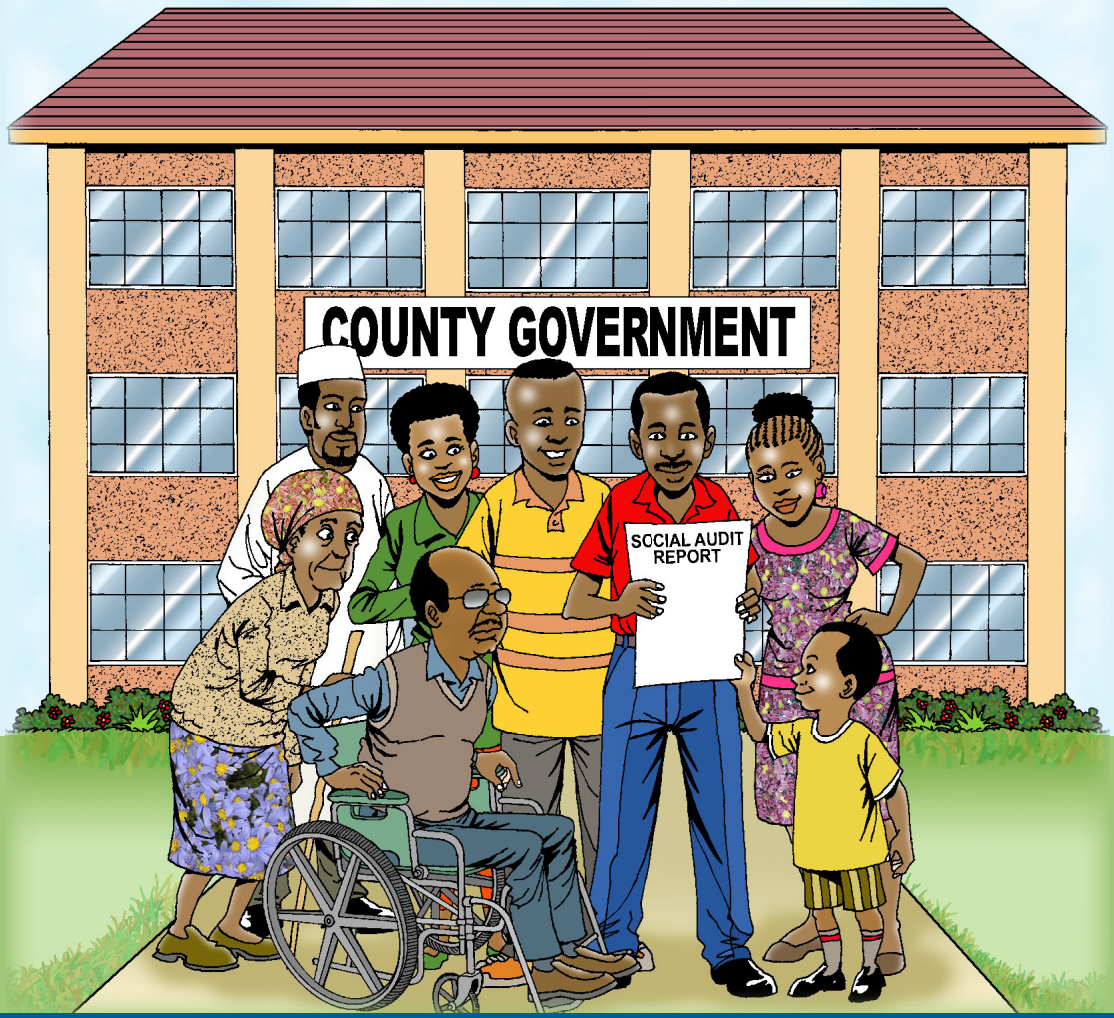
CEDGG

CENTRE FOR ENHANCING DEMOCRACY
& GOOD GOVERNANCE

SECURING COMMUNITY PARTICIPATION IN SERVICE DELIVERY

Volume 2



A Report on Social Audit Exercise conducted by organised Citizens' Groups in NakuruTown East, Nakuru Town West, Rongai, Molo, Njoro and Gilgil Sub- Counties, within the County of Nakuru.

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Cornelius Oduor

Chief Executive Officer

Foreword

Centre for Enhancing Democracy and Good Governance (CEDGG) has been mobilizing local communities within Nakuru County to undertake social accountability work using the social audit model for more than five years. The purpose of this work has been to promote citizen participation in monitoring utilization of resources on public projects, promote transparency and accountability and enhance delivery of quality services to the people. CEDGG's previous work on social accountability focused more on CDF funded projects. In 2014 and 2015, the organization expanded its scope to include projects funded by the County Government of Nakuru specifically in the sectors of health, education, and water.

In monitoring County Government work, the organization focused on both physical projects and delivery of services to the public.Effective public participation in the implementation of those projects and eventually service delivery was a key issue in this study. CEDGG used social audits and community score cards in the social accountability work whose findings are contained in this report.

The philosophy behind CEDGG's Social audit work is that Citizens are not just Consumers of services provided by government but are also the financiers of the services and therefore have a big responsibility in ensuring effective utilization of resources. This way, they would ensure value for money and contribute towards overall economic growth.

Over time, CEDGG has adopted a human rights approach in monitoring service delivery. Beyond citizen participation and financial probity concerns, the monitoring focuses on accessibility, availability, affordability, acceptability and quality of services. Importantly, CEDGG continues to focus on sections of the population that have hitherto and or continue to be marginalized. That is why, for example, in Nakuru Municipality the focus of its work has been in slum areas traditionally targeting women, youth and disability groups with a recent inclusion of groups of people living with HIV and AIDS. This report attempts to link observations made in various projects and service delivery facilities to gaps that may existing legal and policy frameworks guiding implementation of projects and delivery of the services. On account of this, the recommendations made by the report are pegged on what ought to be done to address the gaps. It is therefore hoped that this report, just like others before it shall go a long way in helping address identified weakness and contribute to efforts towards progressive realization of human and peoples' rights.

Masese Kemunche

Programs Manager

Abbreviations

BQ	–	Bill of Quantities
CDF	–	Constituency Development Fund
CDFC	-	Constituency Development Fund Committee
CEDGG	–	Centre for Enhancing Democracy and Good Governance
CCC	-	Comprehensive Care Centres
CGA	–	County Government Act
CoK	–	Constitution of Kenya
ECD	-	Early Childhood Development
HoD	-	Head of Department
HRBA	-	Human Rights Based Approach
KII	-	Key Informant Interviews
MCA	–	Member of County Assembly
NAWASCO	–	Nakuru Water and Sanitation Company
PFM	-	Public Finance Management
PLHIV	-	Persons Living with HIV
PMC	-	Project Management Committee
PSC	-	Public Service Commission
PWD	-	Persons with Disability

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Executive Summary

Since its promulgation in 2010, the Constitution of Kenya has been lauded for vesting power on the people and creating space for citizens to participate in governance processes. The Constitution also introduced the devolved system of governance whose objectives include promoting democratic and accountable exercise of power, giving powers of self governance to the people and enhancing the participation of the people in the exercise of the powers of the State and in making decisions affecting them; and promoting social and economic development and the provision of proximate, easily accessible services throughout Kenya. Devolution led to the creation of decentralized units all the way to village level, an element that allows county governments to enhance service delivery at local level. Before devolution came into being, decentralization of resources to local levels was happening, and is still happening, through Constituency Development Fund. Even with all these efforts, the quality of services delivered to the public through decentralized funds such as CDF and devolved units will largely be determined by citizen's ability to participate in making decisions on matters affecting them and holding public officers to account.

To ensure that resources availed for development projects and service delivery are utilized prudently; citizens should undertake social accountability activities. This report discusses the outcome of social accountability work conducted by members of local communities in selected 6 Sub-Counties within Nakuru County. Citizens monitored implementation of development projects and status of service delivery in 42 projects using the social audit approach. The process focused on the Water, Health, and Education sectors and narrowed down to projects and facilities that are funded by CDF and County Government of Nakuru. The report highlights best practices that can be adopted to enhance public service delivery and the challenges that need to be addressed to improve performance of county governments.

Some of the best practices highlighted in this report include;

- **Rig fencing of resources to implement infrastructural development projects at the ward level.** In the financial year 2014/2015/2016 each Ward in Nakuru county was allocated approximately Kshs. 25 million to finance infrastructural projects such as ECD classrooms,street lighting, murruming of roads, storm water drainage among others. Rig fencing of resources ensured that monies allocated for ward infrastructural project were maintained for that purpose despite the falling revenue targets by the county government.
- **Installation of projects accountability boards at the project site/facility as well as county bursary list at the Ward offices.** In number of projects visited accross the county, accountability boards were erected next to facility indicating the project name, financier and project description. Even though the project cost and duration was missing in most cases.

The social audit process revealed numerous challenges in service delivery and implementation of development projects. Some of the key challenges highlighted in this report include;

- **Poor integration strategy in project identification and implementation between the administrative structures and the sectoral departments in the county.** The audit revealed that there most of the sub county and ward administrators had not clear information on the project implementation status at their respective areas. In addition the sectoral departments were not adequately consulted in project design, budgeting and implementation especially in the water sector. This situation continues to negatively effective delivery of services and responding to public enquiry on project implementation progress.
- **Recentralisation of the procurement process at the county headquarters.** Contrary to the experience with CDF project, the procurement for county infrastructural project at the ward level are undertaken at the various department headquarters at the county thus depriving the local entrepreneurs an opportunity to competitively bid for the county contracts. Centralisation of procurement at the county heads also denies project beneficiaries access to procurement information important for ensuring accountability in project implementation as most of the successful contractors are not known to the locals. The situation is further compounded by the inaccessibility of information at the county procurement offices.
- **Violation of the doctrine of separation of powers.** In most projects audited, the public reported high levels of political interference in the way projects were awarded and implemented with majority of them alleging undue political interference by the members of the county assembly in projects implementation. This position was reaffirmed by the ward and sub county administrators who directed most of the question on the projects to the MCA insinuating that its them who knew more about the projects and their status.
- **Poor mechanisms for social accountability in project prioritisation and implementation.** One of the objects of devolution is to facilitate citizen participation in decision making with respect to governance. The County Government Act has clearly stipulated the object and mechanisms of public participation. Despite these clear provisions, the audit revealed that citizens still face numerous obstacles in accessing public information regarding project procurement and implementation. This was clearly demonstration by the inability of the social auditors to access vital documents relating to county and CDF funded projects during the audit exercise. Furthermore the county administrative officers at the Sub County and ward levels as well as CDF offices are very reluctant to share project information with citizens.
- **Poor standards of works especially in physical infrastructural projects.** Due to poor accountability mechanisms in project procurement and implementation, a number of construction works were found to be wanting in terms of quality and value for money.

