



Research Report

Value of Citizen-Generated Data
to Kenyan Authorities

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Abbreviations

AKFEA	Aga Khan Foundation East Africa
BQ	Bill of Quantity
CDF	Constituency Development Fund
CEC	County Executive Committee
CEO	Chief Executive Officer
CSO	Civil Society Organisation
ECD	Early Childhood Development
IA	Integrity Action
ICT	Information and Communication Technology
JWG	Joint Working Group
LDO	Local Development Organisations
LEGGO	Local Empowerment for Good Governance Organisation
MCA	Member of County Assembly
MP	Member of Parliament
NETI	Nakuru Ndelevu Trust Initiative
PMC	Project Management Committee
ToR	Terms of Reference
USAID	United States Agency for International Development



Acknowledgements

The consultants thank the many people who supported them in carrying out this research: Integrity Action staff for availing the relevant documents and being open for consultations throughout the assignment; the Aga Khan Foundation staff who so attentively organised the fieldwork interviews; all the county government officials and Yetu Initiative staff who freely gave their time and ideas.

Overview

This research assignment, commissioned by Integrity Action and carried out by a team from iDC in Nairobi, was to assess the data needs of local government officials and to deepen understanding about the value these officials put on citizen-generated data. The focus was on two counties in Kenya: Nakuru and Mombasa, where Integrity Action, together with the Aga Khan Foundation, was implementing a component of the Yetu Initiative project – a project that has built the capacity of the civil society organisations making up the local development organisations (LDOs) that it had established.

As elaborated in Chapter 5 of the report, the findings of the study led to the making of seven recommendations:

- 1.** Recognising that the monitoring structures and processes of the project can enhance rather than duplicate the existing government structures and processes, a policy brief, aimed at agencies carrying out similar Voice and Accountability projects, could be written by Integrity Action – a brief that describes how key elements of the Yetu Initiative have been integrated in the existing county government structures for public participation, and how beneficial this has been.
- 2.** Noting that county government officials recognise the importance of involving the public in the identification of development needs, in future projects implemented by Integrity Action, consideration should be given as to how best to include the monitoring of public involvement in the planning and budgeting stages of the local authorities' development programmes.
- 3.** Observing that the project's monitoring has focused, in the main, on development projects rather than on service delivery, and noting that senior county officials stated that they would welcome advice on how to monitor service delivery more effectively, it is recommended that Aga Khan Foundation managers of the Yetu Initiative project, together with Integrity Action staff, should reflect on how best to monitor service delivery and, if there is an extension of the project, there should be a discussion with relevant county officials about how a joint monitoring strategy could be mounted.
- 4.** Noting that county officials were not accessing the DevelopmentCheck website, and in order to identify issues that need their attention, consideration should be given as to how an analysis could be made of data recorded on DevelopmentCheck – a monthly report of significant findings in a range of sectors (particularly, health, education, water and infrastructure) that is then shared with relevant departments in the county administration and also with the LDOs.

5. If discussions are held between the directing level of county staff and an LDO about a joint system for monitoring service delivery, as recommended above, then a community scorecard scheme could be considered as an option.
6. Noting that the project had mainly engaged with officials at the sub-county and ward levels, and most county-level officials were unaware of it, in any extension of the monitoring component of the Yetu Initiative, or in similar social accountability projects in the future, initial, energetic and persuasive sensitisation needs to be carried out with the directing officials of the county administration.
7. In order to maximise the benefits of the monitoring undertaken by civil society groups such as the ODIs established by the Yetu Initiative, and particularly if monthly reports are produced based on the DevelopmentCheck findings, as proposed in Recommendation 4, then it would be useful to hold sector-based meetings between selected LDO members and relevant county officials, in order to discuss significant or recurring issues that need a resolution.

1. Introduction

As stated in the ToR, the purpose of this assignment was to increase the understanding of the data needs and practices of local public officials in Kenya and how citizens can best make an input in providing it. The primary research question was:

In Kenya, what expectations do authorities responsible for public services and infrastructure projects have of citizen-generated data and how does it add value to their work?

For addressing this question, the ToR set out three sub-questions:

- 1. What information is needed that citizens could reasonably provide? When, and in what formats, do the relevant stakeholders need this, how does it vary between different levels of stakeholder, and how will they use it?*
- 2. For authorities already involved in existing initiatives such as Integrity Action's, are they getting this information and, if so, what difference has it made to their work?*
- 3. Other than information, what potential value do these authorities see in citizen engagement?*

The focus for the research was the Yetu Initiative project being implemented in the Nakuru and Mombasa Counties of Kenya. However, the consultants recognise that both the implementing partners – Integrity Action and the Aga Khan Foundation East Africa (AKFEA) – envisaged that the findings of the research would not only be of use in making adjustments in any extension of the Yetu project, they could also be relevant for any similar social accountability project elsewhere and by other agencies.

The study was undertaken by two consultants:

Rhodah Njuguna, iDC Associate Consultant and Team Leader;

John Fox: iDC Chairman.

The fieldwork in Nakuru and Mombasa was carried out during the period from 25 April to 26 May 2022.

This report is structured as follows:

Chapter 2: Contexts – a review of the social accountability strategies of Integrity Action, local government structures in Kenya and opportunities for public participation, the objectives and strategy of the Yetu Initiative;

Chapter 3: Approach – the research activities;

Chapter 4: Fieldwork Findings – from interviews and observations in Nakuru and Mombasa;

Chapter 5: Conclusions and Recommendations – focusing on answers to the ToR research questions.

2. Contexts

2.1 Integrity Action's Purpose and Theory of Change

The vision of Integrity Action, as described in this assignment's ToR, is of societies where citizens can, and do, demand integrity from the institutions they rely on. Its mission, as expressed in the organisation's website¹, is to 'help citizens to secure quality projects and services where they live, like education, health, water and essential infrastructure'. In doing this, they 'build relationships and trust between citizens and the people who serve them, so they can identify problems and solutions together.'

The website defines one of Integrity Action's objectives as ensuring that the range of services and projects that communities need are genuinely meeting their needs. This is to be achieved by 'developing tools and methods that citizens can use to build trust, understand what they are promised, voice their feedback, and collaborate with the people who serve them to find improvements to project and service delivery'. These tools and methods are then used by the partners that Integrity Action works with in the various countries where they implement projects – countries in Africa, Asia, Europe and the Middle East. These partners are mainly local or national civil society organisations or international NGOs.

Integrity Action's values, beliefs and assumptions are perhaps most clearly and fully articulated in its Theory of Change, also to be found in the website.

It identifies broken promises as a main problem in development work. 'In many places across the world,' it is said, 'citizens experience poor performance of essential services as a matter of routine. Roads being washed away months after they are built, promises of new classrooms and clinics that never materialise, teachers who fail to turn up for work – these issues and more are all too common for people living in poverty.' And the consequence is a lack of trust.

Three barriers to change are identified:

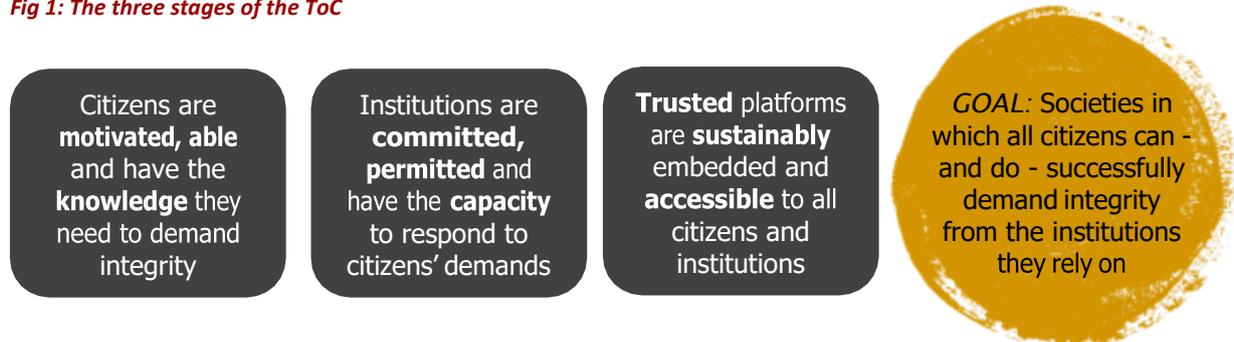
1. At the personal level, there is a lack of motivation on the part of citizens, because they don't believe that the institutions that exist to support them will respond to their complaints, concerns, or needs. They lack knowledge about how to engage with the relevant authorities. And, if they are poor or marginalised, they don't have the power to have their voices heard.
2. At the institutional level, in institutions such as schools or hospitals, even when citizens use appropriate feedback channels, officials might not respond if the correct formal rules are not followed or expected bribes are not paid.

