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Concern's
Knowledge
Quarterly
Review

KNOWLEDGE MATTERS

Lessons from the city: experiences in
addressing urban poverty



CONCERN
worldwide

Any contributions, ideas or topics for future issues of knowledge matters. Contact the editorial team on email: knowledgematters@concern.net

The views expressed are the author's and do not necessarily coincide with those of Concern Worldwide or its partners.

Knowledge Matters basics

Knowledge Matters offers practice-relevant analysis relating to the development and humanitarian work of Concern Worldwide. It provides a forum for staff and partners to exchange ideas and experiences. The publication is committed to encouraging high quality analysis in the understanding of Concern's work. Concern staff and partners document their ideas and experiences through articles. Articles are very short – 500 – 1,000 words. Usually you only have space to make two or three interesting points. Here are some tips on writing a short feature article:

- Start by imagining your audience – a Concern colleague. Why are they interested – why do they want to read what you have to say? When you identify what your most important point is, say it straight away, in the title or first sentence.
- What can others learn from your story? Focus on this. Remember to back up your story with evidence. This can be got from evaluations.
- It's easier to get people reading if you start with the human perspective – mentioning real people and real-life events. (You don't have to give names).
- Use short sentences. Use Concern's style guide to help you.
- Keep paragraphs to a maximum of six lines long.
- Use clear language. Many of the readers of Knowledge Matters are non-native English speakers, so think carefully about using idioms or colloquial language that might not be easily understood by others.
- Always avoid assuming too high a level of knowledge of the topic you are writing about, on the part of the reader.
- Use active sentences ('we held a workshop' not 'a workshop was held by us')
- Use short and clear expressions.
- Keep your title short - no more than eight words.
- Where necessary use photos to accompany the narrative but ensure that you follow the Dochas Code of Conduct on Images and Messages.

Cover image: A high shot of Grand Ravine in Port-au-Prince, Haiti, January 2014. Photo by Kieran McConville, 2014.

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From the Issue Editor

More than half the world's population now lives in urban areas. Behind that simple figure are a host of other complicating factors – for example, the absolute number of slum dwellers is growing, but relative numbers are falling. The basic message is loud and clear however: the future is urban.

It was with this in mind that this edition of Knowledge Matters is dedicated to exploring the various experiences that Concern's country programmes have had in addressing urban poverty. Each of the country experiences presents a unique approach to addressing poverty in the city. It can and has been argued that urban poverty has fundamental different characteristics to rural poverty. From reading the various articles what is clear is that the distinction between rural and urban, as experienced by individuals, is not a "divide" but a continuum defined by a series of characteristics.

Therefore as the future becomes increasingly urban it is important that development and humanitarian organisations adapt their tools and approaches for working in urban areas. The articles from Kenya clearly make the case for why working in the city is fundamental different to working in the countryside. The contributions from Haiti also illustrate that it is possible to adapt a rural model to fit an urban context.

I hope you enjoy reading the articles and that they give you a better insight into Concern's work whether it is with pavement dwellers in Dhaka or community health care workers in Freetown.

Kai Matturi

Concern(ing) urban programming



By Jenny Swatton

In 2014, 54 percent of the total population lived in urban centres¹ - the highest proportion in history – and this trend is growing, with the figure set to hit 66 percent by 2050². Urbanisation is the result of population growth as well as increasing rural to urban migration, with cities seen as centres of economic activity and prosperity.

However, rapid urbanisation places pressures on existing infrastructure and many cities face problems of overcrowding and strain on utilities and basic service provision. It can also have an impact on labour and consumption markets, and social cohesion. In 2012, 46 percent of the urban population in developing regions were living in slums (UN-HABITAT, 2012), heavily populated informal urban settlements usually characterised by substandard housing and lack of access to reliable infrastructure (housing, sanitation, clean water), and face considerable social-economic constraints.

Despite cities being seen to offer economic opportunities, UN-Habitat frequently highlights that cities do not offer equal conditions and opportunities to all residents; referring to the urban divide between the “haves” and the “haves not” (UN-HABITAT, 2008). Urban populations are also exposed to different risk and vulnerability based on the characteristics of urban settings and heterogeneity of the population.

In the event of a disaster (natural or man-made), the shock experienced by cities can have a multiplied effect which World Vision refers to as the ‘double impact’ of disasters (World Vision, 2013) due to cities often being the hub of economic activity within the country. On the other hand, disasters experienced elsewhere in the country or neighbouring countries can also have a huge impact on cities, i.e. where a disaster leads to a rapid increase in rural to urban migration. The conflict in Syria is one such example, where an influx of refugees is having a huge impact on the urban centres in neighbouring countries including Lebanon, Turkey and even Greece.

Identifying (especially when slow-onset) and responding to disasters in urban settings can be more complex. It is often also difficult to know who has responsibility to facilitate and fund recovery in the event of a crisis and what is the greatest need. Urban settings also face the usual trade-off between short-term immediate needs and long-term recovery objectives. As the article on the urban indicators project in Kenya illustrates, we need better ways of measuring

and responding to urban poverty as the toolkits and manuals used for rural poverty are not necessarily replicable to an urban setting.

A review of humanitarian challenges in urban settings (Barcelo, Masaud, & Davies, 2011) highlighted a number of institutional, organisational and sectoral challenges. One of the recommendations made was the need to increase the resources for livelihood programmes, including employment creation, and ensure better coordination between humanitarian and development activities. For those who do have jobs in developing economies, employment is often characterised by ‘vulnerable’ employment, with people less likely to have formal working relationships, be covered by social protection (including pensions or health care) or have regular earnings, thereby compounding a person’s vulnerability.

There has been increasing recognition of the growth in urban poverty over the past decade (Baker, 2008; Grant, 2006; UN-Habitat, 2008) and an increase in high-profile humanitarian response to urban-centred disasters in recent years (i.e. Philippines, 2012 and Haiti, 2010). Given rapid population growth and a higher occurrence of natural and man-made disasters, meeting the humanitarian challenges of urbanisation is something that is firmly on the agenda.



The resilience agenda has provided a useful framework at which to look at urban programming

Although, urban programming is not new, there is recognition that the tools and approaches developed to strengthen agencies’ performance in urban crises are not fit-for-purpose (IASC, Inter Agency Standing Committee, 2014). The need to prioritise urban programming came out of regional consultations undertaken as part of the lead up to the World Humanitarian Summit (WHS) taking place in 2016 and a set of recommendations on how to meet the urban challenges of the future are currently being drafted and will be circulated for consultation and finalisation in 2015. There are also a number of new courses, being rolled out in 2015, which aim to improve institutional capacity to respond more effectively to humanitarian challenges in the context of cities and informal settlements (Fordham Institute of International Humanitarian Affairs; Harvard Humanitarian Academy) and on urban risk reduction (UN Institute for Training and Research together with the Making Cities Resilient Programme of the UN Office for Disaster Risk reduction - UNISDR).

In fact the resilience agenda has provided a useful framework at which to look at urban programming, see The Rockefeller Foundation’s 100 Resilience Cities programme³ and the Making Cities Resilience Programme of the UNISDR. Concern understands resilience as the ability of a community, household or individual to anticipate, respond to, or cope with and recover from the effects of shocks and stresses without compromising their long-term prospects of moving out of extreme poverty. In an urban setting this includes issues of local governance and urban risk.

Until now, Concern's work in urban settings has focused on infrastructure improvements (shelter; WASH etc.) and on creating new livelihood opportunities. We expect our urban programming to increase and there are already a number of internal discussions taking place about the application of Concern's flagship models, in particular the Graduation Model, to urban environments. In Kenya, the team have also developed a monitoring framework for slow-onset urban crises, entitled Indicator Development for the Surveillance of Urban Emergencies, and more information on this initiative can be found in this edition of Knowledge Matters. Given all this, there is broad feeling that Concern is in a strong position to influence the on-going and emerging discussions around urban poverty and we hope you'd agree.

References and Content Notes

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3. <http://www.100resilientcities.org/>

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The role of urban community health workers in improving health outcomes



By Emily Cummings, Khadijatu Bakarr, and Jill Groom

Introduction and background

Concern Sierra Leone's Child Survival Project (CSP), a five-year project funded by the United States Agency for International Development (USAID) and Irish Aid, has been operating across 10 city sections of Freetown since October 2011.

The project trained over 1,300 Community Health Workers (CHWs) to make monthly home visits to pregnant women, new mothers, and children under-five years of age, in line with the Government's CHW Policy. When this policy was first under discussion, in 2012, Freetown's District Health Management Team (DHMT) did not see a role for CHWs in the urban context, as the vast majority of people live in close proximity to a government health facility.

The role of CHWs is focused on a few key areas including: carrying and administering a limited set of drugs to treat common childhood illnesses; encouraging people to seek care at a health facility when they need it, and to promote healthy practices through health education. The CHW is often thought of as riding a bicycle along rural paths to reach very remote communities to provide health care at the doorstep of households (particularly for pregnant women and children under five) who cannot afford the cost of transportation to cities and towns with health facilities.

It is easy to see why the government would think CHWs are not necessary in a city. After much negotiation, the DHMT gave Concern a year to see what our CHWs could do, and to prove their relevance and importance in the urban context.

The challenge

The CSP works in overcrowded slum areas and in communities clustered on the steep hillsides of Freetown's coastline. No one in these communities lives more than 3 kilometres from a government health facility, where free health care is supposed to be provided to pregnant women, new mothers, and children under-five. The need for CHWs to make monthly home visits in this urban context is partially shown in the results of the CSP's baseline survey.

Conducted in 2012, the Child Survival Project's baseline¹ showed that even in the capital city, there was a great need for behaviour change around daily health and hygiene practices:

- 13 per cent of households with children aged 0-23 months treated drinking water effectively
- 32 per cent of children aged 0-5 months were exclusively breastfed
- 30 per cent of infants and children aged 6-23 months were fed according to minimum appropriate feeding practices
- 42 per cent of children aged 0-23 months slept under an insecticide-treated net the previous night
- 55 per cent of mothers of children age 0-23 months knew of three out of four of the critical times for hand washing
- 56 per cent of children aged 0-23 months with diarrhea in the last two weeks were offered more fluids during the illness.

These results show a clear need for health promotion and teaching of practices that can prevent common childhood illnesses. With an overburdened health system in which even the urban health facilities frequently run out of basic drugs and essential equipment is missing or broken, reducing the *need* to seek care for easily preventable or treatable ailments in the first place, is integral to improving health outcomes.



These results show a clear need for health promotion and teaching of practices that can prevent common childhood illnesses

The baseline survey also showed that health care seeking was reported to be high when a child or expectant mother needed it. For example, 80 per cent of mothers reported seeking treatment when their child had a fever, and 74 per cent reported seeking care when their child had diarrhoea. Over 80 per cent of new mothers reported accessing four or more antenatal care (ANC) visits during their pregnancy. Ideally, health facilities would not be burdened with preventable cases and therefore reserved for more complicated or harder to treat ailments.

However, since Freetown began to have high transmission rates of Ebola in September-October 2014, care seeking has changed dramatically. In January 2015, attendance of children under-five at those clinics in which the CSP works was only 20 per cent of what it was in January 2014; the average clinic went from receiving over 400 children per month in January 2014 to an average of 83 per month in January 2015, see figure 1.

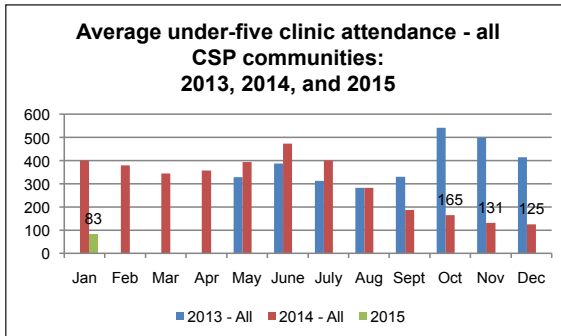


Figure 1: Average under-five clinic attendance for all CSP Communities

Lessons learnt

Through the CSP project and the Ebola outbreak we have seen clearly the unique and important role of CHWs: to help the people of their communities regain confidence in the health system. No matter how close a pregnant woman or caregiver of a young child is to the clinic, if they are afraid to go there, the barrier is too high and care is not accessible. CHWs not only refer clients to the health facility when they need care, but also often accompany the client, ensuring they receive the care they need. We hope that with these referrals we will start to see clinic attendance numbers increase in the coming months, while the health education role of CHWs will improve health outcomes

During the Ebola emergency the DHMT has utilised CHWs, engaging them with NGO (including Concern's) support in sensitisation activities to help communities to prevent and respond to Ebola. At the height of the Ebola outbreak in Sierra Leone 20-25 new cases of Ebola a day were registered in Freetown, the capital of Sierra Leone. It was then the Government of Sierra Leone began to recognise the importance of Community Health Workers in urban areas.

