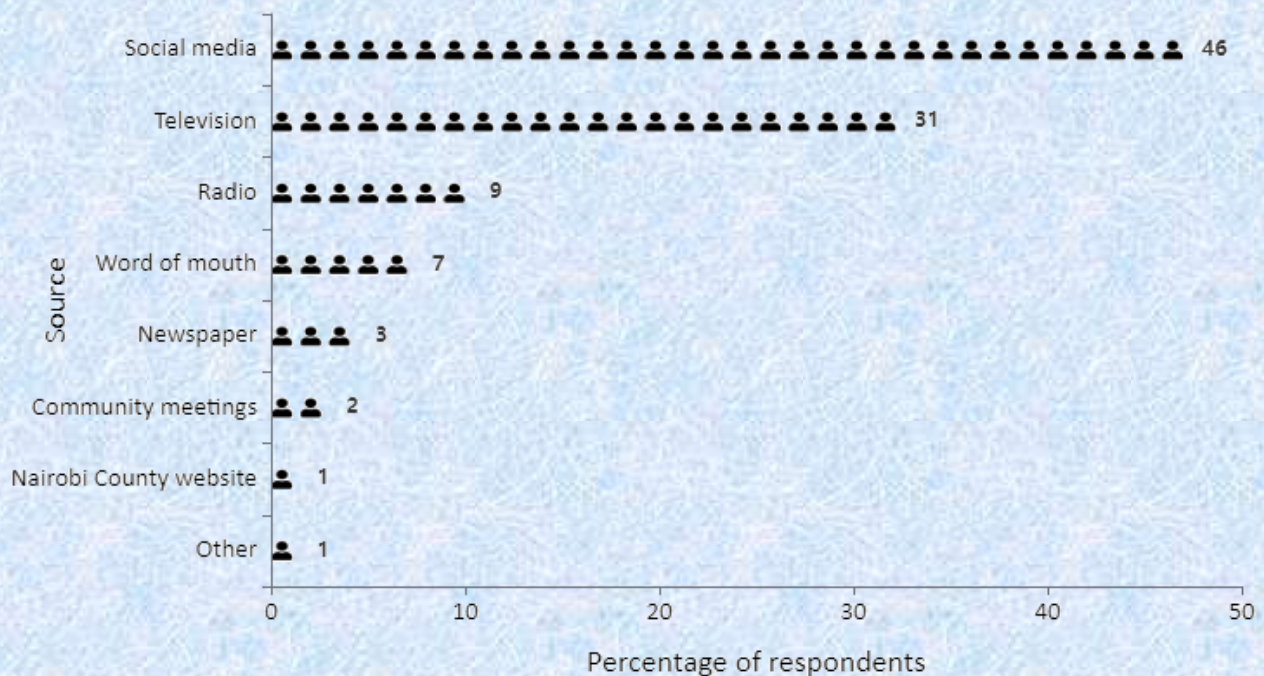


Figure 8: Primary source of information

Social media was indicated as the primary source of information by 48% of respondents followed by television at 31%. No significant difference was noted across sub counties, education level, and status of employment or years of relationship with County. However, on gender, females indicated social media and TV on equal basis whereas males indicated social media 2 times more than the television. Females

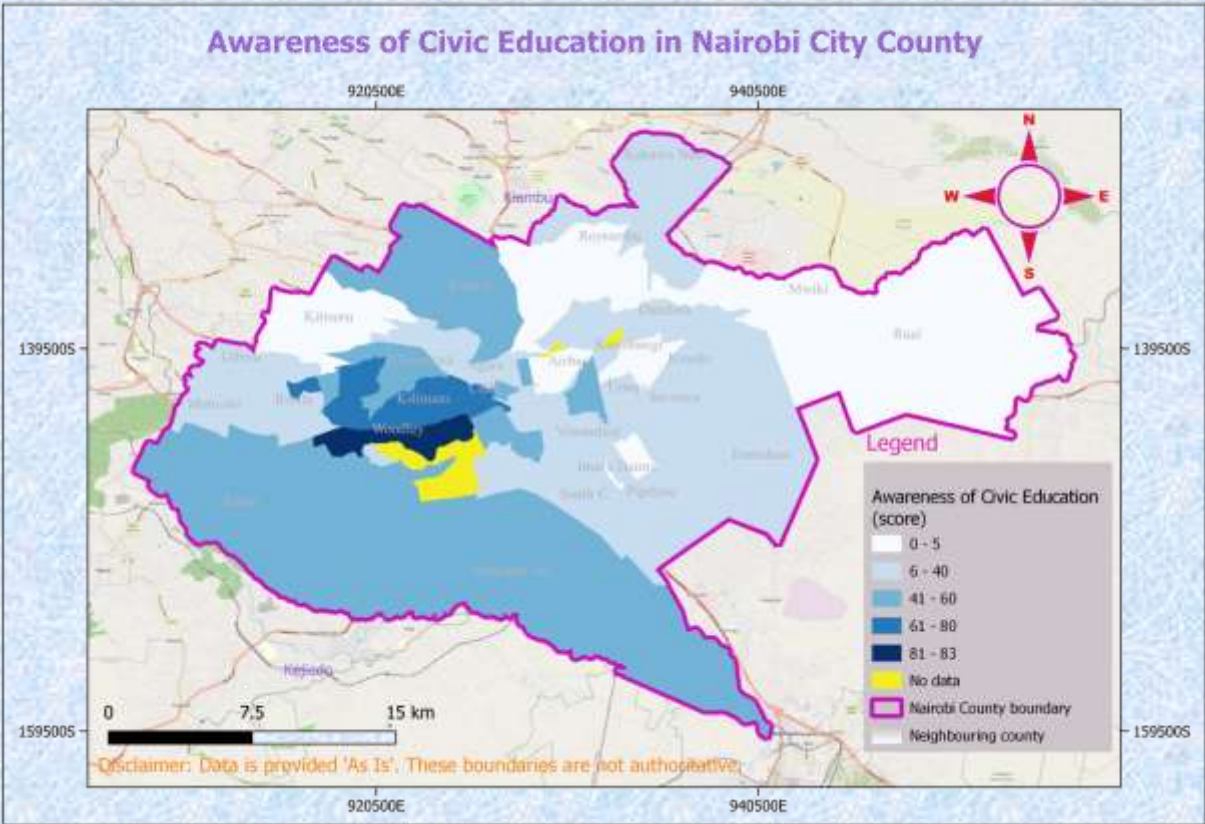
indicated word of mouth 2 times higher than the males. The age bracket of 56 to 65 years indicated TV 3 times more than social media.

The County social media platforms, though having modest followings, could be harnessed to boost the website as a source of information. These platforms and their followers included: Facebook (≈ 5900), Instagram (≈ 7200). *Source: The County website: nairobi.go.ke/ as accessed on July 31 2024.*

Awareness of recent civic education activities

The survey findings indicated that a significant majority of respondents, approximately 76%, had reported being unaware of civic education activities in Nairobi County over the past year, suggesting a potential gap in knowledge or exposure. This implies that efforts to promote civic education and engagement had not effectively reached a large segment of the population.

about **3/4** of respondents were unaware of civic education activities



Map 3: Awareness of civic education across Nairobi wards

From Map 3 above, the wards on the northern side exhibited lowest awareness of civic education activity in Nairobi County over the last one year. The areas encompassing Woodley Ward demonstrated the highest awareness. At the sub-county level, Dagoretti North was reported to have had the highest percentage of people knowledgeable about civic education, at 60%. Conversely, Kasarani had the highest percentage of individuals unaware of civic education activities, at 95% as shown in Table 3.

These findings suggested that targeted educational programs could have been beneficial in increasing awareness in this area.

Regarding age groups, it was observed that youth (18 to 35 years) had consistently low levels of knowledge about civic education, with around 21% being informed and 79% uninformed. Middle-aged adults (36 to 55 years) exhibited a gradual increase in knowledge, with the 46 to 55 years age group showing the highest percentage of knowledge. Older adults (56 years and above) demonstrated a decrease in knowledge, with the 65 years and above group having had the lowest level of awareness and being the most uninformed about civic education activities. See Table 4.

Gender comparison revealed that men had a higher percentage of knowledge about civic education activities, at 26%, compared to women, who had 19% as shown in Table 5. A higher percentage, at 34%, of persons with disability cited knowing of civic education activities compared to 22% of persons without.

Table 3: Awareness of civic education per Sub County

Sub County	Total	Yes%	No%
Dagoretti North	52	60	40
Dagoretti South	60	27	73
Embakasi Central	55	15	85
Embakasi East	50	10	90
Embakasi North	50	22	78
Embakasi South	57	14	86
Embakasi West	49	12	88
Kamukunji	66	27	73

Kasarani	60	5	95
Kibra	33	45	55
Lang'ata	44	43	57
Makadara	61	39	61
Mathare	45	9	91
Roysambu	67	13	87
Ruaraka	66	15	85
Starehe	51	31	69
Westlands	45	16	84

Table 4: Awareness of civic education per age group

Age group	Total	Yes%	No%
18 to 25 years	252	21	79
26 to 35 years	298	21	79
36 to 45 years	198	26	74
46 to 55 years	92	29	71
56 to 65 years	49	24	76
Above 65 years	22	18	82

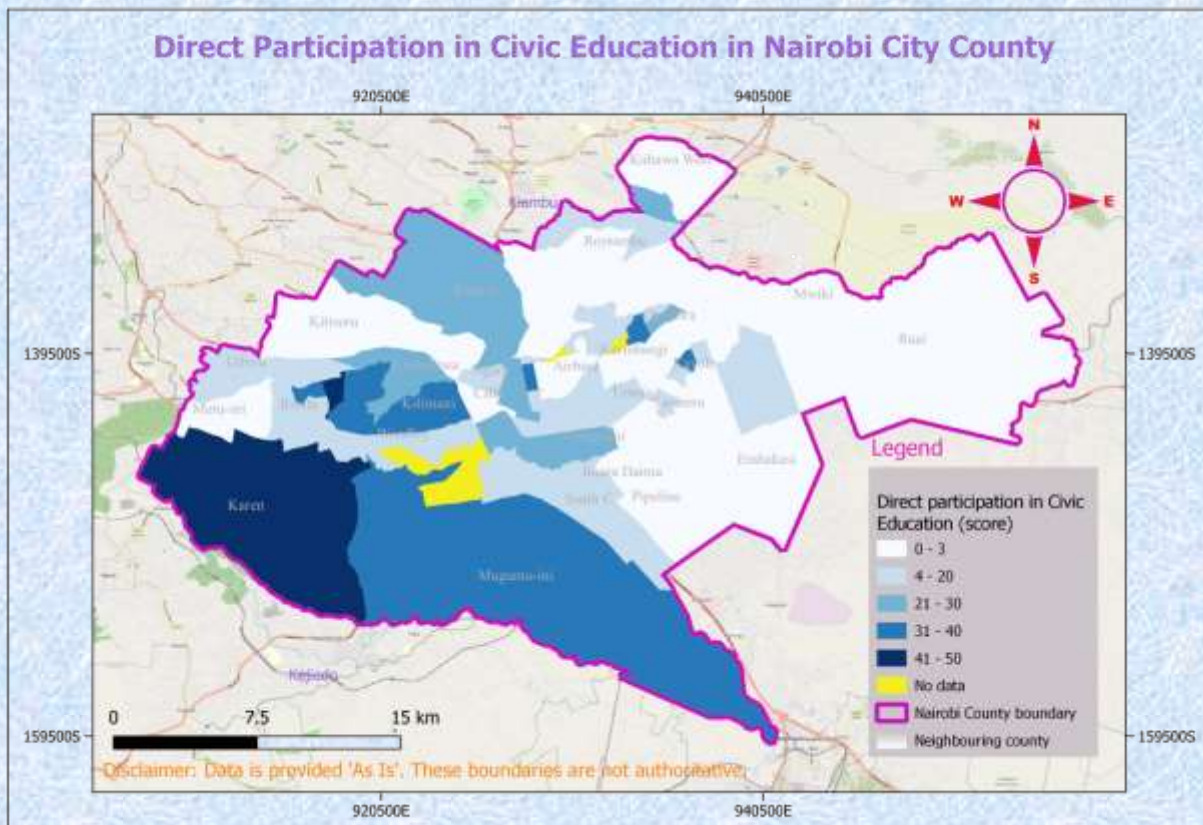
Table 5: Awareness of civic education by gender

Gender	Total	Yes%	No%
Female	433	19	81
Male	476	26	74
Other	2	50	50

Data revealed that 12% of respondents had directly benefited from civic education sessions conducted in the past year, while the vast majority, 88%, had not. Analysis by status of disability showed that 23% of persons with disability directly benefited compared to 11% of other persons. These findings highlighted the need to expand civic education efforts and improve outreach to ensure a broader impact. Younger age groups (18 to 35 years) had lower benefit rates from civic education, with 7% for ages 18 to 25 and 11% for ages 26 to 35. This suggested a need for targeted engagement strategies compared to the 36 to 45 years age group, which had a higher benefit rate at 17%. Older age groups (56 years and above) also showed relatively lower benefit rates, with 14% for ages 56 to 65 and 9% for those 65 years and above, indicating that additional efforts might have been needed to engage this demographic.

There was a noticeable gender disparity in benefiting from civic education sessions, with males having had a higher percentage benefiting at 15% compared to females at 8%. However, both genders had low overall benefit rates, suggesting a potential need to enhance the effectiveness and reach of civic education programs more broadly.

Significant variations were observed in the percentage of people benefiting from civic education across sub-counties. Kasarani and Embakasi South had the highest percentages of non-beneficiaries, at 100% and 98%, respectively, suggesting a need for more targeted efforts to improve civic education outreach in these areas. Further study was suggested to understand the causes of positive results in sub-counties such as Dagoretti North and Lang'ata whose beneficiaries stood at 33% and 32% respectively.



Map 4: Direct participation in civic education across Nairobi wards

The trend presented by the data shows that the bulk of the respondents who did not directly benefit from civic education were those unaware of civic education in the first place (compare Map 3 and 4). Even for areas with high awareness score, their 'direct participation score' plummeted. A case in point is areas around Woodley Ward where awareness score stood at 80 but 'direct participation score' dropped to the lows of 20. Such phenomena need further investigation in subsequent studies.

Civic Education sessions

The Nairobi County Government organized half of the sessions (50%), indicating a significant role in civic education and public participation in Nairobi. Civil Society Organizations contributed a substantial portion of the sessions (21%), highlighting their active involvement. Non-Governmental Organizations

Positive aspects identified during sessions

Several respondents cited items that worked well. The items mentioned are summarized as follows:

1. Organization and Logistics:

Logistics:

⌚ Time Management:

Sessions were well-timed and convenient for attendees.

⌚ Organization:

Sessions were well-organized, including proper communication and clarity in content delivery.

⌚ Venue and

Accessibility:

Venues were accessible, and the arrival times of leaders were well-managed.

2. Content and Delivery:

⌚ **Clear Communication:** Topics were well-explained and communication was effective.

⌚ **Good Presentation:** Content was presented clearly and the organization of the material was appreciated.

⌚ **Well-elaborated Topics:** Topics were thoroughly covered and well-navigated.

⌚ **Provision of Skills and Education:** Sessions provided useful skills and educational content, including financial literacy and other practical knowledge.

3. Engagement and Participation:

⌚ **Participation from Attendees:** Participants were actively involved and their opinions were heard.

⌚ **Involvement of Young People:** Youth participation was encouraged and appreciated.

⌚ **Feedback and Response:** The sessions were responsive to participants' views and needs.

4. Additional Benefits:

⌚ **Food and Refreshments:** Provision of food and drinks contributed to a positive experience.

⌚ **Medicine and Support:** Some sessions provided additional support like medicine.

⌚ **Learning Outcomes:** Attendees gained valuable knowledge, such as financial literacy and development strategies.

⌚ **Promised Benefits:** Attendees were informed about future benefits like food for children at school and fair distribution of funds.

5. Development and Improvement:

⌚ **Development Promises:** There was a focus on developmental promises and strategies.

⌚ **Infrastructure Improvement:** Discussions on improving infrastructure and security were noted as beneficial.

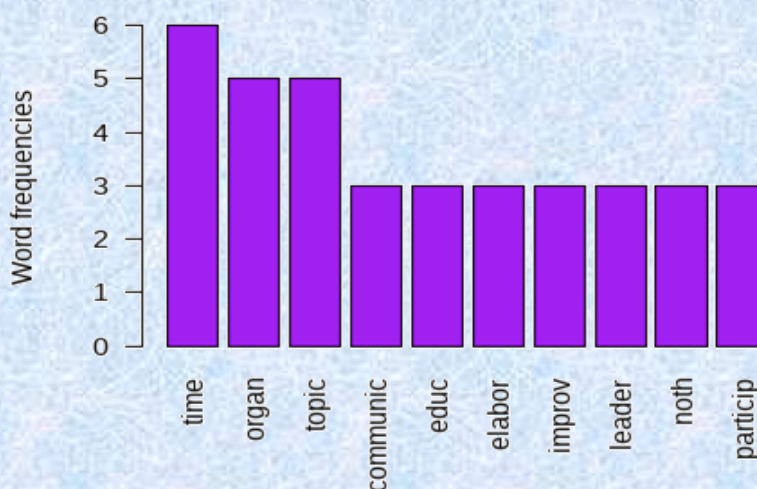


Figure 9: What worked well during civic education sessions

Negative aspects identified during sessions

Apparently, some things failed to measure up to the expectation of respondents. The items mentioned are summarized as follows:

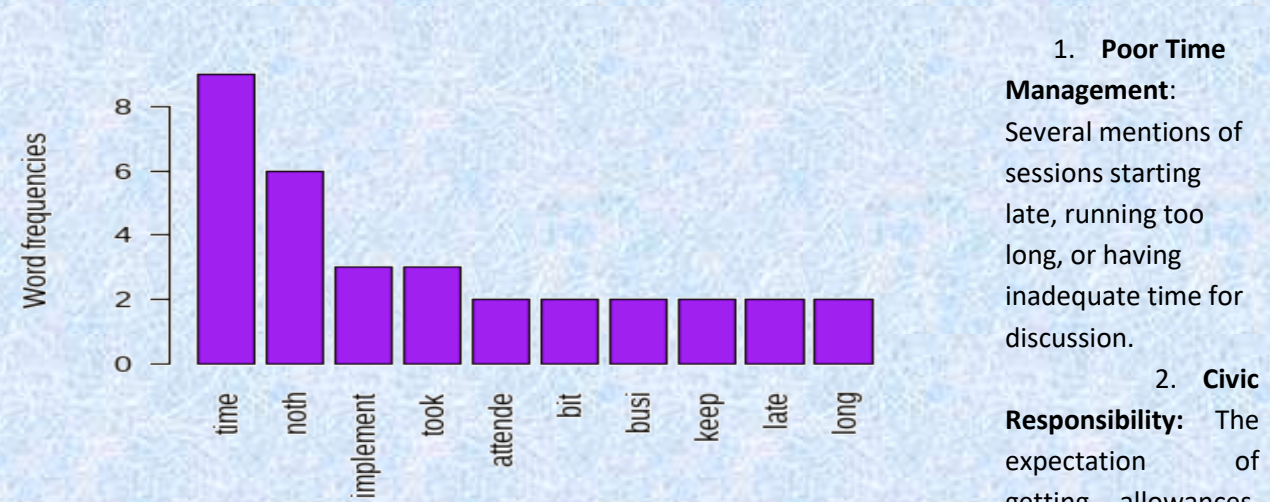


Figure 10: What did not work well during sessions

1. Poor Time Management: Several mentions of sessions starting late, running too long, or having inadequate time for discussion.

2. Civic Responsibility: The expectation of getting allowances, lunch or refreshments in order to attend forums was mentioned. That expectation raised

question regarding the understanding of civil duty by the respondents. All the more, it revealed an inherent need for civic education.

- No Follow-Up:** Absence of follow-up on discussed issues or promises made during the sessions.
- Engagement and Participation:** Few people attended or participated actively. Some attendees felt their views were not considered or valued. There were issues with participants having conflicting opinions, leading to discord and lack of cohesion.
- Content and Relevance:** Some sessions focused heavily on public schools while ignoring private ones, or did not address certain relevant topics. Respondents opined that discussion of some topics did not lead to actionable results or solutions.
- Accessibility Issues:** Lack of ramps, accessible toilets, large print documents or braille material to allow the inclusion of persons with disability.

Focus areas for future sessions

The findings revealed that a majority of respondents, 55%, did not perceive a need for training on focus areas, while 45% believed that such training could enhance their engagement with leaders. This indicated a significant portion of the population felt that training could be beneficial in improving their interactions with leaders.

Gender-based analysis indicated that men showed slightly higher interest in training, at 48%, compared to women at 41%. This suggested a potential need to tailor training approaches to different genders or to explore the underlying reasons for this variation in interest. The findings further confirmed that men were more likely to engage in civic activities compared to women. On status of disability, 45% of people with disability stated they needed training while 44% people without disability did.