Clearly, these challenges have had a huge impact on quality of projects and service delivery leading to a general state of apprehension among residents that devolution may after all not deliver on its intended objectives if not checked. The report recommends various actions to address these emerging challenges key among them enforcement of effective social accountability mechanisms in the prioritisation, procurement and implementation of county functions to ensure increased accountability, transparency and citizen satisfaction. Out of the 42 audited projects, 16 projects are highlighted in this report as case studies.

Chapter 1:

Introduction

The Constitution of Kenya (CoK) 2010, expanded the democratic space for citizens to engage more in governance processes at all levels and henceset the stage for accountability. One of the biggest gains of the CoK 2010 is its acknowledgement of the Sovereignty of the People in Article 1 (1) and the subsequent entrenchment of citizen participation both as a national value and principle (Article 10 (2a) and a requirement in determining how public resources are utilized.

1.1 Justification for Social Accountability

Social accountability relies heavily on how citizens participate in ensuring that there is transparency and accountability in the way public affairs are run. These and other principles of governance are critical pillars that underpin good governance. Accountability entails getting public officers to answer to the public on issues pertaining to management of public affairs. Such affairs include management of public funds, decisions and actions that they take and delivery of services to the public.

Through social audits and community score cards, citizens are able to provide feedback to their governments about the status of services offered to them. These tools promote interactions between citizens and duty bearers where duty bearers report to citizens, a process that leads to good governance. This kind of interactionhas the potential to significantly increase the cost effectiveness of funds that a government invests in service delivery for its people. The social accountability process benefits duty bearers because it results to better prioritization and planning of projects to ensure that they meet the needs of target citizens. It improves objectivity and monitoring of activities that duty bearers undertake. This process has the potential to improve access to quality services for citizens and increase the effectiveness of development efforts that a government undertakes. Citizens should monitor public spending and delivery of services to ensure that public resources are utilized in a rational manner without leakagesand that their specific needs are addressed.

1.2 Legal Framework for Social Accountability

In Kenya, there is a comprehensive legal framework that guides management of public affairs. This framework includes the CoK, 2010, a number of policies, guidelines and laws that stipulate the conduct of public officers as well as how public affairs are to be conducted.

In Chapter Six of the CoK, 2010, public officers are expected to make impartial, objective decisions with honesty and integrity. Further, Article 133 (1) of the Constitution puts in place the Public Service Commission (PSC) and tasks it with the responsibility of ensuring that public servants uphold high professional ethics, observe high standards in the effective, efficient and economic utilization of public resources and accountability

in administrative acts. PSC's mandate also includes ensuring transparency in provision of timely, accurate information to the public. Further, the CoK, 2010 in Article 174(c) states that one of the objectives of devolution is 'to give powers of self-governance to the people and enhance the participation of the people in the exercise of the powers of the State and in making decisions affecting them'.

In Article 201(a), the CoK highlights openness and accountability including public participation in financial matters as one of the principles of public finance. According to Sections 48, 123 (3), 139 and 166(4) of the Public Finance and Management Act, 2012, budget documents including budget estimates and approvals, the Quarterly Reports, Annual Reports, Audited Accounts, County Fiscal Strategy Paper should be published and availed to citizens in formats that are user friendly to enable them engage and provide meaningful inputs. Other legal legislations that support accountability in Kenya include:

a. The Public Officer Ethics Act, 2003
b. The Anti-Corruption and Economic Crimes Act (Cap. 65), 2003
c. The Civil Service Code of Regulations, 2006
d. The Public Procurement and Disposal Act, 2005
e. The Leadership and Integrity Act, 2012

In addition, there are various provisions in the CoK, 2010 and other legislations that enhance social accountability by facilitating public participation and ensuring dissemination of information to citizens at County level. These include:

a. *Section 9 (1) of the County Government Act (CGA)* that requires Members of the County Assembly (MCA) to maintain close contact with electorates and consult with them on issues under discussion in County Assemblies.

b. *Sections 30 and 92 of the CGA* that requires Governors to promote and facilitate citizen participation in development of policies and plans, delivery of services and submit a report to the County Assembly annually on how citizens are participating in County Government Affairs.

c. *Article 196 of CoK* that requires County Governments to conduct their business in an open and public manner and facilitate citizen involvement in their business and committees

d. *Sections 94 and 95 of the CGA* that require the County Government to establish mechanisms for facilitating public communications and access to information with the widest public outreach using media that may include television stations, information communication technology, public meetings among others

e. *Section 96 of the CGA* that requires the County Government and its agencies to designate an office or officer for purposes of ensuring access to information and enact a legislation to ensure access to information for which reasonable fees may be imposed

f. *Section 115 of the CGA* that requires the County Assembly to develop laws and regulations that give effect to the requirement for effective citizen participation in development planning and performance management within the County

1.3 Social Audit Methodology

Social audit is a process through which all details of a public project are scrutinized in a public meeting. It examines all aspects of the public project, including the management of finances, officers responsible, recordkeeping, access to information, accountability and levels of public involvement. It is the process through which members of the community seek to evaluate how well public resources are being used and how to improve performance.It is similar to that of financial audit. However social audit fill the gap by a financial audit by investigating issues such as performance, accountability and impact of the project. From the definition, a social audit is a highly participatory process, where the public (consumers of service, / beneficiaries of projects) are engaged in the scrutiny of all aspects of projects (financed using public funds).

The social audit process is part of governance work that CEDGG has been implementing in different Sub-Counties. The decision to undertake social audit work was informed by a series of activities that the organization had previously undertaken with organized groups in Gilgil, Nakuru Town East, Nakuru Town West, Rongai, Molo and Njoro Sub-Counties. These activities included capacity building forums on County budget processes, citizen forums to identify development projects at Ward level, participation in Public Budget Forums and preparation of memoranda in support of their project proposals. During these activities, community members were keen on probing the nature of services delivered to them and they sought to know the status of that the County Government and CDF had funded in the 2014/15 financial year. These demands informed this year's social audit work whose aim is to monitor utilization of public resources and service delivery in the Education, Health and Water Sectors.

1.3.1 Preparatory Activities

The interest demonstrated by local communities to undertake social accountability work led to initiation of preparatory activities by CEDGG that commenced as follows:

a. ***Community Mobilization and Sensitization Forums***

During these activities, community members discussed and agreed on the focus of their social accountability. Service delivery and implementation of approved development budgets were identified as areas of interest. The forums yielded action plans that initiated the social audit process and a team of 10 social auditors was identified in each target Sub-County. The auditors were drawn from community organized groups that include residents' associations, community oversight teams,and special interest groups such as PWDs. The audit teams generally comprised citizens who are most active in county planning and budgeting processes.

b. ***Training of Social Auditors***

The social auditors were inducted through a training that took two days. Training content focused onmechanisms of Social Accountability, the Human Rights Based Approach (HRBA) to service delivery and Social Audit as a tool for monitoring service delivery and budget implementation. The County Government through the Directorate of Youth and Vocational Training, Health and Water officials took the social auditors throughpolicy standards on service delivery in their respective sectors.

1.3.3 The Social Audit Process

The social audit process involved conducting physical visits to project locations and facilities. The process involved the following activities:

a. **Sampling of Projects and Services**

The following sampling methods were used to identify projects and service delivery facilities to be audited:

i. ***Purposive Sampling***

Physical projects were selected strategically from a list of projects that the County Government of Nakuru had budgeted for and approved and those thatrespective CDF Offices had approved for funding in the 2014/15 financial year. The focus was narrowed to projects that were either complete or on-going.

ii. ***Random Sampling***

Random sampling method was used to select institutions or facilities that deliver health, water or educational services to the public. The institutions and facilities were selected from Wards within Nakuru Municipality.

b. **Data Collection**

Social auditors used a pre-designed tool to collect data from different target audiences. Data collection was undertaken using the following methods:

i. Key Informant Interviews (KIIs)

Social auditors held intensive interview sessions with government officials, project management committees and individuals who manage different facilities such as health centres and educational institutions to establish the level of service delivery and determine facts on implementation of CDF and County funded projects.

ii. Focus Group Discussions

The social audit team held focus group discussions with service users. These discussions were aimed at capturing public views on the quality of service they receive from different facilities.

iii. Questionnaires

Self-administered questionnaires were used to collect data on service delivery from a randomly sampled population of 200 respondents in Nakuru Town East and Nakuru West Sub-Counties.

c. **Data Analysis**

This data was analysed using MS Excel Software and presented in table and pie chart formats.

1.3.4 Literature Review

A review of various documents relating to service delivery and implementation of County and CDF projects was undertaken. The documents reviewed as part of the social audit process include CDF allocations and List of Bursaries, The 2014/15 County Budget, and the List of County Approved Budgets with corresponding Contractors.

1.1.5 Validation of Draft Report

Validation of this social audit report was done at two levels. Ward level validation meeting allowed social auditors to share the findings with community members and government officials at local levels. A county level validation meeting was organized to share findings with county officials and capture their responses and inputs.

Ward Level Validations

The social audit findings were subjected to community validation meetings at Ward level. Participants of the validation meetings varied based on projects but generally included members of local communities, Resident Engineers, Facility In-Charge, Supplies, members of Project Management Committees (PMCs), representatives from Constituency Development Fund Offices, Ward Administrators, and Members of the County Assembly. Inputs made by participants during these validation meetings were captured and integrated in this report.

County Level Validation

This meeting brought together representatives of various County Government departments including health, education, procurement and economic planning as well as CDF officials and social auditors for purposes of sharing the audit findings and getting their inputs and responses to issues emanating from the audit. The audit report was duly validated and a detailed report of the responses, inputs and commitments is annexed in this report.

1.4 Limitations of the Social Audit Process

The following were limitations of the social audit process:

1. The social accountability work was conducted in 6 out of 11 Sub-Counties that make up Nakuru County. These are Nakuru Town East, Nakuru Town West, Gilgil, Rongai, Molo and Njoro
2. The social audit work only targeted projects funded by the County Government and CDF projects during the 2014/15 financial year
3. Monitoring of service delivery was limited to two Nakuru Town East and Nakuru Town West Sub-Countiesthat are located within Nakuru Municipality
4. Monitoring of service delivery was limited to the Education, Health and Water Sectors with considerations of service delivery to special groups such as Persons Living with HIV (PLHIV) and Persons with Disability (PWDs).