There are on-going discussions in the Ministry of Health and Sanitation on the role CHWs can play in communicable disease surveillance to prevent recurrence of outbreaks like measles or cholera in urban areas. While the DHMT need further convincing of the role of urban CHWs beyond the current ebola emergency response, their recognition of the cadre during this time has been a powerful motivator for the CHWs.

The current one-year project which was approved by the DHMT is now near completion. As we continue our work with the CHWs we are hopeful that facility attendance and health behaviour will improve, we are building a case of the key role of CHWs in the urban context for improving health outcomes. The Ebola outbreak has been a hugely disruptive emergency in the country, but perhaps has opened a window of opportunity for the official recognition of this important cadre in the urban context.

References and Content Notes

1. The baseline report is available on knowledge exchange

Developing indicators for an urban early warning system



By Gabrielle, and Jay Chaudhuri

Why urban?

Kenya's population has grown by ten million within a ten year period making it the seventh most populous country in Africa and the third most populous in the East African region¹.

The rate of urbanization in Kenya, estimated at 4.4 percent, is one of the highest in the world². Kenya's new constitution and Vision 2030 take cognizance of Kenya's growing urbanization and the need for urban development. A National Urban Development Policy and an Urban Areas and Cities Act have been formulated. These provide a foundation for strengthening governance, productivity and inclusivity. While the intent is there, many urban poor, particularly those in informal settlements, live a vulnerable existence where impacts of hazards such as global financial shocks and ethnic violence are magnified³.

Why an urban early warning system?

The 'Indicator Development for Surveillance of Urban Emergencies (IDSUE) project' was born out of growing interest in predicting and averting urban food security crises and complex emergencies. IDSUE commenced in 2010 shortly after Kenya's post-election violence (PEV) where the effects of increasing urbanisation, coupled with extreme vulnerability and ethnic violence were most acutely born out.

Despite growing recognition of vulnerability associated with urbanisation, urban environments and the actors working in them have been plagued with a lack of information suitable for monitoring changes in urban contexts. Until recently urban areas were under-sampled in national and sub-national surveys. Even when they are included, data is rarely disaggregated between wealthier urban localities and slums, leading to a homogenization that hides the true situation in both areas. The central question that IDSUE seeks to address is: *How do we know when a situation has gone from chronic poverty to an acute crisis in an urban slum?*

In order to answer this question, IDSUE has collected large-scale routine household data on water, sanitation and hygiene (WASH), food and personal security, livelihoods, morbidity, and coping strategies in five informal settlements in Nairobi and Kisumu in Kenya. This article outlines the objectives of IDSUE and presents findings from the most recent rounds of data collection.



Key findings from IDSUE reveal a heterogeneous picture in the five urban slums

Framework

IDSUE has the following objectives:

1. To determine indicators for early detection of humanitarian emergency situations and coping strategies
2. To develop surveillance systems for detection of early warning signs of a humanitarian emergency/crisis
3. To identify thresholds and triggers for action for defining when a situation has reached an emergency/crisis stage

BOX 1: IDSUE Suite of Indicators

Livelihoods: Median monthly household income; food expenditure/household monthly income; percent of households which depend on casual labour as a source of livelihood; proportion of female headed households

Food security and nutrition: Household food insecurity; % severe household hunger; dietary diversity; number of meals taken by children per day; percent of children (6-59 months) reporting severe, moderate and at risk of acute malnutrition

WASH: Average quantity of water used per person per day (litres); % households using 15 litres per person per day

Health: Prevalence of illness in the last 2 weeks

Personal security: Percent who experienced at least 1 shock in the last 4 weeks; proportion who felt unsafe/scared in the community in the last 4 weeks; percent of those who have used avoidance measures due to insecurity; percent of those who rated security as bad and very bad

Coping: Proportion who had to remove their children from school due to lack of school fees, taken an additional job, sold an asset, taken on additional debt/loans, resort to begging for money.

Findings

Key findings from IDSUE reveal a heterogeneous picture in the five urban slums. They also reveal worsening trends, between and within slums, as well as over time. Key findings from IDSUE data analysis for the period Aug 2012 – Feb 2014 are presented below; more detail is provided in the IDSUE factsheet⁴. This analysis has guided IDSUE to know **where** to focus data collection and **who** to monitor. Through indicator refinement using the relevance, sensitivity and usefulness criteria test, IDSUE increasingly knows **what** and **how** to monitor changes in vulnerability.

Averages mask reality for the most vulnerable in the poorest slums: There is significant variation **between slums** and **within slums** in terms of income and expenditure.

The most vulnerable tend to be clustered in “hot spots”: Closer examination of households in “hot spots” reveals a vulnerable population that reports very low income, higher food insecurity rates, less dietary diversity, higher prevalence of illness, more insecurity, and higher use of coping strategies such as removal of children from school and purchase of food on credit.

Female-headed households are disproportionately poor and more concentrated in “hot spots”: On average, over 90 percent of a household’s income is earned by the breadwinner (i.e. the highest earner within a household). Most breadwinners in all areas were male (68.2 percent) but this varied greatly between income quintiles, with the majority of female breadwinner households occurring in the lowest income quintiles.

Greater resort to negative coping strategies: Qualitative research⁵ employing focus groups discussions reveal that many people in the lowest income quintile and particularly female-headed households located in Korogocho are resorting to negative coping strategies for their short term survival needs, compromising their and their children’s long term well-being⁶.

Discussion

Recognising urban vulnerability: Urban informal settlements are often under-sampled in surveys due to a lack of census data. As a result, vulnerable urban populations are often overlooked by the state as well as humanitarian and development actors. While there is a National Drought Management Authority to address drought emergencies in the arid and semi-arid lands (ASALs) of Kenya, a similar institutional “home” for urban emergencies does not exist. Weak recognition and understanding of urban vulnerability and crises leads to weak responses, if at all.

Situating urban vulnerability within Kenya’s emergency early warning and response frameworks: Findings from IDSUE reveal a heterogeneous picture of urban poverty and vulnerability in the five study sites. This has both geo-spatial and gendered characteristics. While findings suggest a deteriorating situation for those living in the lowest income quintile, particularly female headed households, their situation does not classify as a humanitarian emergency according to current frameworks employed within Kenya as well as more broadly.

Refocusing urban vulnerability within Kenya’s development frameworks: The location and frequency of urban emergencies in Kenya can be expected to increase over time through processes of urbanisation, poverty and climate change as well as rising insecurity and public health issues⁷. Resilience to this changing, *urbanised*, face of emergency is ultimately found in equitable economic growth. We must ensure existing national, county, municipal and communal structures and systems are enabled to reach the urban poor. This requires equitable access to social protection; livelihoods development; and early action to mitigate and recover from shocks and stresses.

Targeted surveillance integrated into management information systems: Findings from IDSUE suggests that the most vulnerable households are highly sensitive to slow-onset urban emergencies. Geospatial analysis reveals that in most of IDSUE's study areas, the most food insecure and lowest-income households are spatially clustered. This pattern may allow for targeted surveillance of the most vulnerable areas, which are also likely to show the first signs of a shift, from a situation of chronic poverty to one of acute crisis. Targeted surveillance using a selective cast of indicators including those employed by IDSUE can be used to detect shifts in vulnerabilities before a situation deteriorates.

Concluding thoughts

Well devised strategies and policies are required to steer urban growth into healthy economies, more equitable societies and sustainable cities. IDSUE seeks to direct policy and investment into channels which reduce chronic vulnerability in urban slums and, at the same time, monitor for potential deterioration. Research such as IDSUE⁸ allows us to know more; this can be used to do more. This makes both developmental and humanitarian sense.

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2. UN Habitat, 2007, Kenya Slum Upgrading Programme.
3. Oxfam. 2009. Urban Poverty and Vulnerability in Kenya. Oxfam GB, Nairobi, Kenya. .
4. Concern Worldwide, 2014, Indicator Development for the Surveillance of Urban Emergencies Factsheet (April 2014). Concern Worldwide, Nairobi, Kenya.
5. Qualitative research was conducted to gain a greater understanding of negative coping strategies however this does not form part of the IDSUE methodology.
6. IDSUE collects quantitative data on one coping strategy, the proportion of households that remove their children from school due to lack of school fees.
7. UNISDR. 2013. Global Assessment Report on Disaster Risk Reduction. UNISDR. Geneva, Switzerland.
8. The full briefing paper on which this article is based is available on knowledge exchange.

Boosting development in Grand Ravine: a community engagement model for working in Haiti's complex urban settings



By Pete McNichol

Introduction and background

When the idea of undertaking the 'Programme to Support the Planning and Reconstruction of Grand Ravine' was proposed, reaction from Government and other NGOs was similar "good luck!"

The complex political and social history of Haiti has given rise to (and promoted) the rise of gangs that control small areas, and constantly fight with those in other areas. There are also high levels of sexual and gender based violence and children are often the victims of domestic violence.

Despite these challenges, Grand Ravine cannot be ignored. The population of Grand Ravine embodies Concern's understanding of extreme poverty – the need to consider not only asset deprivation, but also risks and vulnerabilities, and inequalities. Also, having implemented the Peacebuilding and Disaster Risk Reduction Programmes¹ in the area Concern has built up a body of practical knowledge. The remainder of this article will elaborate on the key lessons to date, emanating from the 'Programme to Support the Planning and Reconstruction of Grand Ravine'.

Key lessons

Engaging without taking over

Grand Ravine is largely a no-go area for police and state actors, in this context gangs have filled the void left. For example, gang members control the water supply network. The little water that comes into the area is accessed through a few points where people have illegally tapped into the main pipes passing through the area. The main pipes are controlled by gang members. Similarly nothing much can happen in the area without the tacit consent of gang members. It took many months of groundwork, before the main programme activities could be started. Security and situational analysis was fundamental, and then as community work began, trust, formed a significant part of the groundwork. Keeping community members fully briefed was essential to building levels of trust.

Convening regular consultative meetings with community representatives and government sector agencies was important for gaining consensus on potentially divisive issues. Similarly, as gang members are a part of the context a mechanism needed to be found which would permit their participation, without diverting programme benefits. Therefore significant emphasis was placed

upon the election of a community platform that has representatives from all walks of life, including the 'youth' which doubles in some cases, as gang members. Nonetheless, it was agreed that individuals can only participate provided that they are not the subject of a police warrant. In essence the community platform is a critical interface for dialogue between state and non-state actors.



Convening regular consultative meetings with community representatives and government sector agencies was important for gaining consensus on potentially divisive issues

Understanding the area and effective planning

In addition to routine contextual analyses, it was felt necessary to undertake an in-depth social, political and economic analysis. To this end an external organisation 'Architects for Humanity' were selected to undertake in-depth studies of sectors, terrain, land tenure, geology. These studies have been used in conjunction with the communities in Grand Ravine to develop a 20 year urban development plan. Whilst development plans are not new, this plan offers significant potential in the Haitian context. The plan provides for tangible projects based on locational factors such as susceptibility to natural disasters. An inter-ministerial commission has given its backing to the plan. This will be crucial to the success of the plan since it relies on inter-sectoral coordination for effective implementation.

Initial and essential programme planning activities at the outset of the intervention, can see an element of frustration creeping in. The intensive assessment and planning stage can leave some a little frustrated, waiting for tangible benefits to materialize. This is when quick wins become crucial. Some cash for work/ cash for production works, as well as lower level community activities were supported, and these went a long way to maintaining buy-in and acceptance, whilst the necessary planning and preparation was undertaken.