Interest in training was notably higher among individuals with a college certificate or diploma, at 51%

Interest in training by education level

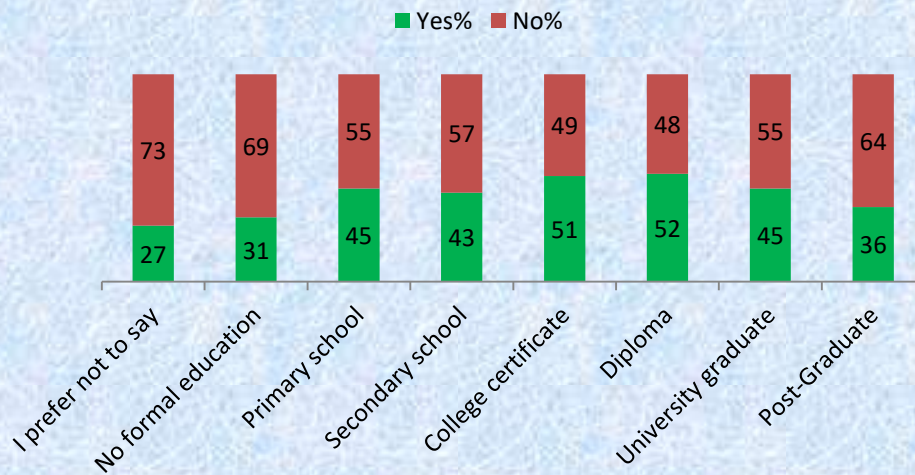
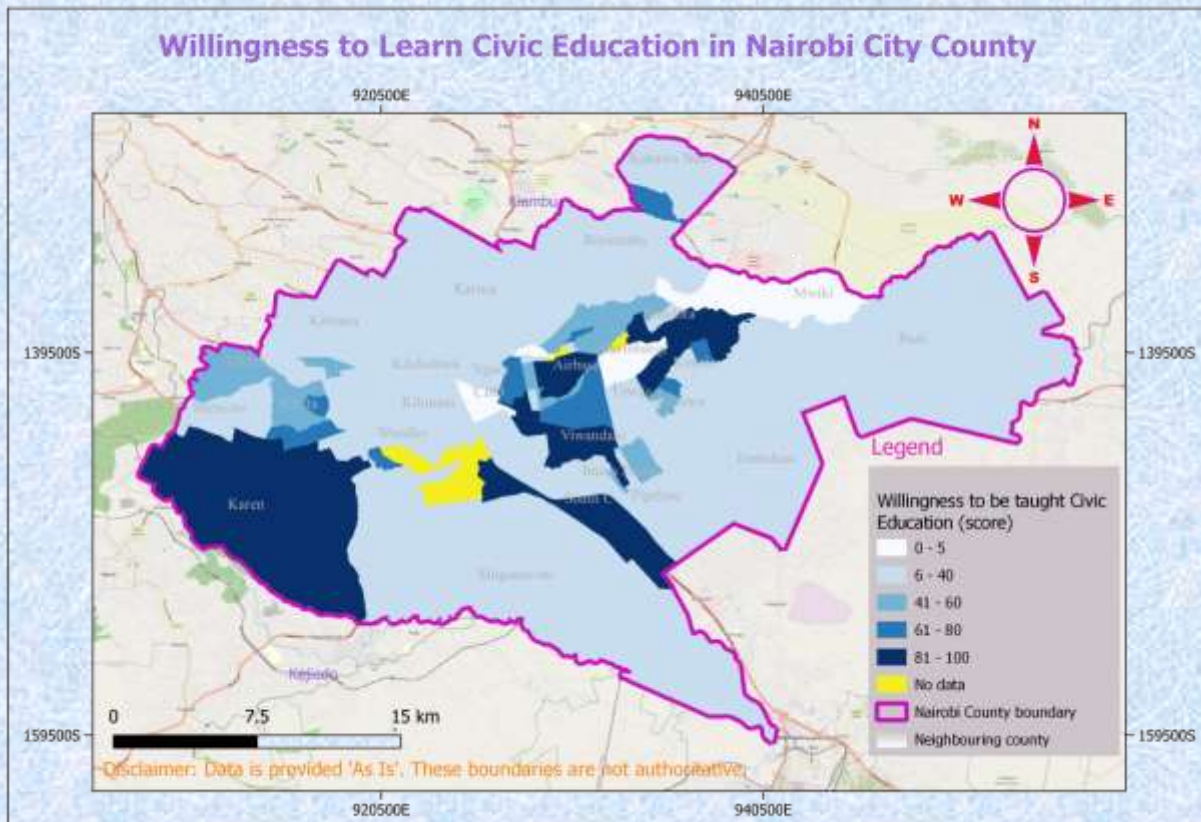


Figure 11: Interest in training by education level

Conversely, individuals with post-graduate education and those with no formal education showed the lowest interest, at 36% and 31% respectively. This could have been attributed to higher education levels potentially correlating with a belief in their existing knowledge or less valuing of the training. On the other hand, barriers in accessing training could have disinterested those with no formal education.

and 52% respectively, suggesting that those with higher educational backgrounds saw more value in such training. Those with primary, secondary education and university graduates exhibited moderate interest, at 45%, 43% and 45% respectively, indicating a balanced need for training among these groups.

Willingness to Learn Civic Education in Nairobi City County



Map 5: Interest in receiving civic education

Large swathes of Nairobi wards registered a score below 40 regarding their willingness to receive civic education (see Map 5). Such a view could be attributable to lacking knowledge on the importance of civic education. That, ironically, reveals partly why more civic education is needed. Civic education providers would endeavour to employ convenient modes and timing of the sessions.

Examining preferences at the sub-county level, Makadara and Lang'ata demonstrated the highest interest in training, with 77% and 70% of respondents respectively indicating a desire for focused training. This suggested that these sub-counties could benefit greatly from targeted training initiatives. On the other hand, Westlands and Embakasi West showed the lowest interest, with 27% and 12% respectively. This lower interest might have reflected contentment with existing engagement methods or differing priorities in these areas.

Key areas for training

Based on the feedback provided, analysis on the frequency of mentions found the following items to be the key focus areas people would like to be taught about to better engage with elected and appointed leaders:

1. Budgeting and Financial Management:

- **Budget and Allocation:** Understanding how budgets are allocated, managed and used.
- **Budgeting Processes:** Learning about the process of budgeting of public funds.
- **Financial Self-Reliance and Transparency:** Insight into financial management, taxation and transparency in government spending.

2. Employment and Economic Opportunities:

- **Job Opportunities:** Access to information about job opportunities, especially for youth.
- **Business Skills and Entrepreneurship:** Training in business skills, entrepreneurship, including how to start and manage businesses.
- **Youth Empowerment and Employment:** Programs focused on empowering youth and persons with disability regarding employment opportunities.
- **Devolved Funds:** Devolved funds for PWDs, women and youth.



Word cloud 2: Areas for training

3. Civic Education and Public Participation:

- **Civic Education:** Understanding civic responsibilities and rights as well as how to engage with government processes.
- **Public Participation:** Methods for actively participating in public meetings and influencing decision-making.

4. Health and Environment:

- **Healthcare:** Awareness about health services, sanitation and how to address health issues within the community.
- **Environmental Management:** Topics related to garbage collection, cleanliness and environmental conservation.

5. **Security and Safety:**
 - **Security Issues:** Understanding community safety, crime prevention and how local authorities handle security matters.
6. **Infrastructure and Development:**
 - **Urban Planning and Development:** Information on infrastructure projects, urban planning and development processes.
 - **Construction and Housing:** Training on issues related to affordable housing, construction and managing housing rates.
7. **Government Functions and Accountability:**
 - **County Governance:** Insight into how county government operates, including roles of leaders and decision-making processes.
 - **Accountability and Transparency:** Understanding how government holds itself accountable and manages public resources.
8. **Education and Training:**
 - **Education Programs:** Information on educational opportunities, including bursaries and sponsorships.
 - **Vocational Training:** Skills training in areas such as mechanical work, tailoring and other vocational skills.
9. **Legal and Policy Issues:**
 - **County Laws and By-Laws:** Learning about local laws, regulations and how they impact residents.
 - **Policy Making:** Understanding the process of policy formulation and implementation at the county level.
 - **PWDs Rights:** Inclusion of people with disability in decision making.

Table 6: Preferred convener of civic education sessions

Preferred convener	Base(n)	Percentage (%)
Nairobi County Government	280	49
National Government	93	16
Civil Society Organization	78	14
Non-Governmental Organization (NGO)	113	20
Other	7	1

The findings revealed that Nairobi City County Government was the most preferred organizer for teaching sessions, at 49% score indicating a strong preference for local

government involvement in these educational programs as shown on Table 6. This highlighted a clear demand for the local government to take an active role in organizing and facilitating civic education.

Non-Governmental Organizations (NGOs) scored 20%, reflecting the perceived value in having NGOs contribute to these sessions. Civil Society Organizations and the National Government were less preferred but still considered by 14% and 16% of respondents respectively. CSOs and NGOs were found to be interchangeably mentioned by some respondents. Hence therefore, CSOs/NGOs category scored a total of 34%. The category labeled "other" received minimal responses, suggesting that alternative options such as Nyumba Kumi and social media platforms like X spaces were less favored or less known.

In terms of preferred approaches for teaching the topics mentioned, public meetings emerged as the most favored method, attaining 43% score. This indicated a strong preference for in-person, community-wide gatherings where information could be directly shared and discussed. Workshops scored 18%,

suggesting an interest in more hands-on, detailed sessions. Internet-based interactive platforms received a score of 14%, reflecting a desire for digital, interactive formats. See Table 7.

Public hearings and surveys were also noted, with 12% and 7% scores respectively. These methods suggested a degree of interest in formalized feedback and consultation processes. Direct emails and newsletters were the least preferred approaches, with only 3% and 2% respective score, showing a lower preference for these more passive or less interactive forms of communication. Additionally, other approaches, which included methods such as through school management especially for bursaries, were supported by just 1%, indicating that these methods were less favored or less familiar to the respondents.

Table 7: Approaches to conducting civic education

Approaches	Base(n)	Percentage
Public meetings	272	43
Public hearings	77	12
Workshops	111	18
Surveys	47	7
Direct emails	16	3
Newsletters	14	2
Internet based interactive platforms	89	14
Other	5	1

Familiarity with civic education laws

The findings indicated that a significant majority of respondents were not familiar with civic education laws, with 79% reporting no familiarity. This suggested a widespread lack of awareness regarding these laws. At the sub-county level, there was significant variation. Kibra emerged as the most familiar with civic education laws, with 67% of its respondents indicating familiarity. In contrast, Embakasi East and Roysambu exhibited very low familiarity levels, with only 4% and 6% respectively. This underscored the disparities in awareness across different sub-counties.

 Only about **1/5** of respondents were familiar with CEd laws

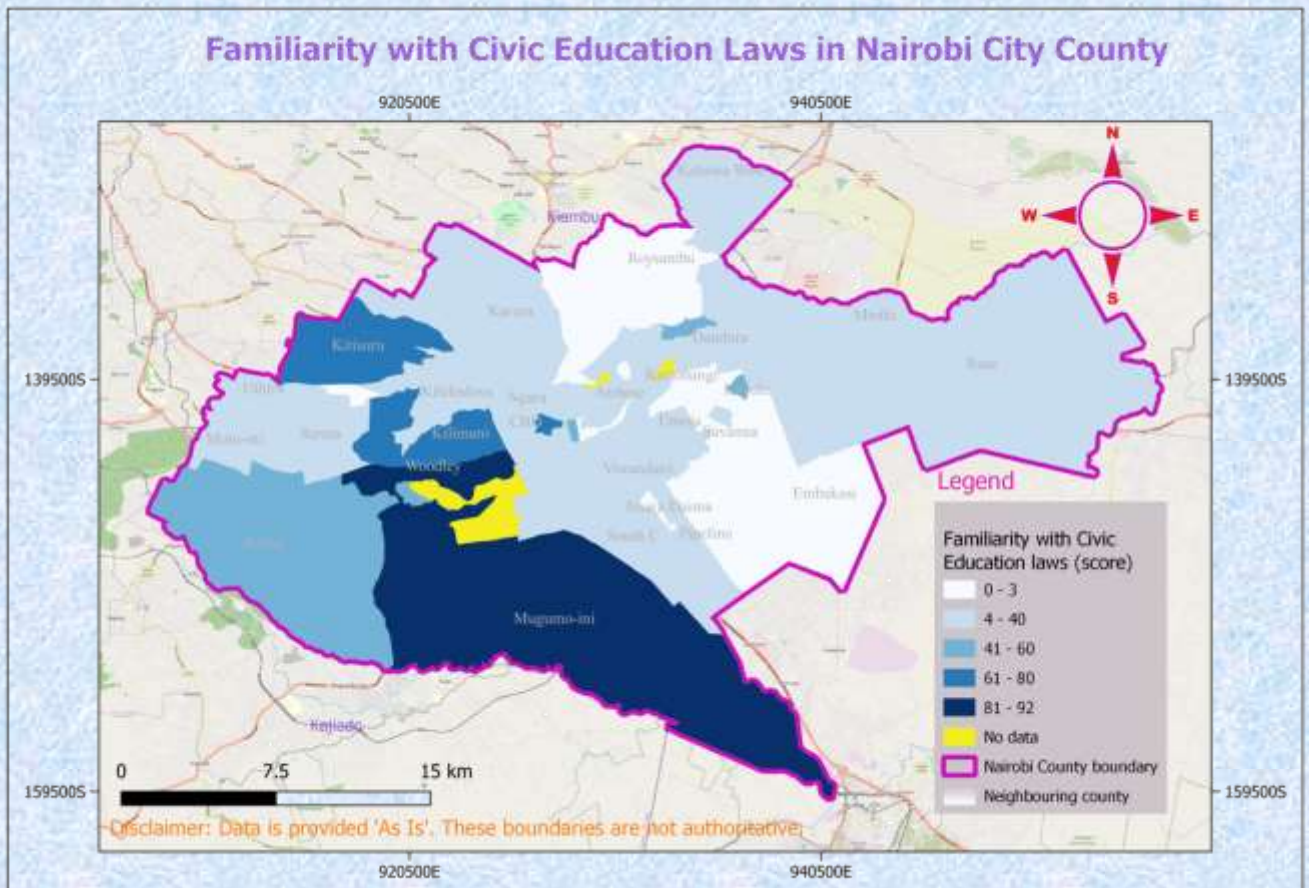
Table 8: Familiarity with civic education laws per age group

Age group	Total	Yes%	No%
18 to 25 years	252	19	81
26 to 35 years	298	22	78
36 to 45 years	198	17	83
46 to 55 years	92	28	72
56 to 65 years	49	22	78
Above 65 years	22	18	82

Table 9: Familiarity with civic education laws per gender

Gender	Total	Yes%	No%
Female	433	16	84
Male	476	24	76
Other	2	50	50

The data, as shown in Table 8 and 9, further revealed that familiarity with civic education laws tended to increase with age. The 46 to 55 years age group showed the highest familiarity, at 28%, whereas younger age groups, specifically those aged 18 to 25 years, had lower familiarity at 19%. Gender differences were also evident, with males showing higher familiarity with civic education laws compared to females, at 24% versus 16% respectively. Persons with disability had higher familiarity (33%) compared to 19% of persons without disability. Despite these variations, familiarity with Nairobi City County government civic education laws was generally low across all demographic groups.



Map 6: Familiarity with civic education laws

Visibly from Map 6, the upper half of Nairobi had familiarity with civic education laws score standing at 40 and below, highlighting an inherent need of civic education.

Quality of civic education provided by the Nairobi City County government

The findings revealed that a substantial portion of the population perceived the current quality of civic education provided by the Nairobi City County government as inadequate. A significant majority rated it as either "Fair" (43%) or "Poor" (34%), indicating widespread dissatisfaction or a belief that there is considerable room for improvement. Only a small percentage rated the quality as "Excellent" (3%). Those rating it as good were 20%.

No significant differences were observed in the quality ratings across various boroughs, sub-counties, educational levels, age groups, or genders. However, respondents who had been engaged with the County for more than five years showed a more positive outlook. The majority of this group rated the quality of civic education as "Fair" or "Good," suggesting that there may have been gradual improvements over time.

This overall perception highlights a need for enhanced efforts and adjustments in the civic education programs to better meet the needs and expectations of the city residents.

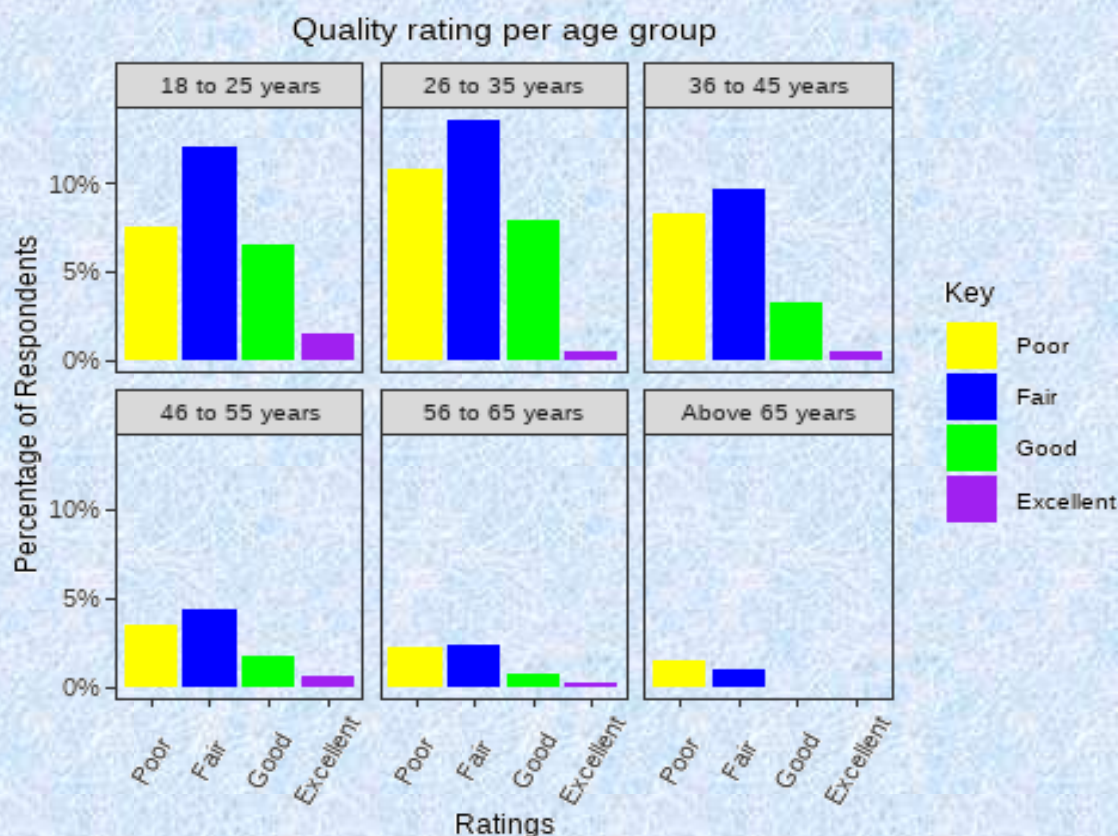


Figure 12: Rating the quality of civic education per age group

Structure and implementation of civic education programs provided by the Nairobi City County government

Table 10: Structure and implementation of civic education

Structure and Implementation	Base(n)	% of Respondents
Poorly structured and inconsistently implemented	170	19
Somewhat structured but with room for improvement in implementation	353	40
Well-structured and efficiently implemented	79	9
Don't know	270	31

As shown in Table 10, the survey findings indicated that most respondents perceived the civic education programs as "somewhat structured but with room for improvement in implementation." This suggested that while the programs had a moderate level of organization, there existed significant opportunities for enhancing their effectiveness.

A notable portion of respondents, 31%, expressed uncertainty about the structure and implementation of civic education programs. This uncertainty may reflect a lack of awareness or visibility regarding these structures.

The majority, 40%, believed that although there was some degree of organization, there were considerable gaps in the execution of these programs. Only 9% of respondents rated the programs as well-structured and efficiently implemented, highlighting a broad consensus on the need for substantial improvements in the quality and effectiveness of civic education.

A majority of PWDs (42%) felt that the civic education programs were somewhat structured but with room for improvement in implementation, while 24% expressed that they were poorly structured and inconsistently implemented. This indicated that there has been some level of commendable efforts to ensure inclusivity.

Utilization of technology for delivering civic education by Nairobi City County government

Table 11: NCCG utilization of technology

County utilizes technology?	Base(n)	Percentage (%)
Yes	417	46
No	229	25
Don't know	265	29

The findings indicated that Nairobi City County government does utilize technology for delivering civic education, with a notable portion of respondents recognizing its use. However, there are variations in utilization and awareness across different boroughs, sub-counties, age groups and genders, suggesting room for improvement in visibility and engagement.

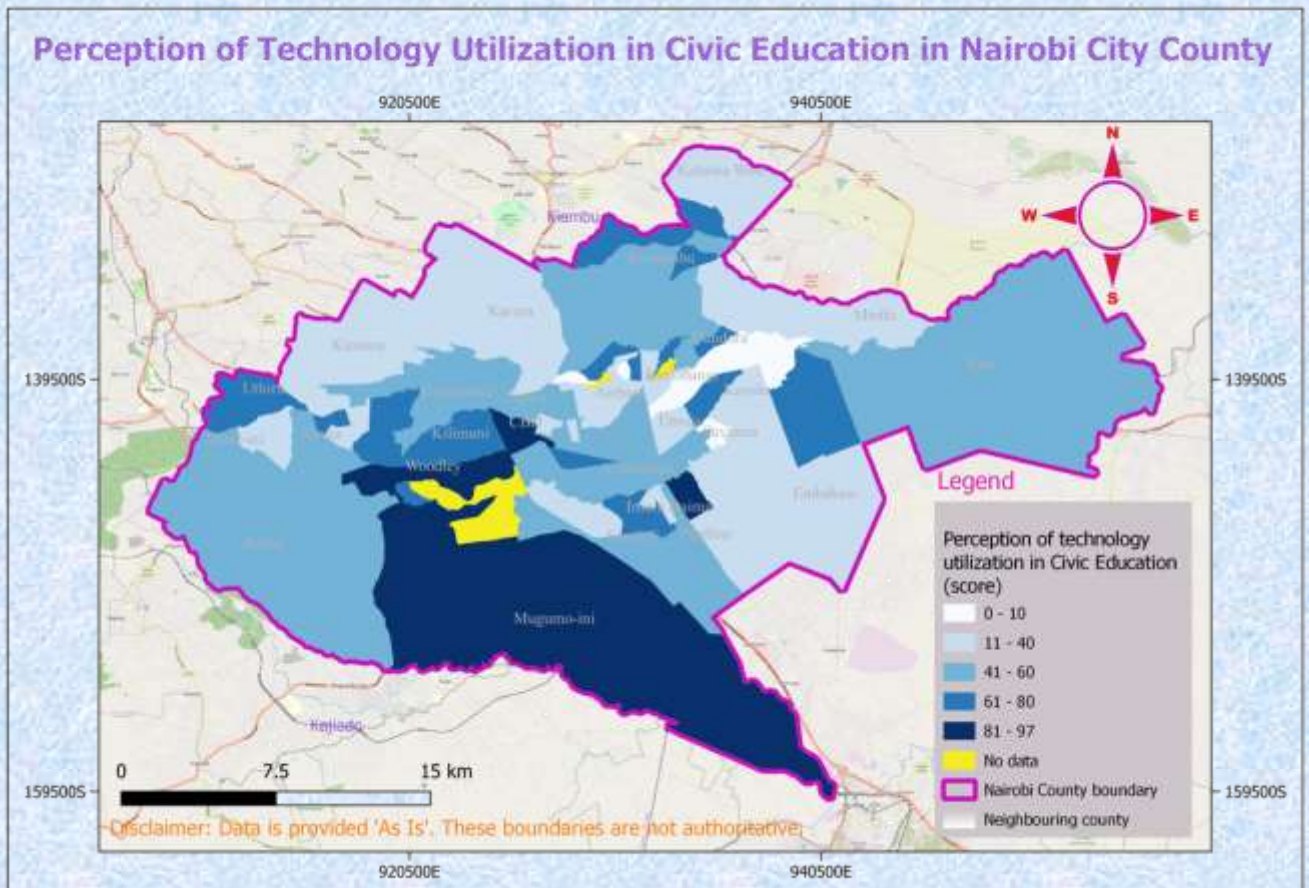
Approximately 46% of respondents confirmed that the County uses technology for civic education, reflecting a significant level of integration. Yet, this also suggests that there is potential for increasing awareness and visibility of these technological initiatives. Meanwhile, 29% of respondents were unsure whether technology was used, which may point to a communication gap or insufficient public engagement with these technologies.