¹ <https://integrityaction.org>

3. At the system level, feedback mechanisms either do not exist or are inaccessible for most citizens.

Integrity Action sees a need to engage with the individual, institutional and system barriers and achieve change at all three levels:

Fig 1: The three stages of the ToC



The working out of this Theory of Change depends on three conditions being in place:

- Incentives to act with, and demand, integrity;
- Mutual trust between citizens and institutions;
- Information that gives citizens leverage.

The changes need to be brought about also in three ways:

- Provide citizens and institutions with inclusive platforms for constructive engagement;
- Provide citizens with knowledge and support to demand integrity;
- Provide institutions with access to valuable information that supports their service delivery.

This chapter will go on to describe how these three conditions and three provisions have been realised in the Yetu Initiative project. But, first, it will be important to note the structures and processes that already exist in Kenya for public participation in local governance and the mechanisms for hearing and responding to public voices.

2.2 Local Authorities and Public Participation in Kenya

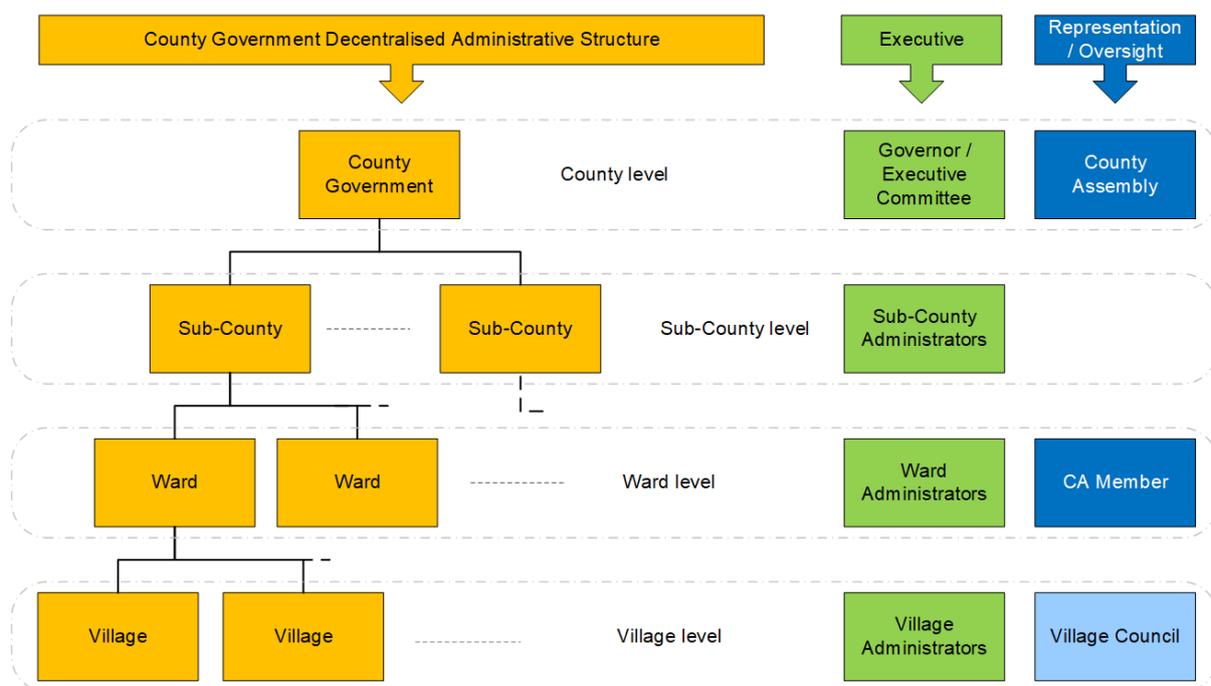
The 2010 Constitution gave Kenyan citizens the right and obligation to participate in decisions that affect their lives. The Public Finance Management Act 2012, the County Government Act 2012, and Public Finance Management (County Government) Regulations 2015, and other guidelines approved after devolution, all provide and define stages when and how public participation is expected to take place, especially during planning and budgeting processes. Public participation allows the citizens to exercise their right in national and county government decision making processes. Both the national and county governments are expected to facilitate meaningful engagement for all citizens and get feedback on the development agenda that impact all citizens. Participation ensures that

citizens can hold the county and national governments accountable for the use of public resources and the delivery of services.

Civil society organisations (CSOs) play an important role in this process by ensuring citizens' voices are amplified, they are empowered to participate, influence, take action and demand that the national and the county governments address issues that are of common interest.

The county administrative structure below ²shows who is responsible at every level, both under the Executive and from those that have been elected. The sub-county and ward administrations are important avenues for engagement. The village administration and village councils are not formally established; however, the village elders, especially in Mombasa, do play an important role in interacting with the public on a daily basis. In fact, they act intermediaries between the public and the local administration.

Fig 2: County Administrative Structure



The national government also has an administrative structure at the county level to facilitate public engagement. The County Commissioner represents the highest level of national government at the county level. The Sub-County Commissioners are responsible for a number of wards that make up the sub-counties.

At the ward level, there are a number of Chiefs, each responsible for a location. An Assistant Chief is found at the village level, who works closely with the village elders. This administrative structure's main role is law and order. However, Chiefs and Assistant Chiefs are also used to mobilise the public for public participation in relation to both county and

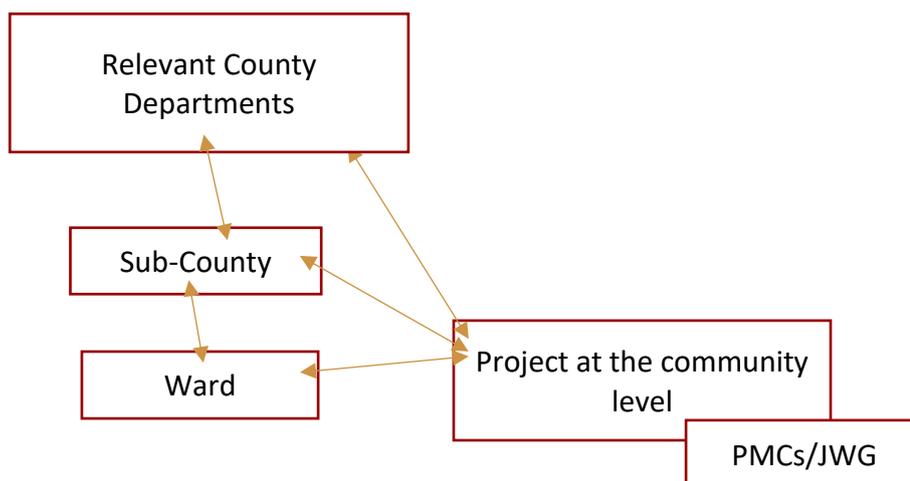
² [County Government Toolkit, 2020](#)

national government administrations. Additionally, they are members of Project Management Committees (PMCs) but with no voting rights.

The two administrative structures have distinctive but sometimes overlapping, or confusing, roles. The Chiefs, for example, though answerable to the national government, work closely with the Ward Administrators and the Village Elders.

