

NEEDS ASSESSMENT REPORT

RUBEN CENTRE Mukuru Kwa Ruben -



2017

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Needs Assessment against funding initiatives 2017

INTRODUCTION

The Ruben Centre is situated in the heart of Mukuru Slums in Nairobi, Kenya. Mukuru is one of the largest informal settlements in Nairobi, Kenya covering an area of 525 acres. The Centre is a registered Kenyan Community-based Organisation. Ruben is a centre of activity offering 17 diverse programs to the people of Mukuru Kwa Ruben, and through its Vision and Mission aims to justly meet the needs of, and to, empower the Mukuru community.

As the only Community Centre in Kwa Ruben our projects enable choice and change for people who are caught in the "poverty penalty", (*Making the Invisible Visible 2016 Analysis and Situational Report on Mukuru Slum*) and, whose vulnerability is more pronounced because of the lack of government/donor funded investment in this particular slum. Through sustainable

development, the Centre has devised pathways towards improving access to quality health; education and social responses for those who have made Mukuru their home.

A seventeen year investment in Mukuru by many, has seen Ruben become the only centre in Mukuru providing health programs; school based innovative responses; human development training; and the only Government based school in the Mukuru Kwa Ruben slum area. More importantly, Ruben, has structures in place that ensure the work undertaken in forward planning is sustainable. The Christian Brothers East Africa and the Ruben Centre Board of Management oversee the development of Ruben to ensure an integrated, holistic approach is part of any new project at the Centre.

Building on the first Strategic Plan 2011-2015, the Ruben Centre Management Team (2013) has grown to include these areas in their Strategic direction - Program Management; Monitoring & Evaluation; WH&S; Risk Management, and, the team is focused on building on the existing resources and developing systems to secure sustainability into the future. Implementation of previous funded projects has seen incredible growth in the sector areas and there is an estimated 3000 persons using the centre facilities on each and every working day.

Sound fiscal Management has, not only, provided for the extra personage attending the centre, but has also meant investment in resources and capital infrastructure to ensure that the Ruben Centre is a relevant complex within Mukuru Kwa Ruben. In the World Bank article 2015 – *"Opening doors to the world"* they stressed that infrastructure must meet the growing urbanization of slum dwellers. As a central point in the Kwa Ruben community, the centre gives opportunity, and, is a voice for the community to work towards addressing the existing structural problems that the residents face, and to develop infrastructures with the community to ensure they provide improved conditions into the future.

NEEDS ASSESSMENT CONTEXT

Ruben's future role is build on existing infrastructure and growth initiatives, through planned responsive projects designed around the assessed needs of the people. Ruben has the capacity to increase economic empowerment and livable environments for Mukuru residents and has the possibility to open the doors to productive employment.

As a project within the International Mission Framework of the Christian Brothers, Ruben responds to the levels of poverty, vulnerability and exclusion in the world, through a new approach, that the Congregation has chosen when working alongside the people made poor.

The "Four Liberating Goals" approach has been developed to enable the achievement of greater physical, social economic and spiritual well-being for the most vulnerable populations of the world.

- a. **Presence**; to live within and to be in solidarity with local community especially those most marginalised. A critical feature of the Congregation's presence will be respect and compassion in building relationships and in being one with the community.
- b. **Community Engagement**; empowering local people to take responsibility for their decision making to solve their own problems. This enables the Congregation to foster strong partnerships with the local people, and with other stakeholders. The local community is fully involved in the identification and prioritisation of development needs and goals.

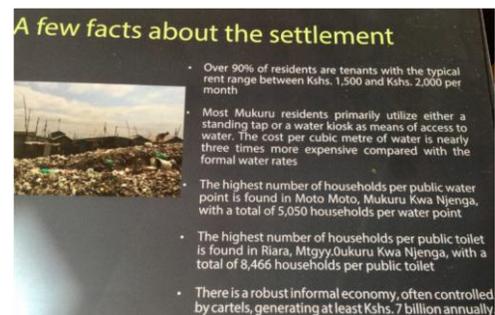
- c. **Empowerment**; building the capacity of the community through skills training designed to liberate members of the community from structures, attitudes and practices that impede their desired change.
- d. **Transformation**; empowering local communities in effective "Citizens Voice and Action". That is building citizen's awareness of rights, participation in dialogue with duty bearers, service providers on the quality of service delivery and participation in programs and projects which alleviate poverty and address causes of injustice and environmental abuse.