Addressing Multi-sectorial issues in programming is crucial

The programme uses a multi-sectorial approach that encompasses aspects of Disaster Risk Reduction as well as Protection and Peace Building. In partnership with Catholic Relief Services (CRS), the programme is working to reduce risks, through improved construction, the protection of ravines and reduction of storm water velocity flows. Issues to do with sanitary practices as well as waste management are also addressed. Critically, construction of new housing, moving people away from the most at risk areas, will also allow the opening of some spaces that could be utilized for recreational purposes.

In this impoverished and complex environment, where people often note that just being from Grand Ravine, sees them being viewed differently, the creation of jobs and opportunities is crucial. People from the area have been heavily involved in implementing all activities, from work on sanitation awareness, training and experience regarding construction methodologies to more formal vocational training and subsequent internships with reputable companies.



Many areas of Port au Prince and other complex urban settings would benefit from a similar, context adapted approach

Being part of a broader programme and opportunities for scale-up and replication

An advantage of this programme is that it is one of a number of other similar initiatives financed by the European Commission (EC). Regular meetings are held with the EC and other NGOs, where the sharing of good practice occurs. The fact that this intervention is tackling similar issues to others also enables joint approaches and strategies to be assessed.

The programme still has a long way to go to achieve its stated aim of transforming Grand Ravine. What is clear though is that a way of working in some of these virtually forgotten areas is emerging, that can offer concrete success and improvement. Whilst the current programme offers significant potential for scale-up and deepening of activities that are derived from the understanding of the area, there are also opportunities for replication. Many areas of Port au Prince and other complex urban settings would benefit from a similar, context adapted approach.

Concluding thoughts

Despite the somewhat positive lessons painted above, working in Grand Ravine is challenging. Activities have been stopped regularly due to insecurity in the area. Nonetheless, effective communications (including daily calls prior to entering the area) as well as being clear about motives, and in particular, visitors and officials coming to the area, has helped. Important to note is that insecurity or reasons leading to stoppages have largely been external to the programme.

What is really being demonstrated through this programme, is the need to not only have a multi-sectorial approach, but to also consider the complex issues that affect the population, and address these in a sensitive manner, that comprises negotiation, protection and risk reduction skills.

Whilst efforts to reduce urban migration through improving conditions within rural settings are to be supported, urban migration is with us to stay. Therefore it is imperative that aid actors develop the necessary tools for working in urban settings. As the Grand Ravine programme has demonstrated relationship management, trust, social capital and multi-sectoral interventions are a good starting point.

References and Content Notes

1. The final evaluation of the Peace Building Programme is available on knowledge exchange

Helping pavement dwellers out of extreme poverty in Bangladesh



By Asif Imran, and Mehejabeen Khan

Introduction and background

The number of extreme poor people has grown exponentially in Bangladesh as more people move to urban centres in search of work.

At the very lowest end of the urban poverty continuum in the country are the pavement and squatter dwellers. They live on the streets, sleeping under mosquito nets, plastic sheeting, or just a piece of clothing hung over their head. Renting a room in a slum is beyond their means.

Available estimates suggest pavement dwellers comprise at least 4 per cent of the 2.8 million extreme urban poor in Bangladesh, accounting for at least 112,000 people. A study¹ undertaken by Concern revealed that more than 60 per cent of the street dwellers earn less than 100 Taka (US\$1.28) per day. The majority of pavement dwellers are illiterate, and their access to livelihoods, formal employment, social services and benefits is almost non-existent. Pavement dwellers do find low paid work as day-labourers and rickshaw pullers in the informal sector of the economy.

Their dire situation is compounded by threats, forced eviction and exploitation by law enforcement agencies and employers, and a negative perception by the general population. Women and children living under the open sky are subjected to various forms of abuse including human trafficking and sexual violence. Their invisibility in the laws, policies and institutional arrangements of the state make addressing their needs especially challenging.

Concern's urban integrated programme

In accordance with the mandate of working with the most vulnerable and marginalised people, Concern Worldwide Bangladesh has designed an integrated development intervention that addresses the complexity of the pavement dwellers' poverty. The programme aims to enable them to graduate out of extreme poverty. Programme objectives include the improvement of human and financial assets, the promotion of citizen rights and entitlements and a reduction in evictions and loss of physical assets.

Key results

Despite the challenges of targeting a population that is unrecognised by the government, Concern's urban programme has continued to positively impact the lives of the pavement and squatter dwellers.

More than 4,500 (out of a total of 13,500) pavement and squatter dwellers have successfully moved to more secure shelter through increased incomes and savings over the past 4 years.

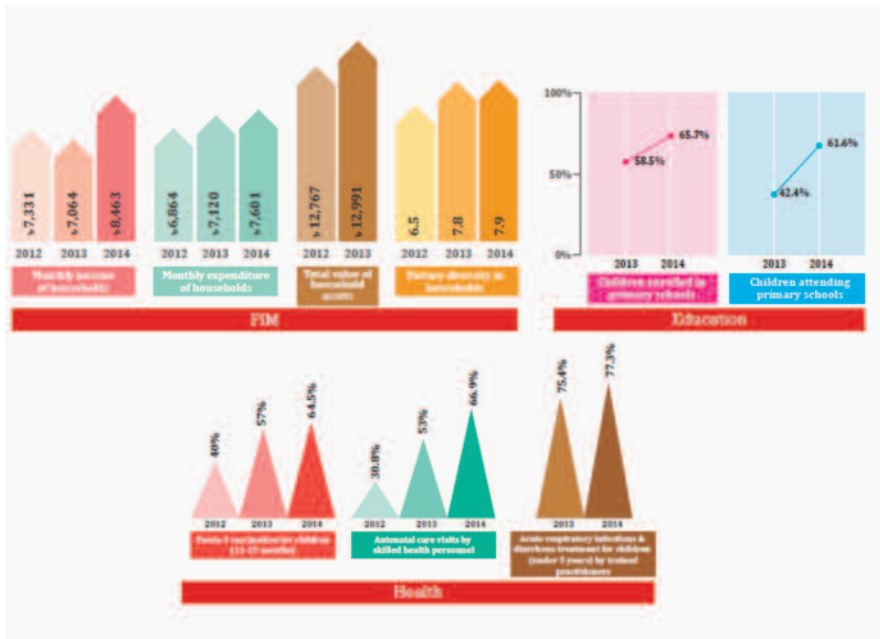
The 12 multipurpose centres of the Amrao Manush project, Concern's major urban programme intervention in Bangladesh, serve as the cornerstones for service delivery. The centres provide safe and secure shelter, day care and education support for children and health services for the pavement dwellers. At present 350 children are receiving basic child care, mid-day meals, vaccination, psychosocial stimulation, secured shelter, etc. This allows their parents to engage in income generation activities.

An integral part of our holistic strategy is to build human and financial capital through skills development and grant support. Over two thousand project participants were supported with income generation activities (IGAs) to date. This resulted in more pavement dwellers gaining employment, from 4.3 percent in 2011 to 23.8 percent in 2014, see figure 1 for more details.



Their invisibility in the laws, policies and institutional arrangements of the state make addressing their needs especially challenging

Figure 1: Impact of the Urban Integrated Programme



Concern initiated the innovative InvEST project that supported the food business brand, Mojar Khabar. The project enabled the street dwellers to operate their own healthy food business by providing them with entrepreneurship skills, food carts, hand carry boxes and start-up capital.

Another intervention which is part of the urban programme is the 'Integrated Urban Nutrition Project'. The project aims to ensure access to nutritional services for women and children.

In terms of getting citizen rights and entitlements recognised by the state, the programme's advocacy effort sought to ensure that pavement and squatter dwellers obtained their birth certificate and National ID Cards in order to access social services. This resulted in 3765 (women-487, men-349, children-2929) receiving birth certificates. Moreover, almost three thousand pavement dwellers have received National ID Cards so far.

In order to bring sustainable change, Concern renamed an existing group namely "All Party Parliamentary Group (APPG) on Extreme Poverty" into "All Party Parliamentary Group (APPG) on Extreme Poverty and Urban Pavement Dwellers" with the Bangladesh Parliament where 19 Members of Parliament are directly engaged. This platform helped to successfully lobby for the recognition of pavement dwellers in a significant national urban policy paper, "The City Corporation Ordinance". When formally approved by the Ministry of Local Government and Rural Development and Cooperatives, the inclusion of these simple two words will ensure pavement dwellers' access to vital social services such as access to basic health, education, employment in Government and other organizations.

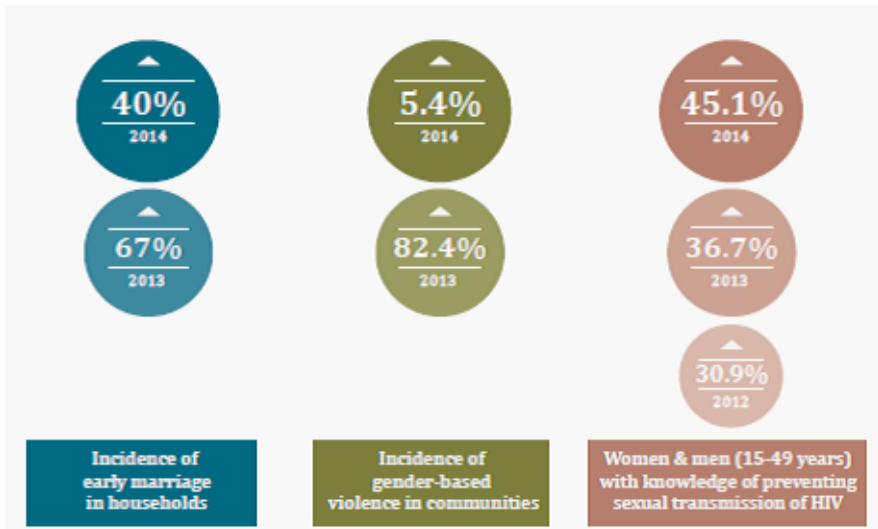


The photo shows the children of pavement dwellers playing in a multipurpose centre, Dhaka, Bangladesh. Photo by *Asif Imran, and Mehejabeen Khan, 2014.*

In addressing risk and vulnerability, the urban programme successfully reduced the intensity or negative impact of evictions and developed emergency contingency plans in the event of evictions and natural disasters with the support of the local communities. The City Corporation allocated financial resources in their annual budget and granted land to build a multipurpose centre for the pavement dwellers. The stipend provided by city corporations for the primary school children of pavement dwellers motivates them to continue their studies. On the other hand, the land given for construction of the multipurpose centre will ensure secured and permanent shelter for at least a number of pavement dwellers who would otherwise be sleeping on the pavements in an unsecured environment, especially women and children who would easily be victims of various kinds of violence.

Working closely to empower the pavement dwellers, the programme sought to significantly decrease gender based violence at the community level as experienced by women through behavioural change counselling and support services like medical and legal aid. Significant gains have been achieved, see figure 2. These gains can be ascribed to the awareness raising work of the programme as well as the strengthening of community based organisations.

Figure 2: Urban Integrated Programme’s Impact on Risk Reduction and Empowerment



Key lessons

Concern Bangladesh's experience of working with the urban extreme poor people show that pavement and squatter dwellers do aspire to a better life for themselves and their families. With the right opportunity and proper care, they can successfully graduate themselves out of extreme poverty.

The involvement of the different stakeholders, from policy makers to the general city dwellers, is integral to ensuring the sustainability of the intervention. Concern's experience shows that if approached and briefed, parliamentarians can and will advocate for the wellbeing of pavement dwellers in the national parliament. Similarly encouraging was the fact that city corporations allocated resources and provided land for the construction of multipurpose centres. If the school authorities are supportive, the extreme poor children can avail of primary education. Civic education, coupled with consultation with different stakeholders, is the key to changing negative perceptions about the pavement dwellers and their contribution to the city.

Concluding thoughts

Active engagement of the government in giving the pavement dwellers recognition, providing shelters and social services are essential to lift the pavement and squatter dwellers from the bottom of the development ladder. The experience of Concern's urban integrated programme shows that it is the combination of an innovative approach in service delivery, constant adaptation to context and regular advocacy with key stakeholders that enables pavement dwellers to graduate out of extreme poverty.