5. Though primary schools were targeted in the social audit process, the main focus in the Education sector was on service delivery in ECD and vocational training facilities due to the fact that they are functions of the County Government.

6. Sub-County Hospitals were the main focus of the Health Sector.

7. Lack of access to information, particularly on County funded projects affected the audit process and made it difficult to determine the level of financial propriety in audited project.

Chapter 2:

Social Audit Findings

More than 40 development projects funded by either the County Government or various CDF offices in six Sub-Counties within Nakuru County were audited.The social audit process was also undertaken on institutions mandated to deliver services to the public. The findings presented below were submitted to local communities in respective sub-counties and public officials drawn from the County Government and CDF offices for validation. The outcomes of community validation meetings are integrated into the findings that are presented below while inputs, recommendations and commitments made by County Government and CDF officials are annexed in this report.The findings of the social audit process are organized in two broad sections namely summary findings in Service Delivery and summary findings in Implementation of Physical Projects. Each section is further sub-divided into best practices and challenges.

Summary of Findings in Service Delivery

The following findings are on service delivery. They highlight best practices that should be advanced in service delivery as well as the challenges that need to be addressed to make service delivery more effective.

Best Practices in Service Delivery

The Health Sector

a. Upgrading of Hospitals

This is a best practice that leads to improved services and expansion of a health facility. For instance, the elevation of LangaLanga dispensary to a Sub-County Hospital has led to construction of an inpatient wing and increased budgetary allocations for drugs.

The In patient Wing in LangaLanga Hospital

b. Sharing Resources

This is a good practice that allows more citizens to access a specific service. For instance, LangaLanga Hospital, Bondeni Maternity and Mirugi Kariuki Hospital do share an ambulance. This allows citizens in three different wards to access ambulance services in case of an emergency.

c. Change of Hospital Management

This practice enhances the quality of services that a facility delivers to citizens. For instance, the change of management in Bondeni Maternity from the municipal council to the Provincial General Hospital has led to posting of more qualified and experienced staff and reduced nurse to patient ratio.

Water Sector

a. Consistent Water Supply

This enhances access to water services for citizens. The audit revealed that there are areas that do not experience water shortage. Water supply in those areas is consistent. This is a good practice that should be replicated to other areas where residents have to buy water from water vendors.

Collections from water sales spent on paying bills

In Nakuru Town West Sub-County where members of the community purchase water from the Mogoon Borehole, the audit showed that money collected from sale of water was spent on paying electricity bills. This is a good practice that should be encouraged to make borehole projects sustainable.

Education Sector

1. **Consideration of PWDs' Needs**

This is a best practise because it enables PWDs to access similar services as other pupils in a school. This best practise was exemplified by Hyrax Primary and ECD educational facility in Nakuru Town East Sub-County where students, who are mentally handicapped, have visual or hearing impairments are allowed to sit at the front so they can hear the teacher and see writings well.

2. **Allocations for the very Needy Students**

This best practice exemplified by CDF Office in Nakuru West ensures that the neediest students get bursaries. After realizing that there were very needy students who came out to seek assistance after the process of bursary disbursement is finalized, the CDFC decided to create a Kshs. 1 million kitty to cater for such cases.

Challenges in Service Delivery

Health Sector

1. Shortage of Drugs in Health Facilities

The audit revealed that most health facilities experience perennial shortage of drugs. This issue was pointed out by staff in facilities such as Rhonda Health Centre in Nakuru Town West, and Kandutura Health Centre in Rongai Sub-County where patients are mostly advised to purchase drugs from the nearest chemist.

2. Lack of PWD friendly facilities in Hospitals

The design of most health facilities has not factored in facilities such as ramps that people with special needs like the aged and Persons with Disabilities require for easy access. This was noted in facilities such as Rhonda Clinic in Nakuru Town West Sub-County. Also, the cost of conducting a medical assessment on a person with disability costs between Kshs. 300-600, a fee that many PWDs cannot afford

3. Poorly Equipped Comprehensive Care Centres (CCCs)

Findings of the audit show that comprehensive care centres in most health facilities in Nakuru County are inadequately equipped. Most hospitals do have CCCs that lack sufficient facilities such as beds, thermometers, pressure kits and test re-agents. The CCCs also lack sufficient space where patients can be attended without intruding into their privacy. For instance, the CCC in LangaLanga Sub-County Hospital is too small.

4. Lack of Equipment in Health Facilities

The audit shows that most health facilities lack basic equipment or have non-functional equipment. Bondeni Maternity for instance has an incubator that is not working, and LangaLanga Health Centre does not have basic equipment such as stretchers.

5. Poor Infrastructure in Health Facilities

Health facilities such as LangaLanga Health Centre, Rhonda Health Centre and Bondeni Maternity either lack basic infrastructure or the infrastructure available is in poor condition. For instance, Rhonda Health Centre's waiting bay seats lack back support and the facility does not a comprehensive care centre. The waiting bay in LangaLanga Sub-County Hospital needs improvement and the one inBondeniMaternityhas a leaking roof that needs repair.

6. Lack of HIV Testing Machines in Sub-County Hospitals

Health facilities lack DBS and Viral Load Machines to facilitate early HIV tests on mothers and newborns upon delivery. Samples have to be sent to Kericho County and mothers who need such services have to travel to collect test results, a process that is costly and slow as it takes 2 weeks to get results after sample retrieval.

7. No access to Clean Water in Health Facilities

The study shows that most health facilities do not have access to clean water. Rhonda health Centre for instance, faces a huge challenge in accessing water. A water kiosk owned by NAWASCO has been put up within the clinic compound. At the time of the audit, the water kiosk was not operational.

8. Inadequate Personnel in Health Facilities

Facilities such as MirugiKariuki Hospital experience shortage of staff to an extent that the in-charge is forced to handle clerical tasks including collecting payments, issuing cards and attend to patients. This affects service delivery in a negative way.

Water Sector

a. Shortage of Clean Water

Though most households have water piping systems in place, there are areas where citizens experience challenges in accessing clean water within Nakuru Municipality such as Nakuru East, Shabab and Kaptembwa Wards. In such areas, water vendors sell water in 20 litre jerricans atKshs. 10. This limits accessibility to those who can afford to buy. Citizens who buy water from vendors are not certain about the quality of such water because they do not know the source.

b. Poor Management of Water Supply Systems

Maintenance of the water system is poor; it takes long for the Water Service Provider, NAWASCO, to repair broken pipes. This leads to wastage and contamination of clean water, which affects water quality.

c. Low Water Quality

The social audit revealed thatwater supplied to residents seems to have high levels of chlorine and a brownish colour. Some residents of Nakuru Town West Sub-County also pointed out that at times the water has a funny smell.

A water point without a tap in one of the estates in Biashara ward of Nakuru EastSub- County

d. Low Public Participation and Access to Information

The level of public participation in provision of water services is very low. Members of the public are not aware of the existence of water policies and guidelines and such documents are not available in NAWASCO's Zonal offices.

Education Sector

a. Inadequate Staffing and Staff Remuneration

The audit showed that ECDs and Vocational Training facilities such as the Nakuru polytechnic lack adequate staffing. During focus group discussions, there were claims that salaries for staff in Nakuru Polytechnic are delayed by up to six months and their salary rates are very low compared to those of other persons with similar experience and qualifications.

b. Overpopulation in ECD Centres

Findings from the social audit process show that some educational institutions such as Hyrax Primary and ECD Centre have high student populations that result to overcrowding problems. The school has more than 1200 pupils, a population that has stretched essential facilities such as toilets, desks and chairs.

The number of students in some classes goes up to 98, an element that significantly reduces the quality of learning in the school. Some pupils in the school are forced to bring their own seats (stools) from home.

c. Inadequate Learning Facilities

Most educational facilities lack sufficient facilities in terms of classrooms, learning materials, sanitation blocks, water points, libraries and staffrooms. The teaching staffs in Nakuru Polytechnic for instance use workshops as offices because the facility does not have a staffroom. Lalwet ECD in Nakuru Town West does not have a water point and the toilet block has not been put up.

b. P**oor facilities for PWDs**

Persons with disabilities in educational institutions are not facilitated well. For instance, the sanitation facilities in Nakuru Polytechnic and Hyrax Primary School and ECD are not disability friendly. Classrooms and workshops are fitted with ramps in the polytechnic, but this is not the case for other educational facilities. Accessibility of Lalwet ECD facility is a challenge for PWDs because the facility has been put up on an area whose gradient is steep and the facility does not have ramps to aid access for PWDs.

Lalwet ECD facility constructed on a steep area with no ramps

a. Poor Infrastructure

Though the buildings are old and well maintained in educational facilities such as Hyrax Primary and ECD Centre, the condition of some of the infrastructure is poor. In Hyrax, classroom floors are damaged and they have potholes that generate dust causing health hazards for pupils. Most window pane glasses are broken. Generally, there is no adequate infrastructure in the school to handle its dense population.

Broken Windows in one of the educational centres

Summary of Findings in Implementation of Physical Projects

The following findings are on implementation of physical projects. They highlight best practices that should be advanced in implementation of physical projects as well as the challenges that need to be addressed to make implementation of such projects more effective.

Best Practices in Implementation of Physical Projects

a. **Availability and access to project information**

This is a best practise that reflects transparency in utilization of public resources. Several members of CDFCs and PMCs received social auditors well and offered them the cooperation they needed to successfully complete the audit process. Their readiness to provide the information and documentation relating to physical projects added credibility to the audit process. Examples of such projects include the CDF Bursary and St. Maria Veronica Girls High School in Nakuru Town East Sub-County.

Accounts Manager in Nakuru Town East Constituency, sharing information with social auditors during the Social Audit exercise

b. **Setting up Community Oversight Structures**

This best practise allows community members to actively participate in implementation of development projects. As direct beneficiaries of development projects, members of the community through the community oversight structures such as project management committees in CDF's case can ensure quality assurance and monitor implementation of a development project closely.

A project that exhibits the role that community oversight structures play in implementation of a project is St. Maria Veronica Girls High School in Nakuru Town East Sub-County where the PMC ensures smooth running of the project, safety of construction materials and shares information about the project with the larger community.