There are a number of structures for engagement between members of the public and local authorities: PMCs, for example, health facility committees, market management committees, constituency development fund (CDF) committees, and so on. All these, in the interest of securing public representation, can be expanded through the formation of working groups: sectoral, technical or joint – which has happened in the Yetu Initiative project.

Fig 3: County government structure for project supervision and community monitoring



2.3 The Yetu Initiative

With the support of USAID, AKFEA has been implementing the Yetu Initiative project in Kenya since 2014. Its purpose is to build the capacity of Kenyan CSOs to catalyse local support for local development needs. As stated in the programme description, Yetu endeavours to help Kenyans come forward and say, ‘These are our concerns, these are our solutions, and these are our contributions’³ – hence the rationale for choosing the name, Yetu, which means ‘Our’ in Kiswahili.

The problem statement of the programme description identified three factors that were inhibiting civil society in Kenya in its crucial role of working for the improvement of service delivery by holding duty bearers to account:

³ *Program Description*, Aga Khan Foundation USA, 2014

- A lack of trust, with many Kenyans perceiving civil society as corrupt and ineffective;
- Civil society itself too reliant on foreign funding, which reduces incentives for CSOs to build local alliances and mobilize local support for their work;
- A lack of capacity in terms of accountability, networking, government engagement, mobilization, and communications.

And so Yetu has prioritized the need for civil society to increase its linkages with the people of Kenya and with like-minded organizations, businesses, foundations, and governance structures.

An extension of Yetu from 1 October 2019 to 30 September 2022 has the overall objective, 'Enhanced capacity of Kenyan civil society to catalyse and engage citizen, government and private sector support for county-level development.' It is supporting the formation, engagement, strengthening and positioning of Local Development Organizations (LDOs) in five counties – Nakuru, Makueni, Isiolo, Kisii and Mombasa. The LDOs are umbrella organisations made up of county-level CSOs.

Integrity Action has been contributing a component in this extension period by incorporating its well-tested monitoring approach in Nakuru and Mombasa. In these two counties, the LDOs are monitoring local services and infrastructure projects that are funded by the government. As stated in the ToR, 17 LDO members are in the process of monitoring 27 local projects. They are using Integrity Action's DevelopmentCheck application to record any problems they find when monitoring and to record feedback from community members. This monitoring data is uploaded to the DevelopmentCheck website. The LDO members then discuss any problems they find in meetings with key stakeholders, including local authorities.

Integrity Action is holding consultations with AKFEA and the LDOs about what form of monitoring could continue beyond this phase of Yetu and, specifically, what monitoring tool could be used in any continuation for the collection and display of monitoring data. It is, therefore, one task of the study to make recommendations on this issue.

3. Approach

The research has used two data collection methods: documentary study and key informant interviews.

3.1 Documents Studied

It is the Constitution of 2010 that sets out the principles of governance in Kenya, and one of these principles, as stated in Article 10, is ‘participation of the people’. However, it is Kenya’s County Governance Toolkit that has been particularly useful for understanding the mechanisms for this participation, as described in the previous Context chapter. The ToR identified a range of documents and publications relevant for this study, and Integrity Action has made all these available. The list of documents consulted is given in Annex A.

3.2 Key Informant Interviews

There were three categories of respondents:

- Personnel of local authorities, at county, sub-county and ward level;
- Members of the LDOs, joint working groups (JWGs) and monitors (also called champions);
- Aga Khan Foundation East Africa and Integrity Action staff, at directing and project management levels.

Table 1: Summary of people interviewed

County	Type	No.	Gender of interviewees	
			Male	Female
Nairobi	Aga Khan Foundation	5	1	4
	Integrity Action	4	2	2
Nakuru	County Officials	6	4	2
	Sub-county administrators	4	3	1
	Ward administrators	6	3	3
	Chiefs	2	2	0
	Monitors	5	5	0
	PMCs	9 (Split into 2 groups)	5	4 (2 females in each group)
Mombasa	County officials	5	4	1
	Sub-county administrators	2	2	0
	Ward administrators	3	3	0
	Chiefs/assistant chiefs	2	1	1
	Monitors	8	3	5
	JWG	12 (Made up of 3 groups)	9	3
Total		73	47	26

The fieldwork programme is given in Annex B; the full list of respondents is given in Annex C.

Checklists were developed for each of these categories. The interviews were semi-structured, in the sense that the order in which the issues were covered, or the extent to which they were discussed, were not pre-determined. Also, new and significant issues did emerge during the interviews.

In Nakuru, six county level officials were interviewed and five in Mombasa.

As will be seen from the checklists given in Annex D, the key research questions were put to them, in order to explore their views on what information is needed that the public could provide, what formats would be appropriate, and how this information would be used by different departments in the county administration – particularly health, education, agriculture, water and sanitation. They were asked whether they were getting information from the Yetu Initiative and, if so, what difference was it making to their work. It had been noticed, in the main, that monitoring had focused on infrastructure projects, so the officials were asked whether they would welcome public monitoring of service provision. On a more general topic, they were asked about their opinions on public engagement in county governance and what opportunities exist for this to happen.

Many more local authority officials working at the ward or sub-county levels, including chiefs, were interviewed: 12 in Nakuru and seven in Mombasa. These were officials who were more likely to be directly engaged in the Yetu activities. If this was the case, they were asked about their interaction with LDOs, PMCs, or JWGs. The conversations with them explored their views about the Yetu monitoring – the usefulness of the information provided and the appropriateness of its format. In Nakuru, five LDO members/monitors; in Mombasa eight monitors were interviewed and 12 members of JWGs – meeting as focus groups.

Only the time restriction prevented the consultants from carrying out the fieldwork in all the wards and sub-counties.

It was important, also, to talk with the AKFEA project staff, officials of the LDOs, and monitors, particularly concerning their perceptions about the attitudes and engagement of local authority officials in relation to the monitoring exercises – the value they seemed to have about the information being provided and how they were applying it in the fixing of any problems identified.

Finally, thinking ahead, they were asked what needed to be done to ensure the sustainability of the monitoring of development projects and service provision.

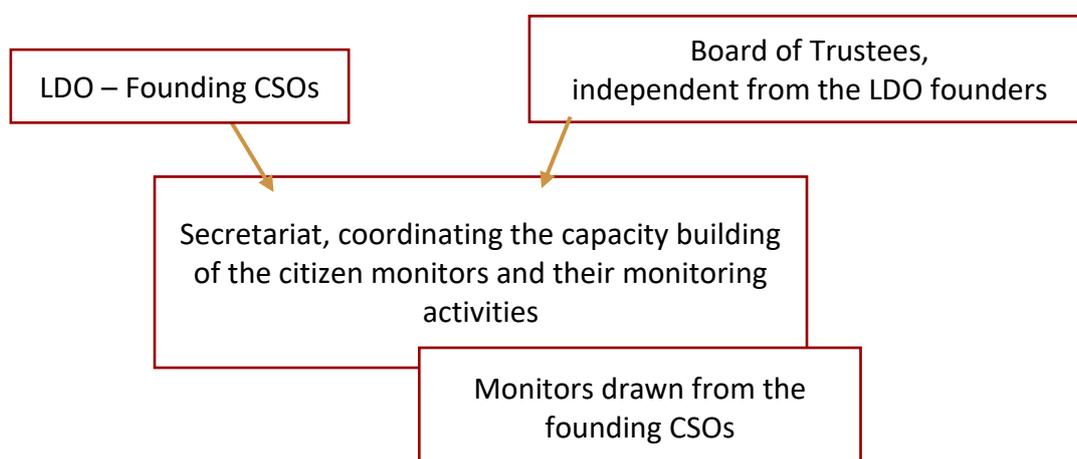
4. Fieldwork Findings

4.1 Nakuru

The LDO structures and mandate

The Yetu Initiative project has supported the formation and registration of Nakuru's LDO. A Board of Trustees has been appointed and a Secretariat – the Nakuru Endelevu Trust Initiative (NETI) has been operationalized. 'Champions' from the LDO-founding CSOs are engaged as monitors, and their activities are defined under the NETI workplan. Each monitor is working in the sub-county in which their organisation operates. The champions or monitors are also embedded in the PMCs of each project that has been selected for monitoring.