At the sub-county level, Kibra, Lang'ata and Makadara reported high rates of technology use, suggesting effective deployment of technological tools in these regions. In contrast, sub-counties like Mathare and Westlands had higher percentages of respondents who were unaware of technology use, highlighting areas where outreach efforts could be improved.

Regarding age groups, younger individuals (18 to 35 years) showed higher rates of technology use, indicating better engagement with online platforms and mobile apps. Conversely, older age groups, particularly those above 65 years, had lower utilization rates and higher levels of uncertainty, suggesting a need for targeted initiatives to boost digital engagement among older residents.

With regards to PWDs, a majority (58%) of age 36 to 45 years confirmed that the County uses technology for civic education, reflecting a significant level of integration, followed by 40% of 18 to 25 years and 38% of 26 to 35 years. The 56 to 65 years age group had the lowest confirmation rates (9%), indicating a robust use of technology by younger populations, compared to older populations.

Furthermore, findings revealed a gender disparity in technology use for civic education. Male respondents had a higher rate of technology use at 50% compared to 41% of females, indicating differences in engagement with digital civic education tools between genders. The same was evident for PWDs where, males (50%), compared to females (29%) confirmed use of technology by the NCCG. Nonetheless, use of technology for persons with disability was lower (41%) compared to that of people without disability (46%).



Map 7: Perception of technology usage in civic education

A heterogeneous portrayal emerges across wards on whether Nairobi County uses technology in civic education. Data shows that even neighbouring wards do not have the same experience (see Map 7). This unmarks a need of increasing use of technologies to reach more targeted and wider user base across the wards.

Web-based tools were preferred to mobile apps. This preference suggested that respondents found web-based tools to be more accessible or familiar compared to mobile applications. This trend highlighted the need for the Nairobi City County government and other stakeholders to prioritize and enhance online platforms to better meet the needs of the community on civic education.

Governance mechanisms

The findings revealed that the Nairobi City County government has established several governance mechanisms aimed at ensuring the effectiveness of civic education. However, these mechanisms exhibited varying levels of recognition and awareness among respondents as captured in Table 12.

The most frequently cited mechanism was engagement with community leaders and stakeholders, reflecting a strong emphasis on local community involvement. Public participation and civic engagement department was also widely recognized, indicating the presence of formal structures dedicated to facilitating civic engagement.

Table 12: Governance mechanisms enhancing civic education

Governance mechanisms	Frequency	Score (%)
Engagement with community leaders and stakeholders	232	21
Collaboration with civil society organizations	99	9
Public participation and civic engagement department	203	18
Regular monitoring and evaluation	102	9
There are no governance mechanisms	76	7
Don't know	413	37
Other	1	0

In contrast, collaboration with Civil Society Organizations and regular evaluations were less frequently mentioned, suggesting that these efforts may have been limited or not as visible to the public.

Table 13: Concept and implementation of key tenets

Concept and implementation	Base(n)	Percentage (%)
Clear and consistently followed	72	8
Partially implemented or inconsistently followed	467	51
Don't know	372	41

A relatively small number of respondents, 8%, felt that the principles guiding these mechanisms were clear and consistently followed. This implied that while some individuals perceived a structured approach, it was not widely acknowledged. Indeed the majority of respondents, 51%, believed that the principles were only partially implemented or inconsistently followed, indicating challenges in achieving uniform application and adherence to the guiding principles. Additionally, a significant portion of respondents, 41%, expressed uncertainty about how the principles were conceptualized or implemented, highlighting potential issues with communication and transparency regarding these governance mechanisms.

Overview of Civic Education Status in Nairobi City County

The overall rating of civic education status was 47% score. This suggested a perception of civic education being average, with significant room for improvement. Dagoretti North and Ruaraka Sub Counties scored the highest, suggesting these areas had relatively better civic education initiatives. On the other hand, Kasarani and Embakasi East Sub Counties scored the lowest, indicating potential issues with civic education delivery or engagement.

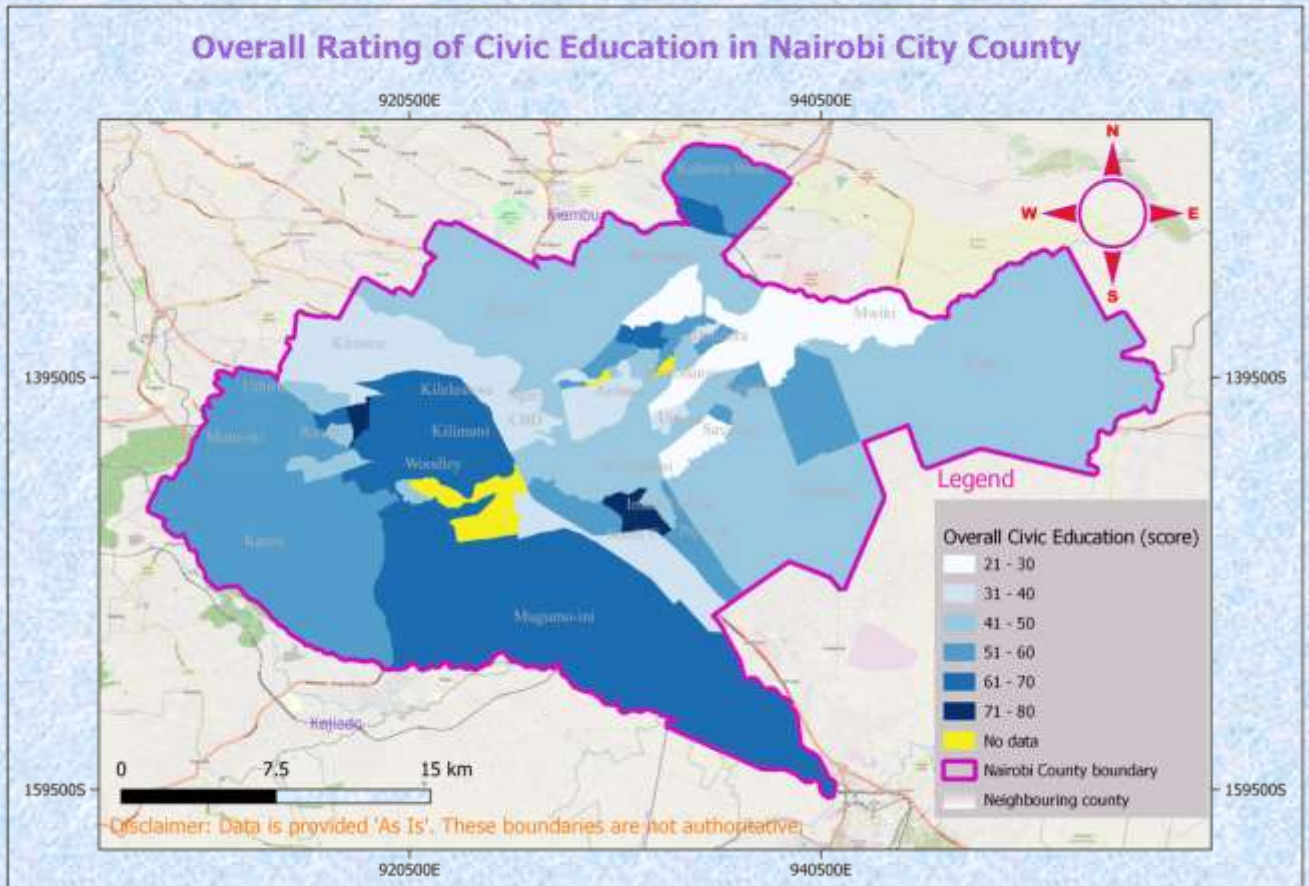
Younger age groups (18 to 25 years) tended to rate civic education higher than older age groups (Above 65 years), indicating generational differences in perception. Men generally perceived civic education to be slightly better than women. Individuals with no formal education rated civic education the lowest, highlighting a possible gap in reaching or engaging this group.

This structured approach provided a comprehensive overview of the status of civic education in Nairobi City County, highlighting;

- **Geographical Variation:** The significant differences in the perceived effectiveness of civic education across different boroughs and sub-counties.

- **Generational and Educational Gaps:** Younger individuals and those with higher education levels tended to rate civic education more positively compared to older and less formally educated individuals.

Whereas the overall civic education score was 47%, data shows some wards in the north had a score of as low as 21 as shown on Map 8.



Map 8: Civic Education Score across Nairobi wards

4.3 Public Participation

Public Participation (PP) is the involvement of citizens in decision making relating to government's projects. The activities citizens get involved in are a requirement by law. PP focuses on a dialogue or deliberative approach that allows for two-way conversation that influences decision-making processes.

Awareness of right to participate

The survey results revealed that a majority of respondents, approximately 56%, were aware of their rights and responsibilities related to public participation. The data indicated that the Southern Borough had the highest level of awareness, with 75% of its respondents knowledgeable about their civic duties, while the Central Borough had the lowest awareness, at 47%.

At the sub-county level, Kibra stood out with the highest awareness rate, as 85% of respondents there were informed about their rights and responsibilities. In contrast, Kasarani reported the lowest level of awareness, with only 30% of its respondents reporting being knowledgeable.

The survey also showed significant variations based on age. Individuals aged 65 and above had the highest level of awareness, with 68% being informed, while the youth aged 18 to 25 had the lowest awareness rate at 56%. This suggested that older individuals had a better grasp of their public participation rights and responsibilities compared to younger people. See Table 14.

Gender differences were also noted. Men demonstrated higher awareness at 59% compared to women, who had an awareness rate of 52%. Despite this difference, both genders were above the average level of awareness (see Table 15). Persons with disability exhibited higher awareness (66%) compared to persons without disability (55%).

Educational attainment appeared to influence awareness levels as well. University graduates had the highest awareness at 60%, while those without formal education had the lowest awareness, at 38%. This highlighted a clear correlation between higher education and better knowledge of public participation duties. See Table 16.

Table 14: Awareness of right to participate per age group

Age group	Total	Yes%	No%
18 to 25 years	252	56	44
26 to 35 years	298	54	46
36 to 45 years	198	54	46
46 to 55 years	92	62	38
56 to 65 years	49	57	43
Above 65 years	22	68	32

Table 15: Awareness of right to participate per gender

Gender	Total	Yes%	No%
Female	433	52	48
Male	476	59	41
Other	2	50	50

Table 16: Awareness of right to participate per education level

Education level	Total	Yes%	No%
Primary school	112	57	43
Secondary school	373	58	42
College certificate	175	56	44
Diploma	64	44	56
University graduate	130	60	40
Post-Graduate	22	50	50
No formal education	13	38	62
I prefer not to say	22	41	59

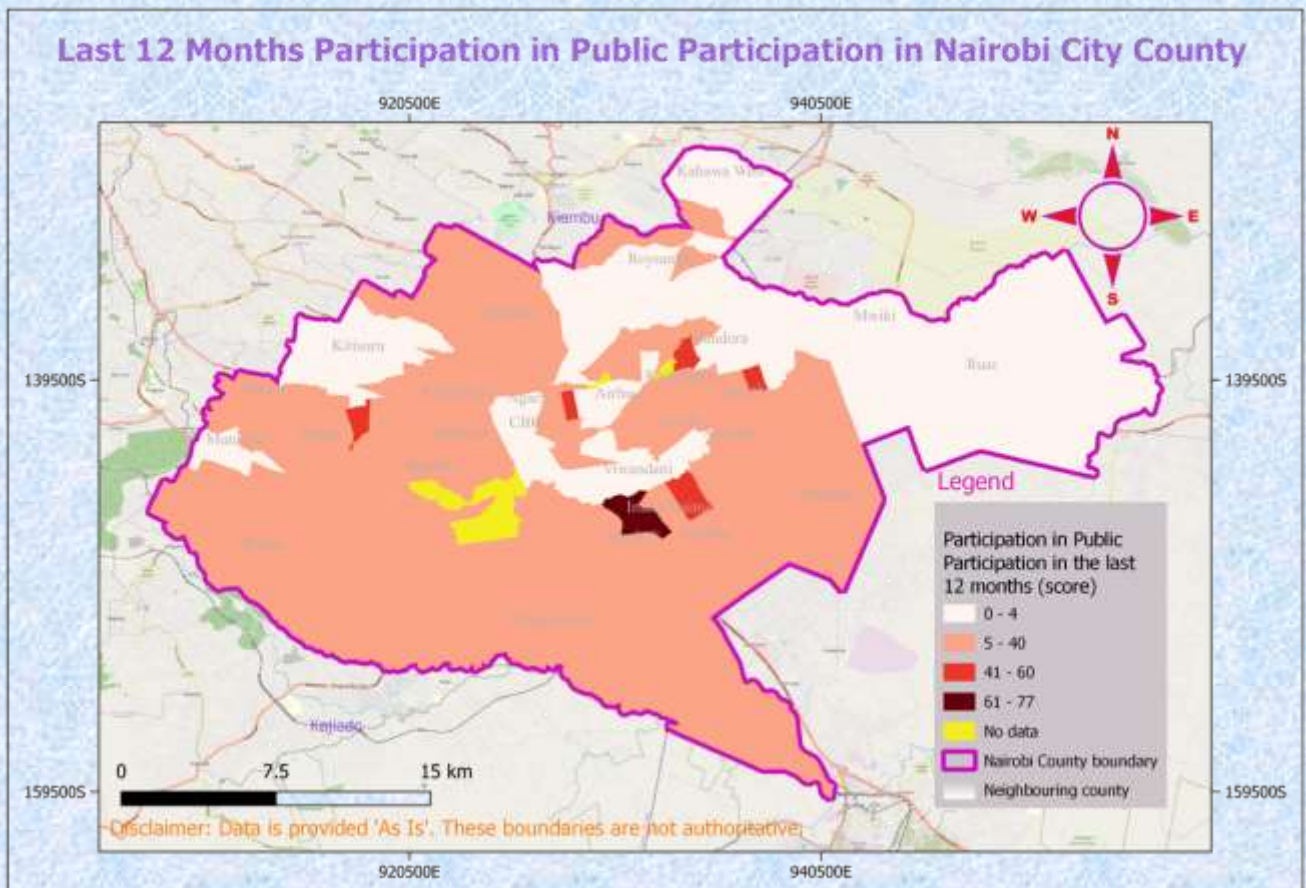
Employment status also affected awareness. Permanent employees reported the highest awareness rate at 65%, whereas self-employed individuals and students showed lower awareness rates at 53%. This suggested that stable employment was associated with greater awareness of public participation responsibilities.

also influenced participation, with Post Graduate rate being highest 23%. College Certificate and University Graduates tied at 20%, while those with no formal education had the lowest participation rate at 8%.

Participation rate in the last 12 months of people with disability stood at 24% within their category while for people without disability it was 15%. A substantial 70% of respondents had never participated in any public participation activities at any given time (5% for people with disability and 65% for other people). This significant gap underscores a need for increased stakeholder mapping, outreach and engagement initiatives.



70% had never participated in any PP



Map 10: Participation in PP forums in the last year

Of the public participation forums a respondent had attended, Construction of New Modern Markets and the Biashara Stimulus Programme forums were cited highly scoring 16% each. Additionally, Nairobi Regeneration & Urban Renewal (Affordable Housing) ranked third at 13%. Nairobi County Annual Budget for 2023/2024 scored 11%, Zoning of Night Clubs and Construction of Rehabs (10%), while Nairobi County Annual Development Plan 2023/2024 scored 9%. County Fiscal Strategy Paper 2024/2025 had 8%. Establishment of the Borough System of Governance and the County Fiscal Strategy

Paper 2023/2024 attained a score of 6% each. This distribution of scores suggested that public participation activities related to housing, market construction and fiscal planning were relatively well-represented, while other areas, including the Borough System and specific fiscal papers, experienced less engagement. Understandably, fiscal planning is a recurrent theme whilst Borough System forum was a one-time PP. The forums mentioned under the ‘other’ category, accounting for 4% score, included security, youth empowerment, girl child protection and gender based violence forums.

Source of Information for Public Participation Forums

Social media was the most commonly cited source, at 40% score. This highlighted the dominant influence of digital platforms in reaching and informing the public. Word of mouth was the second most frequently mentioned source, scoring 19%. This underscored the importance of personal networks and community interactions in spreading and disseminating information about these forums. Traditional media, such as TV and community meetings, followed in importance with 10% score each, indicating that while these channels were still relevant, their impact was less pronounced compared to digital and interpersonal methods.

Table 17: Source of PP information

Source of information	Base(n)	Ranking (%)
Social media	84	40
Newspaper	16	8
Radio	14	7
TV	22	10
Nairobi County website	12	6
Word of mouth	40	19
Community meetings	20	10
Other	2	1

Newspaper scored a paltry 8% as a source of information

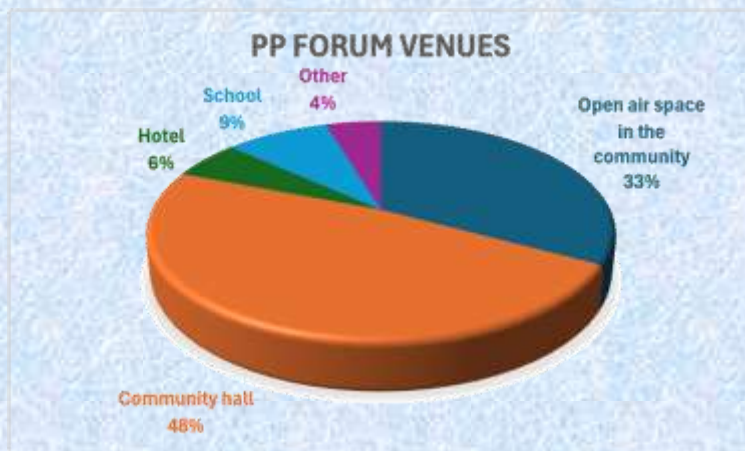
Print media, specifically newspapers, was cited less frequently, at 8% score indicating that this source had a smaller role in informing the city residents about public participation activities. This is despite PP forums’ adverts being placed on at least two local dailies, costing the County a substantial amount of money. Evidently, the bulk of the target audience was not a consumer of print media. The County needs to evaluate how to redirect the large advert expenditure to appropriate channels of information. PP Act should be revised to relax the requirement to advertise PP forums on local dailies.

Surprisingly, Nairobi County website was given a 6% score, suggesting a lower level of engagement with official digital platform in the context of public participation forums despite it containing the soft copy adverts. This finding points to an issue with organization and navigation of the website pages, resulting in surfers not easily getting to the pages of interest.

Of note is that, within their category, PWDs scored the County website at 3%, pointing to a lack of accessibility features on the website. Envisaged accessibility features include, large print, materials in easy-to read formats, subtitles, audio descriptions, sign language interpretations, illustrations and diagrams.

Public Participation Forums

Figure 13: PP forum venues



The Community Hall emerged as the most frequently used venue for public participation forums, with 48% of the forums held there. This preference reflects the accessibility and suitability of community halls for gatherings. Open Air Spaces also served as a notable venue, accounting for 33% of the forums. This choice highlights a community preference for informal and open settings. Conversely, schools and hotels were less commonly used, accounting for 9% and 6% of the

forums respectively. Schools were utilized occasionally, while hotels were relatively rare locations for such activities. Online platforms, though less common, were used for 5% of the forums, representing potential for growth of digital tools in public participation.

Utterly concerning, 84% of respondents did not participate in any PP in the last 12 months, calling for more deliberate efforts on engagement. Regarding the 16% of respondents who indicated participating in a PP, 79% of them, reported receiving prior information about the public participation forums, indicating an effective effort to keep the community informed in advance. However, 21% did not receive prior information, suggesting there is room for improvement in communication and outreach strategies. With regards to PWDs out of a participation rate of 24%, a total of 19% of PWDs respondents indicated receiving prior information on the subject provided before the date of public participation forum.

Regarding participation, 67% of the participating respondents actively contributed their views during the forums, showing a high level of engagement. The remaining 33% chose not to provide their views, pointing to potential areas for improving the mechanisms for gathering attendees' inputs or addressing barriers to participation. Direct Presentation was the most common method for sharing views, scoring 70%, emphasizing the value placed on direct interaction. Digital Platforms and sending a representative were less commonly used, scoring 13% and 11% respectively. Written memoranda, to both County Executive and County Assembly had a combined score of 6%, indicating a lower preference for formal written channels. Within their category as PWDs, in-public forum (as individual) scored the highest while written memorandum to the County Assembly scored the least (59% and 6% respectively).

Among all the respondents who participated, 33% received feedback, which is a positive aspect of the public participation process. However, the majority, 67%, did not receive confirmation that their views were considered, suggesting a need for more transparent and effective feedback mechanisms. A minority of participating respondents, 26%, had access to the final reports, indicating a communication gap regarding the availability of final reports. Most participants, 74%, did not see these reports, highlighting a need for improved dissemination of information to ensure that participants are aware of the outcomes and impacts of their contributions. Notably, the County disseminates reports through its official website. Hence, therefore, the County should publicize its website as a one stop destination for reports and related information.

In terms of inclusivity, 76% of participating respondents stated that forums made efforts to include persons with disability, reflecting a positive trend towards inclusivity. However, 15% stated that forums did not include persons with disability while 9% were unsure about their inclusion, suggesting a need for clearer communication about inclusivity practices.

Table 18: Venue of PP forums

PP forum venue	Frequency	Percentage
Open air space in the community	57	33
Community hall	83	48
Hotel	10	6
School	15	9
Other	8	5

'Other' PP forum venue was stated as online platforms.