Erecting Accountability Boards on Project Sites

This best practice enhances transparency in project implementation and serves to create public awareness about implementation of public projects including providing details about the client, project management and contractor and financier. Examples of projects that depicted this best practice include Hyrax Primary and ECD project in Nakuru Town West Sub-County and Construction of ECD classes in Mercy Njeri Primary School, Rongai Sub-County.

An accountability Board erected by the County Government on Hyrax Primary School ECD Project Site

c. **Active participation citizens at all levels of project Implementation**

Participation of citizens in all levels of project implementation, from project identification, initiation and completion is a good practice because it enhances ownership, quality assurance and prudent utilization of resources. A project that reflected active participation of citizens include St. Maria Veronica Girls Project where the community identified the project and appointed a project management committee to manage the project. The composition of the committee reflects representation of all the villages around the project area with 3 women and 4 men. The committee in consultation with the community drafted a proposal for the project. The PMC through a resident engineer ensures the smooth running of the project. The PMC has ensured the presence of watchmen to guard the project materials. Committee representatives communicate project progress to residents of the areas they represent. There are quarterly update meetings that are held with community members, the workers and the PMC to discuss project progress and way forward.

d. **Placement of Resident Engineers on project site for Quality Assurance**

Having a resident engineer on the project site is a best practice that guarantees quality workmanship. The resident engineer monitors construction works as they progress. A project that exhibited this best practise is St. Maria Veronica Girls High School in Nakuru Town West Sub-County where the social auditors rated the quality of work as satisfactory due to the presence of a resident engineer to guide the construction. The project has also undergone several quarterly supervision and inspections by the public works department engineer.

e. **Completion of Stalled Projects**

According to audit findings, the County Government has stepped in to complete projects that were initiated by CDF and left incomplete. This best practise ensures that ultimately, citizens access the services that such projects were intended to deliver. Cases of such projects include TaitaMauche Water Project in Njoro Constituency where the County Government funded the completion of the project, a move that facilitated access to clean water for 350 households. The County Government also facilitated the completion of the ElburgonPublic Toilet Project in Molo Sub-County

Financial Propriety

This best practise ensures that there is value for money in terms of quality of projects implemented and that financial records relating to those projects are kept well. One of the projects that demonstrated financial propriety is the construction of one classroom in Kipsyenan Primary School in Rongai Sub-County. Records of this project are kept well at the Constituency Development Fund Committee office and a copy of the project file is available at the site.

Photo of the classroom constructed in Kipsyenan Primary School in Rongai Sub-County

There is a Project Management Committee in place. The quality of the work done is good and the management committee holds regular meetings to deliberate on key issues.

Challengesin Implementation of Physical Projects

Poor construction/renovation works

The social audit process revealed that the quality of work delivered by contractors in most projects funded by either the County Government or CDF does not satisfy expected quality standards.In Gilgil Sub-county, theLangaLanga Polytechnic building has cracked and worn out floors. In Kandutura health centre, Rongai Sub-County for instance,specific renovation works were to be undertaken in terms of repairing the floor, ceiling, fence, painting, construction of the gate and fitting of culvert at the entrance. The audit shows that the floor was done poorly and has visible cracks, renovation of the fence was never completed despite the renovations works being termed as complete, the culvert was fixed poorly and the ceiling is falling apart. Painting has been done on the front section with no painting works done inside the dispensary. The quality of work done on the Kigonor ECD project in Nakuru Town West Sub-County is also of poor quality. The floor has not been levelled well and the walls of the classrooms are weak and shaky. Kasarani Dispensary in Gilgil sub-county was poorly planned and is not connected to electricity despite receiving multiple funding from the County government and CDF.

Photo showing a crack on one of the lassrooms Kigonor EDC and Langalanga Polytechnicin Nakuru West and Gilgil Sub-Counties respectively

a. Lack of adherence to Bills of Quantities

The social audit process showed that in some instances, the BQ was not adhered to during implementation of some projects. In the case of Nakuru Town West's Mogoon Water Project that involved drilling of a borehole for instance, the BQ provided for three water outlets. However, only two water outlets were installed.

b. Delays in disbursement of projects funds and abandonment of projects

Some development projects have taken long to complete due to delays in disbursement of funds. For instance, the CDF funded St. Maria Veronica Girls High School in Nakuru Town East Sub-County has experienced delays and is unlikely to be completed by January, 2016 as anticipated and reflected in the project schedul

A photo of St. Maria Veronica Project that is supposed to be completed by January, 2016

The TaitaMauche Water project in Njoro Sub-County is an example of a project that was initiated and abandoned midway. It took 13 years for the CDF initiated project to be completed; the County Government intervened and funded its completion.

c. Low involvement of County Structures in Implementation of County Projects

The social audit revealed that County Structures such as Ward Administrators and Sub-County Administrators are not involved in implementation of County funded projects. In some areas, these structures are unaware of the projects being implemented in their areas of jurisdiction despite being legally tasked to facilitate public participation at Sub-County and Ward level. For instance, Sub-County officials were not involved in the construction of Losibil Dispensary project in Rongai Sub County.

d. Lack of Community Oversight Structures for County funded projects

The audit showed that County funded projects lack community oversight structures that would create space for community members to participate in processes such as procurement and project oversight. Procurement is done at County levels with no participation of local communities. In some projects such as construction of the Kiptangwanyi Dispensary in Gilgil Sub-County and construction of Elburgon Public Toilet, in Molo Sub-County, Members of the County Assembly allegedly take over and mask implementation of County funded projects from the public.

e. Management and sustainability of completed projects

The audit showed that there are no clear ways of managing and sustaining completed projects particularly those that are of income generating projects nature like boreholes. For instance, in the case of Mogoon Water Project, the borehole was completed and is now functional. However, the borehole is managed by the school administration in whose compound it was drilled and members of the local community do not participate in its management. Water is sold to community members at Kshs. 3 per 20 litre jerrican but there are no records of sales and it is unclear how funds generated from the sale of water are utilized. This puts to question the sustainability of the project in terms of meeting recurrent expenditures such as power bills and maintenance of infrastructure such as water pipes, pumps and tanks.

f. Failure to adhere to the budget process

Social audit findings showed that in some instances, the due budget process was not adhered to in funding projects. An example of this is theTaitaMauche Water Project in Njoro Sub-County. Originally, this project was initiated by the local community and funded by CDF in 2007. Four years later, the project stalled due to lack of funds. The County government stepped in through the Governor to complete the project. During a visit to Mauche area, the Governor gave Kshs. 500,000 towards the project. An additional Kshs. 1.3m was later given to complete the project. Both amounts appear not to have followed the due budgeting process.

g. Possible misappropriation of Public Funds

The findings of the social audit process showed that some projects that had been initiated previously had been demolished by County Government officials and similar projects put up on the same location. For instance, this happened with the Elburgon Public toilet in Molo Sub-County where the estimated cost of the project could not be established because there was an initial funding provided by the defunct local authority. After the County Government came into place, it brought down the initial structure and started the project a fresh. Demolition of the initial structure means that the funds injected initially went to waste. In Nakuru Town West, local communities raised alarm with the Ministry of Health over misappropriation of funds in the construction of Mwariki Dispensary, a CDF funded project. The area MP was angered by the move and replaced the members of the project management committee.

A photo of the Storm Water Drainage that was to be constructed in Gilgil Sub-County

h. Diversion of project funds

The social audit revealed cases of diversion of funds approved for specific projects to other projects that had not been planned. For instance, in Gilgil Sub-County, the local community had proposed a Storm Water Drainage Project. The project was approved by the County Government and a total of Kshs. 7m allocated to the project. However, it is allegedthat the area MCA diverted the funds allocated for the drainage project to street lighting, murraming and grading of foot paths. The MCA is alleged to have claimed that the allocated amount was not sufficient to complete the drainage project.

i. Construction of projects on disputed land

The audit showed that several development projects are being put up on disputed land. For instance, in Gilgil Sub-County, the LangaLanga Polytechnic has been constructed on controversial land that is alleged to havebeenauctioned by its pioneers. In Molo Sub-County, the Molo Library, which is still in its early stages of construction, is being put up on a piece of land that is disputed by the S.D.A Church. During the community validation meeting, the area MCA offered to convene a meeting with stakeholders to address the land conflict affecting the library project. TheMogoon Water Project in Nakuru Town West was constructed in a school compound following land disputes among the community living around the school. The Elburgon public toilet in Molo Sub-County has been constructed on a road reserve.

A photo of the Molo Library Project Site that is said to be on disputed land

j. Low public participation in project implementation

Public participation in identification, initiation and implementation is low in most projects. For instance, in Rongai Sub-County, the level of awareness about the construction of Losibil Dispensary is very low despite the fact that the project was proposed by the community. There is little knowledge of the renovation works undertaken by the County government in Kandutura health centre among the community as well. In fact, there was no public participation in this project from inception. The project details of Sumek Borehole were also unknown to community members, a project committee has not been put in place and the contractor assigned to complete the project worked independently. In Gilgil Sub-County, the community has no details about the Kiptangwanyi dispensary project that is being implemented by the County Government. The project is alleged to have been initiated by the MCA. The community's role in the project has been very minimal and has included supplying water to masons working at the project site.

A photo of Kandutura Dispensary where renovation works were done without the knowledge of the community

k. Poor access to information on approved projects

Accessing project related documents such as minutes, BQs, project plans, inspection reports and other financial records was a challenge particularly for County funded documents. For instance, in Gilgil Sub-County, the social audit team auditing the Kiptangwanyi dispensary that is funded by the County government were told that the County has its own arrangements when they sought information about project records. In Nakuru Town West, social auditors were unable to access any information on CDF funded projects. The audit also revealed that procurement for County funded projects is done at the County level and citizens are not aware not involved in the process at all.

l. Lack of accountability boards on project sites

Findings of the social audit showed that most development projects did not have accountability boards in place showing details such as project financier, project details, project management and contractor details for accountability purposes. Some of the projects that did not have accountability boards in place include construction of ECD classes in Atebwo Primary School, Rongai Sub-County, Kigonor ECD Classes in Nakuru Town West Sub-County and Mau Summit Polytechnic in Molo Sub-County.

m. Possible violation of Procurement Laws

The audit process showed that procurement for County funded projects is conducted at County level. This keeps local communalities in the dark on how procurement of materials and contractors for public projects is conducted. The quality of work done by contractors on projects such as Kigonor ECD in Nakuru Town West where the incomplete structure is shaky and has cracks already is a sign that all is not well regarding procurement. In Molo Sub-County, it was purported that the supplier of materials for the construction of the Elburgon Public Toilet was a relative of the MCA. In addition, the audit process revealed that most special interest groups are left out in the procurement process. Such practices violate procurement laws.