Fig 4: The LDO structure



Fieldwork activities

Nakuru has 11 sub-counties, and monitoring activities are in five of them: Rongai, Njoro, Nakuru West, Nakuru East and Bahati. Interviews conducted during the fieldwork covered the sub-counties of Rongai and Njoro, where monitoring of ongoing projects has started. Nakuru East was included, because sensitization of sub-county administrators about the Yetu project has been carried out and projects have been selected, but monitoring was yet to start.

At the county level, interviews were held with the Deputy Director for Economic Planning, the Directors of Education, Health, Water and Sanitation, and Agriculture. When conducting a courtesy call to the County Secretary, he emphasised the importance of information about performance coming from the public. 'Not for its own sake,' he said, 'but to help the county government make decisions related to the needs of the public – and for strengthening public ownership of development projects.' In order to include national government officials, the Chiefs were interviewed in Rongai and Njoro.

Officials' views about information coming from the public

All the local authority officials stated that they believed that the public is able to provide valuable data and information about service provision and development projects implemented across the county. From the interviews and discussions, the following are the kinds of information they said they would find useful:

- The development needs identified by the public for the five-year County Investment Development Plan (CIDP), the annual plans and the budgeting processes. During all these processes, public participation is provided for.
- Local knowledge to inform the design of projects in relation to their location, scope and other factors that could negatively impact the projects if they were not taken account of.
- Issues arising during the implementation of public-funded projects, including the quality of materials, standard of workmanship, deviation from project design, progress with workplans, and work not finished.
- Feedback on services provided by duty bearers – especially when poor services are noted.

All officials at the county level, though they had little knowledge of the Yetu Initiative, were of the view that public-generated data is valuable because it informs and supports the local authority's decision-making processes. The county officials responsible for agriculture, health and early child development (ECD), all agreed that monitoring makes their work easier by ensuring information getting to them is likely to be unbiased – especially valuable at this time of elections.

All of the local officials, at the sub-county and ward levels, and ones familiar with the Yetu project, expressed a willingness to work with the monitors – especially with regard to overseeing development projects – because they could see that the Yetu monitoring is helping them to do their work more efficiently by identifying issues that needed attention. In Rongai, for example, the officials mentioned a number of projects where the public had provided feedback on issues that needed to be addressed – in projects such as incubators provided to groups by the county government, the Rongai market, cattle dips, and the Roret dispensary.

These local officials could see that monitors are helping to explain the objectives, scope and progress of projects to the public. The monitors can also counteract misinformation. For example, when a member of the County Assembly had wrong information about an issue at the Roret dispensary, monitors were able to clarify the situation.

Identifying community needs

Like other counties across Kenya, Nakuru has well-used structures for public participation during the planning and budgeting processes. Both the community and the ward administrators recognize the need for each other's support in ensuring that identified priority projects are not changed during the time of supplementary budgets by county officials. One ward administrator reported that the community threatened that 'We will take you (the ward administrator) to court if the projects identified by the community are

removed or even changed in the supplementary budget'. It seems that the community had experienced this happening in the past. With this in mind, the administrator said he is very wary about any changes being made. It is a good example of a community having a strong sense of ownership – and a confidence to challenge officials.

During the discussions with members of the PMC in Nakuru, some stories of failed or problem projects were aired:

- A borehole project where the community's connections to the water source is taking an unconscionable amount of time because the beneficiary community has no idea about how to make complaints.
- Another water project identified by the community that hasn't had its budget dispersed because a member of the County Assembly chose to ignore the community's wishes and prioritised other projects.
- And the most amazing one: a bridge that has no river. At the design stage, the community pointed out that a project was going to put a bridge in the wrong place, because the river was about to change course. The advice was ignored and the river did change its course.

Monitoring project implementation

As stated by the Rongai Sub-County Administrator, in Nakuru, all projects have PMCs as a directive from the Office of the Governor. The PMCs provide a structured and organised means of public involvement in project management. They support project management by providing feedback on implementation to the local authorities.

A PMC's membership depends on the nature of the project. For example, members for a cattle dip project would include cattle farmers; a PMC for a market project would include traders; a PMC for a bus stage would involve public vehicle owners or drivers. Each project must have at least four or five members from the community, including representatives of youths and women. And the chairperson is drawn from the community members. The Ward Administrator and the area Chief are also members. The Chief's role is to ensure the security of the monitors as well as of the project. For infrastructure projects, the PMCs must be provided with the bills of quantities (BQs) so that the members understand the scope and budgets of the projects. The PMC allowances are included in the BQs, and the contractor must pay for the stipulated meetings. Members of PMCs interviewed appeared very confident, and they claimed a good understanding of the technicalities of construction.

An important factor is that the Yetu monitors are embedded in the PMCs in all projects under monitoring. With regard to membership, as an example, the Roret dispensary, which has been selected for monitoring, has a PMC of seven members. It is made up of the Clinical Officer, who is also the Secretary, five members of the community, the monitor and the Chief. The health facility needed extensive renovation and equipping. These issues have been addressed, and at the time of the fieldwork the facility was operational. The community has contributed tables and chairs – demonstrating a sense of ownership, as

confirmed by both the Sub-County and Ward Administrators. An attempted grabbing of the facility's land has also been stopped.

Accessibility of project information

Access to information about planning, budgeting and the scope of development projects is key to effective public support for the local authorities – support that can be seen as collaborative. In Nakuru, information that includes BQs is accessible, as stated by all officials and members of the PMCs that were interviewed. All the sub-county administrators said there were willing to facilitate access to all project information. Also, sub-county officials are actively pushing reluctant contractors to pay allowances included in the BQs for PMCs.

In general, the relationship between local authorities in Njoro, Molo and Rongai, at sub-county and ward administrations, including the Chiefs, and the PMCs is cordial. The officials appreciate frequent reports on the progress of the project implementation, and issues seem to be solved as they arise.

4.2 Mombasa

The LDO structures and mandate

Like Nakuru, the Mombasa LDO is registered; it has a Board of Trustees with eight members appointed and a Secretariat – the Mombasa Development Trust has been established. Champions drawn from the founding organisations are identified and working as monitors with selected projects.

The monitors have set up JWGs with a membership of between seven to nine members of the community. The selection is made by the public, guided by the village elders. The members include village elders themselves, women and youth representatives, people living with disabilities (depending on the project), the monitor, the area Chief and, in some cases, the Ward Administrator.

Not all projects have active PMCs and, even where they exist, it was reported that many members of the public are not aware that they can be included in such committees. Only CDF projects have active and known committees. However, members of the JWG interviewed were of the opinion that these CDF committees are viewed as representatives of, and working for, the interest of not the community but the area MP and the contractor.

Fieldwork activities

Mombasa has six sub-counties: Nyali, Kisauni, Changamwe, Mvita, Likoni and Jomvu. The fieldwork interviews and discussions covered officials from all of these except for Likoni, which couldn't be covered because of time constraints.

Interviews for the study at the county level included the Yetu project contact, the CEC for Agriculture and Education, who has been instrumental in having the LDO registered. Other officials interviewed at this level included the County Executive Committee member for ICT, the Deputy Director of Public Health and the Director of Education. National government

officials interviewed were one Deputy Sub-County Commissioner and the Chiefs in all the visited sub-counties.

At the community level, interviews were with the champions/monitors from the six sub-counties, members of JwGs – one per sub-county from the monitored projects.

Officials' views about information coming from the public

All county-level officials interviewed held the view that data provided by the public is of value because it supports the decision-making processes of the local authority. They see that the feedback helps the authorities to make informed decisions. As in Nakuru, the consultants found, in the main, officials working at sub-county levels who were interviewed welcomed the additional monitoring that Yetu provides, and they have a positive view about its benefits. However, unlike findings in Nakuru, there were reports of unreceptive reactions from some local authority officials. In Mombasa, for example, a ward administrator has been openly obstructive about the monitoring. He requested a letter of authorisation from his superiors before allowing the monitors to work in the ward. Even then, it took several explanations before he committed to work with the monitors – even though a number of sensitisation meetings had been carried out at this ward level.