Table 21: Whether a respondent's feedback was incorporated

Feedback that your views were incorporated?	Base(n)	Percentage (%)
Yes	47	33
No	97	67

Table 23: Whether forums included persons with disability

Forum included PWDs?	Base(n)	Percentage (%)
Yes	109	76
No	22	15
Don't know	13	9

Table 24: Whether forums had a sign language interpreter

Sign language interpreter present?	Base(n)	Percentage (%)
Yes	36	33
No	65	60
Don't know	8	7

The presence of sign language interpreters at forums was reported by 33% of participating respondents, indicating some effort to enhance accessibility for the deaf and hard-of-hearing community. There was a notable need to improve the availability of sign language interpreters at forums, as 60% of participating respondents indicated a lack of interpreters. Additionally, 7% of participating respondents were unsure about the availability of interpreters, pointing to a need for better communication regarding accessibility services as well as sensitization on types of disability, both visible and invisible.

Table 19: Whether prior information was provided

Prior information?	Base(n)	Percentage (%)
Yes	114	79
No	30	21

Table 20: Whether a respondent provided views

Gave your views?	Base(n)	Percentage (%)
Yes	97	67
No	47	33

Table 22: Whether a respondent saw the final report

Seen report?	Base(n)	Percentage (%)
Yes	38	26
No	106	74

Table 25: Whether documents were provided in braille

Documents provided in braille?	Base(n)	Percentage (%)
Yes	16	15
No	80	73
Don't know	13	12

Table 26: Whether forums included refugees

Refugees present?	Base(n)	Percentage (%)
Yes	22	20
No	42	39
Don't know	45	41

7. **Disorganization and Disagreements:** Instances of rowdiness, disagreement among participants and disorganization were noted as problems that disrupted the flow of some forums.
8. **Tokenism and Participation:** There were complaints about forums feeling more like token gestures rather than genuine efforts to incorporate community feedback. Some participants felt their views were not seriously considered.
9. **Lack of Representation:** There were concerns that certain groups, like refugees, the elderly and PWDs were not adequately represented or considered during the forums.
10. **Presentation Issues:** Some found that presentations were not effective or clear, impacting their understanding and engagement with the topics discussed.

Summary of Agree/disagree ratings

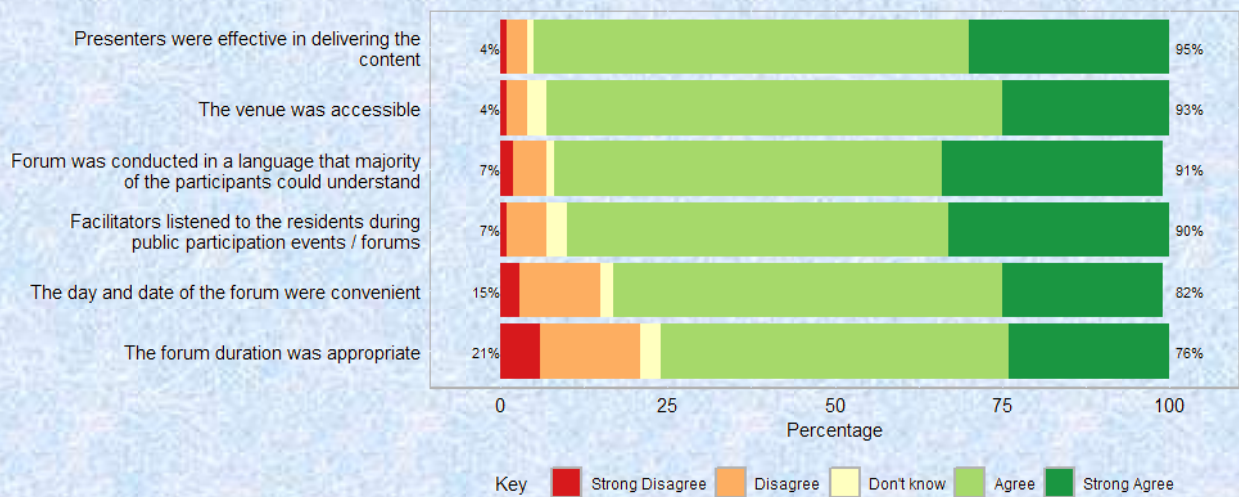


Figure 14: Summary of rating of PP forums

The majority of participating respondents found the venue to be accessible, with a strong consensus of agreement (approximately 93% agreeing or strongly agreeing). Most participants felt that the presenters were effective in delivering the content, with about 95% agreeing or strongly agreeing. A significant majority (approximately 91%) felt that the forum was conducted in a language that most participants could understand. While a majority (around 76%) thought the forum duration was appropriate, there were some concerns, with about 21% disagreeing or strongly disagreeing. The majority (around 82%) found the day and date of the forum to be convenient. However, there was a small but notable proportion who felt otherwise. About 90% felt that the facilitators listened to residents during the forums, indicating generally positive feedback on this aspect.

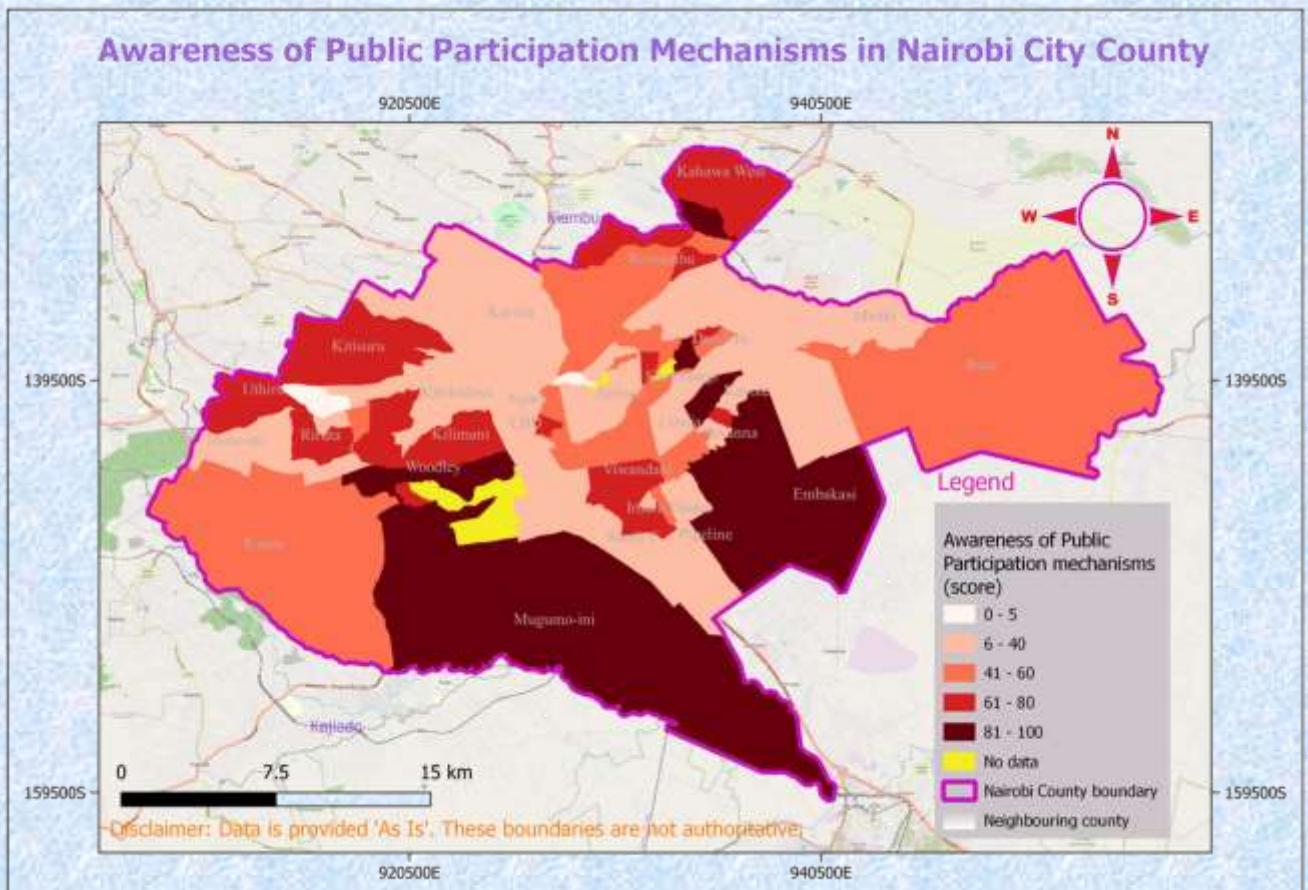
9/10 felt that facilitators listened

Overall, the feedback indicates that the public participation forums were generally well-received by forums attendees in terms of venue accessibility, effectiveness of presenters, language understanding and facilitators' listening. However, there were concerns regarding the appropriateness of forum duration and the convenience of the day and date as indicated by the survey data as well as the Focus Group Discussions. Addressing these areas could further improve the effectiveness and satisfaction of future public participation events by looping in the forums non-attendees' respondents as well.

Public Participation Mechanisms

Awareness of public participation mechanisms was generally low, with a majority of participating respondents (55%) unaware of these mechanisms. Awareness stood at 42% for persons with disability and 45% for other persons. Kibra sub-county (82%) showed higher awareness, while areas of Mathare and Kamukunji had significantly lower awareness.

On accessibility, 68% of participating respondents found town hall meetings accessible, though there were notable concerns about the same. Online platforms and Public Hearings were perceived as highly accessible, with 75% of participating respondents finding them so. This data suggests that while there was some awareness and accessibility for public participation mechanisms, there was a significant portion of the population that remains unaware of these mechanisms. Furthermore, ensuring the accessibility of physical venues and improving outreach and communication could help enhance participation.



Map 11: Awareness of PP mechanisms

Table 27: Accessibility of PP mechanisms

Accessibility?	Town hall meetings		Online platforms		Public hearings	
	Frequency	(%)	Frequency	(%)	Frequency	(%)
Accessible	277	68	303	75	306	75
Inaccessible	129	32	103	25	100	25

Summary of Accessibility to mechanisms

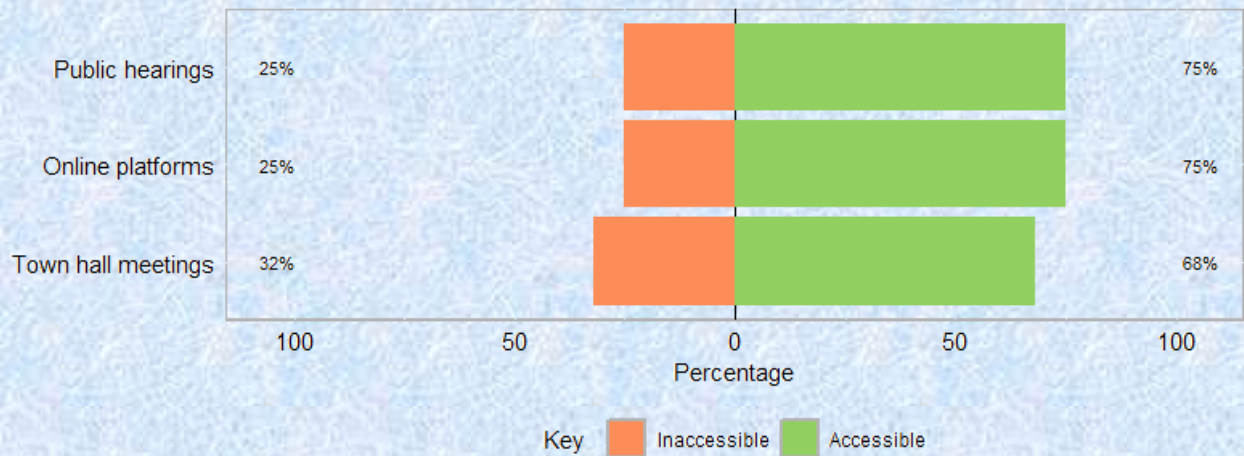


Figure 15: Summary of accessibility of PP mechanisms

Barriers and challenges to effective public participation in Nairobi City County

The barriers and challenges, as captured in the following graph, were:

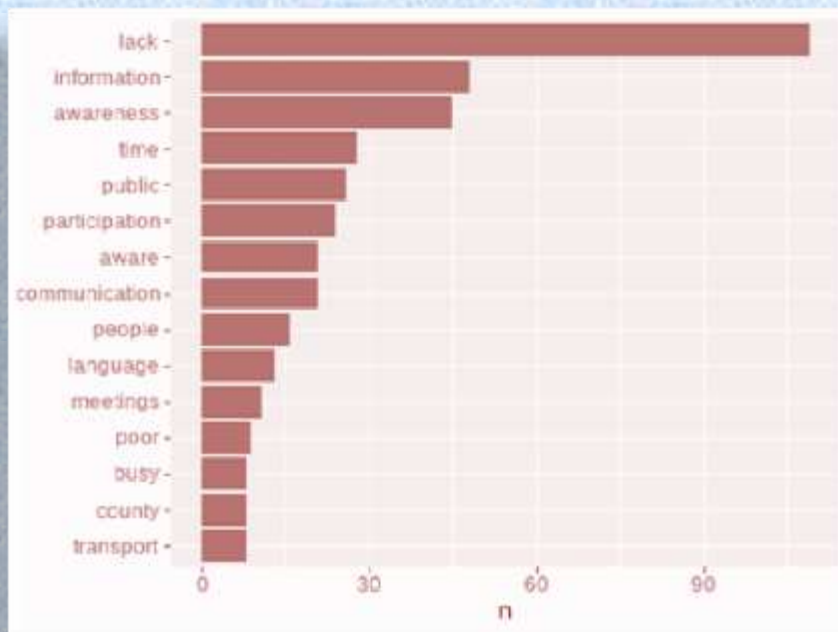


Figure 16: Frequency of words on barriers to public participation

1. Lack of Awareness and Information

✚ Lack of awareness about public participation processes.

✚ Inadequate information dissemination.

✚ Lack of clear communication about meetings and their details such as time and venue.

✚ Information not reaching the intended audience in time.

✚ Misinformation and poor advertising.

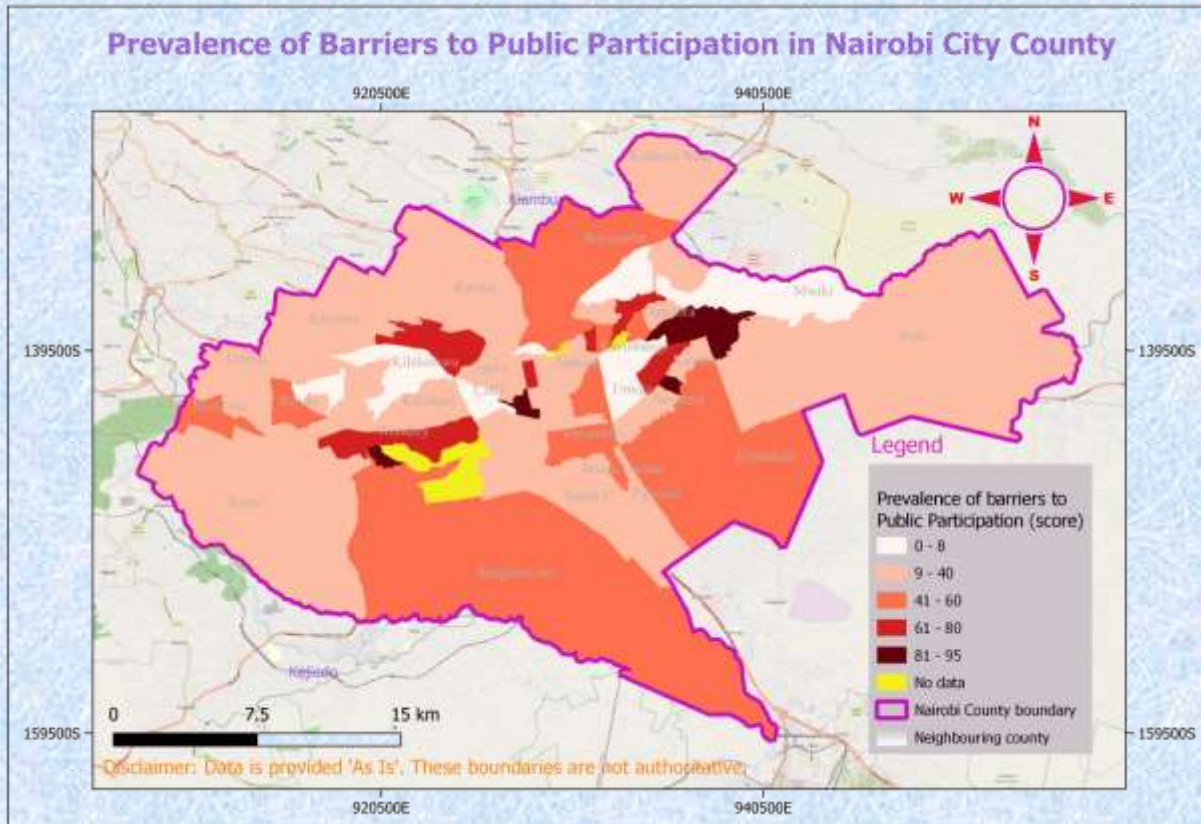
✚ FGDs participants cited the same issues on lack of awareness and information.

✚ Communication that is not accessible to PWDs

2. Accessibility Issues

✚ Inaccessible social halls and venues.

- ✦ Some venues and toilets were unhygienic for PWDs especially those who don't have assistive devices.
 - ✦ Sanitation facilities were not accessible
 - ✦ Long distance to the venues.
 - ✦ Lack of transportation to and from meetings.
 - ✦ Inaccessibility for persons with disability.
 - ✦ Lack of sign language interpreters.
- 3. Logistical and Organizational Challenges**
- ✦ Poor organization of meetings.
 - ✦ Small or poorly chosen venues.
 - ✦ Timing conflicting with work schedules.
 - ✦ Congestion and overcrowding.
 - ✦ Ineffective scheduling and time management.
- 4. Communication and Engagement**
- ✦ Ineffective communication channels.
 - ✦ Inadequate community engagement and sensitization.
 - ✦ Lack of feedback from county officials.
 - ✦ Incomplete or inaccurate responses from officials.
 - ✦ Language and formats that are not accessible to PWDs
- 5. Political and Social Issues**
- ✦ Perceptions of meetings being dominated by elected officials or politicians.
 - ✦ Corruption and favoritism.
 - ✦ Discrimination based on age, ethnic background or other factors.
 - ✦ Some PWDs were not given time to speak.
 - ✦ Some PWDs and elderly did not get assistants or aides to help them.
 - ✦ Political interference or bias.
- 6. Resource Constraints**
- ✦ Insufficient resources allocated for public participation.
 - ✦ Financial barriers for participants.
 - ✦ Lack of refreshments, allowances or incentives.
 - ✦ All key informants of KIIs felt that resources for public participation were insufficient. They highlighted the need for increased budgets, distinct budget votes, and better equipment to facilitate effective engagement.
- 7. Environmental and Security Concerns**
- ✦ Unfavourable weather conditions affecting attendance.
 - ✦ Security issues and concerns about safety during meetings.
- 8. Personal Constraints**
- ✦ Personal busy schedules and inability to attend.
 - ✦ Health issues or family responsibilities.
 - ✦ Lack of assistive devices amongst PWDs



Map 12: Prevalence of barriers to Public Participation

These findings highlight the need for improvements in awareness, accessibility, communication, logistics and resource allocation to enhance the effectiveness and inclusivity of public participation forums. On the Sub County level, Dagoretti North experienced relatively fewer challenges, with only 6% of its respondents reporting significant barriers. This suggests that Dagoretti North might have had relatively effective mechanisms or fewer issues impacting public participation. In stark contrast, Kibra reported the highest frequency of barriers, with a substantial 82% of its respondents indicating that they encountered significant challenges. This high level of reported barriers underscored severe difficulties in Kibra, pointing to the need for targeted interventions to improve public participation processes in this area.

Key informants cited unimplemented projects as barriers to effective public participation. These stalled and incomplete projects lead to public skepticism about the value of participation. There is need therefore for the county government to complete projects in time. Further, the county government should continually update the residents on the progress of infrastructural projects amongst others. The county website can embed a Geographical Information System (GIS) to showcase ongoing and completed projects and their geographical units such as a ward. Such information will enable citizens in their social accountability endeavour such as social auditing of government projects.

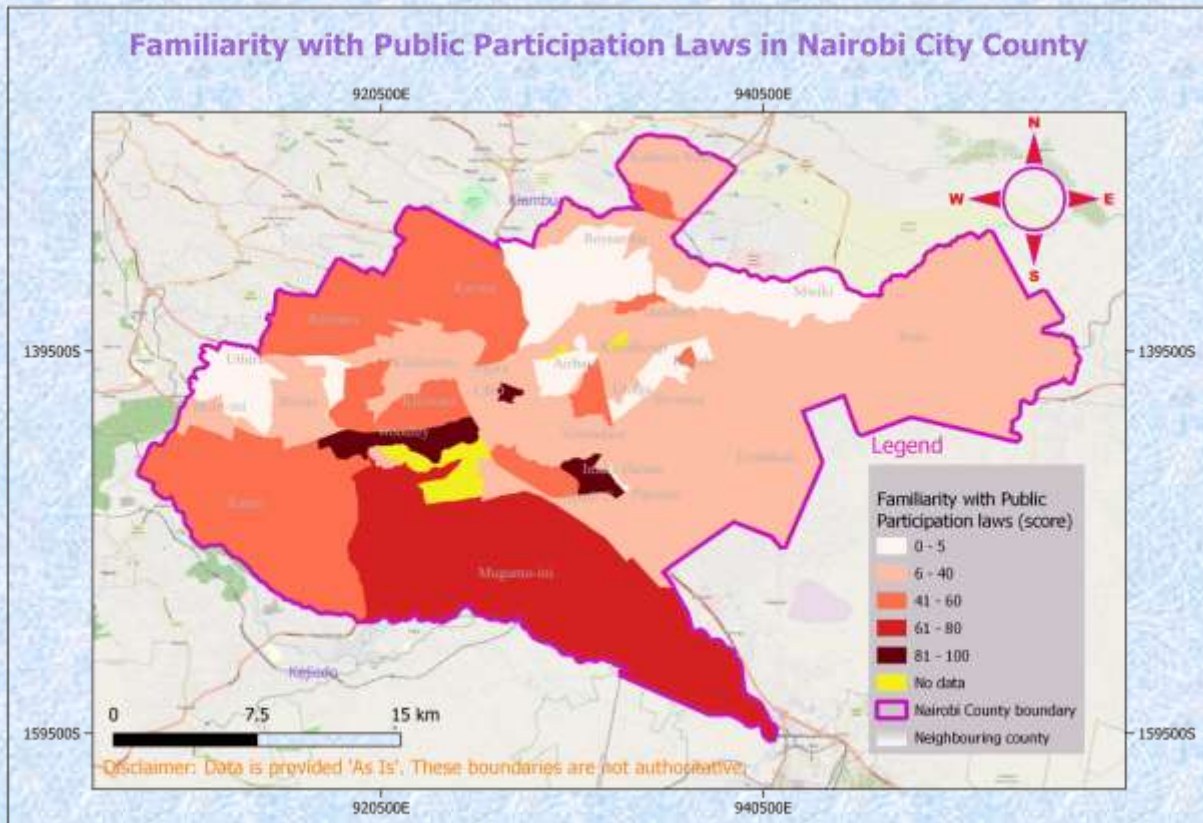
Familiarity with Public Participation Laws

Familiarity with public participation laws was generally low, 24%, with a notable lack of awareness across various demographics. Dagoretti South and Embakasi West Sub Counties had very low familiarity 13% and 6%, respectively while Kibra had the highest familiarity, 55%.