References and Content Notes

1. The Amrao Manush Baseline report is available on knowledge exchange

Inspiring new solutions to displacement: experiences from the Return to Neighbourhoods Programme



By **Giulia Bazziga**

Introduction and background

In January 2010, Port-au-Prince was struck by an earthquake that left some 1.5 million people homeless. Since then, Concern's Return to Neighbourhoods programme has supported more than 8,000 families to return to safe houses and restart income generating activities.

One year after the earthquake, 806,000 persons were still living in tent camps¹. Those who had the possibility to return to their homes or move in with friends and family had already done so. Temporary shelters, house repairs and support to return to the provinces, were all underway but could not reach all of the remaining internally displaced persons (IDPs). The majority of IDPs left in camps were renters before the earthquake and did not own land on which a temporary shelter could be built, nor owned a house which could be repaired.

Concern identified, with the support of IDPs, three areas key for recovery: access to housing, support for the education fees and support to restart income generating activities. Concern launched its pilot Return to Neighbourhoods project in a small camp called Terrain Oscar, home to 192 families.

Three housing options were offered: a subsidy equivalent to US\$500 to rent an apartment for one year, the repair of their own house if the damage had not affected the structural stability of the building or the construction of a temporary shelter if they owned or could secure land. In addition, a subsidy of US\$150 was provided for school fees, and US\$250 to restart or increase their income generating activity.

Key results

The pilot was highly successful and became the model for the national strategy developed by the Haitian Government with the support of the United Nations and Concern in the summer of 2011, and was later adopted by several actors in Haiti. In total, 268,669 displaced families have been supported to date through the cash grant relocation approach by various humanitarian actors², and it is still being used.

A 2014 evaluation of the approach showed strong evidence that after the end of the one year subsidised rent, programme participants “either maintained their existing safe and secure rental accommodation or obtained new accommodation that was perceived as safe and secure”³.

Concern’s Return to Neighbourhood (RTN) programme has evolved over the years, adapting to the needs of Government policies, but foremost based on lessons learnt during implementation.

The housing options were reduced to rental subsidy only, due to the non-availability of land and houses owned by programme participants. Collaboration was developed with Handicap International and HelpAge to offer more adapted support to families with elderly and disabled people. The education grant evolved into a non-conditional grant of the same value, which families mostly used for primary needs such as food, education and for businesses. The livelihoods support was restricted to the poorest and most vulnerable households.



Concern’s Return to Neighbourhood (RTN) programme has evolved over the years, adapting to the needs of Government policies, but foremost based on lessons learnt during implementation

Whereas the pilot project only focused on the relocation of IDPs, the following two phases of the RTN programme also aimed to increase resilience through demolition of buildings damaged beyond repair and rubble removal; improved access to sanitary facilities and water and mitigation actions in return neighbourhoods; support to obtain birth certificates; and education on good hygiene practices and on how to prepare for natural hazards.

The next phase of the RTN programme, if funded, will exclusively focus on livelihoods support to the poorest and most vulnerable families who did not already benefit from income generating training and grants.

Learning point 1

The importance of a consistent, reliable and user friendly beneficiary management

The identification and registration of programme participants posed many challenges in a context where the offered grants, appealed not only to displaced families but also to those living in the very poor surrounding communities. This, together with the challenges posed by lack of photo IDs for cash transfers, and the difficulty of managing very large number of persons in a fast paced programme, led to the development of a digital beneficiary management system, created using Concern’s Digital Data Gathering (DDG) system.

The system, which has since been further developed and used for programmes in other countries, was extremely easy to learn. Advantages of the new system included reduction of data collection errors, easier reporting, decrease in identify theft, easy identification of programme participants in the field, availability of maps, and improved security for field staff who could blame the tablet for rejecting unsuitable houses chosen by programme participants.

Learning point 2

Ensuring clear communication and a complaints response mechanism

Accountability is a key principle of humanitarian work, and proved to be even more so in the RTN programme. Rumours were constant and sometimes posed serious security threats to staff. Following camp registration, the number of people complaining to have been excluded from programme participant lists was often higher than that of the registered ones.

For this reason, clear and simple messages were developed to explain the programme to programme participants, as well as their rights and how they could file a complaint. Staff were repeatedly trained on accountability and discussions were held at staff meetings on how to improve communication to and from programme participants. A dedicated information, complaints and response team was set up which worked closely with local authorities. This team was available in the field and used a free phone line to answer queries, receive complaints and follow them up.

The above measures improved programme participants understanding of the programme, helped in ensuring fair targeting, reduced frustrations and increased staff security.

Learning point 3

Replicable approach- Adaptation of the rural graduation model to an urban humanitarian context

The initial livelihoods component within RTN targeted 100 per cent of the families of programme participants, through business training of the head of household and the provision of a grant. Given the large number of programme participants, this approach did not allow for differentiation of types of training initiatives based on the needs of participants, and most importantly did not allow for continuous and in depth follow up.

Thus, it was decided to modify the livelihoods approach by targeting only the poorest and most vulnerable households, and adapt the graduation model used by Concern in rural areas in Haiti to the urban and short term recovery context of the programme.

Programme participant identification criteria are based on protection criteria used in camps in Haiti, and on a series of focus group discussions. All households from target camps are surveyed and a scoring system is defined for each answer; pre-selected poorest and most vulnerable households then receive a visit in order to verify the information provided.

Once identified, livelihood programme participants get involved in a series of training initiatives which range from life skills (self-esteem, non-violent communication, stress management), to sensitisation messages (hygiene, nutrition, family planning, risk prevention and disaster preparedness, human and women's rights), to business start-up and management. Post-training individual follow up is also provided to programme participants as they invest the livelihoods grant in their new business. Within the third RTN, more focus was put on offering professional training instead of a business grant, but the majority of programme participants have opted for the business option.

After the end of the first full cycle of this new approach, an end line was conducted which has shown that programme participants not only valued the support, but the approach is showing promising results. Data shows that 92 per cent of programme participants had an active income generating activity at the end of the programme, whereas previously 68 per cent did not have any stable income. Moreover, food security and quality of food consumed have both improved, and families have shown improved hygiene practices.

Concluding thoughts

In conclusion, given the success and adaptability shown in Haiti, both the rental cash grant approach and the urban/ recovery adaptation of the graduation model have the potential of being replicated, with the necessary adjustments, to different humanitarian contexts. In particular, they offer possible solutions for displacement crisis in urban settings, in which humanitarian actors had limited experience until a few years ago, and where certain housing options are not available due to the lack of space and land issues. The livelihoods approach developed has the advantage of building on the lessons learned from the graduation model, and tailoring it to the specific needs and context of urban IDPs.

References and Content Notes

1. IOM, Data Tracking Matrix, April 2015 <http://www.iomhaitidataportal.info/dtm/index2.aspx>
2. *ibid*
3. Large N Analysis Inc, Second External Evaluation of the Rental Support Cash Grant Applied to Return and Relocation Programmes in Haiti, December 2014. This report is available on knowledge exchange.

Overcoming sampling obstacles for health data in urban slums



By Regina Mbochi, Yacob Yishak, and Samuel Kirichu

Introduction and background

Nairobi, the Capital City of Kenya has experienced an exponential growth in the past 60 years where the current population of 3.5 million is almost 29 times higher than the 1948 population which was 120,000.

The consequence of this rapid and uncontrolled population explosion is the proliferation of informal settlements in Nairobi, with between 60 and 70 percent of Nairobi residents estimated to be living in slums¹ which cover only 5 percent of the city's residential land.

Emerging evidence reveals that the urban population explosion has been accompanied by increasing rates of poverty and poor health outcomes. Despite the urban population enjoying easy access to health services², the incidence of child under nutrition, morbidity and mortality has been shown to be higher in slums and peri-urban areas than in more privileged urban settings or, sometimes, even rural areas.

Concern Worldwide has been supporting the Ministry of Health (MoH) in the improvement of health and survival of children under five years of age and pregnant and lactating women. Initially, the programme was covering only three districts but later the programme has been expanded to cover eight out of the nine districts in Nairobi County.

The challenge

In order to address the maternal, neonatal and child health (MNCH) issues in the urban slums, reliable data must be obtained to inform programming. The nature of urban slums presents unique challenges that call for a well thought out methodology especially with regard to sampling to ensure relevance and representativeness of the data collected. This calls for extensive community engagement and mapping to develop a sufficiently representative sampling frame³. Appropriate data systems that specifically focus on informal settlements are therefore essential, as national indicators based on national averages blur subgroup inequities within cities and across sub-groups in the nation (APHRC 2012).

In June 2014, Concern with funding from the United Nations Children's Fund (UNICEF), and in partnership with the MoH and Feed the Children conducted an MNCH survey to obtain integrated

baseline data at slum level. This was also necessitated by the lack of integrated slum level information covering all the slums. The methodology applied for this survey sought to address the unique challenges mentioned above.

The survey design

The main objectives of the survey were to estimate the current prevalence of acute malnutrition in children aged 6 – 59 months and to assess MNCH indicators in all the 9 major slums in Nairobi.

The survey adopted a cross-sectional household survey design. Due to the congested nature of the slum setting and the lack of well-defined lists of villages/Clusters, the survey adopted a **3 Stage Cluster-Sampling Technique** in order to select eligible households for interview. In rural areas cluster-sampling is normally conducted using a two-step process (village – household), but as demonstrated below, this needed to be enhanced with a further step in order to conduct the survey within the slum.

1st Stage: Sampling of the Villages – Blocks/Clusters

In this stage, a mapping of all the 9 slums, (identification and delineation of the boundaries of each of the slums), was done using **Satellite Maps/Google Earth** before the survey began. This provided the boundaries of each of the slums alongside the sub location boundaries. Thereafter, the sub-locations were segmented into blocks of approximately 1000 households (this was done in close collaboration with the Sub County Community Strategy Officer). Using Probability Proportional to Size (PPS) sampling, 80 clusters/blocks were allocated proportionally to the 9 slums. For instance Kibera got 20 blocks, Mukuru and Mathare got 15 blocks each, Viwandani got 12 blocks etc.

Figure 1: A demonstration of the sampling done via Satellite Maps/Google Earth



Korogocho Slum with Sub-Location Boundaries in Yellow and Blocks (Villages) in White



The survey was the first of its kind in Kenya to use aerial maps/google maps in sampling within urban slums

Stage 2: Segmentation of blocks/cluster

In the 2nd Stage Sampling, the **Sampling Frame** was the list of the sampled blocks. On a day prior to the data collection, the sampled blocks were further segmented into enumeration areas of approximately 100 households by a team of 4 including Community Health Extension Workers (CHEWs). The segmentation was informed by streets, power lines and sewer lines. The selection of segments was done using Simple Random Sampling (SRS) and all segments in the selected block were given unique codes i.e. MUK-01-01, MUK-01-02 etc.

Stage 3: Household selection

With the help of a Community Health Worker (CHW) or a local guide, all households in the selected segments were listed a day prior to the survey. On the data collection day, the team selected households to be included in the survey using SRS. In the selected households, anthropometric measurements were taken for all children aged 6 – 59 months and the MNCH questionnaires administered.

Main Challenges

- Stage one sampling is complex and intensive and requires specialized technical expertise, particularly the use of google earth in developing sampling frames, which was not used before in the slums survey.
- The exercise was time and resource intensive. Stage one developing the maps prior to data collection took almost 2-3 weeks, while overall, the total cost was relatively high compared to surveys done in other locations (22,000 US Dollars compared to approximately 15,000 USD).
- High in and out migration rates - a high degree of in and out migration within the slums makes it difficult to locate sampled individuals.

Main Lessons learnt

- Listing of households a day prior to the data collection helped in reducing the chances of getting 'abandoned households'.
- Involving MoH officials and the provincial administration is critical while conducting surveys in the urban slums. The involvement of the community local guides (people already familiar with the surroundings and who are known to the respondents) greatly contributed to the success of the survey.