Nevertheless, the commitment to building a strong partnership between the county government and civil society is demonstrated by the formulation of the Local Development Framework by the County Executive. It seeks to institutionalize the partnership and expresses the benefit of working together for development. Further evidence of a close partnership between civil society and county officials is shown by the joint development of Tema, an internet platform using a WhatsApp interface to allow for data collection. Tema includes a monitoring/complaints function among other functions. It is developed jointly by the Local Empowerment for Good Governance Organisation (LEGGO) and the Department of Public Health in Mombasa. The interview with the CEO of LEGGO – one of the LDO founding CSOs – was of particular interest. The Tema (Kiswahili for 'spit out') is currently being piloted in 15 health facilities. It has some important lessons that could be applied in any future development of a data collection tool.



As evidence that complaints from the public about service provision are being taken seriously, a photograph was available of the Sub-County Commissioner in Jomvu working on a complaints folder – and this is an official of the national government.

A folder of complaints

The consultants were told about a number of cases where actions had been taken as a result of monitoring reports. There was the story of Kongowea Market and its garbage. For some time, those responsible for clearing the garbage had been burning it on site, causing smoke pollution and offending the traders and their clients. However, as soon as the Yetu monitor joined the market committee, she discussed the issue of garbage collection with those responsible for its removal. At first, no action was taken. She, together with the Market Committee, took the matter up with the Sub-County Administrator, saying that they would report the issue to the County Director of Environment if nothing was done. The garbage started to be regularly removed. After that, a garbage collection schedule was agreed, as a basis for monitoring.



Kongowea Market before cleaning



After cleaning

On the other hand, the news was not always so good. Monitoring reports were not always acted on so quickly. The Digirikani Model Early Childhood Development (ECD) Centre at Mwakirunge Ward is one example, where there has been a lack of action by the local authority despite many reports. The ECD project was started in 2015; Ksh.26 million was spent, yet the project had stalled. When interviewed, the Director of Education explained that action was pending due to lack of budget allocation to settle outstanding bills for work done. As a result, pupils were using unfinished classrooms and had no desks.

Identifying community needs



In Changamwe, there were problems experienced in a project for paving an access road with cabro blocks. The community was not involved in the design or implementation of the project. The area is densely populated, with narrow access streets, and it floods during the rainy season. When paving the streets, the contractor failed to provide storm water drainage. As a result, the community were threatening to uproot the cabro blocks if water drained into their houses. According to the JWG, if consulted, the community would

have assisted the contractor with the design so that he would have factored in proper drainage. The Member of Parliament got information about a JWG monitoring report that had described the issue. He immediately called a baraza, a public meeting, to discuss the problem. Hopefully, the intervention of the MP will have led to rectifying action.

The impression gained from the fieldwork is that public participation in Mombasa is generally weak. Those members of the JWG interviewed suggested that it is carried out in a very bureaucratic and box-ticking manner, and any needs identified as priorities by the public during the planning and budgeting processes are rarely included or allocated funds for implementation. In addition, those invited to participate in the planning and budget forums seem to have little idea about issues to raise. In most cases, participants are actually selected by the local authority. The result, as characterised by the JWG members, is a patron/client relationship – the one having power; the other deriving benefits.

Unlike in Nakuru, the visited wards in Mombasa – particularly those with poor communities – had little or no sense of ownership of development projects. The public tend to see projects as belonging to the government, the MP or a member of the county assembly (MCA).

Accessibility of project information

In Mombasa, information, including the BQs of infrastructure projects, is not readily available to the monitors. It is not clear whether this is a reluctance on the part of the authorities or a lack of persistence on the part of the monitors. Whichever is the case, there is a need for the Yetu project to reflect on how best to engage with the local officials so that information is more freely given about the design or the implementation of projects.

The Digirikani ECD case, mentioned above, is an example of how strategies can change. Where no action was taken, despite numerous reports, the JWG members decided that, instead of writing to the ECD department, they would take turns to visit the office of the Director of Education on a regular basis to press for action. They would also mobilise the community and friends of the ECD to regularly send synchronized text messages, emails and

WhatsApp messages to the county officials – requesting a budget allocation to finalise the construction project. There were also references to similar and more energetic actions being taken by communities living in the Mvita sub-county – actions regarding both projects or services.

However, a marked difference was noted between the attitudes of the Nakuru and Mombasa publics. In Nakuru, it was seen that there was a positive relationship between the local authorities and the communities they serve. In Mombasa, on the other hand, especially in the poorer neighbourhoods, there is a noticeable lack of trust in the local authorities. In Changamwe, for example, it was reported that monitors have actually been discouraged by members of the community from undertaking the monitoring. ‘Utakua maskini’ (You will end up poor) they were told. There is an apathy and a sense of powerlessness. There is no discernible excitement about ongoing development projects. Perhaps it is because there is little or no consultation before projects are implemented.

This, then, is a major challenge faced by the Yetu Initiative. However, it should be remembered that at the county administration level there is an interest in forging a productive partnership with civil society – a development that the LDO has clearly nurtured, and one that augurs well for any extension of the project.

5. Conclusions and Recommendations

The pattern for this concluding chapter is determined by the four research questions posed in the ToR.

5.1 Expectations

In Kenya, what expectations do authorities responsible for public services and infrastructure projects have of citizen-generated data and how does it add value to their work?

Devolution Dynamics

The answer, of course, can be found in the Kenya Constitution. Public participation in governance is seen as a right – the right citizens have to have their voices heard in the national and county government decision-making processes. Article 174c of the Constitution states that such public participation is one of the national principles and values of governance and one of the key objectives of devolution ‘to give powers of self-governance to the people and enhance their participation in the exercise of the powers of the State and in making decisions affecting them’.

There is, therefore, an expectation that people will exercise their right to give voice to their concerns and an expectation that government authorities will listen to that voice.

The Kenya counties are obliged by the Constitution and by the other Acts and Regulations of the kind mentioned in the Contexts Chapter above to establish structures and processes for public engagement in the planning and implementation of development initiatives – ways to get involved in decision making, comment on service delivery, and hold governments to account.

As the County Governance Toolkit says, ‘Citizens can individually participate in public hearings and submit petitions to the Executive and the Assembly – written words usually carry more weight than a comment voiced at a hearing – but can also work through more formal channels’. These channels identified in the Toolkit are:

- Reaching out with requests or complaints to Members of the County Assembly, who are expected to represent their ward constituents in the County Government;
- Engaging with organized citizen groups, which can be more effective than individuals at conveying messages and arguing a case;
- Participating in Sector Working Groups and the County Budget and Economic Forums, which are institutional spaces in which counties open their doors to inputs and feedback from the private sector and civil society.

That is the rhetoric; the fieldwork explored the realities in the two counties of Nakuru and Mombasa.

In both counties, the structures for involving the public in consultations about development planning and budgeting are in place – as well as channels for receiving feedback on development projects and service delivery. In both counties, it was seen that the county officials were receiving feedback on performance in a number of ways:

- Written formats – memoranda and petitions;
- Telephone calls;
- Texts messages – via SMS or WhatsApp;
- Office visits – face-to-face meetings.

At the directing level – people heading departments responsible for service provision in health, education, agriculture, water and sanitation – as well as officials down to the ward level, are aware of the importance of citizen-generated data. They are aware of the democratic principles underlying devolution; they are aware of the structures in place for informing the public about county development plans, for consulting about development priorities, and for receiving public reactions to the way projects are being implemented and services are being provided. Not only that – most of the officials who were being interviewed seemed to also welcome these kinds of engagement with the public. They see it as not only a right that has to be recognised but also a means of improving their department’s effectiveness. Particularly in Nakuru, devolution has, to a significant extent, meant that the reality matches the rhetoric.