Chapter 3:
Recommended Policy Actions

The challenges identified through the social audit process both in service delivery and implementation of physical projects need to be addressed for citizens to enjoy the benefits that service delivery facilities and physical projects are intended to offer them. To effectively address these challenges, several forms of policy actions need to be taken. These actionswould include, but are not limited to:

1. Development of relevant guidelines to address the said challenges where none exists
2. Enactment of relevant legislations
3. Strict implementation of provisions that in existing legislations or frameworks that are meant to address the said challenges

The tables below stipulates recommended policy actions based on outcomes of the social audit process for Service Delivery and Implementation of County and CDF Projects

1. Policy Actions required to improve Service Delivery

No.	Challenge	Recommended Policy Action
Health Sector		
	Shortage of Drugs in Health Facilities	- The County Government should develop guidelines that ensure allocate sufficient amounts to curative health services, particularly procurement of drugs
	Lack of PWD friendly facilities in Hospitals	- The County Government should develop guidelines to ensure that the Persons with Disability Act is complied with in public facilities
	Poorly equipped Comprehensive Care Centres , poor infrastructure, Lack of basic equipment in Health Facilities and Inadequate Personnel in Health Facilities	- The County Government should develop a legislation to ensure that existing health facilities are fitted with adequate infrastructure, well equipped, and staffed before making allocations for construction of new facilities.
	Lack of HIV Testing Machines in Health Facilities lack of Nutritional Support for Lactating PLHIV Mothers and Poor Management of PLHIV	- The County Government develop guidelines to ensure that Sub-County Hospitals are equipped with the Dry blood Spot (DBS) and Viral Load Machines
	Poor access to Clean Water in Health Facilities	- The County government should ensure that all operational health facilities have access to clean water

Water Sector		
	Shortage of clean Water	- County government should develop plans and mechanisms to ensure that all residents have access to clean water
	Poor Management of Water Supply Systems	- Mechanisms to ensure that water management systems are maintained properly to prevent wastage as a result of leakages
	Low Water Quality	- The government to enforce guidelines on water quality and supply
	Poor Public Participation and Access to Information	- The government should put guidelines in place on public participation and access to information in the water sector in place
Education Sector		
	Poor Infrastructure, inadequate Learning Facilities and overpopulation in ECD Centres	- Mechanisms to ensure that existing learning facilities have sufficient facilities prior to initiation of other projects should be put in place
	Poor facilities for PWDs	- The County Government should develop guidelines to ensure that the Persons with Disability Act is complied with in public facilities
	Inadequate staffing, poor remuneration and delays in remitting staff salaries	- The County Government should ensure that ECDs and Vocational Institutions are adequately staffed and staff remunerated well and on time.

2. Policy Actions required to improve Implementation of Physical Projects

No.	Challenge	Policy Action Required
	Poor construction / renovation works	- The County Government should develop a legislation and relevant guidelines to ensure that there are resident engineers on project sites for quality assurance
	Construction of projects on disputed land	- The government should put guidelines in place to ensure that land laws are adhered to during project implementation
	Diversion of project funds and failure to adhere to the budget process and Bills of Quantities	- The County Government should develop guidelines to ensure that only projects that have been approved are implemented and that changes on approved process follow the established budget process
	Low involvement of County Structures in Implementation of County Projects	- Sub-County and Ward Administrators are legally tasked by the law to facilitate citizen participation at Sub-County and Ward levels. As part of the executive, the County Government should develop the necessary legal framework and consecutive guidelines to ensure that County Structures receive information about approved projects and play an active role in the implementation process including facilitating public participation and access to information relating to those projects

	Low public participation in different project implementation and Lack of Community Oversight Structures for County funded projects	- Strengthening of County Government decentralised structures to facilitate community oversight at local levels - The County government should fast tract the enactment and subsequent implementation of the Public Participation Law. The County Government should develop a legislation and guidelines that clearly stipulates how citizens should participate in all governance processes including planning, implementation and oversight in County Budgeting, Planning. - The legislation on citizen participation should include a framework on formation of project management committees and stipulate clearly how local communities will participate in procurement processes
	Delays in disbursement of projects funds and abandonment of projects	- The County government and CDF should ensure that projects funds are transferred to relevant projects as soon as they become available
	Management and sustainability of completed projects	- The County Government should develop procedures of handing over projects to local communities and clearly stipulate how projects such as bore holes will be managed.
	Poor access to information about approved projects	- The County Government should designate an office citizens can access information relating to County funded public projects and other relevant information as required by Section 96 of the CGA - The County Government should enact legislation and put guidelines in place to ensure that citizens access information including making such information available at Sub-County and Ward offices - The County Government should put in place a mechanism of ensuring that each County funded project has an accountability board erected at the project site - CDF offices should adhere to the provisions of the CDF Act, 2013 to share information about the status of approved projects with the public
	Lack of accountability boards on project sites	- The County Government should strictly implement laws and guidelines relating to transparency and accountability in the management of public resources without exception.
14.	Possible misappropriation of Public Funds	- The County Government should develop properly laid down procedures for supervision of projects under implementation to ensure there is value for money - The County Government should observe strict implementation of provisions in the Constitution and the Public Management Act, 2012 on conduct of public officers, corruption and misappropriation of public funds
15.	Possible Violation Procurement Laws	- The County government should decentralize procurement system to the ward level and empower local communities to participate in the procurement process - The County Government should adhere to the 30% procurement policy on Special interest groups that include Youth, Women and PWDs

Chapter 4:
Conclusion

The social audit process revealed that there are best practices in the manner in which projects were implemented and services delivered by various institutions. However, a number of challenges were identified in delivery of services and implementation of projects by both CDF and County government. Tapping into these best practices can help address some of the challenges that the social audit process brought to light. The recommended policy actions, including legislation of relevant laws, development of missing guidelines and strict implementation of those laws, should be undertaken to effectively address most of the challenges that currently face service delivery and project implementation. There is also need for relevant CDF offices and County departments to follow-up up on the audited projects to address the issues raised, particularly for projects that are in the early stages of implementation. Concerns raised by the community should be responded to effectively, clear channels of communication between these offices and the community established. The County government should fast track establishment of citizen forums to facilitate constant engagement with citizens. These are platforms for sharing information and getting feedback on citizen concerns. On the other hand, CDF offices should openly share information on the status of projects under implementation and equally respond to concerns raised by the constituents. The County government and CDF offices should consider forming and strengthening partnerships with local communities and civil society organizations operating within the county to enhance social accountability for better public service delivery.

Case Studies

Case Studies of projects that showcase Best Practises

Case Study 1: Maria Veronica Educational Project -Nakuru Town East Sub-County

St. Maria Veronica is an ongoing CDF educational project for a proposed girls boarding secondary school, with a capacity of 360 pupils. The project is located in Nakuru East Ward, Nakuru Town East Constituency, about 10km from Pipeline junction next to MirugiKariuki Sub County Hospital in Gichua area. The project lies on an 11 acre piece of land donated by the community (Plot number.206). The project started in May 2014, after submission and approval of project proposal by the CDFC team and the members of the public. This project is expected to be ready for use in January, 2016.

General Status of the Project

Project Estimated Cost	40,000,000/=
Total funding to date	20,000,000/= where 5 million was disbursed in May 2014, another 5 million in July 2014 and the remaining 10 million in March 2015
Other sources of funding	None
Actual cost to date	20,000,000/=
Project implementation schedule	FY2014/15 projected to be complete by January 2016
Level of completion	50%
PMC Members 1. James Kinene- Chairman 2. SamuelGithinji- Chairman 3. LoiceNjambi- Secretary 4. John Maina- Vice Secretary 5. Grace Maiba- Treasurer 6. TeresiaWambui 7. Ezekiel Kamau	

Findings

a) **Record Keeping**

The PMC of Maria Veronica has ensured that there are documents through each stage of the project. These documents include minutes, accountability sheets and legal documents. These documents are kept at the free area CDF office since the PMC does not have an office yet. There are two files with these documents, the project file and the minutes file. However, documents to this project are rarely timely submitted to the CDF offices in Free Area. The following documents were confirmed to be in existence at the CDF offices and accessible to the public; workplans, BQs, minutes,suppliers contracts, delivery notes, reposts of meetings, title deed.

b) **Management of Funds (Finance & Procurement)**

In terms of supply of materials, the PMC ensures a tendering committee that does bidding on who is most suitable to supply materials for the construction. Contracts between the suppliers and the PMC take the form of BQs and LPOs signed by both parties.

It has its employees as residents of the stakeholder villages who work together in the project. Those who do commendable jobs are retained more than those who don't.

Occasionally when the numbers are too big, the PMC conducts random sampling to ensure equal chances for those who want to work. They also use rotational staffing and workers get to work after a certain rotation as agreed.

c) **Quality of Work**

The quality of work so far is satisfactory, this has been ensured by having a resident engineer to guide the construction coupled with quarterly supervision of a public works department engineer.The planning of the school is commendable and incorporates both the students and teachers adequately in terms of infrastructure. The school has used two types of building blocks in its construction to date, the hollow blocks and the interlocking blocks. This school is expected upon completion to have the following facilities as stipulated in the proposal drafted before construction started; 8 classrooms two streams per form i.e.Form 1 to Form 4, 4 laboratories (Home science, Biology, Computer, Physics and Chemistry Laboratories). A Dining Hall and a Kitchen, Teachers quarters and subordinate staff quarters, 2 green houses and a dam to sustain them, a playing field, a multipurpose social hall, a swimming pool, and a School fence. The school also has plans of a borehole but this does not fall in the same budget with the school construction project.

d) **Public Participation & Access to Information**

The project was identified by the community and is community driven. The project was identified based on the reason that the two closest schools are far from the residents and they identified the need to have a school closer by for their children. The project is managed and run by a project management committee appointed by the community. This committee reflects representation of all the villages around the project such as: Tuinuane Village, Imperial Village, Kamukunji Village, Lodge Village, JB Village, Lisam Village and Mwangaza Village. The PMC members comprise of 3 women and 4 men. The committee in consultation with the community drafted a proposal that spelled the project plans. The PMC through a resident engineer ensures the smooth running of the project. The PMC uses temporarily the offices of another school next to the school called MirugiKariuki School but cannot keep sensitive documents here. The PMC has ensured the presence of watchmen to guard the project against theft due to the expensive materials used thus far.