Further, the Ruben Centre over the past decade, has developed relationships through government; community partnerships and development partners, all of whom have a vested interest in building a voice for the people of Mukuru Kwa Ruben, and, for the Ruben Centre to address its Mission and Vision to ensure an empowered and just Mukuru Community.

MUKURU KWA RUBEN COMMUNITY DEMOGRAPHICS

Demographic statisticians cannot keep pace with the sudden and dramatic population rise occurring in Nairobi. The majority of the urban poor in Kenya live in slums, or 'informal settlements'. Estimates suggest that in Nairobi, the **fifth richest African city and home to around 5,000 millionaires**, the slum population now makes up over 50% of the urban population. Populations statistics show a population growth from 3.5 million in 2009, to around 5 million in 2016. The "Making the Invisible Visible" a report specific to the Mukuru slums in 2016 quoted:-

- 350,000 people in Mukuru live on 500 acres of land. This is more than 1.5 persons per sq metre.
- Only 31.4% have been educated past primary school.
- Unemployment in Mukuru Kwa Ruben is estimated at 50% with the majority of available jobs targeted at non-skilled Labourers.
- 5 persons or more live in a 10 x 10 dwelling space
- 90% of residents are tenants with the typical rent range between 1500-2000ksh per month. Qualitative Data (Ruben Centre Survey - Social Economic Survey 2017) from local residents further informs that rents have risen from 500ksh in 2015 to 2000ksh in 2017.
- Mukuru residents are charged extortionately high rates for access to essential services due to the cartel control that is prevalent in the slum. Only 3.5% of households have access to bathrooms and only 29% have sufficient water.
- In the same report, it was noted that in **Mukuru, a glass of water can kill**. Those in Mukuru who cannot afford the exorbitantly high cost of water are forced to drink the piped water, teeming with bacteria and in worst cases, diseases like typhoid and cholera.
- Relevant to these findings is the fact that Mukuru residents pay as much as 172% more for the limited essential services.
- Free Education facilities are minimal with only 1 Public Primary School, (Ruben Primary School) and no Public High School in Mukuru Kwa Ruben.
- Ruben Clinic is the only registered, official clinic offering a comprehensive range of health services, and the clinic has over 4000 clinical visits per month.



- The rate of Mukuru residents affected by HIV/AIDS is higher than the national average a 7.5% compared to 6.7% across Kenya.
- A report also based in Mukuru Kwa Ruben, and compiled by Link Nutrition Casual Analysis (2016) cited both the rising cost of foods and the limited knowledge around food groups as factors in the increased numbers of children with malnutrition in the area.

Situational Context

People living in extreme poverty often lack "the voice of change" and their chronic social exclusion make them almost invisible to the eyes of the general population. Because of the Ruben Centre's central point of service delivery, it is the Centre's driving Vision, to empower and give voice to responses that address the significant obstacles that the people living in the Mukuru Kwa Ruben slum face daily.

The Ruben Centre recognizes that community driven responses are the critical tool in creating change and have deliberately developed community modes of engagement that inform and drive the planning and program initiatives within Ruben.

DEFINING THE PURPOSE AND THE SCOPE OF THE NEEDS ASSESSMENT REPORT

In **preparation for the the 2017 funding rounds**, the Ruben Centre conducted ongoing analysis of the community needs through focus groups; surveys; participatory research; program reviews; internal data and qualitative reports. All of which, have been captured in this Needs Assessment Analysis.

Ruben is in a unique position in the slum, to hear the information, and, gather insight from the people of Mukuru first hand, and to give voice to their needs. Active, informed and meaningful participation with our community shapes the design, implementation, and evaluation of our development.

Participatory analysis is also collected in many other contexts within Ruben including:-

1. **Service Users** - Information and comment gained from over **300 adults per day who** use the vast array of services available through the Centre.
2. **The Employees** - Ruben provides employment for approximately **75 Mukuru residents** through the school, clinic, home visit program, production unit, security, shamba, administration and transition to work programs.
3. **Students and Parents** - The primary school has over 2600 students and parents actively attend all Parent/Teacher meetings; AGM'S; etc, with an attendance rating average in 2016 of 92%.
4. **The Radio** - Ruben FM goes out live to a listening **audience of 350,000** on a daily basis, and our programming is a platform to feedback, direct conversation and information dissemination.
5. **Community Access** - Ruben is the hub for our on the ground partners, (including Wangu Kanga Foundation; Leo Toto; PayGo; Mukuru Youth; Marie Stopes Foundation; Child Doctor; Nairobits; Police Post; County and government agencies; community groups, youth etc to meet and engage people. Within Ruben Centre, up to **45 different groups** conduct meetings each month. This wide array of community engagement, provides further opportunity for Ruben to build strategic alliances

with government and non-government organizations, and directly hear the people's concerns and needs. (Appendix 1 - Google Meeting Forms)