In Mombasa, on the other hand, the malaise that the consultants noted – a sense of apathy on the part of the public and a lack of trust – is one of the barriers to change identified in Integrity Action’s Theory of Change: ‘a lack of motivation on the part of citizens, because they don’t believe that the institutions that exist to support them will respond to their complaints, concerns, or needs’. Why this is so – whether to do with cultural practices, power dynamics, historical grievances or climatic conditions – is an issue beyond the scope of this research assignment.

Yetu’s Value Added

With consultative structures in place and feedback mechanisms available, it could be argued that a project such as the Yetu Initiative is unnecessarily establishing parallel public engagement system. However, it is not so much that Yetu has set up alternative mechanisms but that it has created systems for enhancing the existing county government structures and mechanisms.

It is argued in the County Governance Toolkit that feedback made by organized citizen groups is much more effective than that made by individuals: ‘Organized groups of citizens or businesses can be more effective than single individuals at conveying messages and shaping decisions’. So, one of the main strengths of Yetu is the establishment of the LDOs – and the capacity building of them by the project. This has made the monitoring of development projects more proficient. Not only that – when the monitors have been embedded in the PMCs it has made those official governance committees more effective.

Recommendation 1: A policy brief, aimed at agencies carrying out similar Voice and Accountability projects, could be written by Integrity Action – a brief that describes how key elements of the Yetu Initiative have been integrated in the existing county government structures for public participation, and how beneficial this has been.

5.2 Citizen-Generated Information – Needs and Priorities

What information is needed that citizens could reasonably provide? When, and in what formats, do the relevant stakeholders need this, how does it vary between different levels of stakeholder, and how will they use it?

Information types

In his learning paper on information that is helpful for citizens,⁴ Derek Thorne proposes that there are three fundamental types of information that citizens would find helpful:

Promises: Information on what has been promised, budgeted and/or committed;

Delivery: Information on what has been delivered and/or achieved;

Process: Information on how citizens can give feedback/report problems, who they can engage with, what they can expect, etc.

The local authority officials, on the other hand, in order for them to provide promises, need to take into account the views of citizens about their development priorities as provided to them during the planning and budgeting processes. All the officials interviewed in both counties saw the value of this consultative process – beyond seeing it as a constitutional requirement. They then value feedback on the implementation of development projects and the provision of services. With regard to public participation and feedback processes, the officials interviewed acknowledged the existing structures and appreciated the value of monitoring.

With regard to promises, all counties have to have the open-to-the-public forums on the formulation of the County Integrated Development Plan (CIDP) and the drafting of the Budget Estimates. Responsible county officials should benefit from, even if they don't welcome, such questions at the forums as:

- Is the draft planning document made available to the public?
- How are our views going to be considered?
- To what extent has the public been involved in the development of the plan?
- Is there a popular version of the plan?
- Is the budget available on the county government's website?
- How much of the budget is for administrative costs compared to service delivery costs?

⁴ [Derek Thorne, *What information helps citizens demand accountability and improvements to services?* Integrity Action.](#)

As noted a number of times in this report, providing access to planning and budgeting processes is very important for securing public support. However, from this assignment's review of the Yetu Initiative monitoring approach, little attention has been paid to the quality of citizens' engagement in the counties' planning and budgeting structures – yet, as noted in the previous Findings chapter, there are examples where development projects ran into trouble but might well not have done so if the public had been consulted at the planning stage.

Recommendation 2: In future projects implemented by Integrity Action, consideration should be given as to how best to include the monitoring of public involvement in the planning and budgeting stages of the local authorities' development programmes.

Focusing again on what Yetu monitors, most of the attention has been on development projects – especially infrastructure projects. In Nakuru, there has been no monitoring of service delivery; in Mombasa, also, most monitoring has been of development projects. As stated by the AKFEA staff interviewed, particularly construction projects are easier to monitor, because the BQ is a precise and measurable 'promise', about such things as the quality of materials, the size of the budget and the implementation schedule. It is clear where responsibility lies for 'delivery' – with the contractor. It is likely that the supervising local authority officials would normally see the monitoring as supportive – unless the contractor is a favoured person. Also, the 'process' matters – how to identify and report problems – is a fairly straightforward matter. The DevelopmentCheck application is a precise tool for identifying problems and recording fixes. And in dealing with issues raised, the obvious immediate actors are the monitor, the contractor and the relevant Ward Administrator.

In Nakuru, the County Secretary said that they are not at all sure how best to monitor service delivery and that they would welcome advice on this issue.

Recommendation 3: Aga Khan Foundation managers of the Yetu Initiative project, together with Integrity Action staff, should reflect on how best to monitor service delivery and, if there is an extension of the project, there should be a discussion with relevant county officials about how a joint monitoring strategy could be mounted.

Cross-cutting issues

Derek Thorne's learning paper identifies a number of cross-cutting issues related to the generation and use of information:

- Accessibility: Can it be accessed by anyone who needs to?
- Format: Is it provided in an appropriate format? -
- Detail: Is it precise/detailed enough to be usable?
- Comprehensibility: Can citizens make sense of it (also, it should be added, can local authority officials make sense of it)?

These four issues are all relevant for assessing the effectiveness of monitoring by using DevelopmentCheck, the web-based application. The monitors enter the information they

have gleaned, whether the nature of the problem identified or the fact that the problem has been fixed. The application has an inbuilt capability for analysing the data and displaying it.

The information recorded is detailed enough; it is also comprehensible – the language used for describing the range of problems is simple enough. However, with regard to accessibility, during the fieldwork the consultants didn't meet one county official, at any of the administrative levels, who had used the DevelopmentCheck website.

It seems that it is not enough to present the analysis of the data on a website – however comprehensible and significant the graph displays. Some of the local authority officials who are expected to need and use the data might not be familiar with using such websites; some might need the data processed in a different format. It seems that what is needed is another level of problem analysis and another kind of feedback of the feedback.

Here is an example. In the days in Kenya when there were districts rather than counties, there was a District Health Management System, which was a compilation of data produced by the hospitals and health facilities in the district. Each District Health Management Team had one of its members responsible for each month sifting through the data and making a report for a meeting of the team. In one district, the data analyst noticed that over a six-month period the number of maternal deaths at the district hospital had been increasing month by month. He reported the matter to the team and an investigation was carried out. It was found that the problem was that doctors at the hospital were refusing to come out at night. The District Medical Officer of Health took the doctors to task. Over the following three months, the data analyst was able to report that the number of maternal deaths was markedly decreasing.

Something similar is needed for the use of DevelopmentCheck – something that would stimulate discussion and action.

Recommendation 4 Consideration should be given as to how an analysis could be made of data recorded on DevelopmentCheck – a monthly report of significant findings in a range of sectors (particularly, health, education, water and infrastructure) that is then shared with relevant departments in the county administration and also with the LDOs.

Variation between different levels of stakeholder

Different officials will expect feedback related to their own sector's operations, but what they have in common is that they will expect from the public information more about whether development promises have been met and degrees of satisfaction with services provided than with technical matters. Members of a County Health Management Team, on the other hand, visiting a health facility might well assess the appropriateness of equipment being used, the efficiency of the cold chain, or the relevance of treatment being given to patients, but a scorecard scheme being used by public monitors and health facility committees would focus on factors such as:

- The health centre is open at agreed times;
- Availability of drugs;

- Referral system is in place;
- Waiting time at the facility for patients;
- Whether the facility is being used for health education sessions;
- Availability of water and electricity;
- Observed maintenance issues;
- Behaviour of the in-charge and nursing staff.

Comments on technical matters might be seen as interference; comments on matters such as those above are likely to be seen as valuable. Feedback related to the public's satisfaction can be used by officials who have a supervisory responsibility for improving the services.

Recommendation 5: If discussions are held between the directing level of county staff and an LDO about a joint system for monitoring service delivery, as recommended above, them a community scorecard scheme could be considered as an option.

5.3 Aiming Higher

For authorities already involved in existing initiatives such as Integrity Action's, are they getting this information and, if so, what difference has it made to their work?