- Inclusion of weekends in the data collection schedule increased the chances of finding the children at home compared to weekdays.
- The “Nyumba Kumi Initiative”⁴ (community policing) helped during the process in demarcation of selected segments and in tracing household occupants who were absent at the time of data collection.

Concluding thoughts

The methodology applied addressed the sampling challenges often experienced while conducting surveys in urban slums. The survey was the first of its kind in Kenya to use aerial maps/google maps in sampling within urban slums. The approach used highlighted the use of technology in developing a sampling frame and facilitated sample selection. The use of local knowledge in demarcating boundaries as well as in data collection was critical to the success of the sampling. Concern presented the methodology at the Annual East Africa Region ‘Standardized Monitoring and Assessment of Relief and Transitions’ (SMART) Workshop in Nairobi as well as at the global SMART meeting in London. Both events were used to share lessons and contribute to the theory and practice of conducting SMART surveys in slums. Finally, in future the use of Digital Data Gathering, would further improve the efficiency of data collection.

References and Content Notes

1. (African Population and Health Research Center (APHRC) APHRC, 2012)
2. Barriers to formal emergency obstetric care services utilization, Essendi et al, 2011. J Urban Health. Jun 2011; 88(Suppl 2): 356–369
3. (Quantitative Methodological Dilemmas in Urban Refugee Research: A Case Study of Johannesburg *Journal of Refugee Studies* (2013) 26 (1): 110-116 first published online October 27, 2012).
4. The “Nyumba Kumi” Initiative is a model developed by the Government of Kenya where “Ten-Households” are grouped together and they appoint a Chairman. All the Ten Households have to regularly update the chairman of their activities including new members joining them. This initiative was quite critical during the survey period since in absent households, the chairmen would be able to inform the survey teams of the where about of the household member and hence reduce the time for call backs.

Promoting marketable skills for the informal sector in Addis Ababa



By Tilahun B. Tesfaye, and Samuel Fox

Introduction and background

Concern Worldwide Ethiopia launched a three year European Union (EU) funded urban livelihood project in 2011 in three sub-cities of Addis Ababa, Ethiopia.

The overall objective of the project is to contribute to the eradication of extreme poverty by increasing the employability, productivity and income generating capacity of those in the informal sector of the economy. The project also aimed at developing a replicable curriculum and flexible training methodology to address the needs and constraints of informal sector workers. The project has targeted two administrative 'Woredas' in each of the three sub-cities of Addis Ababa; namely, Addis Ketema, Kirkos, and Lideta. The targeting of project participants gave special emphasis to women, the disabled, disadvantaged youth, etc.

The challenge

Technical and vocational education and training (TVET) has been given due emphasis in Ethiopia especially since the introduction of the Education and Training Policy in 1994¹. However, the formal vocational training programme has been criticized for its lack of responsiveness to the needs and constraints of the marginalized and vulnerable. The main criticism centres around the training delivery mechanism which lacks flexibility.

Due to the above a large proportion of the workforce have no or limited access to vocational skills training. Moreover, skills developed through informal processes such as apprenticeships or working on family businesses are not recognized and certified. These interrelated issues have affected both informal sector businesses as well as potential and actual informal sector workers which has resulted in a vicious cycle of unemployment-low productivity and poverty.

How is Concern responding to the challenge?

In response to these problems, Concern Worldwide Ethiopia designed the 'Promoting Marketable Skills for the Informal Sector Project' in 2010. The project initially aimed at implementing the training component directly, through the support of the Organization for Child Development and Transformation (CHADET). There were delays in agreeing this implementation strategy with the local government. This was largely due to a new Civil Societies and Charities Legislation law.

The new law meant that the mode of implementation and subsequent government agreements were at odds with the new legislation. Eventually an agreement was made to deliver the project in collaboration with the national TVET Agency. This will hopefully contribute to a more sustainable model.

A network of key stakeholders including amongst others the Addis Ababa Technical and Vocational Education and Training (AA TVET) Agency, Addis Ababa Centre of Competency Certification (AA CoC), The Micro and Small Enterprises Agency (MSEA) was established. The coming together of these various groupings allowed for the development of a replicable curriculum and flexible training methodology.




The photo shows vocational skill trainees Tsegaye and Mubärke with project coordinator Mulugeta Engeda (centre of photo). Mulugeta is observing how the trainees are doing, Basic Metal Work training centre, Addis Ababa. Photo by Cheney, 2014.



The establishment of the network was pivotal in the development, provision and utilization of non-formal vocational skills

A Labour market analysis on the demand and supply of informal sector vocational skills was conducted. As a result, six marketable skill types were identified. These are hairdressing, basic metal work, gypsum work, basic plumbing work, leather goods production, and automotive vehicle painting². Based on the survey result, a modular curriculum with a flexible training methodology for all six types of skill training was developed and validated by the Addis Ababa TVET agency. The curricula has been ratified by the AA COC and rolled out in the Lideta Sub-City TVET Institute.



The project aimed to train 900 workers from the informal sector. With the granting of a one-year no cost extension 940 trainees have been enrolled (of which 587 completed the Project, 240 are CoC certified and 210 have gained employment). The remaining 353 will complete their training before the end of the project in November 2015. Based on a recommendation from the mid-term evaluation⁹ in 2014, and in accordance with a new Small and Micro Development Enterprises Strategy of Ethiopia that came into force in 2013, the project has developed a microfinance component.

Lessons learnt

The establishment of the network was pivotal in the development, provision and utilization of non-formal vocational skills. In addition, the network members through their engagement in the activities of the project improved capacity and expertise in the development, provision and utilization of vocational skills for informal workers. As a lead member of the network, the Addis Ababa TVET Agency took an active role in the implementation of the project particularly in the development and replication of the modular curriculum. Through this role, the Agency had an opportunity to learn and apply best practices in curriculum design.

Conducting a labour market survey at the beginning of the project helped to identify relevant skills for informal sector operations. In addition, linking the project with the government TVET structure creates an opportunity for using government expertise, development of occupational standards, accreditation of competencies, and the strengthening of the curriculum development system. The partnership with the TVET Agency, AA COC and MSE Agency helps to ensure alignment of the project with government policy. This helps to guarantee the sustainability of the project.

The curriculum for the selected six skill types is designed to address the training needs of those who are otherwise unable to access vocational skill training. Developing a modular curriculum with a flexible training methodology created a high demand for replication by the Government's Addis Ababa TVET Agency. There are promising signs that the project might be replicated in other regional states within Ethiopia.

The institutional capacity building of key stakeholders through the provision of identified technical and material gaps and exposure learning visits to the TVET Agency in other regional states (e.g. Tigray) and countries (Kenya), has contributed to capacity gains and further helped to build good working relationships between stakeholders. Capacity gains have included the ability of partners to develop and utilise curriculum for informal sector workers, which is occupation oriented as well as responsive to the needs of the participants particularly in its delivery methods.

A significant proportion of the workers in the informal sector in Addis Ababa are migrants from rural areas coming to the city in search of jobs. Unfortunately, it has not been possible to enrol most of these workers into the training programme due to lack of Identification Cards and therefore recognition by the local government. This problem is now identified as a key advocacy issue for Concern.

Concluding thoughts

The project is anticipated to improve the livelihoods of a total of 4,700 people or the families of the 900 trainees directly enrolled in the various vocational skills training. In the long term, however, the project is expected to contribute significantly to the alleviation of poverty in Addis Ababa by improving the competitiveness and quality of the labour force and the growth of the labour market. This is expected to contribute to the growth of micro enterprises which will be managed by skilled self-employed informal sector workers. This will lead to increased competitiveness and further market growth leading to increased demand and increased income for informal sector workers contributing to economic growth and poverty reduction.

References and Content Notes

1. Technical Vocational Education and Training in Ethiopia Mapping. Schokland Programme on TVET. Edukans Foundation. Available at <https://schoklandtvvet.pbworks.com/f/Technical+Vocational+Education+and+Training+in+Ethiopi1.doc> (Accessed on 2/04/15).
2. Two of these skill types (hairdressing and leather good production) are brand new skill areas for TVET agencies.
3. The evaluation is available on knowledge exchange.

Providing a safe refuge for working children in an urban setting



By Sherzada Khan, Naseem Panezai, and Chloe Makiello

Introduction and background

In the south west province of Balochistan, Pakistan many young children, including Afghan refugee children are involved in hazardous labor activities such as garbage picking in the provincial capital, Quetta.

This has exposed them to health risks, including HIV and AIDS, increased vulnerability to criminal activities as well as sexual abuse. Few livelihood opportunities exist for families. As a result many children are being forced to work to supplement the family income. Children face daily violence from working in an insecure environment as well as having to deal with the psychological and physical traumas of conflict. Moreover, they are being denied their basic rights to education, health and freedom to be a child.

Concern Pakistan and its local NGO partner Water Environment and Sanitation Society (WESS) began implementing the 'Working Children Protection Programme (WCPP)' in 2007. The objective of the programme was to enhance the protection and socio-economic conditions of working children and youth as well as their families. This was to be achieved through improved access to education, recreation, health, and hygiene services, and livelihoods opportunities.

With the above in mind WESS established a Drop-in Center (DIC) to provide a child friendly environment. The center provides literacy and numeracy classes as well as life skill classes. The programme was designed to provide integrated support to these children, including protection, literacy, life skills, education, nutrition, art and craft skills and vocational skills training for older children, HIV and AIDS prevention sessions and mainstreaming in formal schools.

Key achievements

The DIC model of WCPP has demonstrated clear, positive outcomes for children, engaging 22,119 working children (15,303 boys and 6,816 girls) from January 2007 to December 2014. The impact of the DIC is remarkable with documented behaviour¹ change among working children who visit the center. The DIC basic literacy/numeracy courses have been highly successful with many working children now writing their names, reading/writing short sentences as well as performing simple calculations that enable them to monitor their daily earnings.

According to the 2014 impact assessment of the programme, positive changes have been noted in the areas of health & hygiene, literacy and numeracy². For example, before attending the DIC, 98 percent of the attendees didn't know how to write their names read or write simple sentences or carry out basic math. Now, over 70 percent of children attending the DIC possess these basic literacy and numeracy skills.

The children of the DIC were encouraged to actively participate in recreational activities such as sports events and plays. Overall, 6,659 boys and 5,663 girls received educational games, toys and sports material. To strengthen the nutritional intake and contribute to the improved health of working children, 22,119 children in the DIC were provided with milk, bread and nutritious biscuits and taught basic nutritional messages.



Whilst the vocational and business development sessions were part of an integrated training package the issue of funding for potential enterprises was not sufficiently addressed

Working with a holistic model

A holistic approach was adopted to transmit life skills to the children, providing them with the tools to empower themselves. Life skill education (LSE) sessions focused on drug and sexual abuse, HIV and AIDs and hepatitis prevention. LSE sessions were designed to build basic areas of development e.g. self-awareness and empathy; creative and critical thinking; decision-making, problem-solving, effective communication and interpersonal skills and methods for coping with emotions and stress. By the end of the project, around 80 percent of the children were found to have a good understanding of life skills and are able to apply them.

Child focused health education tackled the lack of access to health and hygiene facilities. The DIC provided working children with access to washing and bathing facilities, equipped with soap and hot water. The children were provided with toothpaste, petroleum jelly and nail cutters as well as haircuts on a regular basis. First aid and health referrals for the children were also provided at the DIC for minor injuries, while acute and chronic cases were referred to specialized health institutions. During the project³, 3,528 children received first aid (2,421 boys and 1,107 girls), while 2,189 children (1,497 boys and 692 girls) were referred to hospitals and clinics.

Through the provision of vocational skills training to 1,400 older children, the project provided alternative income generating activities for members of the family, allowing the children to go to school. The training topics included tailoring, plumbing, carpentry and electric wiring for older boys. After completion of the six months skills courses, they also received toolkits. This training was supplemented by business development training.

As detailed in the 2014 impact assessment report, the training programme helped increase their income with 58 of trainees earning PKR. 9,000-15,000 per month after training as opposed to 53 that were earning PKR. 1,500-3,000.