The respective representatives from the villages are in charge of ensuring effective communication on project development to their village residents. Even so, there are quarterly monthly updates that include the community members, the workers and the PMC to discuss project and forge ways forward. There may also be issue-based meetings depending on the need or action at hand. The last quarterly meeting was held in May, 2015. Public participation in the project is enabled through the quarterly meetings and chief's barazas where progress is also reported.

e) **Other Observations/Cross Cutting Issues**

- The school project is unlikely to end by the end of the year or early next year

due to delayed funds affecting the speed at which the project moves

- The school has no contractor and therefore has no accountability board to explain the project (the PMC has the Mandate of putting up an accountability board but has not done so). These arrangements do not sufficiently meet the recommended procurement and tendering procedures to conduct a project.
- The total money disbursed from the CDF offices is Kshs. 21Million but the PMC recognize Kshs. 20million
- The school is a same sex school and there are concerns on what will be done about the other sex, the boys
- Occasionally ,when the project is hiring equipment from the Ministry of Transport such as machinery and fuel, the project buys services like fuel on credit and the area MP stands in as a guarantor
- The PMC's did not have copies of the project documents because of lack of safe storage capacities.

f) **Recommendations for Improvement**

The PMC should put up an accountability board to give public information on the project.

- The project should be fast tracked so as to allow for admission in January 2016.
- There should be future plans for expansion being the only proposed girls boarding school within the locality.
- There should be copies of the original project documents with the PMC as they are with the CDF offices. The CDF Office should also come up with a safe place for project documents kept by PMC'S to ensure security and accessibility to all.

Case Study 2: Mirugi Kariuki Hospital Facility, Nakuru Town East Sub-County

The name of the project is Upgrading of MirugiKariuki Dispensary to Level IV hospital. The project is located at Nakuru East Ward, MzeewaNyama area, opposite Akiba shopping centre. The facility is generally clean and well kept. The staff is efficient and friendly in attending to their clients. In a day the facility attends thirty to forty clients. Patients pay a card fee of Ksh. 80 and approximately Ksh. 150 for drugs/medicine per client per day. The facility is centrally located and beneficial to the community.

a) **Record Keeping**

There are operating internal management and operating systems in place but

all manual including finance, human resource and board manuals are kept at the **M.O.H** offices.

b) **Management of Funds (Finance & Procurement)**

- There is no procurement board in place hence no member in the community is involved during procurement.
- The facility also does not have an accountability board nor information and records at the facility.
- The nurse in charge does all the office work, including procurement and payment of salaries of the subordinate staff. She receives the daily cash collections and disbursement of drugs/medicine supplied by the County Government.

c) **Quality of Work**

- The infrastructure is basically good and in good condition which qualifies it as a standard health facility. The facility is accessible to the community due to its location in the community and it's also friendly to persons with disability because of the availability of ramp. The waiting benches are patient friendly but the facility lacks stretchers to receive casualties.
- The facility maternity ward has six beds making it adequate in serving the patients; therefore there are no clients who share ward beds.
- The facility laboratory has the required equipment and tools which are in working order. The sanitation level is satisfactory this is because of the availability of enough wash rooms as per the ratio of in-patients. The facility waste is disposed by burning and the sharps are disposed in the bio hazard containers. The health facility does not have a mortuary hence a disadvantage to the community who has to seek for alternative facilities which are far and expensive.
- The consultation rooms have enough chairs hence ensuring the clients comfort. The maternity ward has one incubator which is in a good working condition but it lacks oxygen cylinders and masks. The mothers in the maternity wards are treated with utmost respect by the nurses. The facility shares an ambulance with three other facilities namely LangaLanga sub county Hospital, Bondeni maternity and free area dispensary to transport patients when emergency occurs.
- The queues take approximately twenty to thirty minutes before the client is attended to. The staff is friendly but do not have name tags at the moment making it difficult for the clients to distinguish between health workers and fellow patients. The drugs and services are issued with an authentic receipt given at the reception.
- The Health facility staff are fully qualified and experienced with many of them having qualified with a Diploma in the relevant fields of study.

The facility has twelve staff members who eight of them are employed permanently and four who are working on contractual basis. The staffs' turnover is fair with a ratio of male to female which is three to five.

d) **Public Participation & Access to Information**

The public is not involved in the management of the facility. The nurse in charge is responsible for all the procurement, daily cash collection, payment of salaries to subordinate staff and receiving of disbursements from the county government. There is no procurement board in place. The facility also does not have an accountability board nor information and records at the facility.

e) **Any other Observations/Cross Cutting Issue**

- The level of security is poor since there is only one night security guard and none during the day making the facility vulnerable to insecurity.
- The facility does not have isolation wards for highly infectious diseases e.g. CHOLERA, TB etc. making it unsatisfactory to contain highly infectious diseases.

f) **Recommendations for Improvement**

- The county Government should employ and deploy more health providers to meet the growing number of the members of the community for better service delivery.
- The facility should have an Ambulance in place in case of emergencies.
- All the staff members should have name tags for easier recognition by the patients.
- Security should be given first priority; more guards should be deployed at the facility to provide security during the day and night.
- The facility needs more toilets for outpatient because only two toilets are in place at the moment. There is a big number of clients turn up.

Case Study 3: Construction of 2 ECD Classrooms in Kipsyenan Primary School, Rongai Sub-County

Kipsyenan Primary School Classroom Construction Project was proposed by the community supported by the Project Management Committee due to poor status of the current classrooms which has been condemned by the ministry of Health and high enrolment rates.

The project is located inside Kipsyenan Primary School compound which is in Kipsyenan Farm – Makutano Location, Soin Ward of Rongai Constituency which is approximately 30km from Nakuru County Headquarters along Nakuru - Mogotio Road.

Part 2: General Status of the project

Project Estimated Cost	Kshs. 700,000
Total Funding to date	Kshs. 700,000
Other sources of funding apart from CDF	None
Actual cost of the project to date	Kshs. 700,000
Project Implementation schedule (Time Frames)	To be completed 1 year (12months)
Level of completion	80% complete
Current Project Management Committee Members	Available at the Constituency Development Fund Committee office at Rongai. Area Assistant Chief, Chairman and Secretary interviewed at site

Part three: Findings

Record Keeping	Records well kept at the Constituency Development Fund Committee and a copy of the project file available at the site
Management of funds	Project Management Committee and Board of Management in place. The committee holds regular meetings to deliberate on key issues.
Quality of Project	Good
Public Participation and Access to information	Community were involved at every stage of implementation Labourers sourced locally and were interviewed during assessment Community members usually monitors the projects progress frequently
General Performance of the Project Management Committee	Good
What significant change has the project brought to the beneficiaries	Increased rate of enrolment and conducive learning and teaching environment
Any other observations/ cross cutting issues	✓ Information about the financier is not displayed

Recommendations

- Adjacent classrooms to be demolished and reconstructed as per the report of public health
- More toilets to be constructed to cater to the raising numbers of pupils
- The school to establish a source of safe and clean water
- Public Health Assessment report to be adhered to.

Case Studies on Service Delivery

Case Study 1: Mogoon Water Project, Nakuru Town West Sub-County

Mogoon water project is a County Government project situated in Mogoon Secondary School in Kapkures Ward, Nakuru Town West Sub-County. The project involved drilling of a borehole, piping works and installation of a water pump and a reservoir.

Audit Findings

a. ***The Borehole Infrastructure***

- Mogoon water borehole is generally well drilled and built.
- Electricity has been installed and water is pumped from the ground to a 3000 litre reservoir tank that is placed on the stone-shelter that has been constructed around the borehole.
- The borehole has two water points installed where water is fetched. However, the Bill of Quantities (BQ) shows that three points were to be installed on this facility
- At the time of the audit, some of the underground water pipes were broken due to pressure and needed to be repair. When the social auditors went back to validate the findings, the piped had been repared

b. ***Service Delivery***

- Construction of the borehole is operational.
- There is a constant flow of water at the borehole and members of the community access the commodity at a cost of less than Kshs. 3 per 20 litre jerican.
- The borehole serves an estimated 130 people each day
- The capacity flow of water is about 6.6 cubic litres per hour

c. ***Project Management and Governance***

- Though the project is funded by the County Government of Nakuru, it is managed by the school administration due to the fact that the borehole was put up on the school compound. The decision to construct it within the school compound was as a result of community land disputes.
- The borehole is operated by one of the subordinate staff of Mogoon Secondary School.

d. ***Financial Resources Management and Procurement***

- The County Government of Nakuru through the Ministry of Water financed the Mogoon Water Project to the tune of Kshs. 5 million in the 2014/2015 financial year.
- The social audit team did not get any records on borehole water management. No records on volume of water extracted or sales were available. Social auditors were informed that the money is spent on settling electricity bills and maintenance of the water pump.

e. ***Public Participation and Access to Information***

- The project was proposed by the local community
- However, the public did not participate in the implementation or evaluation of the project. The area Member of County Assembly (MCA) played these roles.
- The social audit team was not able to access any information pertaining to this project from the Water Management Committee in the Water, Environment, and Natural Resources Department.

f. ***Key Observations***

- The Mogoon Water borehole is not located in a area that Persons with Disability and the aged can access with ease. The topography of the location is rugged, making it difficult for persons in these groups to access water.
- The borehole is fitted with two outlets while the original plan as reflected by the BQ was to have three outlets
- The borehole lacks a soak pit to drain water resulting to stagnant water around the borehole
- It is not clear how the funds collected from the sale of the borehole water are utilized and managed
- There is no roof over the raised water tank, this exposes it to the scotching sun throughout the day
- Community members have to get into the school compound to access water
- The participation of community members in terms of managing the borehole is not felt because the borehole is fully managed by the Mogoon Secondary School administration

- Water points are located at a high point compared to the borehole so water is pumped from the borehole to the tank which is built at a higher point to supply the 2 water points with water from the borehole

g. ***Recommendations for Improvement***

- There is need for community members and theMogoon Secondary School administration to hold a joint meeting to discuss and put in place a joint committee to manage the borehole
- Soak pit drainage needs to be put in place to address the stagnant water problem around the borehole.
- There is need for two water points to be established outside the school compounds and piping done from the borehole to the water points. Members of the community can then access clean water through these points instead of getting into the school compound to do so
- A roof should be put up to shield the raised plastic water tank from the scorching sun that can cause cracks
- There is need to establish a mechanism of managing the funds that are collected through sale of the borehole water. Such funds should be used to cater for the maintenance of the borehole such as motor replacement among others.
- Area MCA should involve community members in implementation of projects from the initial stages.