Older age groups and permanent employees displayed higher familiarity rates compared to younger groups and self-employed individuals. 18 to 25 years and 26 to 35 years age groups had 21% and 27% respectively while those above 65 years group had the highest familiarity 32%.

Male respondents had higher familiarity, 27%, compared to female respondents, 20%. Permanent employees had the highest familiarity, 38%. Unemployed individuals had the lowest familiarity, 16% followed by self-employed respondents at 20%. Person with disability had higher familiarity, 28%, compared to those without disability, 23%.

about
3/4 of respondents were
 not familiar with PP laws



Map 13: Familiarity with PP laws

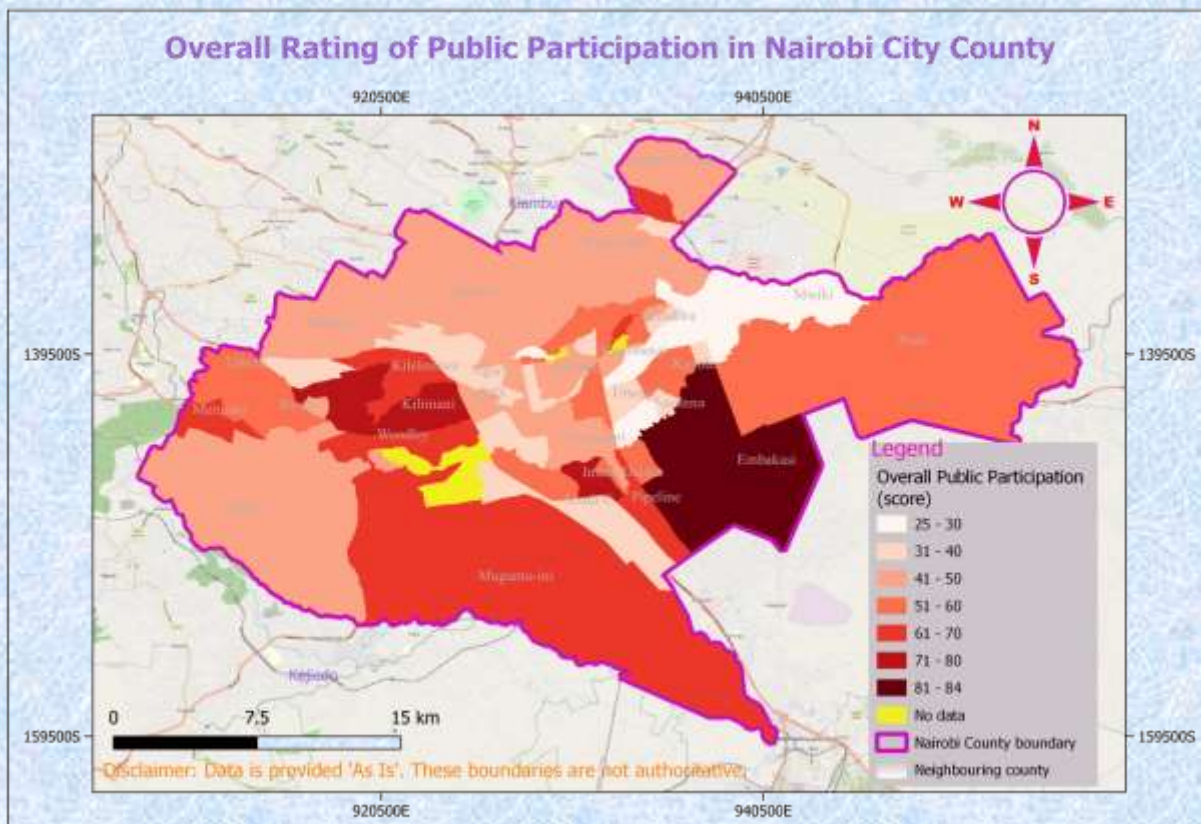
Status of public participation in Nairobi County

Based on the mean score of 49%, the status of public participation in Nairobi County would be rated around 2.5 out of 5. This indicates a moderate level of public participation.

On the Sub County level, Dagoretti North had the highest score of 68%, suggesting a strong level of participation in this area. Embakasi West, Kamukunji, Kasarani, have the lowest scores of around 37%, indicating significant room for improvement.

Findings show that younger age groups 18-25 registered the highest score of status of public participation (51%). Older age groups (56+) showed lower score (42%), with scores decreasing as age increases. There was no significant difference in gender comparison as male respondents had 50% participation and females had 47%. Analysis of comparison by education levels showed Post-Graduate respondents indicated the highest score (52%). Respondents with no formal education gave the lowest score (38%), suggesting lower participation among those with less levels of education. Person with disability rated the overall status of public participation at 46%.

In summary findings suggest that public participation in Nairobi County was moderate but could be improved.



Map 14: Public Participation Score across Nairobi wards

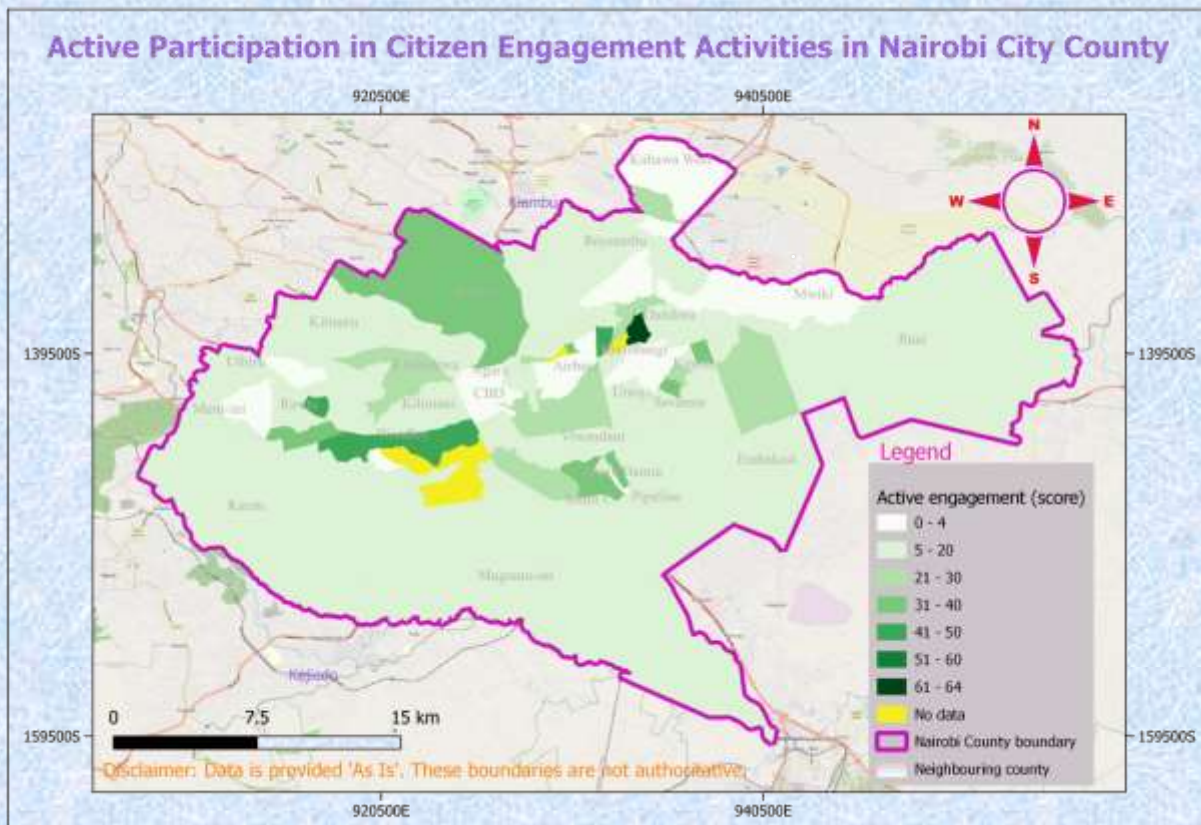
4.4 Citizen Engagement

Citizen Engagement (CE) is the involvement of citizens in activities geared toward collaboration with government. The activities citizens get engaged in are not a requirement by law. CE is expected to be deeper than PP and more hands-on. CE may be promoted by both state and Non-State Actors.

Citizen engagement across Nairobi City County was reported to be relatively low, with an overall engagement rate of just 17%. Among the sub-counties, Embakasi North had the highest engagement rate at 34%, whereas Embakasi West, Roysambu and Westlands had the lowest rates, ranging from 6% to 13%.

When analyzing engagement by age, individuals aged 65 years and above demonstrated the highest engagement rate at 27%. Conversely, the younger age groups, specifically those between 18 to 25 years and 26 to 35 years, had the lowest engagement rates, approximately 15%. Gender differences in engagement revealed that males had a slightly higher engagement rate of 18%, compared to females at 15%. Persons with disability indicated an engagement rate of 23% while those without disability indicated a rate of 16%.

Post-Graduate individuals exhibited the highest engagement, with a rate of 27%. In contrast, individuals with primary school education and university graduates showed the lowest engagement rates, 11%. Employment status further influenced engagement levels, with permanent employees having the highest engagement rate of 25%, while self-employed individuals had the lowest rate at 14%.



Map 15: Active participation in citizen engagement

Motivations for Engagement

The motivations for involvement in citizen engagement activities in Nairobi City County were found to be diverse, encompassing a range of factors including civic responsibility, environmental concerns, financial incentives, personal development, community development and social influence.

Many participants were driven by a sense of civic duty, viewing their involvement as a way to contribute positively to their community and influence local development and policy decisions. Environmental concerns also played a significant role, with participants motivated by the desire to address environmental issues and promote sustainable practices.

Financial incentives emerged as another key motivator, with some individuals participating to gain tangible benefits or rewards. Personal and community development were also important drivers, as participants sought opportunities to enhance their own skills and contribute to the growth and improvement of their community.

Specifically, PWDs respondents gave the following reasons for their motivation:- To represent PWDs, noting that there has been help gained by engaging in these activities; to give their opinions because there were translators and it was a disability forum; need to acquire knowledge; showing patriotism to their country; being members of the planning committees; reimbursement of money and payment done; to listen to the views of others; some PWDs were selected by the non-PWD locals to represent them; desire to know how County Government is run; good logistics were put in place to support those who came from far; and some said they were organized by CSOs to engage and the motivation was good mobilization, meals and transport allowance considering a majority of young people are not employed.

Additionally, social influence was noted as a factor, with individuals often participating due to encouragement or pressure from their social networks. This mix of motivations highlighted the varied reasons behind citizen engagement and underscored the need for a multifaceted approach to fostering involvement in citizen engagement activities.

A point by point analysis highlighting the main themes is as follows:

1. **Citizen Rights and Responsibilities: Right as a Citizen:** Many individuals participated out of a sense of duty to exercise their rights and responsibilities as citizens. **Responsibility:** Feeling a moral or civic obligation to participate in public processes.
2. **Environmental Concerns: Environmental Conservation:** Interest in tree planting, clean environments and green initiatives. **Cleaning Exercises:** Participation in activities focused on improving environmental conditions.
3. **Financial Incentives: Monetary Compensation:** Engagement was motivated by direct financial incentives or allowances. **Employment Opportunities:** Some participated to seek or secure job opportunities or financial support.
4. **Personal and Community Development: Desire to Understand Government Processes:** Curiosity about government operations and development projects. **Community Needs:** Participation to address specific community challenges and to provide solutions. **Development Projects:** Interest in understanding and contributing to upcoming development projects.

5. **Social Influence and Personal Growth: Encouragement from Peers:** Motivation by friends or social networks to attend. **Youth Empowerment:** Engagement driven by a desire to empower youth or other groups.
6. **Representation and Advocacy: Advocacy for Specific Groups:** Representation of marginalized groups or individuals with disability. **Voice for the Community:** Desire to air grievances and represent the views of the community.
7. **Learning and Knowledge: Gain Knowledge:** Interest in gaining knowledge about county progress, government processes or specific topics like licensing or bursaries.
8. **Patriotism and Civic Pride: Showing Patriotism:** Participation driven by a sense of national pride and love for the country. **Unity and Cooperation:** Desire to foster unity and collaboration among citizens.
9. **Interactive and Engaging Events: Interactive Sessions:** Motivation by the engaging and interactive nature of the activities.
10. **Logistical and Organizational Support: Well-Organized Events:** Positive experiences related to good mobilization, transport and support provided by organizers.

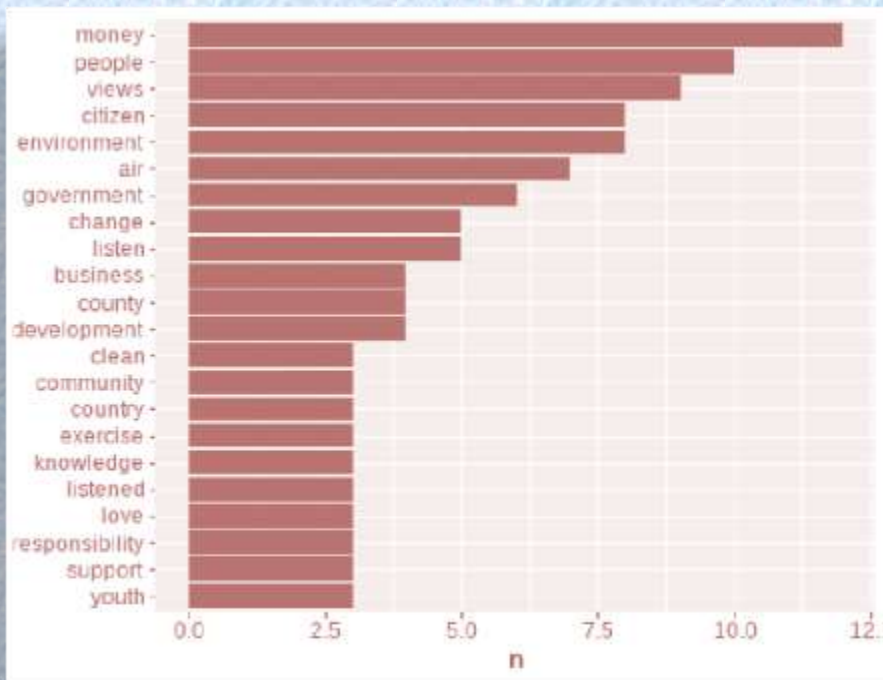


Figure 17: Frequency of words on motivation for involvement in citizen engagement

Satisfaction levels regarding the process and outcomes of citizen engagement activities

Among the 17% of respondents engaging in CE activities, 39% expressed strong satisfaction with both the processes and outcomes of the citizen engagement activities. In contrast, 47% reported being somewhat satisfied, reflecting a generally favourable view but suggesting that there might be areas needing further enhancement. However, 14% were not satisfied with the processes and outcomes, indicating that there were some unresolved issues or concerns. This dissatisfaction highlights the need for continued efforts to address potential shortcomings and improve the overall effectiveness of citizen engagement initiatives.

Effectiveness of various channels in promoting citizen engagement in Nairobi City County

The respondents' views on the effectiveness of various citizen engagement methods in Nairobi County revealed a mix of positive and critical perspectives. Approximately 17% of respondents did not know the effectiveness of any channel. Majority of respondents rated community meetings as either effective (38%) or very effective (14%). However, there are notable concerns, as 30% of respondents found these meetings to be ineffective or very ineffective. This suggested that while a segment of the population found community meetings beneficial, there was a substantial portion that felt these gatherings did not meet their expectations or needs.

Similarly, social media campaigns were viewed as effective (38%) or very effective (15%). Yet, 30% of respondents considered these campaigns ineffective or very ineffective, indicating that while social media was a valuable tool for some, its impact could be improved.

Public awareness campaigns also received mixed feedback. About 38% of respondents saw them as effective and 15% rated them as very effective, totaling 43% who perceived these campaigns positively. Nonetheless, a significant portion, 30%, found public awareness campaigns to be ineffective or very ineffective, highlighting a need for enhancement in how these campaigns are executed and communicated.

Summary of channels' effectiveness ratings

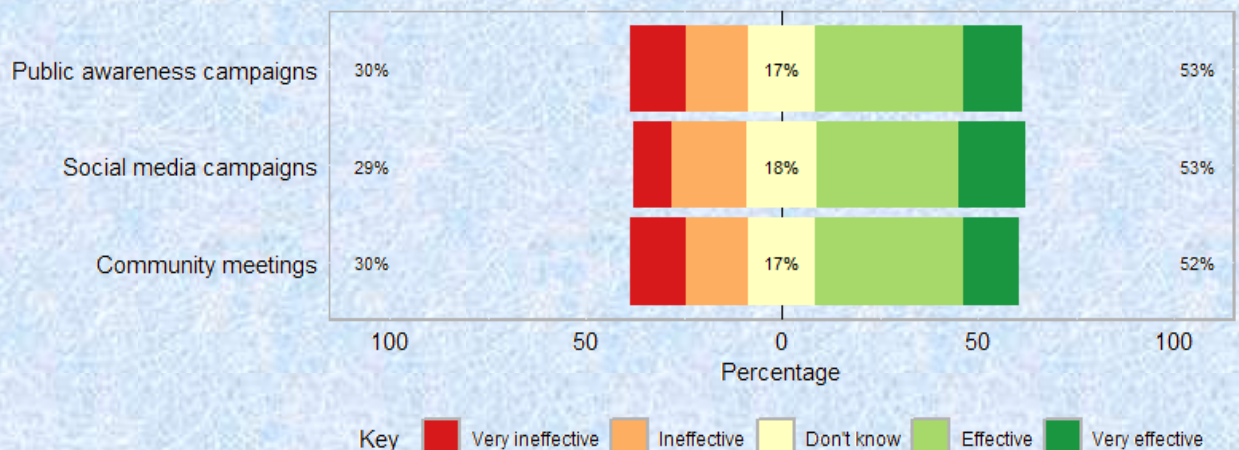


Figure 18: Summary of channels' effectiveness ratings

distrust highlights areas where the government may need to address shortcomings or improve transparency and effectiveness.

Furthermore, 18% of respondents reported having no trust in the government's engagement processes. This reflected a notable level of discontent or skepticism among a segment of the population, suggesting that a substantial portion of respondents felt that their engagement needs or expectations were not being met.

Conversely, only 6% of respondents expressed a high level of trust in the engagement processes, indicating that a small proportion of the respondents felt very confident in how these processes were handled. This low percentage underscored a significant gap between the level of trust and the ideal scenario of widespread confidence.

Finally, 3% of respondents were unsure or lacked enough information to form an opinion. While this percentage was relatively low, it still signified a small group of individuals who were either uncertain about the engagement processes or lacked sufficient information to assess them accurately.

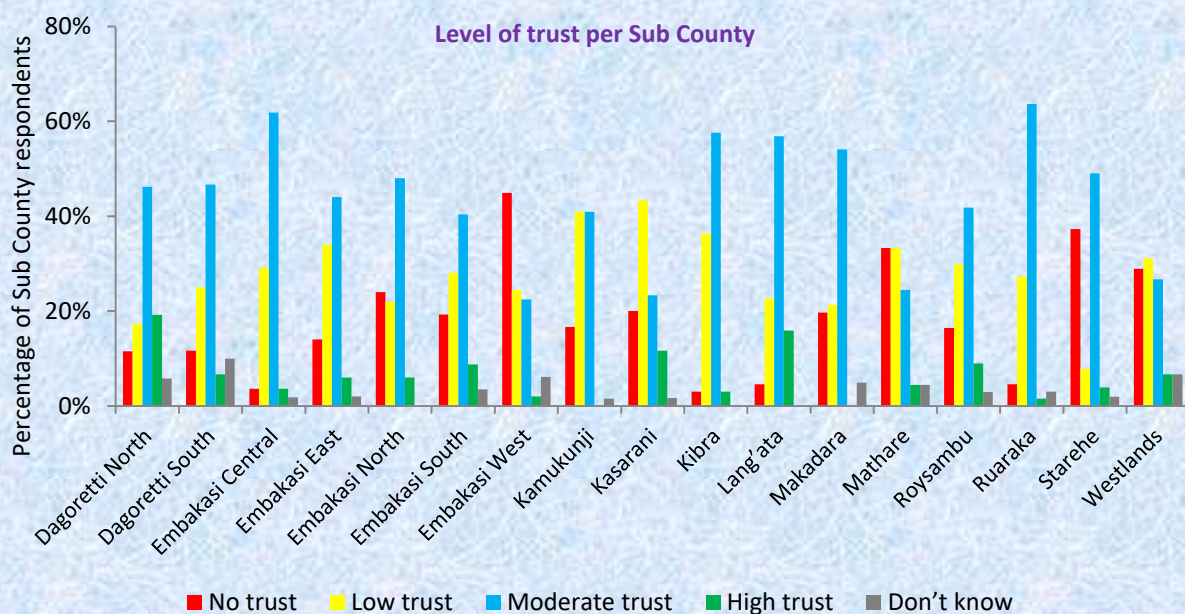


Figure 19: Level of trust per Sub County

Engagement with different offices for service delivery purposes over the past 12 months

A notable 50% of respondents reported not visiting any of the listed offices. This suggested that a substantial portion of the respondents might have been satisfied with alternative channels for service delivery or did not have a need to engage with these offices directly, or the offices were inaccessible.