The programme also conducted mobilization sessions, workshops and seminars with parents/families of working children and the broader community. These sessions focused on how best children could be mainstreamed into the formal schooling system. A total of 720 children (286 girls and 434 boys) were mainstreamed into formal schools from 2007 – 2014. Through the programme, working children can access their basic rights to enjoy their childhood and build their future through education in a safe environment.

What could have been done differently?

Whilst the WCPP has fulfilled its set objectives of providing a safe refuge for working children in Quetta, several challenges throughout the implementation period limited the overall impact of the project. Whilst the vocational and business development sessions were part of an integrated training package the issue of funding for potential enterprises was not sufficiently addressed. Also, in hindsight linkages with micro finance institutions should have been more developed to enable the trainees to set up their own business and fully utilize their skills and knowledge.

References and Content Notes

1. The Impact Assessment Report is available on knowledge exchange
2. *ibid*
3. *ibid*

Teaching equity: public teacher distribution in the city of Nairobi



By Gabrielle Appleford, James Njuguna, Job Orina, and John Mutua

Introduction and background

Education is one of the highest-funded sectors in Kenya, receiving about 20 per cent of the national budget on an annual basis since the introduction of Free Primary Education (FPE) in 2003.

This significant investment has had a positive effect on education outcomes. Gross enrolment at schools increased from 7.2 million in 2003 to 9.9 million in 2011, while transition rates from primary to secondary schools improved from 42.7 per cent in 2003 to 76.8 per cent in 2012 (Ministry of Education, 2013). During this period there was also marked a growth in net enrolment and completion rates.

With a membership of over 270,000¹ and an annual cost of KSh 46.6 billion², teachers constitute the largest workforce in Kenya. This is in recognition of their centrality to realizing positive education outcomes. Currently, 66 per cent of the education budget is allocated to teacher salaries and related administrative expenses. However, despite heavy investment in the education sector and teachers specifically, Kenya's urban slums continue to be under resourced. This has the effect of negating the policy intentions of Free Primary Education and increasing inequities.

In 2013, Concern Worldwide (Concern) undertook a study to establish the level of public investment in basic education in urban slums in Nairobi, by assessing performance on the most significant investment, teachers. By auditing public funds allocation and expenditure streams, and relating them to unmet need, the study¹ sought to identify opportunities for increased targeted investment for the poorest communities.

Given the emphasis on education in Kenya, the Constitution provides for the establishment of the Teachers Service Commission (TSC). The TSC is in charge of recruiting and deploying teachers in Kenya. Before 1997, the TSC used a supply-driven approach when recruiting teachers that was observed to promote uneven distribution of teachers. Following the 1997 freeze on civil servant recruitment (including teachers) the approach was changed. A demand-driven policy was adopted in 2001 to fill vacancies created by teachers leaving the service through natural attrition. The TSC has also developed a *Policy on Teacher Recruitment and Selection* that lays down the procedure for the selection of qualified teachers, their recruitment and deployment to schools. Primary school teacher recruitment is coordinated by the District Education Boards and the primary staff department of the TSC.

Methodology

The methodology for this study was two-staged. The first part of the methodology employed key informant interviews with various categories of officers in the education sector as well as school heads. This was undertaken to identify secondary data information from both government and non-state actors on primary teacher qualifications, recruitment and implementation of the deployment policy.

The second stage of the methodology adopted a random sampling approach to select and identify 31 public primary schools in four slum areas of Nairobi, namely Mathare, Kibera, Korogocho and Mukuru and another 31 schools in non-slum areas of Nairobi in order to compare the number of pupils, teachers, class rooms and the required number of teachers.



Disaggregation of schools in Nairobi by slum and non-slum location however reveals a disparate picture

Findings

The study found that from 2008-12 the number of teachers employed by government and deployed to primary schools increased from 170,059 to 176,243. In the same period, pupil enrolment increased from 8,563,800 to 9,970,900 in public primary schools, translating to a national mean pupil-teacher ratio (PTR) of 56.6, up from 50 in 2008 (the government benchmark is 1:45 PTR). Teacher deployment in each of the eight former districts in Nairobi ranged from 1:40 to 1:47, i.e. lower than the national mean PTR over the same period. Teacher fluidity notwithstanding, data for Nairobi teacher deployment implies an acceptable range of less than fifty students for every teacher.

Disaggregation of schools in Nairobi by slum and non-slum location however reveals a disparate picture. Data from 31 public primary schools from the four slum areas of Korogocho, Mathare, Mukuru and Kibera indicates that there are a total of 40,581 pupils, 652 teachers and a net teacher shortage of 250 teachers. In the 31 non-slum schools, there are a total of 25,895 pupils, 635 teachers and a net teacher shortage of only seven. This data is presented in Table 1.

BOX 1:

School selection and sampling approach

Slum school inclusion criteria:

- All schools that are located within the four slums namely Mathare, Kibera, Korogocho and Mukuru
- Schools that are outside the slums but whose student body is predominantly from the slum community (as identified by key informants)

Non slum inclusion criteria:

- Schools which have teachers paid by the government were selected. These include schools that are owned by religious organizations but are administered as public schools with government support for teachers and other related costs.

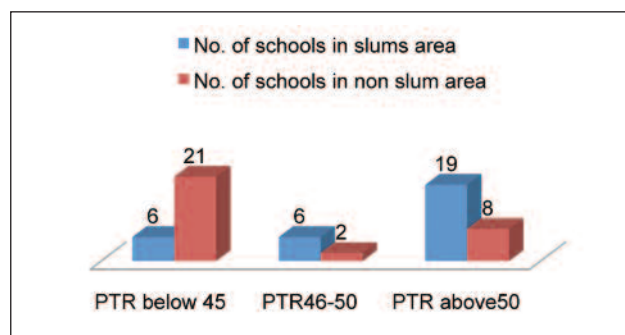
Table 1: Distribution of teachers, schools, pupils and PTR in former Nairobi districts

Area	Pupil Population	No. Teachers	Gross shortage	Excess	Net shortage	Mean PTR	No of classes
Slum	40,581	652	256	6	250	62	872
Non-slum	25,894	635	70	63	7	41	633

Source: *Compiled by Concern Worldwide from TSC data*

The data shows that slum schools have a high mean PTR, estimated at 62, compared to schools in non-slum areas at 41.

Figure 1: Comparison of slum and non-slum PTRs (Source TSC, data compiled by Concern Worldwide)

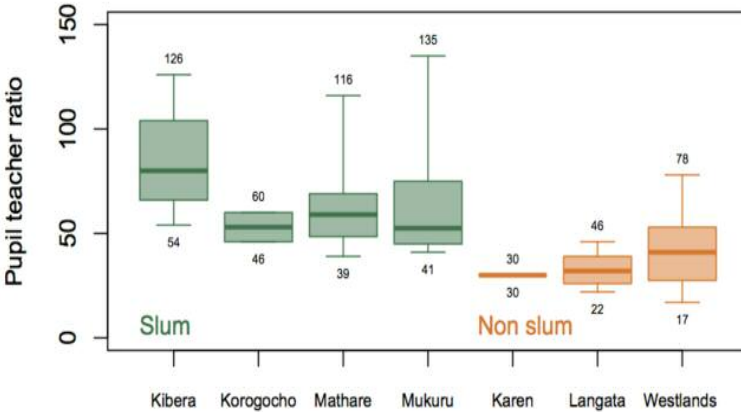


Inequities also exist in teacher investment by slum and non-slum population. Given the challenges of linking budgetary allocations, basic monthly pay was used to approximate investment in teacher deployment in slum and non-slum schools. Computation of monthly salaries for teachers from lowest to the highest job group categories in the schools reviewed, indicates a per pupil investment of KSh 509 in slums compared to KSh 802 in non-slum areas. This evidently implies disproportionate spending both in financial and human resource terms per pupil in favour of schools in non-slum areas, relative to those in slums.

The findings suggest that the current 2006 TSC policy on teacher recruitment and selection is not proving responsive in recruiting teachers to match increases in pupil enrolment. It has focused largely on filling vacancies left by teachers who leave the teaching profession for whatever reason. The Kenya National Union of Teachers (KNUT) estimates annual loss of teachers due to deaths at 50³ (in Nairobi County), however in a period of over four years the TSC has assigned not more than 80 teachers to the Nairobi area. The slow replacement of teachers leaving the service due to natural attrition results in high PTR in the slum areas.

The imbalance in teacher distribution is also attributable to external interference. During consultations with the City Education Department, officers explained that some teachers demanded not to be posted in urban slum locations.

Figure 2: PTR by location sampled



Conclusion

Clear evidence⁴ that public investment in teachers is lower in schools from slum areas compared to non-slum areas, suggests that new approaches are required to human resource planning and teacher distribution by both government and the Teachers Service Commission.

References and Content Notes

1. Teachers Service Commission, 2012.
2. Ministry of Education, 2013.
3. KNUT Nairobi Branch Executive Secretary 2013.
4. The full briefing paper on which this article is based is available on knowledge exchange.

Urban sanitation facilities in Liberia: rethinking latrine designs



By **Sofie Johansen**

Introduction and background

The pilot phase of the European Union (EU) funded 'Urban Sanitation Project' has just been completed as of January 2015.

This is a three year intervention which seeks to improve the lives of slum dwellers through the provision of additional public and household toilet facilities. This incorporates hygiene promotion activities to improve the knowledge of the population as a whole. The aim is to improve environmental and personal health in urban slum areas of Monrovia, Liberia's capital city.

The Ministry of Health of Liberia and the World Health Organisation (WHO) estimated in 2012¹ that one in five Liberians die due to poor sanitation and hygiene practices. In such a context, it is evident that improved access to sanitation facilities will contribute to the reduction of mortality and morbidity rates. This is particularly relevant in urban slum areas where congestion increases exposure to disease.

In urban slum areas, congestion, along with poor hygiene practices, increases the exposure to disease. According to the WHO and United Nations Children's Fund (UNICEF)², three out of four Liberians living in urban areas do not have access to improved sanitation facilities. They resort to open defecation or dispose of faeces in plastic bags – so called 'flying toilets'. The high demand and over-utilisation of land makes it difficult to allocate land for sanitation facilities, creating a self-perpetuating cycle of harmful hygiene practices.

This project combines latrine construction with rehabilitation of existing structures, hygiene promotion and drainage clearance so as to improve sanitation and hygiene in communities in Monrovia. The pilot phase of the project has just been completed through the construction of the first latrine in one community – benefiting almost 3000 persons.

You are probably thinking, not another latrine?!

What is unique about this project is that this type of communal latrine is presumed to be the first of its kind to be constructed in Liberia. It is fitted with a bio-digester which will improve cost recovery mechanisms and provide other benefits to the community.



One of the key challenges in operating in an urban slum context is the availability of suitable land

The bio-digester produces bio-gas, the pressure of which is used to run the entire system. Aside from this self-sustaining function, the gas can also be tapped and used as cooking gas – or it can even be converted into electricity that can light up a community that has no real access to power. Furthermore, through filtration, water from the waste is reusable – although not potable! It can, for example, be used within the facility to flush the toilets, hence adding another self-sustaining function.

Thus, there is the potential for the facility to function as more than just a latrine. It can provide further services to the community such as gas, electricity and water. This can be income-generating for the facility to ensure that it is maintained, whilst reducing the costs of certain commodities to community members. Also by providing separate facilities for men and women, it has the potential to provide a safer environment for women and children.

Challenges in the urban context

One of the key challenges in operating in an urban slum context is the availability of suitable land. Sanitation facilities in Monrovia are particularly difficult to construct due to the high water table. Finding a plot large enough is also an issue considering the demand in an urban slum setting. It is extremely difficult to secure land as it already over utilised, and the high cost which may be attached to the land adds to this. To ensure that there are no land disputes down the line, it is therefore necessary that the land is donated to the community. Despite these challenges we have learnt some valuable lessons with respect to urban sanitation. A number of these lessons are discussed in detail below.



The photo shows the full site including latrine building, bio-digester and well, Zondo Town, Monrovia, Liberia. From left to right: William W. Slewro ,WASH Programme Manager, Concern, Dennis G. Letquiab, Chairman, Zondo Town Community, Albert Morris, CDO Construction, Concern. Photo by Sofie Johansen, 2015.