A very significant finding of the fieldwork in Nakuru and Mombasa is that, though county-level officials were positive about public participation in county governance forums and were welcoming of feedback on service delivery or the implementation of development projects, almost all of them had not heard about the Yetu Initiative. Yet it is this level that is responsible for project planning, budgeting and supervising. It is this middle management/administrative level that influences and makes decisions on resource allocation, contracting and supplementary budgets. There is need to involve different levels of the county administration: the top-level executives for county support and policy direction, middle level management for maximum influence on the relevant local authority's decision making and response to issues raised, especially those that require decisions on budget allocation.

It seems that, with regard to the Voice and Accountability spectrum, more attention has been paid to Voice than Accountability. There has been remarkable achievement in building the capacity of CSOs, establishing the LDOs, training monitors and providing them with the DevelopmentCheck tool. There has been positive engagement with officials at the sub-county and ward levels. What is missing is sensitisation of the county level officials.

In the main, the fixing of problems to do with development projects can be usually done at these lower levels of county administration – fixing matters to do with, say, the quality of materials a contractor has brought to the construction site, whether a proper undercoat has been applied in painting woodwork, or failure to pay allowances for PMC members. But when the issue is, say, related to the availability of a budget, then it is a matter that has to be referred higher. Moreover, when service delivery is being monitored, a number of the identified issues will need to be sorted out, not at the health facility or school level, but at the directing level. Also, in more general terms, for a county's strong recognition of a project

such as Yetu, for purposeful collaboration with heads of departments, for establishing an effective system for monitoring the provision of services, champions need to be found not among the monitors but from the directing officials – even at the County Governor level.

Recommendation 6: In any extension of the monitoring component of the Yetu Initiative, or in similar social accountability projects in the future, initial, energetic and persuasive sensitisation needs to be carried out with the directing officials of the county administration.

5.4 Citizen Engagement

Other than information, what potential value do these authorities see in citizen engagement?

A number of the county officials interviewed mentioned the value of the forums for checking on developing plans and the county budget. However, a new initiative could be the holding of sectoral meetings between members of the LDO and relevant county officials to discuss particular issues arising from the monitoring.

Recommendation 7: Particularly if monthly reports are produced based on the DevelopmentCheck findings, as proposed in Recommendation 4, then it would be useful to hold sector-based meetings between selected LDO members and relevant county officials, in order to discuss significant or recurring issues that need a resolution.

Annex A: Documents Consulted

Public Participation in Kenya

- *The Constitution of Kenya*, 2010
- *County Governance Toolkit*, September 2020

Voice and Accountability

- Tsai, L.L., Morse, B.S., Toral, G., & Lipovsek, V, *Information and Accountability: Evidence Syntheses of Within Government and Citizen Government Accountability Pathways*, Washington, DC: Transparency and Accountability Initiative, 2019.
- Silver, D., Lorusso, E., Crane, D., Lau, K. and Tay, C, *Solving Problems in Public Service Delivery: Pathways to resolution when citizens identify problems in Kenya, Afghanistan and Palestine*, Integrity Action research report, 2021.
- Leclert, L., Fernández C, *What makes frontline duty bearers act with integrity? Conditions and approaches that influence teachers and health workers to deliver services with integrity*, Integrity Action research report, 2021.
- Derek Thorne, *What information helps citizens demand accountability and improvements to services?* Integrity Action. (Learning paper)

Yetu Initiative and VOICE

- Annalisa Renna, *Voice and Teeth1. Opportunities and challenges for community participation and feedback in Kwale County, Kenya*, Integrity Action, 2018.
- *Yetu Initiative Mid-Term Performance Evaluation Final Report*, May 2019
- *What are our monitors telling us?* Integrity Action, September 2019.
- Integrity Action's website: <https://integrityaction.org>
- *Citizen's monitor. Everyone wins, Development Check Overview*, Integrity Action, September 2019.
- *Integrity Action, Annual Report, 2020-2021*.
- *Yetu Initiative Extension Year 3 Workplan*, September 2021.
- *Part 2 Evaluation Report, VOICE Programme*, Beryl Consult, March 2022.
- *Selecting a tool for sustainability of monitoring on the Yetu Initiative*, April 2022.

Annex B: Fieldwork Programme

NAKURU County 26th - 29th April 2022			
Schedule of Interview Meetings: Yetu Initiative Study			
Date	Time	Name of Official	Venue
Tuesday 26th April			
	10am -11. am	Njoro Sub-County Administrator	Sub-County offices
	11.30- 12.30	Ward Administrator	Sub-County offices
	12.40- 1.30	Chief/Local Administration	Chief's office
Afternoon	2.30pm-3.30 pm	Njoro Citizen Monitor	Njoro Sub-County
	3.30.00- 5.00 pm	Njoro Joint Working Group	Njoro Sub-County
Wednesday 27th April			
Morning	8.30 am -10.am	Project Lead (Head teacher etc.)	ECD classes
	10.30am -12. am	Youth Bunge LDO founder	ECD classes
Afternoon	2 pm - 3pm	Chief Officer – Economic Planning Courtesy call and interview	County Offices
	3.15 pm - 4.30 pm	Chief Officer (Education)	County Offices
	4.30 pm- 5.30 pm	Director, CSO Liaison	County Offices
Thursday 28th April			
Morning	9 am -10.30.am	Chief Officer (Health)	County Offices
	11am -12. 30	Chief Officer (Water)	County Offices
Afternoon	2.pm - 3. pm	Rongai Citizen Monitor	Sub-County offices
	3.10 - 4.00 pm	Rongai Sub-County Administrator	Sub-County offices
	4.00 - 5.30 pm	Ward Administrator	Sub-County offices
Friday 29th April			
Morning	8.30 am - 10 am	Nakuru West Sub-County admin	Sub-County offices
	10.30- 12 noon	Nakuru East Sub-County admin	Sub-County offices
Afternoon	2 pm - 3.30 pm	Bahati Sub-County admin	Sub-County offices
	3.30 pm -5.00pm	Bahati Ward admin	Ward Offices

MOMBASA County 9th – 14th May 2022			
Schedule of Interview Meetings: Yetu Initiative Study			
Date	Time	Name of Official	Venue
Monday 9th May			
	10am -12. am	Travel to Mombasa	
		Check in the Hotel	
	Afternoon	Mariam Mohamed Meetings with Mombasa Monitors	
Tuesday 10th May			
Morning	9.00 am - 12.am	Changamwe Sub County Admin	Changamwe Sub-County offices
	10.30am - 12. a.m.	Ag. Port Reitz Ward Admin	Changamwe Sub-County offices
Afternoon	2 pm - 3pm	Changamwe Chief Representative MCA Representative	Sub-County offices
	3.15 – 5.00 pm	Changamwe Chairperson Community Group Member Monitors	Sub-County offices
Wednesday 11th May – Kisauni Sub- County			
Morning	9 am -11.00 am	Kisauni and Nyali Sub County Admin, Kisauni and Nyali Ward Admin	Sub-County Offices
Morning	11am -12. 30	Kisauni Chief Representative/Village Elder JWG Chairperson, Community Group Head teacher Digirikani ECD, Monitors	Sub-County Offices /Chief Offices
Afternoon	2.00 – 5.00	Nyali Chief Representative/Village Elder, JWG and community	Sub-County offices
Morning	9.00 – 10.00 am	Contact Officer/Counterpart at Mombasa County	County offices
	10.150 – 11.25	Director of Health	County offices
Lunch Break			
Afternoon	2.00 - 3.00 pm	Director of Education (ECD)	County offices
	3.15 - 5.00pm	Director of Water/Wash	County offices
Friday 13th May			
Morning	9.00 – 11.30 am	Jomvu Sub-County Admin	Sub-County Offices
	11.30 – 1.00	Jomvu Ward admin.	Sub-County Offices
Lunch Break			
Afternoon	2.00-3.30 pm	Chief – Mikindani Chairperson and JWG	Sub-County Offices
Saturday 14th May			
Meeting Leggo CEO and Depart from Mombasa			