The office of the Chief was the most frequently visited, with 31% of respondents indicating that they had engaged with this office. This office scored 35% amongst the given multiple choices. This suggested that the Chief's office played a central role in service delivery and was a key point of contact for the public.

Table 29: Offices visited in the last 12 months

Offices visited	Frequency	Score (%)	% of Respondents
Office of the Assistant Chief	149	18	16
Office of the Chief	286	35	31
Office of the Assistant County Commissioner	25	3	3
Office of the Deputy County Commissioner	21	3	2
Office of the County Commissioner	23	3	3
Office of the Ward Administrator	63	8	7
Office of the Sub-County Administrator	37	5	4
Any of the Nairobi County Departments	41	5	5
Any of the National Government Departments	37	5	4
Office of the Member of the County Assembly representing the Ward	56	7	6
Office of the Member of the National Assembly representing the Constituency	24	3	3
Office the County Women Representative to the National Assembly	9	1	1
Office the Governor	24	3	3
Office of the Senator	7	1	1
Other (Huduma centres, etc.)	20	2	2

The Office of the Assistant Chief was the second most visited, with 16% of respondents reporting interactions with this office. This office scored 12% amongst the given multiple choices. This reflected its significant, though somewhat lesser, role in public service engagement.

In contrast, the Office of the Member of the County Assembly (MCA) and the Office of the Member of the National Assembly (MP) had relatively lower engagement rates, with only 6% and 3% of respondents respectively indicating visits to these offices. This indicated that interactions with legislative representatives were less common compared to local administrative offices.

Additionally, a small proportion of respondents, 2%, had engaged with various other offices not included in the main categories, such as Huduma Centers and other specialized offices. This indicated that while these other offices were less frequently visited, they still served a niche role in public service delivery.

Participation in various community engagement activities over the past 12 months

The survey revealed that 78% of respondents had not engaged in any of the listed community activities. This high percentage suggested a significant lack of involvement or awareness regarding organized community engagement efforts.

The most common activity reported among respondents was sensitizing community members on their rights and responsibilities, scoring 24% amongst the given choices. This indicated some level of engagement in raising awareness about community rights.

Other activities, such as environmental work and motivating others, were mentioned but by only a smaller fraction of respondents. Advocacy for human rights and monitoring the implementation of development projects had a score of 16% each. Mobilizing community members to engage in budget-making processes got the lowest engagement score, at 13%. See Table 30.

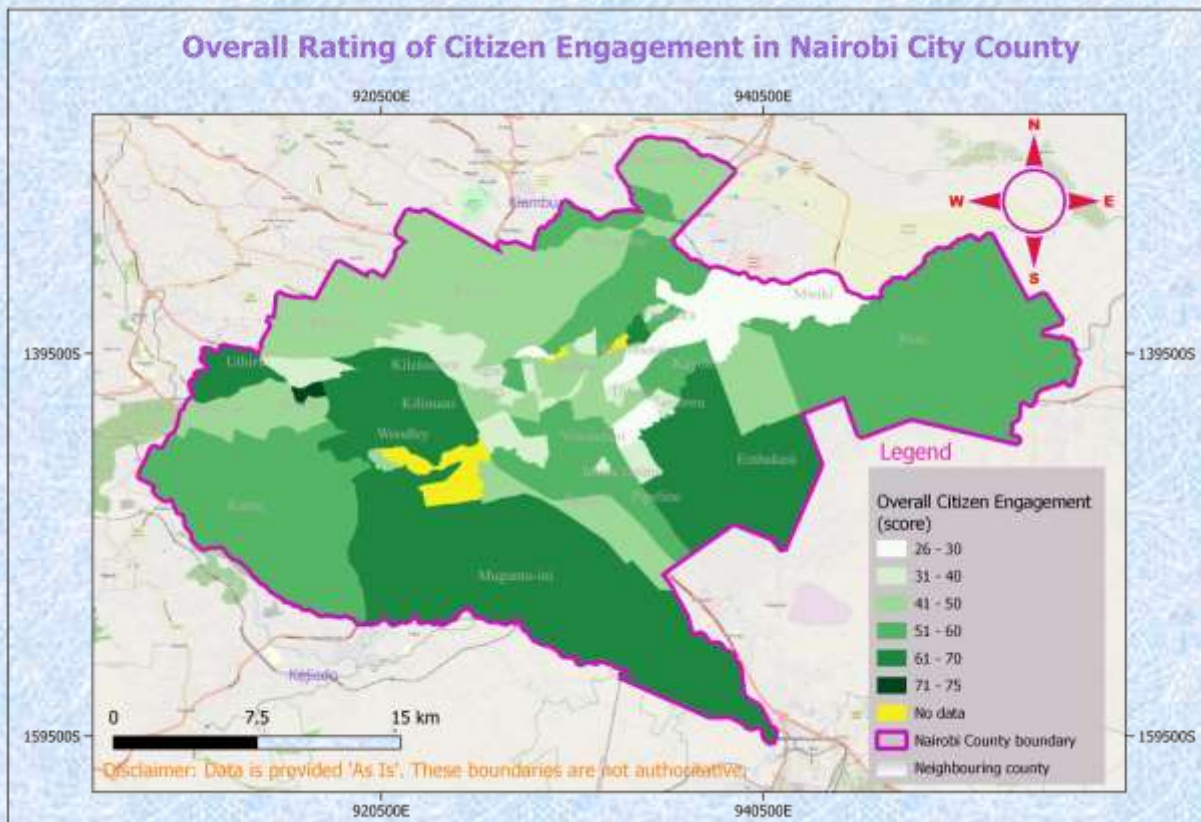
Table 30: Activities engaged in the last 12 months

Activities engaged in	Frequency	Score (%)
Sensitizing community members on their rights and responsibilities	73	24
Sensitizing community members on the functions of the County Government	44	15
Mobilizing community members to engage in budget making processes	40	13
Monitoring the delivery of public services	44	15
Monitoring the implementation of development projects	48	16
Leading activities whose objectives include to advocate for and defend human rights	47	16
Other	4	1

Overall status of citizen engagement in Nairobi City County

The survey data indicated that the overall status of citizen engagement in Nairobi City County had a mean score of 49%, suggesting a moderate perception of engagement.

At the sub-county level, Dagoretti North had the highest engagement score at 65%, reflecting a strong perception of engagement in this sub-county. On the other hand, Westlands had the lowest scores, at 38%, highlighting significant areas where improvement was needed.



Map 16: Citizen Engagement Score across Nairobi wards

Regarding age groups, those aged 18 to 25 years and 26 to 35 years had the highest engagement scores, at 53% and 50%, respectively. This suggested higher engagement among younger populations. Conversely, the above 65 years age group had the lowest engagement score of 37%, indicating potential disengagement or lack of representation among older citizens. In terms of gender, male respondents reported slightly higher engagement at 50% compared to female respondents at 47%, demonstrating a marginal gender disparity.

By education level, individuals with post-graduate qualifications reported the highest engagement score of 53%, whereas those with no formal education had the lowest score of 32%. This indicated that higher education levels were associated with higher levels of citizen engagement.

4.5 Access to documents

Availability and access to Nairobi County government documents

According to the survey, access to Nairobi County government documents was reported to be quite limited, with a significant majority of respondents lacking access. Specifically, only 10% of respondents indicated that they had access to these documents, while a substantial 90% reported not having such access. Document access to persons with disability was 13% compared to other persons, 9%.

At the sub-county level, Dagoretti North showed the highest access rate, with 35% of respondents having access to documents. On the other hand, Kibra and Roysambu reported the lowest access rates, with only 3% of respondents in each area having access. This indicated significant variation in document availability across different sub-counties.

Overall, the data revealed that document access was generally low across all regions, with most respondents in various boroughs and sub-counties reporting no access. However, sub-counties like Dagoretti North and Lang'ata demonstrated higher access rates, suggesting localized improvements or variations in document availability.

Types of Nairobi County government documents that respondents have access to

Table 31: Nairobi County documents that a respondent has

Nairobi County Documents	Frequency	Score (%)
Nairobi County Government policy frameworks	13	10
Nairobi County Government laws	22	17
Nairobi County Integrated Development Plan 2023 – 2027	14	11
Nairobi County Annual Development Plan for 2023/2024	23	18
Nairobi County Annual Budget for 2023/2024	29	23
Nairobi County Departmental Annual Work Plan for 2023/2024	2	2
Nairobi County Departmental Annual Cash Flow Projection for 2023/2024	5	4
Nairobi County Public Participation Reports from any of the Departments	6	5
Nairobi County Quarterly Budget Implementation Reports	9	7
Other	3	2

- ✓ Nairobi County Annual Budget for 2023/2024: The most frequently accessed document type (23%), indicating a high level of interest or need for budgetary information.
- ✓ Nairobi County Annual Development Plan for 2023/2024: Second most accessed document (18%), showing significant engagement with planning documents.

- ✓ Nairobi County Government Laws (17%) and Nairobi County Integrated Development Plan 2023 – 2027 (11%) also show notable access rates, reflecting interest in legal and developmental frameworks.
- ✓ Nairobi County Public Participation Reports (7%) and Nairobi County Quarterly Budget Implementation Reports (10%) have lower but still relevant access rates.
- ✓ Nairobi County Departmental Annual Work Plan (2%) and Nairobi County Departmental Annual Cash Flow Projection (4%) are among the least accessed, indicating these documents might be less prioritized or less widely available.
- ✓ Other: A small number of respondents have access to other unspecified documents (2%).

Sources of Nairobi County government documents

Table 32: Source of Nairobi County document that a respondent has

Source of Nairobi County Documents	Frequency	Score (%)
Office of the Assistant Chief	5	4
Office of the Chief	7	6
Office of the Ward Administrator	14	12
Office of the Sub-County Administrator	8	7
Website	41	36
Facebook	9	8
Whatsapp group	22	19
Office of the County Secretary	3	3
Any other source	6	5

Website: The most frequent source of documents (36%), indicating that many respondents relied on online platforms to access government documents.

Whatsapp Group: A significant source (19%), reflecting the role of social media and messaging apps in document dissemination.

Office of the Ward Administrator: Relative access rate (12%), showing direct engagement with local administrative offices.

Facebook (8%) and Office of the Sub-County Administrator (7%) were also notable sources, though less frequently used than the top sources.

Types of inaccessible documents within Nairobi County documents

16% of respondents found some documents to be inaccessible. The following categories of documents were reported as inaccessible:

The Office of the Chief and Office of the Assistant Chief had lower access rates, suggesting these offices were less utilized for document distribution.

Office of the County Secretary (3%) and Any Other Source (5%) were among the least common sources, indicating less frequent use or less awareness of these channels.

Other sources like **Public Participation Officer, During Public Participation Forum, From a Friend, and City Hall** provided additional avenues for accessing documents but were less structured compared to formal sources.

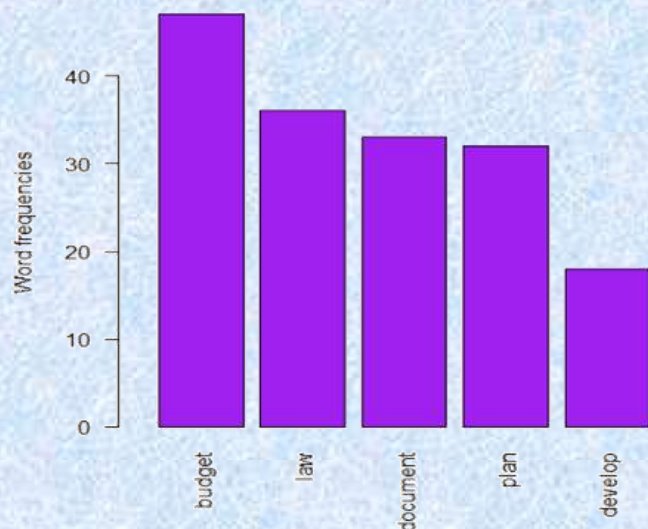


Figure 20: Inaccessible Nairobi County documents

Budget documents were the most inaccessible at 27% while Food Handling License was least inaccessible with an inaccessibility rate of 1%. County Laws and Legal Documents, (12%), also had a considerable number of mentions, suggesting a need for improved access to legal and regulatory documents. Miscellaneous or Unspecified Documents (19%) included a variety of document types, showing a broad range of issues related to accessibility.

PWDs respondents indicated Inaccessible Nairobi County Government documents as being Documents to help in matters of disability, Biashara Stimulus Programme documents, Budget plans, development plans, Land titles, Building approvals and County laws.

Accessibility of National Government documents

Only 9% of respondents reported having a National Government document in their possession. Document access to persons with disability was 10% compared to other persons, 9%. It was noted that Southern Borough had the highest percentage of its respondents, 11% having access. The survey data highlighted that Eastern Borough had the lowest access rate at 5%, which underscored a critical gap and suggested that urgent efforts were needed to enhance document availability in this region.

In the sub-counties, Dagoretti North was reported to lead with the highest access rate of 25% followed by Makadara at 23%. Conversely, it was found that Dagoretti South, Roysambu, Embakasi West and Kibra had extremely low access rates, highlighting substantial barriers to document availability in these areas.

Types of National Government documents that respondents have access to

Table 33: National Government document that a respondent has

National Government document	Frequency	Score (% of cases)
National Government policy frameworks	12	11
National Government laws	33	30
National Government Annual Development Plan for 2023/2024	14	13
National Government Annual Budget for 2023/2024	23	21
National Government Departmental Annual Work Plan for 2023/2024	5	5
National Government Departmental Annual Cash Flow Projection for 2023/2024	3	3
National Government Public Participation Reports from any of the Departments	3	3
National Government Quarterly Budget Implementation Reports	6	5
Other	11	10

The findings revealed that the more accessible National Government documents were the National Government Laws, which had a 30% availability score amongst the given multiple choices. This was followed by the National Government Annual Budget for 2023/2024, with an availability score of 21%,

and the National Government Annual Development Plan for 2023/2024, which attained a 13% score. National Government Policy Frameworks score stood at 11%.

Other types of documents constituted 10% of the available types. In contrast, the Quarterly Budget Implementation Reports and Departmental Annual Work Plans had lower availability scores, at 5% each. The Departmental Annual Cash Flow Projections and Public Participation Reports were the least available, each with a score of 3%.

This distribution highlighted that while legal and budgetary documents were relatively accessible, there was a notable need for improved availability of planning documents, cash flow projections, and public participation reports.

Sources of National Government Documents

Table 34: Source of National Government document that a respondent has

Source of National Government Documents	Frequency	% of cases
Office of the Assistant Chief	2	2
Office of the Chief	8	9
Office of the Ward Administrator	6	7
Office of the Sub-County Administrator	2	2
Website	37	42
Facebook	7	8
Whatsapp group	16	18
Office of the County Secretary	1	1
Any other source	10	11

Analysis revealed that digital platforms, particularly official websites and Whatsapp groups, were the primary sources for accessing National Government documents, though there was varied reliance on other sources. The county websites scored 42% amongst the given multiple choices, underscoring the critical role that digital platforms play in document availability. Whatsapp groups scored 18%, highlighting the significant impact of social media on document dissemination. Facebook attained 8% score on document access, indicating its secondary but still relevant role in document distribution.

Local administrative offices also played a key role, scoring 9%, illustrating the importance of physical locations for document retrieval. Other community-based distribution methods scored 11% on the availability of documents, reflecting the role of various local sources.

In contrast, the office of the Assistant Chief and Sub-County Administrator only attained a score of 2% in document access, suggesting that these channels were underutilized in document distribution. The office of the County Secretary was noted for its minimal role in distribution, with only 1% score.

Inaccessible National Government Documents

According to the findings, 13% of respondents reported needing but being unable to access National Government documents. The analysis highlights several types of documents that are frequently reported as inaccessible, indicating a need for improved availability and distribution. These were:

Budget and Financial Documents: Difficulties were noted with accessing documents related to financial planning, such as "budget plan documents," "budget," and "budget documents". This suggested

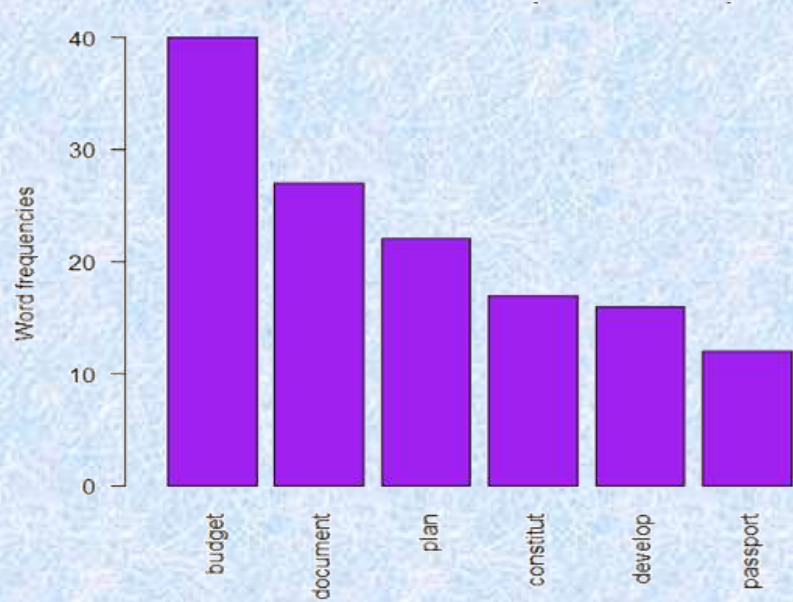


Figure 21: Inaccessible National Government documents

challenges in obtaining important financial information.

Constitution and Related Documents: Respondents also mentioned needing access to foundational legal documents such as the Constitution, including variations like "the Constitution of Kenya" and "Katiba." This reflected a significant barrier to accessing essential legal information.

Development Plans and Urban Planning: Requests for "development plans," "urban development plans," and similar documents indicated a need for better access to information outlining development strategies and urban planning.

Passports and Identification Documents: There were multiple mentions of issues related to obtaining essential personal identification documents, including "Passport", "National ID", "Birth Certificate", and related items. This reflected difficulties in accessing crucial personal documentation.

Business and Operational Documents: Difficulties were also reported in accessing documents related to business operations, such as the "Biashara Stimulus Programme," "documents about setting up a business," and "business permits." This highlighted issues in obtaining necessary information for business activities.

Rights and Legal Frameworks: Terms like "rights of citizens," "law," "policy-making documents," and "bill of rights" were mentioned, pointing to challenges in accessing documents related to citizens' rights and legal frameworks.

Miscellaneous and Specific Requests: Various specific needs were identified, including "documents to help with disability," "police abstracts," and "NSSF documents." This demonstrated a range of specific requests for different types of documentation, indicating diverse needs that were not being fully met.

These findings suggest that while some of the respondents had access to National Government documents, there were significant gaps in the availability of critical documents, necessitating efforts to improve distribution and access.

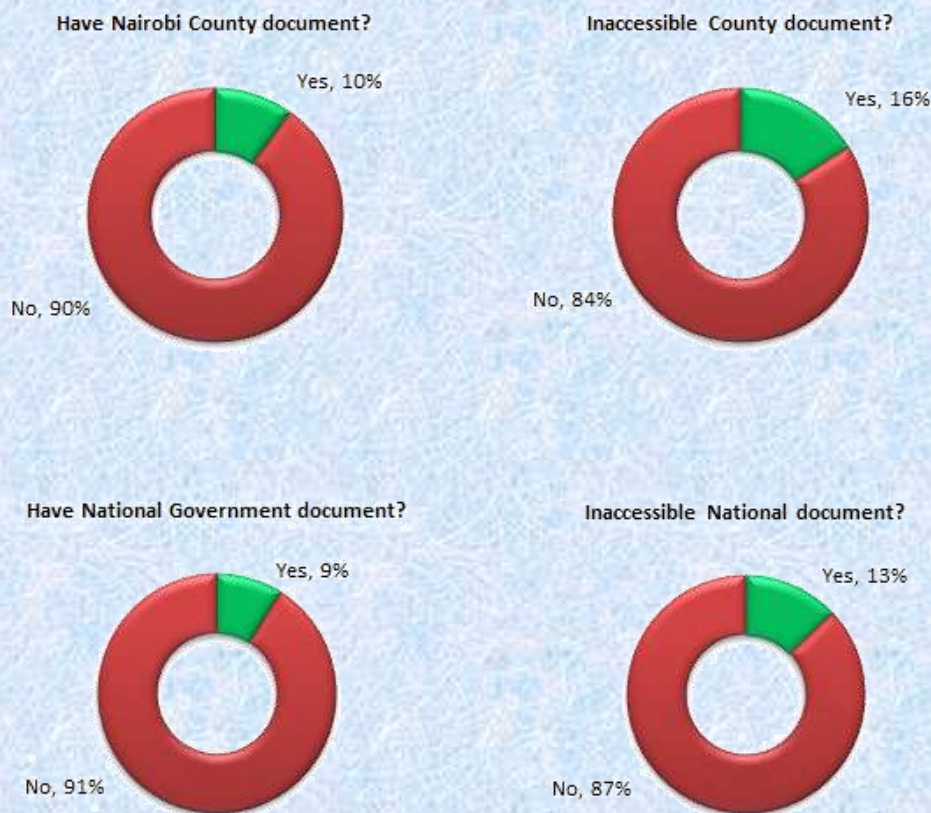


Figure 22: Summary of documents accessibility

Participation in Nairobi County Government Processes

The findings revealed that participation in Nairobi County Government processes was relatively low, with a notable preference for physical forums to digital or formal methods. A significant majority of respondents, specifically 93%, reported that they did not participate in any of the listed Nairobi County Government processes. This finding suggests that there may be opportunities to enhance participation through improved outreach or increased awareness of these processes.

Among those who did engage, the most substantial involvement was in the development of the Nairobi County Integrated Development Plan 2023–2027, scoring 41%. This level of engagement indicated some interest in the county’s strategic development efforts.

Table 35: Nairobi County processes that a respondent participated in

Nairobi County Processes	Frequency	Score (% of cases)
development of Nairobi County Integrated Development Plan 2023 – 2027	34	41
development of Nairobi County Government laws	16	20
development of Nairobi County Sectoral Reports for 2022/2023	13	16
development of Nairobi County Sectoral Plans 2023 – 2033	13	16
Other	6	7

Among those who participated, the preferred method was presenting views in physical public forums, which attained a 45% score amongst the given multiple choices. This indicated a strong preference for direct, face-to-face engagement with county processes. In contrast, virtual public forums scored 14%, showing that digital engagement, while present, was less common, probably due to respondents lacking awareness of its existence.