Community Engagement

To ensure sustainability of the project, the community is engaged in all aspects of the project. The land is donated to the community, the labour is provided by the community and a Water Sanitation and Hygiene committee is established and trained, consisting of community members. This skills transfer to community members is an integral aspect in that some are trained on the management of the facility and the WASH committee is trained to carry out hygiene promotion and assist in the maintenance of the facility. This helps as it normalises this 'strange' latrine and ensures that people are willing to use it.

Hygiene Promotion

The WASH committee carries out hygiene promotion activities in the community on a voluntary basis. They are selected on a set of criteria – one of which is that they must have lived in the community for at least five years. This is to ensure that they are actually residents, so that sustainability can be enforced through transfer of ownership to the community itself. The hygiene promotion aspect is highly **adaptable**, and was used to integrate Ebola awareness messages into the project. This indicates that the approach is dynamic and can meet the changing needs of the communities we work in.

Sustainability

Whilst the community is engaged and trained to ensure sustainability, a key issue with this type of latrine design is that a level of technical knowledge is required to maintain the facility. It has self-sustaining elements, but only in so far as they are properly maintained. It is therefore crucial that individuals and partners are properly trained to ensure the continuing use and existence of the facility. The intention is that it will be handed over to the Monrovia City Corporation (city council), yet sustainability will depend on the technical know-how of those actually maintaining the facility.

Design

As the pilot phase has just completed, and the latrine is yet to be put into use, it can be difficult to determine the actual outcomes. However, in terms of design, a few lessons can already be learned. Due to the bio-digester, a communal latrine as the one constructed, requires more space than a conventional latrine. This is particularly hard to come by in urban slum areas. However, it could be possible to adapt the design of the facility by placing the bio-digester beneath the latrine building itself, hence halving the space required.

What next?

Having completed the pilot phase, there are still lessons to be learned. An impact assessment will be crucial once the facility is taken into use. However, it is clear, based on community visits, that the hygiene promotion aspect has been welcomed. There is almost no evidence of open defecation anymore, and few reported incidents of water-borne diseases which were once

prevalent in the area. The community openly welcomes the latrine design and has expressed a commitment to maintain and use it, despite its unconventional design.

The programme continues in Logan Town by expanding to other communities. Construction of another communal facility is already underway, and WASH committees are being trained, community members being engaged. The future of this programme, post-construction, lies in the community itself. In Zondo Town itself (pilot phase) the community Chairman, Dennis G. Letquiah, speaks of community plans to develop clinics and schools, highlighting how it is community driven, and he includes the current project in this community driven vision of development.

Finally, whilst the potential of a latrine such as this has many positive aspects, there are also issues of concern that need to be recognised. These include:

- The high water table may lead to flooding in the rainy season, which could cause some of the chambers of the bio-digester to float if not properly anchored. There may also be a back flow due to flooding, which would mean that the pits would effectively become septic tanks. This defeats the purpose of the latrine, as septic tanks need desludging which is difficult in areas of high population density, such as Logan Town.
- Due to the hydraulic pressure exerted in the operation of the latrine, it is important that good quality materials are used in its construction. The availability of materials and technical construction expertise may lead to sub-standard construction.
- The collection of the gas can become a safety issue. The build-up of methane must be carefully monitored as it can be dangerous for people and the environment.
- The next phase of the project will seek to address these issues, using the learning outcomes from the pilot phase.

References and Content Notes

1. WHO/UNICEF, Joint Monitoring Programme for Water Supply and Sanitation, Estimated on the use of water sources and sanitation facilities, Liberia (2012, updated April 2014).
2. *ibid*

The future is urban: what have we learned? what lies ahead?



By Kai Matturi

In reading all the articles in this edition of Knowledge Matters one central learning point is self-evident: the phenomenon of urbanisation is upon on us.

As Jenny Swatton noted in her article, 'urbanisation is the result of population growth as well as increasing rural to urban migration, with cities seen as centres of economic activity and prosperity'.

In the economic history of humanity, urbanisation has always been an accelerator of growth and development. The proximity of all the factors of production that occurs in urban settings boosts efficiency because there are lower transaction costs; bigger, closer markets; and a natural tendency to form high-value areas of specialisation. Indeed, it seems that no economy in the world to date has become prosperous without becoming urban.



As it currently stands more than half the world's population now lives in urban areas

As it currently stands more than half the world's population now lives in urban areas¹. However, behind that simple figure are a host of other complicating factors – for example, the absolute number of slum dwellers is growing, but relative numbers are falling². Also as Concern's urban contextual analysis noted urban settings do not offer equalities to all whom resident there³. In fact urban populations tend to be exposed to different types of risks and vulnerabilities as narrated in the article on life in Grand Ravine. The basic message is loud and clear however: the future is urban. Therefore for development and humanitarian practitioners the obvious question one is presented with is what kind of urbanisation will nurture sustainable development? In this concluding article to the current edition of Knowledge Matters I will set out to answer this question.

In my view, there are three areas that we need to address to ensure prosperous urbanisation. I have come to this view based on a review of the most relevant open access literature⁴ and reflecting on the articles included in this special issue of Knowledge Matters. First is the issue of adequate rules and regulations. Second is having a carefully thought-out urban design. And third is putting into place a financial plan that ensures adequate funding. When you analyse how cities create value and how economies of urbanisation are created, it's clear that you cannot succeed without addressing every one of these areas in parallel.

In the first instance, it's evident that the cities that generate the most value are those with the strongest legal frameworks; that is, the ones that have clear, intelligent rules that are consistently enforced. A productive city is an outcome of the rule of law. Why? Because no one wants to invest in a place where their property could be seized or their rights violated. Concern's work with the pavement dwellers in Dhaka to ensure that they have legal recognition illustrates why strong legal frameworks are important. Without legal recognition accessing social services can be impossible for extreme poor groups such as pavement dwellers.

Just as important is the physical plan or design, an area that is very often overlooked. This lack of attention has resulted in a lot of cities, especially in the global south, which are congested, polluted, and just not very pleasant, *see the photo below*. And that undermines the urban economy because people are less willing to invest in them. It's especially important to address design early on because if you don't, it is very difficult to do so once the city is established. Social and political issues emerge and it becomes a very complex and expensive process. The article exploring Concern's work in Grand Ravine demonstrates the importance of effective planning.



The photo gives an overview of Marbella Slum in Freetown, Sierra Leone. Photo by Jennifer Nolan, 2014.



The idea behind such initiatives is to build inclusive cities, places where everyone, regardless of wealth, gender, race or religion, is enabled to participate productively and positively in the opportunities cities have to offer

Finally, a financial plan must also be put into place from the start. Urban centres generate a lot of value and, if managed well, should be self-financing. But that only happens if you have a very rigorous plan. You need a plan for expenditures and maintenance and a plan for income. However, urban centres must be supported by policy at the national level that leaves enough revenue with the city to sustain itself rather than siphoning it all off for other purposes.

If all three of these issues are addressed, urbanisation can begin to produce financial outcomes immediately. Initially, the construction phase becomes a source of employment. Later, the economies of urbanisation kick in and there's a continuous process of increased productivity.

Now you may wonder how does fit into Concern's work in cities across the global south. For Concern to be seen to add value to the above points it needs to engage fully in the 3C's (Communication, Coordination and Collaboration). We must communicate clearly our work with local actors. A clear communications plan will ensure that everyone fully comprehends our mandate along with our aims and objectives; this includes our understanding of extreme poverty. Also, programme participants and city councils will understand how our work complements local initiatives. In an urban setting the potential for misinformation to spread is high especially with transitory populations being the hallmark of city life.

To strengthen complementarity we must engage in coordination efforts. We cannot be seen to duplicate the efforts of others. In an urban setting coordination is vital to gaining ownership and buy-in from programme participants thus guaranteeing sustainability. For sustainability to be the cornerstone of our work we must design, implement, monitor and evaluate interventions in a collaborative manner. Collaboration as opposed to competition should be our mantra. Off course donors and city government actors must be on the same page for the 3C's to become a reality.

For those seasoned development and humanitarian practitioners this may sound like obvious things that we currently do. The sad reality is that not all humanitarian and development actors fully embrace this approach⁵. In an urban setting where you have a technology savvy population, the mass media, concentration of political interests and a transitory population it does not take a lot to start a revolt than can quickly escalate into a full blown conflict. Therefore it is paramount when working in urban settings for all humanitarian and development actors to follow the C's. The articles in this issue of Knowledge Matters from places such as Addis Ababa, Dhaka and Port-au-Prince demonstrate that this is possible. In Addis Ababa for example, Concern is supporting state actors to implement a skills training project for those in the informal sector of the economy. The idea behind such initiatives is to build inclusive cities, places where everyone, regardless of wealth, gender, race or religion, is enabled to participate productively and positively in the opportunities cities have to offer.

References and Content Notes

1. See the World Urbanization Prospects Report
2. See the State of the World's cities 2010/2011 Report
3. In 2012 as part of Concern's Irish Aid funding stream contextual analysis was conducted in a number of countries. Urban contextual analysis was undertaken in Ethiopia, Somalia, Bangladesh, and Haiti.
4. Literature that was consulted: *Adapting to an Urban World: Urban Food Security Pilot Assessment Harare, Zimbabwe.*(2014). Harare: United Nations World Food Programme and Global Food Security Cluster. *Urban Preparedness: Lessons from the Kathmandu Valley.* (2014).London: British Red Cross. *World Urbanization Prospects: The 2014 Revision, Highlights.* United Nations, Department of Economic and Social Affairs, Population Division. *State of the World's Cities Report 2012/13: Prosperity of Cities.* Nairobi: UN-HABITAT.
5. Vijaya Ramachandran and Julie Walz. 2012. "Haiti: Where Has All the Money Gone?" CGD Policy Paper 004. Washington, D.C.: Center for Global Development. <http://www.cgdev.org/content/publications/detail/1426185>

French-language abstracts

De la Programmation urbaine de Concern



Par Jenny Swatton

Jusqu'à maintenant, le travail de Concern en milieu urbain s'est focalisé sur l'amélioration des infrastructures et sur la création de nouvelles opportunités de revenus. Nous prévoyons un accroissement de notre activité de programmation urbaine, et de nombreuses discussions ont déjà lieu en interne, au sujet de l'application en milieux urbains des modèles phares de Concern, en particulier du Programme de mouvement de sortie de l'extrême pauvreté (Graduation Model). Au Kenya, l'équipe a également développé un cadre de surveillance des crises urbaines à développement lent, appelé « Indicator Development for the Surveillance of Urban Emergencies » (Développement d'indicateur pour la surveillance des urgences urbaines) ; plus d'informations sur cette initiative dans ce numéro de Knowledge Matters. Compte tenu de tous ces éléments, l'opinion générale est que Concern se trouve en position de force pour influencer les discussions en cours et celles qui émergent au sujet de la pauvreté urbaine, et nous espérons que voussoyez du même avis.

Les installations sanitaires au Liberia : repenser la conception des latrines



Par Sofie Johansen


La phase pilote du projet « Urban Sanitation » (Assainissement urbain) vient d'être menée à bien. Il s'agit d'une intervention de trois ans qui cherche à améliorer la vie des habitants des bidonvilles, en fournissant des toilettes supplémentaires, à usage public, ainsi que dans les foyers. L'objectif est d'améliorer l'impact sanitaire, environnemental et personnel dans les bidonvilles de Monrovia, la capitale du Liberia. Avec l'achèvement de la phase pilote, il reste des leçons à apprendre. Néanmoins, ce qui est clair, d'après les visites faites aux communautés, c'est que l'aspect de sensibilisation à l'hygiène a été bien accueilli. Il n'existe presque aucune preuve de défécation en plein air, et peu d'incidents en lien avec les maladies d'origine hydrique ont été signalés, ce qui était auparavant courant dans la région. Les membres de la communauté ont bien accueilli la conception des latrines et ont déclaré vouloir s'engager à l'entretenir et l'utiliser, malgré sa conception peu conventionnelle.