Case Study 2: Delivery of Water Services in Nakuru Town East Sub-County

Monitoring of service delivery in the water sector was conducted in Nakuru Town East Sub-County and targeted the five wards of the Sub-County namely Biashara, Kivumbini, Flamingo, Menengai and Nakuru East Wards. Social auditors selected respondents randomly across the five wards and administered structured community score cards were administered to gather relevant information. A total of 100 respondents rated service delivery in the water sector. The following are the service delivery aspects that the score card measure:

A water point without a tap in one of the estates in Biashara ward

Findings

a. **Affordability of Water Services to Community Members**

The social audit process sought to find out from the community how affordable water services are to people living in Nakuru Town West Sub-County. The table below gives an analysis of the scores and remarks as expressed by the respondents.

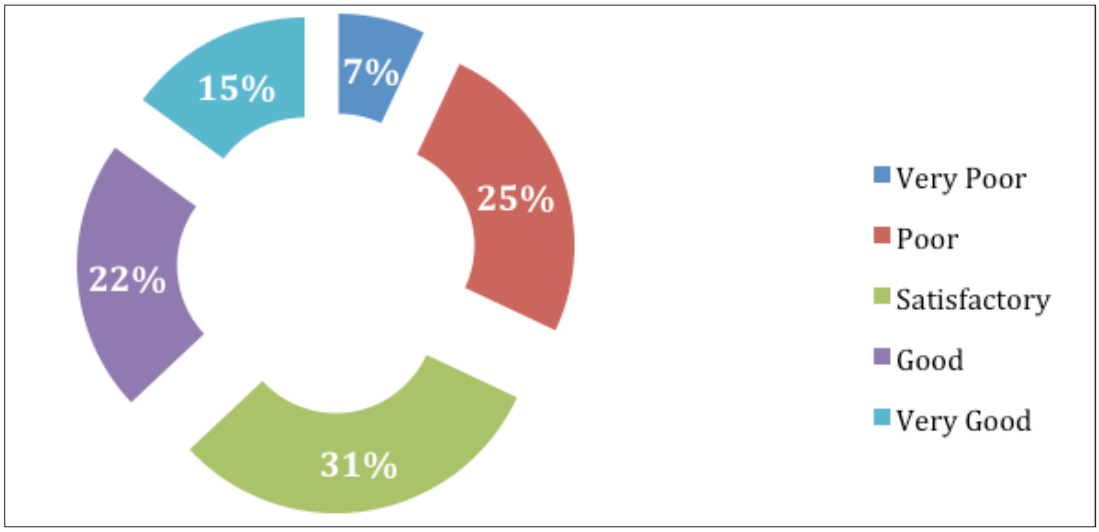
Table 1: Public Rating and Remarks on Affordability of Water Services

Rating of Water Costs	Percent	Remarks made by Respondents
Very Highly Priced	5%	- Water is very expensive - There is no water in the community
Highly Priced	27%	- The water is rarely available and very expensive when available - There are cases of poor meter reading by water service providers
Fairly Priced	23%	- Monthly charges are fair and affordable for most residents - As much as it's affordable to most households, sometimes it is difficult for the poor and vulnerable to access the water. - Most households are fitted with a meter and the rates are fair and affordable
Good Pricing	45%	- Water is affordable and easily accessible to all - Rent charges are inclusive of water bills - The use of prepaid water token has made water easily accessible and affordable - Water retails at Ksh. 5 per 20litres hence it is affordable to small households, it is affordable to every member in the community and in some instances, the cost of water is included billed together with rent hence no water bills at the end of the month

b. **Access to Water by All Community Members**

In terms of accessibility to water by all members of the community including persons with special needs such as PWDs and the elderly, 31% of respondents said that service delivery is graphical presentation of community responses to the issue of access to water.

Figure 1: Public Rating on Access to Water by all Residents in Nakuru Town East



Community members gave the following reasons for their ratings:

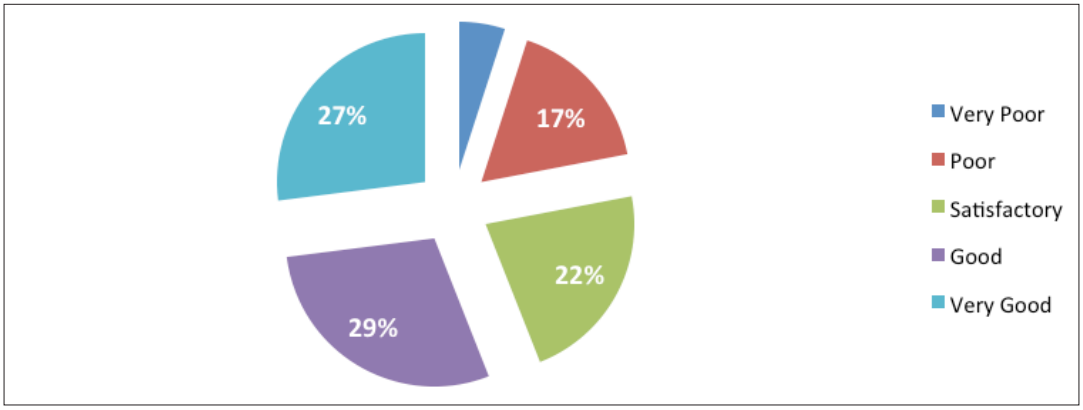
Table 2: Public remarks on Affordability of Water Ratings

Rating	Remarks by Community Members
Very Poor	- There is no water at all; they are forced to buy the water.
Poor	- Not every person gets access to water in an equal manner. - Sometimes water is available at odd hours like night time or early mornings and water points are located far from houses. - Also, water points are not friendly to PWDs and they cannot access water easily without help - There are queues at water points and kiosks and use of force makes it difficult for persons with special needs to access water efficiently - Accessibility is limited because only those who have money get access to water
Satisfactory	- Water is available to all; at least there is running water in 3 out of 5 households - Most of the water is piped into the households
Good	- Water is accessible to everyone without discrimination - Water pipes are fitted houses hence easy access to all
Very Good	- When water is available in the community, everyone gets an equal amount of water - Persons with special needs can easily access water because they use prepaid water tokens

c. **Quality of Water**

The social audit team also looked into the quality of water those residents of Nakuru Town East access. While majority of respondents indicated their satisfaction with water quality, about 5% of respondents said that the water has a funny smell sometimes which they feel makes it unsuitable for consumption. The figure below summarizes the ratings on water quality.

Figure 2: Public Ratings on Quality of Water in Nakuru Town East



Below are remarks that residents of Nakuru Town East made supporting their rating of water quality:

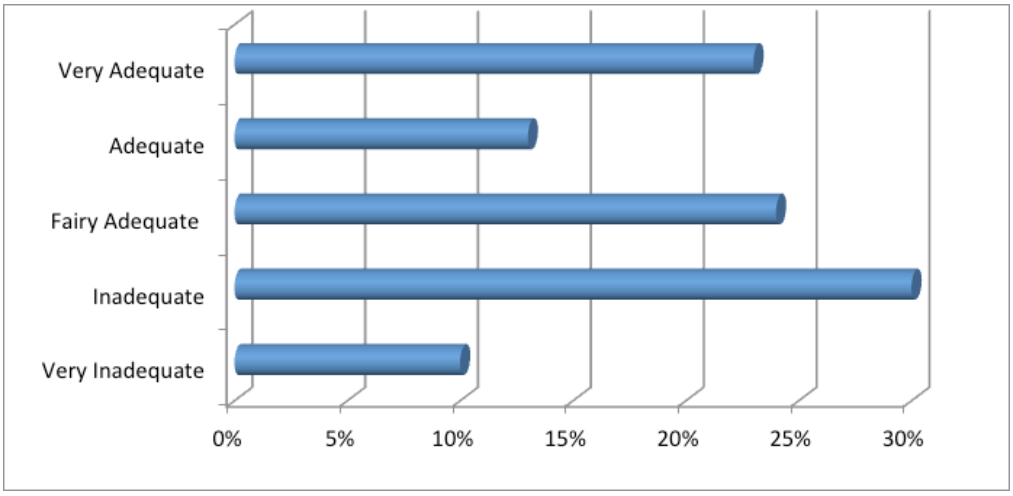
Table 3: Public remarks on Water Quality Ratings

Rating	Remarks by Residents
Very bad	- Sometimes water has a funny smell that makes it unsuitable for consumption. It can only be used for laundry and cleaning purposes
Bad	- Sometimes the water has brownish colour and the vendors cannot guarantee quality - Quality is not assured because vendors are not always hygienic - Some water sources are salty - Water sometimes has a lot of chlorine
Satisfactory	- There are no reported cases of water contamination
Good	- The water that is provided is always clean
Very Good	- There has never been cases of water contamination and the water is always clean - Water is treated well and no cases of waterborne diseases have been reported

d. **Adequacy of Clean Water**

Sufficiency of water to meet the needs of the growing population was also among the elements that the social audit team sought to find out from residents of Nakuru Town East. About 40% of residents indicated that there are challenges in terms of water sufficiency while 23% of residents feel that the amount of water available is adequate enough to meet the demand. Below is a diagram showing the general rating of water sufficiency according the public:

Figure 3: Public Rating of Water Sufficiency in Nakuru Town East



A digital water point in Kivumbini Ward

Residents gave reasons to support their ratings on water sufficiency. These are provided in the table below:

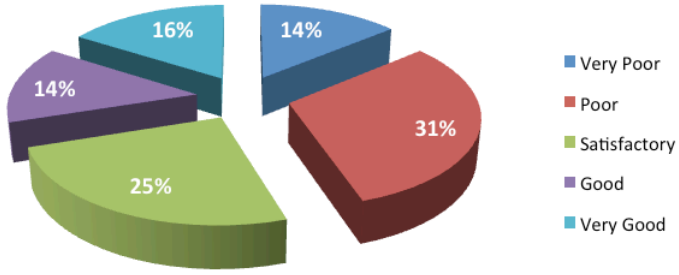
Table 4: Public remarks on Water Adequacy Ratings

Rating	Remarks by Respondents
Very Inadequate	- The population is quite high compared to the amount of water supplied
Inadequate	- Water supply is not adequate because there are always people vending water r due to the inability of water service providers to supply water to all
Fairly Adequate	- Water is shared with other estates and its always enough with few cases of shortages
Adequate	- Each household is fitted a water supply system
Very Adequate	- Water supply is adequate for people around the area

e. **Management and Maintenance Water Infrastructure**

According most residents, management of water systems including piping, repair of leaking systems and water contamination is below per in Nakuru Town East. About 45% of respondents indicated that the service provider, NAWASCO does not manage water infrastructure appropriately. The provider takes too long to repair leaking pipes. Some respondents pointed out that a lot of clean water is wasted due to breakages of piping systems in Lumumba estate. Below is a graphical representation of public rating on management and maintenance of water infrastructure.