Social media emerged as a significant channel for participation, scoring 24%. This highlights the role of digital platforms in civic engagement. However, the submission of physical memoranda was the least common method, scoring 7%. This suggested that formal written submissions were less favoured.

Table 36: Method of participation in Nairobi County processes

Method of participation in processes	Frequency	Score (% of cases)
Presented my views in a physical public forum	33	45
Presented my views in virtual public forum	10	14
Presented my views through social media	18	24
Submitted a memorandum physically	5	7
I did not participate	7	9
Other	1	1

Participation in National Government Processes

The findings indicated that a small percentage of the respondents participated in National Government processes, with notable involvement in the development of key budgetary and policy documents. A vast majority of respondents, specifically 90%, reported not participating in any of the listed National Government processes.

Table 37: National Government processes that a respondent participated in

National Government Processes	Frequency	Score (% of cases)
development of National Government Annual Budget for 2023/2024	18	19
development of National Government Budget Policy Statement for 2023	18	19
development of National Government Budget Policy Statement for 2024	7	7
development of National Government laws	13	14
development of National Government Medium Term Plan 2023 – 2027	12	13
development of National Government Sectoral Plans 2023 – 2027	10	11
development of National Government Sectoral Reports for 2022/2023	5	5
development of National Government policy frameworks	5	5
Other	6	6

Among those who did engage, the most frequently mentioned processes were the development of the National Government Annual Budget for 2023/2024 and the National Government Budget Policy Statement for 2023, each with a score of 19%. 'Other' processes category was blank.

Among those who participated, the most common method was presenting views in physical public forums, scoring 42% amongst the given multiple choices, reflecting a preference for direct, face-to-face engagement. Presenting views through social media scored 27%, underscoring the significant role of social media in modern civic participation. Presenting views in virtual public forums scored 8%, indicating a growing but still less common preference for digital engagement to physical forums.

Submitting a memorandum physically and submitting one via email were scored at 6%, highlighting formal written submissions as a less frequent method of participation. Additionally, with 'I did not participate' option scoring 11% despite respondents being aware of the processes, suggested room for increased engagement and outreach.

Table 38: Method of participation in National Government processes

Method of participation in processes	Frequency	Score (% of cases)
Presented my views in a physical public forum	35	42
Presented my views in virtual public forum	7	8
Presented my views through social media	23	27
Submitted a memorandum physically	5	6
Submitted a memorandum through e-mail	5	6
I did not participate	9	11

Respondents' suggestions for improving civic education, public participation and citizen engagement

i. Improving Awareness and Communication

General Awareness: Many respondents highlighted the need for increased awareness about public meetings and citizen engagement opportunities. They suggested employing a variety of methods to disseminate information, such as utilizing social media, engaging community leaders, putting up posters, and organizing workshops, announcing in barazas in the respective localities, having more engagement on the ground by holding physical community meetings regularly to reach the people concerned, doing door to door awareness and communicating through channels, mode and formats that are accessible and easy to understand by PWDs.

Timeliness: Several respondents emphasized the importance of notifying citizens about meetings and events well in advance, maybe 1-2 weeks before the due date to ensure fruitful participation. This proactive approach could help in improving attendance and engagement.

ii. Enhancing Engagement

Involvement of Citizens: There was a strong call for more inclusive and frequent public meetings. Respondents emphasized the need to engage people from all levels of the community to foster greater involvement in civic processes. The respondents suggested collaborating with the nyumba kumi and civil societies, involving existing community groups during sessions and giving citizens time to express themselves because the affected people have knowledge of the source of the problems and solutions.

Feedback Implementation: Respondents expressed a desire to see their feedback and suggestions actively implemented. They called for transparent communication regarding the outcomes of public forums to build trust and demonstrate responsiveness, and conduct post-sessions follow ups.

iii. Utilizing Technology

Social Media and Online Platforms: Many suggestions involved leveraging digital tools to reach a broader audience. Utilizing social media platforms and accessibility-compliant online applications was recommended as a way to communicate and engage with citizens more effectively.

Accessibility: There were frequent mentions of the need for accessible information, formats, channels and platforms. Suggestions included using technology to facilitate participation, particularly for individuals with mobility challenges or other access issues. It was suggested that venues should be at ward levels closer to the people. Also, physical access of venues and sanitation facilities as well as hygiene of the venues in regard to PWDs be improved.

iv. **Addressing Corruption and Accountability**

Reducing Corruption: Several respondents highlighted the need to address corruption to ensure that resources are used effectively for civic education and public participation. Tackling corruption was seen as crucial for improving the integrity of civic processes. It was suggested that some of the necessary documents should be put in place at the government offices so citizens could easily access them at any time.

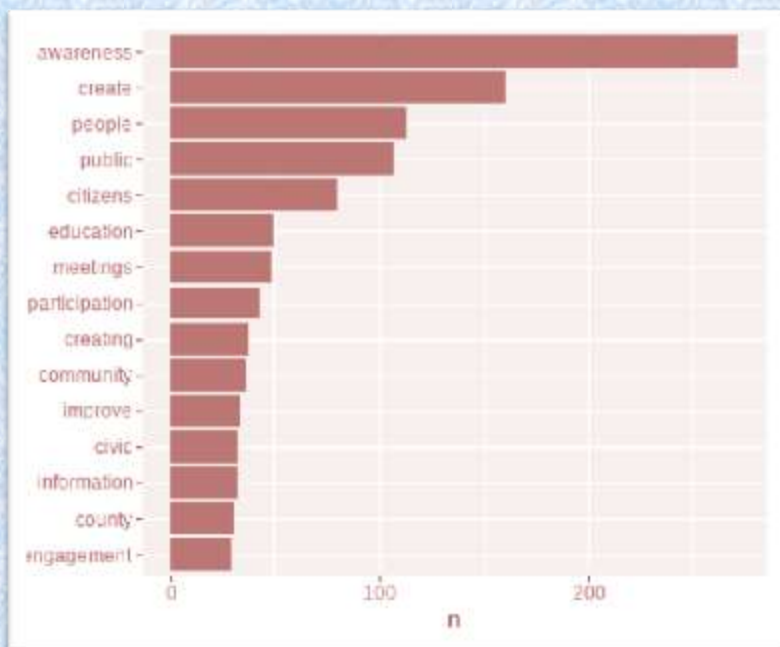
Transparency: There was a call for greater transparency in the management and reporting of projects, programs and activities. Respondents urged for clearer and more open communication about how civic programs are run and their outcomes. Respondents called for open communication by the leaders during the forums.

v. **Educational Initiatives**

Civic Education: Some respondents suggested incorporating civic education into school curriculums and offering regular workshops and training sessions. This would increase public understanding of civic processes and encourage more informed participation. The respondents indicated that the youth needed necessary training and capacity building to get them to effectively understand the processes.

vi. **Local and Community-Based Solutions**

Community Leaders and Local Initiatives: Utilizing local leaders, such as chiefs and community-based initiatives like nyumba kumi, was suggested as a way to improve outreach and engagement. These local figures could play a key role in mobilizing community involvement.



Grassroots Mobilization: There was a call for better grassroots mobilization, including organizing meetings and activities in local areas to ensure broader community involvement. This approach aims to engage people at the local level more effectively.

Figure 23: Frequency of words on improving CEd, PP and CE.

vii. **Practical Considerations**

Venue and Accessibility: Suggestions included ensuring that venues for meetings were accessible to all participants, including persons with disability.

This would help in making public forums more inclusive. Respondents urged for accessible sanitation facilities and appropriate hygiene of the venues. They recommended: assistance to PWDs and elderly and asked for reasonable accommodation and modifications where appropriate; that each forum have a sign language interpreter; and that the budget and planning documents be provided in adequate copies, in simple language and in accessible formats, and well in advance.

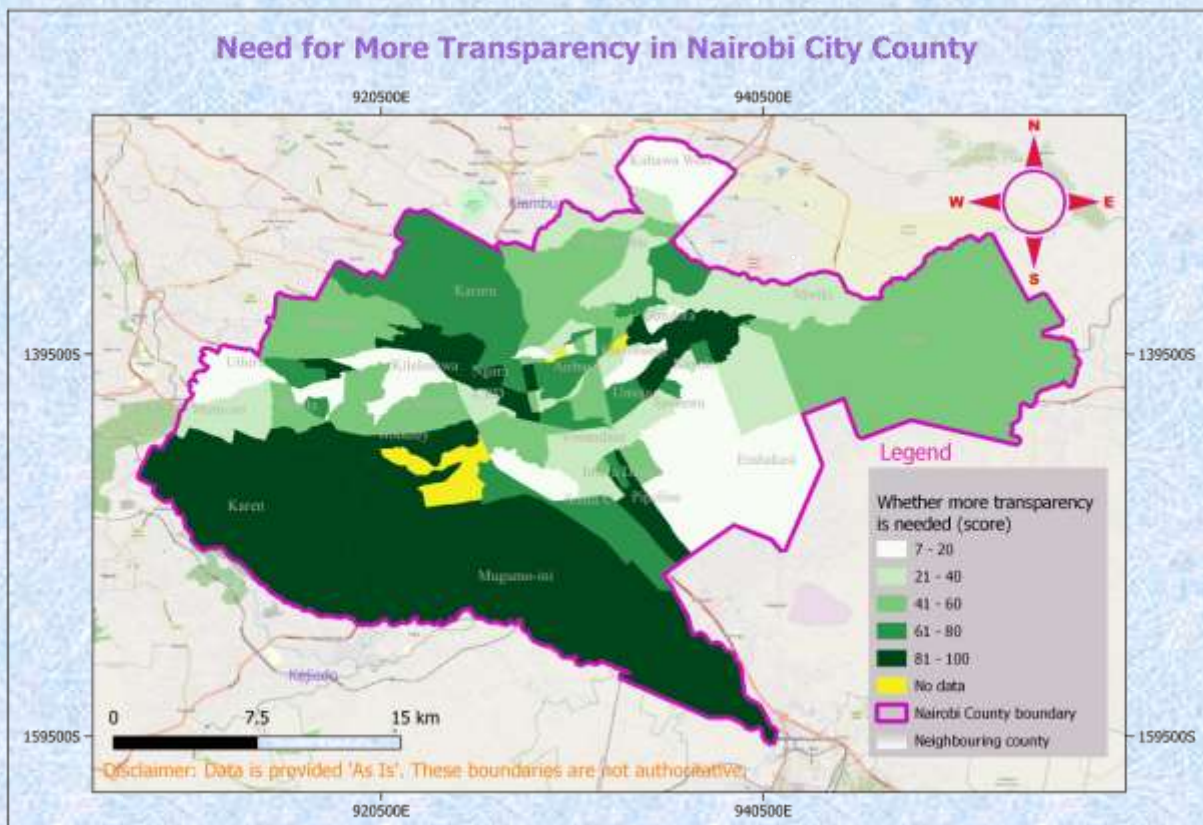
Incentives: Some respondents proposed offering incentives, such as allowances, to encourage participation in public forums and civic activities, suggesting that providing tangible benefits could enhance engagement.

viii. **Job Opportunities and Economic Support**

Employment: There were calls for creating job opportunities and improving economic conditions to facilitate better participation in civic activities. By addressing economic challenges, individuals may be better positioned to engage in public and community processes. Calls were made to enhance access to business development opportunities and training and to devolve funds to enable PWDs, women and youth enhance their businesses.

Need for more transparency and accountability in county governance

The findings indicated a nuanced perspective on the need for increased transparency and accountability



Map 17: Need for more transparency

across different areas, with varying levels of demand evident in both boroughs and sub-counties. Overall, 52% of respondents expressed a belief that there was need for greater transparency, while 48% did not perceive any such need. On disability status, those who perceived a need of more transparency were 61% of people with disability and 51% of other persons.

When examining sub-counties, the opinions were quite diverse. Kibra exhibited the highest demand for increased transparency, with 88% of its respondents highlighting this need, followed by Lang'ata with 80% of its respondents. Conversely, Mathare, Dagoretti North and Embakasi East showed lower levels of concern on need for more transparency with only about a third of their respondents calling for more transparency. Other sub-counties, such as Embakasi South (61%), Kamukunji (56%), and Kasarani (55%), demonstrated a significant portion of respondents advocating for greater transparency.

Overall, the findings revealed a clear distinction between regions with high demands for transparency and those with more balanced perspectives. The highest levels of concern were concentrated in specific boroughs and sub-counties, suggesting that targeted efforts to improve governance and transparency may be most needed in these areas. See Map 17.

Areas for improvement

Based on the feedback received, several key areas in the county governance had been identified for improvement:

1. **Budgeting and Financial Management:** A significant number of respondents highlighted the need for enhanced participatory budgeting practices and greater financial transparency. Concerns included the need for clearer processes regarding budget allocation and utilization, increased transparency about how public funds are spent, and a reduction in corruption related to financial management. Issues raised included inadequate explanations of budget allocations, a lack of accountability, and instances of fund misuse. Allocations should be fairly and equitably distributed. Suggestions were that funds targeting PWDs, women and youth be clearly allocated and transparency and accountability enforced.



Word cloud 6: Areas to improve on

2. **Corruption and Accountability:** There was a strong call for addressing corruption at various levels of governance. Respondents pointed to problems such as bribery, misuse of funds, and corruption in tax collection and other government processes. They advocated for stricter measures to ensure transparency and accountability in financial dealings and service delivery. Ensuring constant feedback on budget execution and development plans was emphasized.
3. **Employment and Job Opportunities:** Many respondents expressed concerns about the lack of job opportunities, particularly for the youth. There was a call for more transparent and fair employment processes, increased job opportunities, and measures to prevent favoritism and corruption in job allocations especially by enforcing the laws on employment of PWDs.

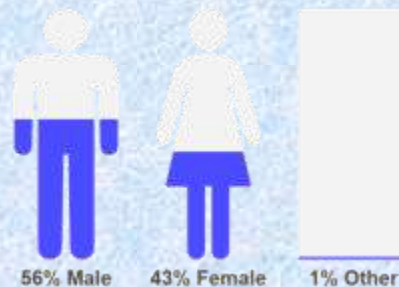
4. **Service Delivery and Infrastructure:** Improving service delivery in areas such as garbage collection, road construction, and public health services was a common theme. Respondents stressed the need for better management of infrastructural projects, including the timely completion of projects and the maintenance of existing facilities.
5. **Public Engagement and Communication:** There was a demand for greater public involvement in decision-making and more transparent and accessible communication channels. Respondents expressed a desire for more inclusive governance, where citizens are actively engaged in planning and decision-making processes.
6. **Resource Allocation:** Respondents called for more equitable distribution of resources, highlighting issues with the allocation of resources and funds, particularly to underserved areas or vulnerable populations. They urged for fairer and more transparent resource allocation practices. For PWDs, resources be allocated to meet their unique needs and priorities.
7. **Health and Education Services:** Feedback also focused on the need for improvements in health and education services. This included accessibility features, better management, allocation of funds in these sectors and addressing specific issues such as the availability of health facilities and educational resources.
8. **Environmental Management:** There were calls for better environmental management, including improved waste management and the upkeep of green spaces. Respondents emphasized the need for enhanced infrastructure related to environmental sustainability.

Analysis of final remarks

The concluding statements reflected a broad range of concerns and suggestions from the respondents, with a strong emphasis on improving service delivery, increasing transparency, and enhancing public participation. These statements dwelt on:

1. **General Satisfaction with the County Government:** 23% of respondents expressed general satisfaction or gratitude towards the county government. This included comments of thanks and appreciation for efforts made (e.g., "Thank you", "Thanks for coming").
2. **Calls for Improvement in Service Delivery:** 20% of respondents highlighted the need for improvements in various aspects of service delivery, including infrastructure, sanitation, and public services (e.g., "Please improve on infrastructures in Eastleigh", "Need for improvement in service delivery").
3. **Need for Increased Civic Education and Public Participation:** 15% of respondents emphasized the importance of enhancing civic education and public participation to ensure more effective community engagement (e.g., "The County needs to improve civic education", "More public participation forums to be held").
4. **Concerns about Corruption and Transparency:** 14% of respondents raised concerns about corruption and the need for greater transparency in the county government's operations (e.g., "Stop corruption", "The county government should be transparent").

4.6 Summary of findings on persons with disability



Of the 9% of respondents who were persons with disability, 56% were male, 43% female and 1% other gender. Their level of education was as follows: 16% primary education, 35% secondary education, 23% college certificate, 4% diploma, 15% university graduate, 1% post-graduate, 4% indicated 'no formal education' and 1% preferred not to say.

Figure 24: Gender of persons with disability

Self-employment accounted for the highest employment status at 37%. Temporary employment came second at 24% and unemployment took third place at 16%. 11% were permanently employed while 9% were students. 3% indicated 'other category' which they specified as retired and house wife. A majority of persons with disability, 73%, had lived in Nairobi City County for more than 5 years. Span of residency of 3-5 years had 19%, 1-2 years 5% and 'less than a year' 3%.

Primary source of information was social media which topped at 45%. Other sources were: TV (32%), radio (11%), word of mouth (10%), and newspaper (5%) while the 'other category' was cited by 4%. On whether the county utilized technology in civic education, 41% indicated 'yes', 34% 'no' and 25% said they did not know.

The overall rating was 46% for status of civic education, public participation and citizen engagement. A summary of additional findings on persons with disability is captured on Table 39.

Table 39: Summary of findings on PWDs

Item	Total	Yes%	No%
Awareness of civic education activities in the last 12 months	79	34	66
Directly benefited from civic education	79	23	77
Would like to be taught civic education	79	44	56
Familiarity with civic education laws	79	33	67
Aware of right to participate in PP	79	66	34
Participated in PP in the last 12 months	79	24	76
Have ever participated in PP in any given time	79	27	63
Aware of any public participation mechanisms	79	42	58
Familiarity with PP laws	79	28	72
Actively participated in citizen engagement in the last 12 months	79	23	77
Have Nairobi County document	79	13	87
Have National Government document	79	10	90
Are there areas in NCCG that need more transparency?	79	61	39

5.0 CONCLUSIONS AND RECOMMENDATIONS

The study findings and the recommendations are summarized in this chapter.

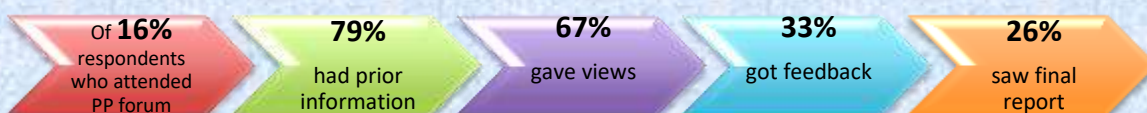
5.1 Conclusions

This study reveals a complex landscape of progress and persistent challenges in fostering meaningful civic engagement. While the adoption of devolved governance in 2013 created new opportunities for public participation, significant gaps remain in realizing the full potential of these democratic processes.

Nairobi City County, being the capital city of Kenya, has made significant strides in improving civic education and public participation in the region. The County has established a dedicated department focused on enhancing civic education, public participation and citizen engagement. This department was formed in September 2022 by His Excellency Governor Sakaja.

This County has also made strides in legislative frameworks for public participation through the Nairobi City County Public Participation Act 2016, and the Nairobi City County Community and Neighbourhood Associations Engagement Act 2016. To enhance the impact of these Acts, it is essential to develop comprehensive regulations and guidelines that operationalize them, ensuring consistency across civic engagement processes. Expanding feedback mechanisms beyond petitions, enhancing inclusivity for marginalized groups, youth, and persons with disability, and strengthening civic education are critical steps to improve accessibility and civic engagement. Additionally, establishing a mechanism for regular review and adaptation of legislation and strategies will help address emerging challenges and incorporate best practices in public participation.

The findings from the study highlight significant gaps in civic education, public participation and citizen engagement within Nairobi City County, underscoring the need for targeted interventions in these critical areas of democracy. The awareness of civic rights was 56% casting a gap of 44%. Data revealed that of the 16% of respondents who participated in one or more forums, a significant majority (79%) received prior information about the subject before the date of the public participation forum. This indicates a positive trend in information dissemination. Furthermore, 67% of participants provided their views during the forums, suggesting an environment conducive to citizen input. However, only 33% reported receiving feedback that their views were incorporated, and a mere 26% had seen the final report on the subject matter. These figures highlight a critical gap in the feedback loop and transparency of the participation process.



The study also highlights the need for capacity building, which can empower participants through targeted training and skill development, enabling more meaningful contributions. A concerning finding is the low familiarity with existing laws related to public participation in Nairobi City County government, standing at only 24%. This lack of awareness about the legal framework underpinning public participation could be a significant factor limiting effective civic engagement.

Social media has become the main source of information for 46% of respondents, indicating a growing

trend toward digital engagement. Despite being underutilized in some aspects, there is a clear need to harness digital tools and social media to strengthen civic engagement. Social media agility in sharing web links can lead to more awareness and utilization of the County website. The website, therefore, need to house all the needed documents which will enhance documents' accessibility. Documents need to be availed in various formats including audio, soft, printed, braille, large print, illustrations and diagrams, materials in easy-to read formats, subtitles, Braille, audio descriptions, sign language interpretation among others. Web GIS can be embedded on the website to present geographical context to the local level of wards and neighbourhoods. Residents will be better equipped to conduct social audit only if they are informed on the projects, especially those within their vicinity. Consequently, the residents will better hold duty bearers to account.

Encouraging youth involvement through targeted programs and platforms can foster a sense of ownership and responsibility among young people, addressing inclusivity challenges. Despite growing use of technology, inclusivity remains a challenge, particularly in accommodating the middle class as well as the marginalized groups such as persons with disability, the refugees, the youth and those from low-income backgrounds.

The status of public participation for persons with disability is significantly hindered by various barriers. These barriers include inaccessible public spaces, limited access to information and non-inclusive policies, which collectively restrict PWDs' participation in public and civic activities. Notices are frequently disseminated with insufficient lead time and through channels that are inaccessible to many PWDs, such as print media or online platforms without accessibility features. Participation is further impeded by lack of reasonable accommodations at public events. Venues often lack essential facilities, accessible toilets, and suitable seating arrangements. As a result, many PWDs feel excluded from meaningful engagement, contributing to a perception that their voices do not matter in public decision-making.

Disability arises not from the impairment itself but from environmental, institutional and attitudinal barriers. Hence, therefore, by utilizing the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD 2006) and the Kenya Constitution as guiding frameworks in civic education, public participation and citizen engagement then exclusion and inequality will neither be created nor perpetuated.