Le rôle des professionnels de santé communautaires en milieux urbains, qui contribuent à l'amélioration des résultats sanitaires à Freetown

 Par Emily Cummings, Khadijatu Bakarr, et Jill Groom

Des suites des résultats du « Child Survival Programme » (Programme de survie infantile) et de l'épidémie d'Ebola, nous avons clairement pu constater le rôle unique et important des professionnels de santé communautaires (Community Health Workers – CHWs –) en Sierra Leone : aider les gens à reprendre confiance dans le système de santé au sein des communautés où ils se trouvent. Peu importe le degré de proximité d'une femme enceinte (ou d'une personne s'occupant d'un jeune enfant) vis-à-vis de la clinique, si elle a peur de s'y rendre, l'obstacle est trop important et l'accès aux soins ne peut avoir lieu. Les CHW ne se contentent pas d'orienter les clients vers l'installation sanitaire lorsque ces derniers ont besoin de soins, mais ils accompagnent souvent le client, en s'assurant que celui-ci reçoive bien les soins qu'il nécessite. Nous espérons qu'avec des orientations de ce type, nous commencerons à pouvoir constater une augmentation du nombre de personnes dans les mois qui viennent, tandis que le rôle éducatif des CHW vis-à-vis des questions de santé améliorera les résultats sanitaires.

Donner un refuge sûr aux enfants qui travaillent en milieux urbains un refuge sûr

 Par Sherzada Khan, Naseem Panezai, et Chloe Makiello

Concern Pakistan et son partenaire local, l'ONG Water Environment and Sanitation Society (WESS) ont commencé la mise en œuvre du « Working Children Protection Programme » (WCPP – Programme de protection des enfants qui travaillent –) en 2007. Le programme avait pour objectif le renforcement de la protection des enfants qui travaillent, de leurs familles, ainsi que l'amélioration de leur condition socio-économique. La réalisation de cet objectif devait être atteinte par l'amélioration de l'accès à l'éducation, aux activités récréatives, aux services de santé et d'hygiène, ainsi qu'aux opportunités de revenus. Même si le WCPP a atteint son objectif affiché visant à donner un refuge sûr, à Quetta, aux enfants qui travaillent, de nombreux défis survenus tout au long de la période de mise en œuvre ont limité l'impact global du projet. Par exemple, même si les sessions de développement des apprentissages et des activités commerciales s'intégraient dans un ensemble de possibilités de formations, le problème du financement des projets potentiels n'a pas été suffisamment pris en compte. Avec le recul, les partenariats avec les institutions de micro finance auraient également être davantage développés, afin de permettre aux personnes en formation de monter leurs propres projets commerciaux.

Promouvoir des compétences utilisables sur le marché du travail, pour le secteur informel, à Addis-Abeba

 Par Tilahun B. Tesfaye, and Samuel Fox

Le projet de source de revenus en milieu urbain de Concern à Addis-Abeba, en Éthiopie, devrait améliorer les sources de revenus de 4700 personnes au total, ou des familles des 900 personnes en formation, directement admises dans les différents programmes d'apprentissage et d'acquisition de compétences. À long terme, le projet devrait contribuer de façon significative à l'allègement de la pauvreté à Addis-Abeba, en améliorant la compétitivité et la qualité de la main d'œuvre ainsi que la croissance du marché du travail. Ces initiatives devraient contribuer à la croissance de microentreprises qui seront gérées par des travailleurs qualifiés du secteur informel travaillant pour leur propre compte. Cela génèrera une augmentation de la compétitivité et une croissance supplémentaire du marché du travail, amenant un accroissement de la demande et des revenus pour les travailleurs du secteur informel, contribuant à la croissance économique et à la diminution de la pauvreté.

Inspirer de nouvelles solutions au déplacement : expériences tirées du Programme Return to Neighbourhood


 Par Giulia Bazziga

En janvier 2010, Port-au-Prince a été frappée par un tremblement de terre qui a laissé quelque 1,5 million de personnes sans logis. Depuis, le Programme « Return to Neighbourhoods » (Retour dans les quartiers) de Concern a aidé plus de 8000 familles à retourner dans les abris et à reprendre des activités génératrices de revenus. Concern a identifié, avec le soutien apporté aux Personnes déplacées à l'intérieur du pays Internally Displaced People – IDPs –), trois domaines clés de redressement de la situation : l'accès au logement, l'aide au paiement des frais relatifs à l'éducation, et l'aide à la reprise d'activités génératrices de revenus. Concern a lancé son programme pilote du Projet « Return to Neighbourhoods », dans un petit camp appelé Terrain Oscar, foyer de 192 familles. Le programme pilote a donné des résultats hautement satisfaisants, et est devenu le modèle pour la stratégie nationale développée par le Gouvernement haïtien avec le soutien des Nations Unies et de Concern durant l'été 2011, et a ensuite été adopté par plusieurs organisations à Haïti.

Accélérer le développement à Grand Ravine : un modèle d'engagement communautaire pour travailler dans les milieux urbains complexes d'Haïti.

 Par Pete McNichol

Lorsque l'idée d'entreprendre le « Programme to Support the Planning and Reconstruction of Grand Ravine » (Programme d'aide à la planification et la reconstruction de Grand Ravine) a été lancée, les réactions de la part du Gouvernement et d'autres ONG ont été semblables « bonne chance ! » L'histoire sociale et politique complexe d'Haïti a occasionné (et encouragée) la



montée de gang contrôlant de petites zones, et se battant constamment contre ceux des autres zones. On constate également des niveaux élevés de violences d'ordre sexuel ou sexiste, et les enfants sont souvent victimes de violences domestiques. En dépit de ces défis, Grand Ravine ne peut pas être ignoré. La population de Grand Ravine incarne la façon dont Concern comprend la pauvreté extrême – le besoin de prendre en compte non seulement les privations en termes de ressources, mais également les risques et vulnérabilités, ainsi que les inégalités. Le programme de Grand Ravine démontre l'importance critique de la gestion des relations, de la confiance, du capital social et des manières multisectorielles de travailler, en relevant des défis complexes en milieu urbain.

Surmonter les obstacles d'échantillonnage de données relatives à la santé dans les bidonvilles

 Par Regina Mbochi, Yacob Yishak, et Samuel Kirichu

Nairobi, la capitale du Kenya, a connu une croissance exponentielle au cours des 60 dernières années, où la population actuelle de 3,5 millions de personnes est presque 29 fois plus élevée que celle de 1948, qui était de 120 000 personnes. Cette explosion rapide et incontrôlée de la population a eu pour conséquence la prolifération de lotissements informels à Nairobi. Les preuves qui émergent révèlent que l'explosion de la population urbaine s'est accompagnée de taux de pauvreté en augmentation et de résultats sanitaires peu satisfaisants. Malgré l'accès facile aux services de santé dont peut profiter la population, l'incidence de la malnutrition infantine, la morbidité et la mortalité s'est révélée être plus élevée dans les bidonvilles et les zones périurbaines que dans des milieux urbains plus privilégiés, ou même, parfois, que dans les milieux urbains. Afin de faire face aux problèmes de « maternal, neonatal and child health (MNCH) » (santé maternelle, néonatale et infantile) dans les bidonvilles, il est nécessaire d'obtenir des données fiables pour apporter des nouveaux éléments d'informations au programme. La nature des bidonvilles présente des défis uniques qui demandent une méthodologie réfléchie, tout spécifiquement en ce qui concerne l'échantillonnage, afin de s'assurer de la pertinence et du caractère représentatif des données collectées.

Enseigner l'équité : la répartition publique des enseignants dans la ville de Nairobi

 Par Gabrielle Appleford, James Njuguna, Job Orina, et John Mutua

En 2013, Concern a entrepris une étude en vue d'établir le niveau d'investissement public dans l'enseignement de base, dans les bidonvilles de Nairobi, en examinant les performances vis-à-vis de l'investissement le plus significatif, les enseignants. En contrôlant la répartition des financements et des dépenses, et en les reliant aux besoins non satisfaits, l'étude visait à identifier des opportunités d'augmentation des investissements ciblés, à destination des communautés les plus pauvres. Le présent article décrit cette étude et donne des recommandations en matière de politiques pour « enseigner l'équité », de façon à rectifier la répartition des enseignants du secteur public, afin que les enfants qui en ont le plus besoin puissent bénéficier d'un Enseignement primaire gratuit.

Développer des indicateurs pour un système de détection précoce en milieu urbain

 Par Gabrielle Applefordet Jay Chaudhuri

Le projet « Indicator Development for Surveillance of Urban Emergencies (IDSUE – Développement d'indicateurs pour la surveillance des urgences urbaines) » est né de l'intérêt grandissant pour la prédiction et la prévention de crises alimentaires en milieux urbains ainsi que des urgences complexes. L'IDSUE a démarré en 2010 peu de temps après les violences qui ont fait suite aux élections au Kenya, où les effets de l'urbanisation grandissante, conjugués à une vulnérabilité extrême et à la violence ethnique, étaient les plus marqués. En dépit du fait que la vulnérabilité associée à l'urbanisation soit de plus en plus reconnue, les environnements urbains, et les acteurs qui y travaillent, sont en proie à une pénurie d'informations adéquates pour la surveillance des changements dans le contexte des milieux urbains. La question centrale sur laquelle l'IDSUE souhaite se pencher est la suivante : *Comment savons-nous qu'une situation passe de la pauvreté chronique à la crise aigüe dans un bidonville ?* Afin de répondre à cette question, l'IDSUE a collecté à grande échelle des données du quotidien des foyers en rapport avec l'eau, l'assainissement et l'hygiène (WASH – water, sanitation and hygiene –), la nourriture et la sécurité personnelle, la morbidité, les sources de revenus et les stratégies d'adaptation dans cinq lotissements informels à Nairobi et à Kisumu au Kenya.

Aider les « habitants des trottoirs » à sortir de l'extrême pauvreté au Bangladesh

 Par Asif Imran Khan

En accord avec le mandat de travail avec les personnes les plus vulnérables et les plus marginalisées, Concern Worldwide Bangladesh a conçu une intervention de développement qui s'intègre dans un ensemble de mesures qui font face aux défis présentés par la complexité de la pauvreté des habitants des trottoirs. Le programme vise à leur permettre de réussir à sortir de l'extrême pauvreté. Les objectifs du programme incluent l'amélioration des ressources humaines et financières, la sensibilisation aux droits et prérogatives du citoyen, ainsi que la réduction des expulsions et des pertes de ressources. Un engagement actif avec le gouvernement pour donner aux habitants des trottoirs une reconnaissance vis-à-vis de la loi, donner accès à des abris et à des services sociaux sont des éléments essentiels pour que les squatters et que les habitants des trottoirs ne restent pas en bas de l'échelle du développement et qu'ils en gravissent les échelons. L'expérience du programme urbain intégré de Concern démontre que c'est la combinaison d'une approche innovante en termes de fourniture de services, une constante adaptation au contexte et d'un plaidoyer régulier auprès des parties prenantes clés qui permet aux personnes vivant dans la rue de réussir leur mouvement de sortie de l'extrême pauvreté.

Le futur est urbain : qu'avons-nous appris ? Qu'est-ce qui nous attend ?

 Par Kai Matturi

À l'heure actuelle plus de la moitié de la population mondiale vit dans des milieux urbains. Le message fondamental est clair et net : le futur est urbain. Pour les praticiens de l'humanitaire et du développement, la question qui se pose de manière évidente est de savoir quel type d'urbanisation favorisera un développement durable ? De mon point de vue, il faut se pencher sur trois domaines pour assurer une urbanisation prospère. Le premier, c'est la question de l'adéquation des règles et réglementations. Le second, c'est de disposer d'un aménagement urbain qui soit le fruit d'une réflexion approfondie. Le troisième, c'est la mise en place d'un plan financier assurant un financement adéquat. En analysant la façon dont les villes créent de la valeur et la manière dont les économies d'urbanisation sont créées, il apparaît qu'il est clairement impossible de réussir sans chercher des solutions dans chacun de ces domaines en parallèle.

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- Promising practice
- Organisational learning
- Promotion of multi-sectoral and integrated approaches to programming
- Links to full reports

What it doesn't include

- Targeted recommendations
- Additional evidence not included in the papers cited
- Detailed descriptions of interventions or their implementation

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