This direct, daily feedback has enabled Ruben to generate practical knowledge on how to improve lives and address the significant obstacles that people living in the slums of Mukuru face, just to be afforded their basic human rights, and to acknowledge that even when the community appear to face the same challenges, not everyone has the same vulnerabilities.

As well as the above, program assessed need has been developed, determined and aligned against the Ruben Centre

Strategic Objectives which are:

1. Improve access to Education through quality primary, secondary and vocational programs
2. Improve access to and provide quality Health Care Services
3. Empower residents of Mukuru Community through Social Economic Development
4. To enhance Advocacy & Networking
5. To strengthen Organizational Capacity of the Centre

Staff through training have a thorough understanding of the multi-faceted needs of those presenting for treatment; education; social empowerment or support, and the interfaced service delivery system, within Ruben, allows people to move through the different response needs seamlessly, and with a minimum of outside referrals. Even in emergencies, transport to hospital is provided through the Ruben Centre ambulance response service.

The program teams use response data; surveys; focus groups; qualitative and quantitative data to assess and determine the needs of each program area. Results from these different modes of assessment are formulated and used to work through the Annual work plan reviews, and the development of the next annual Work Plan. Each Program Co-ordinator presents their findings to the Program Manager and the determinations form the basis of the funding support requests. In 2016, a Monitoring and Evaluation team were incorporated into the overall management, and one of the roles assigned was the role of evaluating need (as indicated in the Annual Work Plans for each program) against the on the ground outputs.

RESPONDING TO NEED

Findings from response data, are the catalyst for developing any funding request, but importantly **when need is acute**, Ruben looks for ways to address the demand by developing **small pilot projects to ascertain the validity of the presenting data.**

Examples of this process are listed below:

- 2015 -2016 increased numbers of absenteeism and school dropouts owing to inadequate support within the school to investigate why the numbers were increasing. **OUTCOME: A School Counsellor was employed.** Pilot Program developed to address areas of concern including student academic pressures; behaviors; abuse, neglect and assimilation. (Copy - Page 1 of the Work Plan - Pilot Program - School Counsellor). In fact, this response need became so evident in April 2017, that there has been an assessed need for increasing the number of Counsellors,
- Inadequate responses for the young disabled children in the community - Growing numbers of parents with children with a disability were requesting placement in the already at capacity disability unit. A pilot program from small donations from a variety of overseas donors allowed this building to be extended and the intake numbers to be increased. (Copy - Page 1 of the Work Plan - Pilot Program - Disability Unity)
- Extended HIV/AIDS outreach programs - in October, data produced from reports showed a large number of persons coming in for testing from a particular housing area in Mukuru. 3 Community Outreaches were conducted through a partnership with LIVERPOOL Assoc, to conduct door to door analysis. A higher rate than the national average are affected by HIV Aids Virus, in Mukuru (7.5% compared to 6.7% research data from the LINK NCA - "What Socio-Anthropology teaches us about Undernutrition - Pathways and successful initiative in Mukuru", 2017).

The image contains two screenshots of work plans. The top one is for a 'SCHOOL COUNSELLOR - PILOT PROGRAM' (June 2016 - March 2017) and the bottom one is for a 'WORK PLAN FOR EXTENDED DISABILITY SUPPORT PROGRAM - PILOT PROGRAM' (January 2017 - March 2017). Both tables have columns for 'Strategic Objectives', 'Activities', 'Resources', 'Timeline', 'Expected Outcomes', 'Performance Indicators', and 'Monitoring & Evaluation'. The top table lists activities like 'Individual Student Counselling' and 'Parental guidance courses'. The bottom table lists activities like 'Extended Disability Unit facilities' and 'Monthly support meetings for parents'.

Challenges of single parenting and teenage pregnancies - a survey was undertaken to look at how changes in the HD&STP and the Transition Program could assist young mothers find employment and work from home opportunities. The survey "Single Mothers of Kwa Ruben" was used to explore mentoring options for the challenges single mothers especially those under 20 can be supported into the work environment