Moreover, the geographical disparities identified in the study underscore the importance of effective community outreach, which can be achieved by developing outreach programs and utilizing local media to ensure broad participation in citizen engagement initiatives. Barriers to engagement include lack of awareness (59%), apathy (27%), and language barriers (11%), which significantly impede effective citizen engagement.

Finally, monitoring and evaluation through regular impact studies will be essential to assess the effectiveness of the aforementioned rectifying initiatives, ensuring continuous improvement and relevance to the community's evolving needs.

By setting a new standard for governance, Nairobi City County could become a model for other counties, demonstrating the power of inclusive, participatory and transparent governance. This transformation will not only improve service delivery but also enhance the overall quality of life for residents, fostering a sense of ownership and pride in the community. Through sustained commitment to these principles, Nairobi City County can build a more dynamic, engaged and resilient community, ready to meet the challenges of the future.

5.2 Recommendations

The identified barriers and gaps need to be addressed through the following recommendations.

CATEGORY	RECOMMENDATION
Legislative Framework	<ul style="list-style-type: none"> ✚ Review, revise and implement the Nairobi City County Government Public Participation Act of 2016 to anchor civic education as a prerequisite to quality public participation and address the inclusivity gaps relating to special groups like children (their civic education and public participation), the elderly, refugees, PWDs. ✚ Establish a dedicated coordinating PP&CEd committee or assign coordinating function to the County Budget and Economic Forum. ✚ Ensure clear allocation of funds for civic education and public participation. ✚ Develop guidelines for monitoring, authenticating, and standardizing public participation conducted by other agencies, county sectors, and neighborhood associations. Incorporate online participation guidelines with direction on how to conduct evening public participation meetings. ✚ Develop regulations to operationalize the Act on conduct of PP forums and penalties therein for misconduct and on participation of non-Kenyans residents of the city. ✚ Develop a whistle blower policy to protect whistle blowers during public participation.
Accessibility and Inclusivity	<ul style="list-style-type: none"> ✚ Take physical PP forums to the wards and neighbourhoods. ✚ Provide information in multiple languages and accessible formats (illustrations and diagrams, GIS, materials in easy-to read formats, subtitles, Braille, audio descriptions, sign language interpretations). ✚ Avail public participation information, agenda and related documents, for all in time, at least 7 days before the event. Information and notices should be accurate and easy to understand ✚ Engage Organizations of Persons with Disability (OPDs) in planning, dissemination of information, and conducting civic education to foster greater inclusion and awareness. ✚ Ensure public meeting venues are accessible to persons with disability. ✚ Utilize multiple channels (online portals, social media (Whatsapp, X, Tiktok), town hall meetings, bulk SMS) to reach a wider audience.
Time Management	<ul style="list-style-type: none"> ✚ Indicate the duration of the public participation process and adhere to the schedule. ✚ Provide ample time for the public to contribute to the topic at hand, providing reasonable accommodation to PWDs to participate meaningfully.
Access to Information and Feedback Mechanisms	<ul style="list-style-type: none"> ✚ Implement a system for receiving, processing, and responding to public feedback including petitions. ✚ Ensure participants receive regular updates on how their input is being used. ✚ Publicly share the final products and outcomes of public participation processes. ✚ Enhance information access on county budgets, procurement, policies, projects and programs.
Collaboration and Partnership	<ul style="list-style-type: none"> ✚ Collaborate with Non-State Actors to: expand the reach of civic education programs, enhance effective public participation and broaden citizen engagement to all including special groups like PWDs, elderly, refugees and children. (Starting with dissemination of this report). ✚ Involve OPDs, CSOs and PWD leaders in the dissemination of information as well as in providing civic education.
Resource	<ul style="list-style-type: none"> ✚ Allocate resources for civic education, public participation activities (including virtual

Allocation	<p>participation), and community outreach/engagement initiatives.</p> <ul style="list-style-type: none"> ✚ Domicile the entire public participation budget in one department, that is, Public Participation department.
Capacity Building	<ul style="list-style-type: none"> ✚ Offer training for both government officials (CECs, CCOs, Directors, Sub County Based Officers, County Assembly) and the public on obtaining legal PP&CEd framework, effective participation methods and the importance of civic engagement. ✚ Train the County Community Health Promoters to be PP&CEd champions in the wards and equip them with skills on mobilization, facilitation, educating and input recording during PPs. ✚ Enhance the capacity of the public participation department (equipment and skill) in information dissemination, data collection, citizen engagement, report writing and public participation. ✚ Develop a County civic education curriculum and programs that are continuous and consistent as well as accessible in terms of information and communication to all persons including special groups like PWDs, elderly, refugees and children. ✚ Conduct citizen engagement sessions in diverse community spaces such as football grounds, social places and social media.
Monitoring and Evaluation	<ul style="list-style-type: none"> ✚ Conduct impact studies to assess the effectiveness of civic engagement initiatives. ✚ Develop a reporting mechanism for Non-State Actors involved in civic education in the county. ✚ Include disability in monitoring and accountability systems so that disability is considered in mechanisms of monitoring. ✚ Initiate and enhance social accountability mechanisms such as citizen report cards, community score cards and social audits.

6.0 IMPLEMENTATION MATRIX

The activities needed to implement the recommendations and their timelines are as follows:

Recommendation	Activity	Responsibility	Timeline
Legislative Framework	Review and revise the Nairobi City County Government Public Participation Act of 2016.	Dept. of Public Participation, County Assembly, County Attorney, Non-State Actors	Within 9 months
	Establish a dedicated Citizen Engagement Committee or assign functions to the County Budget and Economic Forum.	County Executive, County Assembly	Within 9 months
	Ensure clear allocation of funds for civic education and public participation.	Dept. of Public Participation, County Treasury, County Assembly	Annually, during budget planning
	Develop guidelines for monitoring and standardizing public participation, including online participation.	Dept. of Public Participation, County Assembly, County Attorney, Dept. of ICT, Non-State Actors	Within 6 months
	Develop regulations for the conduct of public participation forums, including penalties and participation of non-Kenyans residents in the city.	Dept. of Public Participation, County Assembly, County Attorney, Non-State Actors	Within 12 months
	Develop and adopt a whistleblower policy to protect whistle blowers during public participation.	Dept. of Public Participation, County Assembly	Within 6 months
Accessibility and Inclusivity	Take public participation forums to wards and neighborhoods.	Dept. of Public Participation, County cabinet, County Assembly, Sub County and Ward Administrators, Non-State Actors	Ongoing, with quarterly forums
	Provide information in multiple languages and accessible formats (illustrations and diagrams, GIS, materials in easy-to read formats, subtitles, Braille, audio descriptions, sign language interpretations).	Dept. of Public Participation, Dept. of Public Communication, Dept. of Gender and Inclusivity, Dept. of ICT, Non-State Actors	Within 12 months, then ongoing

	Ensure public meeting venues are accessible to persons with disability.	Dept. of Works, Dept. of Social Services, Dept. of Public Participation	Within 12 months for audit, ongoing improvements
	Utilize multiple channels (online portals, social media, town hall meetings, bulk SMS).	Dept. of Public Communication, Dept. of ICT, Dept. of Public Participation	Ongoing, with monthly updates
	Promote the use of digital tools and social media for civic engagement.	Dept. of ICT, Dept. of Public Participation, Dept. of Public Communication, Non-State Actors	Ongoing, with quarterly reviews
	Develop accessible online platforms for participation.	Dept. of ICT, Dept. of Public Participation	Within 6 months
	Conduct quarterly public forums in collaboration with Organizations of Persons with Disability (OPDs) to gather feedback on public participation notices and documents.	Dept. of Public Participation	Quarterly
Time Management	Indicate the duration of public participation processes and adhere to the schedule.	Dept. of Public Participation	Immediate implementation, ongoing adherence
	Provide ample time for public contribution.	Dept. of Public Participation	Immediate implementation, ongoing adherence
Access to Information and Feedback Mechanisms	Implement a system for receiving, processing, and responding to feedback. Ease access to government held information.	Dept. of Public Participation, Dept. of Customer Service, Dept. of Public Communication, County Secretary	Within 3 months
	Ensure participants receive regular updates on how their input is used.	Dept. of Public Participation	Ongoing, with quarterly updates
	Publicly share final products and outcomes of public participation on County website and community centres.	Dept. of Public Participation, Dept. of Public Communication,	Ongoing, after each forum

		Dept. of ICT	
Collaboration and Partnership	Collaborate with Non-State Actors to: expand the reach of civic education programs, enhance effective public participation and broaden citizen engagement to all including special groups like PWDs, elderly, refugees and children. (Starting with dissemination of this report).	Dept. of Public Participation, Non-State Actors	Ongoing, with semi-annual reviews
Capacity Building	Offer training on effective participation and citizen engagement to government officers (CECs, CCOs, Directors, Sub County Based Officers, County Assembly) and the public on obtaining legal PP&CEd framework, effective participation methods and the importance of civic education.	Dept. of Public Participation, County Assembly, Non-State Actors	Ongoing, with bi-annual sessions
	Enhance the capacity of the public participation Department in various skills.	Dept. of Public Participation, Non-State Actors	Within 6 months for initial training, ongoing
	Train the County Community Health Promoters to be PP&CEd champions in the wards and equip them with skills on mobilization, facilitation, educating and input recording during PPs.	Dept. of Public Participation, Non-State Actors	Within 6 months for initial training, ongoing
	Develop a County civic education curriculum and programs that are continuous and consistent as well as accessible in terms of information and communication to all persons including special groups like PWDs, elderly, refugees and children.	Dept. of Human Resource, Dept. of Education, Dept. of Public Participation, Non-State Actors	Within 12 months
	Conduct citizen engagement sessions in diverse community spaces such as football grounds, social places and social media platforms.	Dept. of Public Participation	Ongoing
Monitoring and Evaluation	Conduct impact studies to assess civic engagement initiatives.	Monitoring and Evaluation Unit, Dept. of Performance Management, Dept. of Public Participation, Non-State Actors	Annually
	Develop a reporting mechanism for Non-State Actors involved in civic education	Dept. of Public Participation,	Within 6 months


	and public participation.	Dept. of ICT, Non-State Actors	
	Initiate and enhance social accountability mechanisms such as citizen report cards, community score cards and social audits.	Dept. of Public Participation, Non-State Actors	Immediately, then semi-annual reporting

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APPENDIX

I. Household Survey Questionnaire

<p>Research on Status of Civic Education, Public Participation and Citizen Engagement in Nairobi City County</p>	<p>Q8. Are there refugees in your neighbourhood?</p>
 <p>INCLUSIVITY, PUBLIC PARTICIPATION AND CUSTOMER SERVICES Office of the County Chief Officer - Public Participation, Citizen Engagement and Customer Service</p>	<p>SECTION 2: CIVIC EDUCATION</p>
<p>Nairobi City County Government is conducting a research on the status of civic education, public participation and citizen engagement in Nairobi City County. The data collected will be used to improve the approaches and methodologies of civic education, public participation and citizen engagement. The ultimate goal is to enhance governance by incorporating the county citizens in decision making on the affairs of the county.</p>	<p>Civic Education is the activity pertaining to learning how to be an active and responsible citizen in a democracy.</p>
<p>We invite you to give your views. Please note that your response will be confidential. Your participation is voluntary yet highly valued. Thank you.</p>	<p>2.1. What source of information do you primarily rely on to stay informed about Nairobi County's governance and activities?</p>
<p>INTRODUCTION</p>	<p>Specify:</p>
<p>Certificate of Consent: Your participation is voluntary. The personal information you provide to us will not be shared with others or made public. Answer the questions based on what you know. There is no right or wrong answer! Do not hesitate to say that you do not understand a question, or do not know the answer. This questionnaire will take about 25 minutes.</p>	<p>2.2. Do you know if there is any civic education activity that has been going on in Nairobi County over the last one year?</p>
<p>Do you consent (agree) to participate?</p>	<p>2.3. In the last 12 months, have you directly participated in any Civic Education session in Nairobi County?</p>
<p>Sub County?</p>	<p>Who organized the session(s)?</p>
<p>Select ward.</p>	<p>Specify NGO:</p>
<p>SECTION ONE: SOCIO-DEMOGRAPHIC BACKGROUND</p>	<p>Specify CSO:</p>
<p>Q1. Gender?</p>	<p>Specify other:</p>
<p>Specify:</p>	<p>Where was the session(s) held?</p>
<p>Q2. Age bracket?</p>	<p>Specify:</p>
<p>Q3. Do you have any form of disability?</p>	<p>Mention some of the topics that were covered during the civic education session that you attended</p>
<p>Q4. What is your highest level of education?</p>	<p>What worked well during the civic education sessions that you attended?</p>
<p>Q5. What is the status of your employment?</p>	<p>What did not work well during the civic education sessions that you attended?</p>
<p>Specify:</p>	<p>2.4. Are there focus areas you would like to be taught on for you to engage well with the elected leaders and appointed leaders in Nairobi county so as to ensure that your needs are addressed?</p>
<p>Q6. What is your relationship with Nairobi County?</p>	<p>What are some of the issues (focus areas) that you would like to be taught on?</p>
<p>Specify:</p>	<p>Who would you prefer to organize the teaching sessions on those topics</p>
<p>Q7. How long have you been associated with Nairobi County?</p>	<p>Specify:</p>
<p></p>	<p>Which ways (approaches) would you like them to use when teaching you on the topics you have mentioned?</p>
<p></p>	<p>Specify:</p>
<p></p>	<p>2.5. Are you familiar with Nairobi City County government civic education laws?</p>
<p></p>	<p>2.6. How would you rate the quality of civic education provided by Nairobi City County government?</p>
<p></p>	<p>2.7. How would you describe the structure and implementation of civic education programs in Nairobi City County government?</p>

2.8. Does Nairobi City County government utilize technology (e.g., online platforms, mobile applications) for delivering civic education?	What worked well during the public participation forums that you attended?
Which of the following technologies have you used?	What did not work well during the public participation forums that you attended?
2.9. What governance mechanisms do you know are in place within Nairobi City County government to ensure the effectiveness of civic education initiatives?	Do you agreedisagree with the following statements
Specify:	The venue was accessible
2.10. How are the key principles guiding civic education conceptualized and implemented within Nairobi City County government?	Presenters were effective in delivering the content
2.11. Overall, how do you rate the status of civic education in Nairobi County on a scale of 1-5 (1 being the lowest with 5 being the highest)?	Forum was conducted in a language that majority of the participants could understand
SECTION 3: PUBLIC PARTICIPATION	The forum duration was appropriate
Public Participation (PP) is the involvement of citizens in decision making relating to government's projects. The activities citizens get involved in are a requirement by law. PP focuses on a dialogue or deliberative approach that allows for two-way conversation and influencing decision-making processes.	The day and date of the forum were convenient
3.1. Are you aware of the rights and responsibility to participate in public participation?	Facilitators listened to the residents during public participation events / forums
3.2. In the last 12 months, have you participated in any public participation activities organized by Nairobi County?	3.3. Are you aware of any public participation mechanisms provided by Nairobi County? (e.g., town hall meetings, online platforms, public hearings)
Have you ever participated at any other time?	How accessible do you find the following public participation mechanisms:
Which of these did you participate in?	Town hall meetings
Specify:	Online platforms
From which source did you hear about the public participation forum(s)?	Public hearings
Specify:	3.4. Have you encountered any challenges or barriers to effective public participation in Nairobi City County government?
Where was the public participation forum(s) held?	Please describe those barriers
Specify:	3.5. Are you familiar with the existing laws related to public participation in Nairobi City County government?
Was prior information on the subject provided before the date of public participation forum?	3.6. Overall, how do you rate the status of public participation in Nairobi County on a scale of 1-5 (1 being the lowest with 5 being the highest)?
Did you provide your views on any public participation you participated in?	SECTION 4: CITIZEN ENGAGEMENT
How did you provide your views?	Citizen Engagement (CE) is the involvement of citizens in activities geared toward collaboration with government. The activities citizens get engaged in are not a requirement by law. CE is expected to be deeper than PP and hands-on. CE may be promoted by both state and Non-State Actors.
Specify:	4.1. Have you actively participated in any citizen engagement activities organized by Nairobi City County government or civil society organizations?
Did you get any feedback that your views have been incorporated?	What motivated your engagement?
Did you see the final report on the subject matter of any public participation you participated in?	How satisfied were you with the process and outcomes
Did the forum(s) include people with disability?	Rate the effectiveness of the following channels in promoting citizen engagement in Nairobi City County?
Was there a sign language interpreter at the forum?	Community meetings
At the forum(s), were documents provided in braille?	Social media campaigns
Were there refugees at the forum(s)?	Public awareness campaigns
	4.2. What do you perceive as the main barriers or

challenges to effective citizen engagement in Nairobi City County?	Where did you get the copy of the National Government document(s) you have mentioned above?
Specify:	Specify the Nairobi County government department:
4.3. What is your level of trust in Nairobi City County government regarding citizen engagement processes?	Specify the National Government department:
4.4. In the last 12 months, which of the following offices have you engaged with on service delivery (e.g. through visiting their offices)?	Specify other source:
Specify:	5.4. Is there a National Government document you needed but could not access?
4.5. In the last 12 months, which of the following have you engaged in?	Which document?
Specify:	Participation in processes
4.6. Overall, how do you rate the status of citizen engagement in Nairobi County on a scale of 1-5 (1 being the lowest with 5 being the highest)?	5.5. Which of the following processes led by NAIROBI COUNTY Government did you participate in:
SECTION 5: CONCLUSION	Specify:
Access to documents	How did you participate in those Nairobi County Government process (es) you have mentioned above?
5.1. Do you have a copy of NAIROBI COUNTY Government documents (like county laws, development plans or budget documents)	Specify:
Which ones?	5.6. Which of the following processes led by NATIONAL GOVERNMENT did you participate in:
Specify:	Specify:
Where did you get the copy of the Nairobi County government document(s) you have mentioned above?	How did you participate in those National Government process (es) you have mentioned above?
Specify the Nairobi County government department:	Specify:
Specify the national government department:	5.7. What do you think Nairobi County government could do to improve civic education, public participation and citizen engagement?
Specify other source:	5.8. Are there any specific areas of the county governance you believe need more transparency and accountability?
5.2. Is there a Nairobi County document you needed but could not access?	Specify:
Which document?	5.9. What are your final remarks?
5.3. Do you have a copy of NATIONAL Government documents (e.g. development plans or budget documents)	Thank you for your valuable input. Your responses will help inform efforts to strengthen public participation and civic engagement in Nairobi County.
Which ones?	
Specify:	

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II. Key Informant Interview Questionnaire

SURVEY GUIDE: STATUS OF PUBLIC PARTICIPATION, CIVIC EDUCATION AND CITIZEN ENGAGEMENT IN NAIROBI CITY COUNTY.

Role and Experience

1. What is your current role within the department?
2. How long have you been working in this department?

Knowledge and Training

3. Are you familiar with the principles of public participation as outlined in the Constitution and also the Nairobi County Public Participation Act? If Yes, on a scale of 1 – 5,

how familiar are you with the principles? (1 being the lowest and 5 the highest).

4. Have you received any formal training on public participation processes? If yes, please specify the type and duration of the training.

Planning and Execution

5. How often do you engage the public in decision-making processes?
6. What methods do you use to inform the public about upcoming participatory events or consultations?
7. Can you briefly describe a recent public participation initiative your department has conducted?
8. How do you store/archive information and data collected from public participation forums?
9. Do you have a yearly schedule for public participation and civic education forums?

Inclusivity and Accessibility

10. How do you ensure that public participation events are accessible to all members of the community, including Persons with Disability?
11. Do you have measures in place to accommodate participants with disabilities or special needs? If Yes, what are the measures?

Effectiveness

11. On a scale of 1-10, how effective do you believe your department's public participation efforts are in influencing policy and decision-making? (1 being the lowest and 10 the highest)
12. Can you briefly provide examples where public feedback significantly influenced a decision or policy?

Feedback and Improvement

13. How do you collect and analyze feedback from the public after participation events?
14. Do you have any measures in place to address concerns or suggestions raised by the public

during these events? If Yes, highlight some of those measures.

Challenges

15. What are the main challenges you face in implementing effective public participation?
16. How do you handle situations where there is low public turnout or engagement?

Support and Resources

17. Do you feel you have adequate resources (time, budget, personnel) to conduct effective public participation? Is the budget for public participation and civic education clearly indicated as such and thus easily identifiable?
18. Do you think there is any additional support or resources that would enhance your department's public participation efforts? If Yes, highlight a few.
19. Do you think technology can be leveraged to improve public participation processes? If Yes, how?
20. Does your department ensure compliance with legal and policy frameworks governing public participation? If Yes, how so?
21. Are there specific guidelines or checklists you follow to ensure compliance?

Monitoring and Evaluation

22. Do you monitor and evaluate the impact of public participation on policy and decision-making processes?
23. Are there any specific metrics or indicators you use to measure the success of public participation initiatives?
24. Do you have stakeholders inclusive project implementation and monitoring committees?

Inter-Departmental Coordination

25. Do you coordinate public participation efforts with other departments within Nairobi County? If Yes, how so?
26. Can you briefly share examples of successful inter-departmental collaboration in public participation initiatives?

Progress

27. Are there any noticeable changes over the years in terms of approach to public

participation in Nairobi County? If Yes, what changes can you highlight?

Thank you.

III. Focus Group Discussion template

Template for Focused Group Discussion on the Status of Public Participation and Citizen Engagement

1. Advertisement of Public Participation

- i. Learning about Public Participation
- ii. Effective Channels of Communication
- iii. Improving Advertisement in Public Participation

2. Feedback on Public Participation and Civic Engagements

- i. Experience with Public Participation in Nairobi City County
- ii. Improvements to be made on the Feedback Process

3. Online Platforms for Public Participation

- i. Online Platforms used for Public Participation
- ii. Effectiveness of the Online Platforms in facilitating meaningful Participation
- iii. Suggestions of Improvements for Online Public Participation Platforms

4. Best Practices for Timing and Scheduling

- i. Most convenient times and dates to participate in scheduled meetings
- ii. Scheduling of Public Participation activities to increase participation
- iii. Barriers to Attending Public Participation sessions

5. Monitoring Neighborhood Public Participation

- i. Current Monitoring of Public Participation in Neighborhoods
- ii. Challenges that exist in Monitoring Neighborhood Participation
- iii. Strategies Implemented to improve the Monitoring process

6. Civic Education and Access to Information

- i. Informing residents about their Civic Rights and Responsibilities
- ii. Current Methods of delivering Civic Education