Annex C: People Interviewed

Name	Position	Sub-County	County/Organisation
Integrity Action			
Daniel Burwood	Evidence & Impact Manager		IA
Hannah Hudson	Programme Implementation Manager		IA
Annalisa Renna	Head of Operations		IA
Derek Thorne	Head of Programme		IA
Aga Khan Foundation			
Irene Githinji	Project Director		AKF
Daisy Rono	Manager- Monitoring and Evaluation Research and Learning ((MERL)		AKF
Mariam Mohamed	Institutional Strengthening Coach and Mentor- Mombasa		AKF
Victoria Nanjala	Assistant MERL		AKF
Bernard Ndungu	Institutional Strengthening Coach and Mentor- Nakuru	-	AKF
Nakuru			
Citizen Monitors			
Philip Ng'ok	NETI Settlor	NETI LDO	Nakuru County
Amos Manyara	Program Manager, NETI LDO	NETI LDO	Nakuru County
Dionice Kimeli	Citizen Monitor, Molo	NETI LDO	Nakuru County
Pasca Kiproop	Citizen Monitor, Rongai	NETI LDO	Nakuru County
Kamau Muchiri	Citizen Monitor, Njoro	NETI LDO	Nakuru County
Rongai Sub-County			
Kangor Yatich	Sub-County administrator	Rongai Sub-county	Nakuru County
Magdalene Kamau	Ward administrator	Mosop Ward	Rongai Sub-county
Kairu Andrew	Ward administrator	Soin Ward	Rongai Sub-county
Caroline Kibui	Ward administrator	Visoi Ward	Rongai Sub-county
Njogu Cyrus	Ward administrator	Menegai Ward	Rongai Sub-county
James Cheron	Ward administrator	Solai Ward	Rongai Sub-county
Augustine Rotich	Chief	Ngata Location	Rongai Sub-county
Pasca Kiproop Beatrice Chepkwony Evans Wabomba Christopher Misik	Members of Dispensary PMC	Ruret	Rongai Sub-county
Njoro Sub-County			
Elizabeth Koigi	Ward administrator	Njoro	Njoro Sub-county
Rosaline Mutai	Deputy County administrator	Njoro	Njoro Sub-county
Joseph Ndabaru	Chief,	Mukungugu Location	Njoro Sub-county
John Mungai Rachel Njeri Habiba Halima Mary Njeri David Rana	Members of ECD Classes PMC, Cheptoroi Primary School	Cheptoroi	Njoro Sub-county
Nakuru East Sub- County			
Samuel Rotich	Sub- County Administrator	Nakuru East Sub-county	Nakuru County
Nakuru County officials			

Benjamin Njoroge	County Secretary		Nakuru County
Millicent Yugi	Director ECDE		Nakuru County
Dr. Mugambi Joy	Deputy Director Health		Nakuru County
Bernard Gutu	Ag. Director Agriculture		Nakuru County
Cyrus Kahiga	Ag. Director Economic Planning		Nakuru County
Stephen Waweru	Acting Director Water and Sanitation		Nakuru County
Mombasa County			
Mombasa Monitors			
Hawa R. Ngari	Monitor/Champion	Changamwe	Clerks Imams and preachers of Kenya (CIPK)
Ali Said	Monitor/Champion	Nyali	Lonamacc (Nyali Sub County)
Mariam Kisera	Monitor/Champion	Mvita	Mvita sub-county
Masika Mohamed	Monitor/Champion	Likoni	Youth Empowerment - Likoni
Husna Omar	Monitor/Champion	Jomvu	KYMU- Jomvu Sub-county
Joan Mtsuni	Monitor/Champion	Kisauni	Kisauni Sub-County

Changamwe Sub-County			
Omar Khamis Mwinyikai	Ward Administrator	Changamwe	Changamwe Sub-county
Stella Ekiror Sululu	JWG chairperson	Changamwe	Changamwe Sub-county
Mohamed Bakari Juma	Village Elder	Porteitz Ward	Changamwe Sub-county
Harun Jeneby	MCA representative	Porteitz Ward	Changamwe Sub-county
Hafez Saleh Abdulkadir	Youth representative	Porteitz Ward	Boys to Men org. Changamwe Sub-county
Nyali Sub-County			
Saida Jumadari	Dispensary In-charge	Nyali	Nyali Sub-County
Dainesi Nawari Martin	Ward Administrator	Frere town- Nyali	Nyali Sub-County
Mohamed Abubakar Ahamed	Sub-County Administrator	Nyali	Nyali Sub-County
Kisauni Sub-County			
Hiraria Nluli Farra	Assistant chief	Frere town	Kisauni Sub-County
Chale Kuuza	JWG member	Digirikani	Kisauni Sub-County
Chikwabgu Katana	JGW and village elder	Digirikani	Kisauni Sub-County
Lenox Lakama	Head teacher Digirikani Primary school	Digirikani	Kisauni Sub-County
County Government Officials			
Tukei	CEC Agriculture and Education	Mombasa	County
Roselyn Sidi Rando	Director Education- ECD	Mombasa	County
Lucy Nyambura	Deputy Director Public Health	Mombasa	County
Anwar	CEC ICT (Lobotics)	Mombasa	County
Jomvu Sub-County			
Lenkarie Joseph	Senior Sub-County Commissioner	Jomvu sub-county	Jomvu sub-county
Gideon Musyoka	Ward administrator	Mikindani ward	Jomvu sub-county
Hawa Yusuf	Assistant Chief	Bahati sub-location	Jomvu sub-county
Ngumbao Kazungu	JWG member	Mikindani	Jomvu sub-county
Karisa Kazungu	JWG member	Mikindani	Jomvu sub-county
Mildred Awino	JWG member	Mikindani	Jomvu sub-county
Janetrose Atieno	JWG member	Mikindani	Jomvu sub-county
Abdilahe Ali	JWG member	Mikindani	Jomvu sub-county

LDO Founders			
Joseph Nazareth	LDO Founder and member of Mombasa Development Trust, chairperson Lonamac CBO	Mombasa	County
Lucas Fondo	CEO Leggo, and Founder of LDO and a former chair of the Mombasa Development Trust	Leggo	Mombasa county

Annex D: Checklists for Key Informant Interviews

Guiding general questions

1. What information is needed that citizens could reasonably provide?
2. When, and in what formats, do the relevant stakeholders need this?
3. How does it vary between different levels of stakeholders, and how will they use it?

For county officials

1. Are they actually getting information from the Yetu project?
2. If so, what difference has it made to their work?
3. The feedback provided by Yetu relates to development projects – mainly infrastructure projects – would they welcome public monitoring of service provision?
4. What information gaps exist – and could the public provide it in any way?
5. Other than receiving information from the public based on monitoring exercises, what value do these officials see in citizen engagement?
6. What structures already exist for consultative meetings with the public?

Specific questions for ward and sub-county local authority officials

1. What are their roles and responsibilities?
2. How familiar are they with the Yetu project?
3. Do they have LDOs, project management committees or joint working groups in their area?
4. If yes, have they encouraged the formation of any of these groups?
5. What interaction do they have with them?
6. What are the processes that allow for interaction with these groups?
7. Have they had monitoring of projects by any of these groups?
8. Have they found interaction with these groups positive or negative? In what ways?
9. What kind of information did they get from these groups?
10. Did the information relate to problems that required their attention?
11. Were they aware of these problems before the monitors informed them?
12. Was the information adequate to help them address the issues or solve the problems?
13. What kind of information would you like to get from public monitors?
14. What form should this information take?

For Aga Khan Foundation staff, LDO members and monitors

1. What is their role in the Yetu project?
2. Are they familiar with the monitoring tool?
3. What achievements and problems are there in the Yetu monitoring activity?
4. How do they perceive the value local authorities place on the monitoring?
5. When do they think the monitoring is most – or least – appreciated by the local authorities?
6. What are the gaps that they have noted during the implementation of Yetu?
7. What needs to be done to ensure sustainability of monitoring of development projects and service provision?