Figure 4: Public Rating of Management of Water Infrastructure in Nakuru Town East



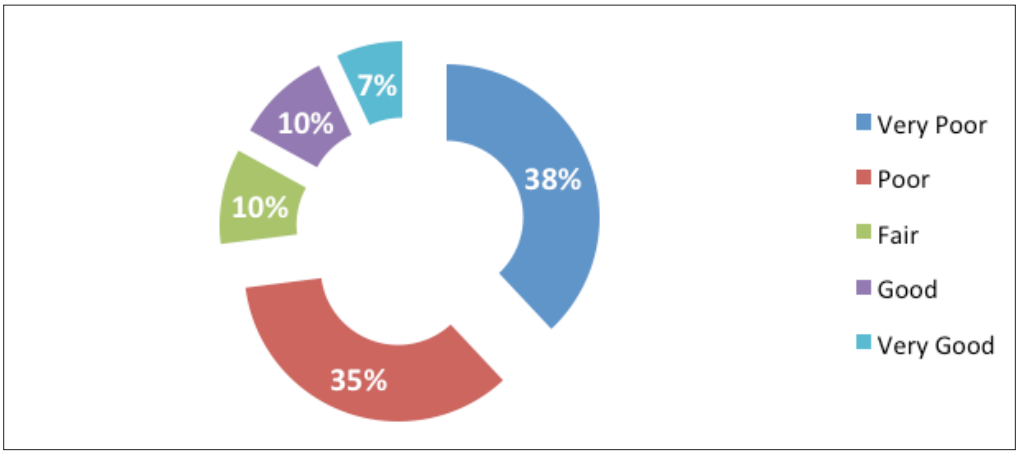
Ratings for very poor and poor were attributed to the fact that contamination of piped water is not managed well by the service provider, NAWASCO. Residents complained that the provider takes too long, more than 2 weeks in some instances or at times never bothers to fix leaking water pipes or to educate the public about water contamination. For other residents, maintenance of water supply infrastructure is satisfactory because the service provider acts promptly to repair and maintain the supply system. Others find it good because each household maintains and manages its water piping system to prevent leakages and contamination.

f. **Public participation in provision of Water Services**

The status of public participation in provision of water services is very poor according to the response given by the community. Most respondents, about 38%, either do not know or they feel that the service provider does not involve anyone in the community on issues of provision of water or management. 35% of respondents say that they do share their grievances with the service provider but it takes too long to get responses. Those who feel that public participation is satisfactory also tend to add that

implementation of their views s very slow. Only 7% of respondents said that the status of public participation in water management and provision matters is very good. Their reason for this is the fact that there is a committee in charge of security and water in their neighbourhood. Below is a general representation of public rating on public participation in provision of water services in Nakuru Town East.

Figure 5: Public participation in provision of Water Services in Nakuru Town East



g. **Access to Information on Water**

When asked whether they are able to access information relating to water policies and guidelines, 45% of respondents said that they are not aware that such documents. 78% of respondents rated access to information about service delivery in the water sector as poor for the following reasons:

1. Public awareness about existence of such documents is low
2. Policy documents on water are not available in NAWASCO's zonal offices for easy access by members of the public

Case Study 3: Rhonda Clinic, Nakuru Town West Sub-County

Rhonda clinic is a Level 3 health facility located in Kaptembwa Ward, Nakuru West Sub-County within Nakuru County. The facility became operational in February, 2014.

Audit Findings

a. ***Facility Infrastructure***

- Rhoda clinic is in good condition and operational.
- It has an outpatient section where patients are received. There is a waiting bay at the outpatient area. The facility has 2 consultation rooms, an examination room and a laboratory.
- The facility does not have ramps and is therefore not friendly to persons with disability
- The facility has a waiting bay with seats. However, the seats do not have back supports

b. ***Service Delivery***

- Rhoda clinic serves more than 100 patients each day. The facility has a service charter that is displayed
- According to the service charter, patients are required to pay a Kshs. 20 card fee, there are charges for consultation
- The facility offers health services that include :
    - Child health services i.e. immunization services
    - Outpatient services
    - Ante-natal services
    - Cancer screening
    - Counselling services i.e. VCT services and counselling of pregnant mothers
- The facility experiences shortage of drugs because it receives less quantity than the amount it requests for. The facility often lacks Typhoid, TB drugs as well as drugs for treating chronic diseases. Patients with such conditions are often asked to purchase them from chemists.
- The facility has 15 staff members comprising of:
    - 2 Clinical Officers
    - 2 Public Health Workers
    - 6 nurses.
    - 2 clerks
    - 3 Subordinate Staff
- Patients wait for 30 minutes on the queue before they can be attended.

c. ***Management and Governance of the Facility***

- The day to day affairs at the facility are managed by a Clinical Officer
- The facility has a Management Committee that has 9 members, 1 member represents thecommunity
- The Management Committee meets severally annually to discuss development projects and other health related issues. There are no specific times when the committee meets; the meetings are dependent on events such as cholera outbreak.

d. ***Financial Resource Management and Procurement***

- The construction of the facility was funded by the County Government of Nakuru to the tune of Kshs. 12 million during the 2014/15 financial year.
- Procurement of drugs and equipment for the facility is done at County level hence there is no procurement committee established at the facility level.
- There was no accountability board erected at the facility to show which contractor was awarded the contract to put up the facility

e. ***Public Participation and Access to Information***

- The local community identified the project during public budget forums
- Social auditors sort for information from the County Public Health Offices and Contractors. They could not access documents related to the construction of the facility such as minutes, BQs, and other project related documents.
- Community participation in the management of the facility is at the Management Committee where 1 slot is reserved to a community representative.

f. ***Key Observations***

- The facility has a maternity wing that is under construction
- The facility faces a huge challenge in accessing water. A water kiosk owned by NAWASCO has been put up within the clinic compound. At the time of when the social audit was conducted, the water kiosk was not operating.

g. ***Recommendations for Improvement***

- The health facility infrastructure needs to be enhanced to cater the aged and persons with disability e.g. by adding ramps to facilitate easy access
- There is need to address the water problem at the facility to ensure provision of constant clean water.
- The proposal submitted by the Management Committee for a Comprehensive Care Units should be followed up.
- The waiting bay should be user-friendly with back supports in place.
- Steady supply of drugs is also very necessary.
- The pews at the waiting bay need to be increased so that there is enough seating space for patients
- The hospital management should harmonize operating hours at the facility so that opening and closing hours are regular and health services should also be offered on Saturdays.
- Security should be provided 24/7 at the health center to prevent vandalism and loss of properties.

Case Study 4: Nakuru Polytechnic, Nakuru Town East Sub-County

Nakuru Polytechnic is located in Biashara Ward, along Kalewa Road, opposite Bondeni Police Station in Nakuru Town East Sub-County. It is a middle level educational facility offering various courses including motor vehicle mechanics, computer studies, masonry, and plumbing among others.

-The facility is a national examination centre. During the visit by the social audit team, national examinations were going on.

Findings

a. **Infrastructure**

- Nakuru Polytechnic has a computer lab with 20 computers in working condition.
- There are four sanitary blocks for male students and two for female students respectively. They were meant to be flush type but the cistern tanks have been vandalised. The ratio of toilets to students is 1:38.
- The institution is fairly old but the buildings are well maintained. During the time of the visit, renovation of administration block was going on.
- The institution does not have a secure perimeter wall. The barbed there are three guards watching over the facility, one during daytime and two during the night. There are plans to construct the fence from September 2015.
- The institution does not have a library. Books are kept in one of the rooms and are distributed to students from there when there is need to do so.
- With the exception of toilets, the classrooms are disability friendly and are all fitted with ramps.
- The institution lacks an adequate playground and students use the Kamkunji Grounds for sporting activities.
- There is no staffroom in the institution, tutors use workshop space to prepare for lessons, and the workshops also serve as offices. There is a boardroom where staff meetings are held at the beginning and at the end of the term.
- The institution is sand witched between Flamingo Secondary School, Bondeni Maternity and Bondeni Estate thus there is no space for expansion in future, hence as the population in the area increases, the institution may not be able to meet the demands of all the youths who would require its services in future.

b. **Service Delivery**

- The facility admits standard eight and form four leavers to take various courses.
- Students are examined by 2 examination bodies namely the Kenya National Examinational Council (KNEC) and National Industrial Training Authority [NITA].
- There are 7 students who are abled differently taking various courses i.e. 1 physically disabled students taking a course in electrical installation, 2 mentally disabled students taking courses in motor vehicle mechanics, 2 mentally disabled students taking courses in building and construction. There are 2 HIV + students taking Motor vehicle mechanics and garment making courses.
- The books available are relevant to the curriculum and the ratio of books to students is 1: 3.
- The college is seeking for a donor to construct a library. The Rotary Club of Nakuru is currently providing sanitary towels to the female students. Other sponsors are ANOK-K and Hope 4 Kids International provide tuition fees for some students, Aphia Plus sponsors vulnerable students.
- There are other development partners as well including Voluntary Services Overseas that donates equipment, Running Water International donated water filters, and Help Mission Kenya that donates sports equipment and sponsors tournaments.
- County Government has donated 2 large water tanks and promised to buy a bus for the institution.
- Students benefit from county bursaries especially those from Flamingo, Biashara and Kivumbini wards.
- The college has 21 members of staff, 12 of who are employed by the County government (5 male and 7 Female. The rest are employed by the board of governors (5 male and 4 female).
- The teacher student ratio is 1:21 and the staff turn-over is very low. The teachers have an average of 5 years of experience and have signed the teachers' code of conduct. The average level of education for teachers is College Diploma.
- Students are placed on industrial attachment during 2nd term of year 2. Placement is done in local industries i.e. Juakali workshops, County Government, local hotels textile industries like Waterbuck and BEDI industries. Follow ups are done twice a week. Log books are used to show day to day activities that students undertake.

c. **Management and Governance (Finance and Procurement)**

- The institution is managed by a qualified and experienced manager, being a graduate of KITI and having taught for six years in the same institution.
- The polytechnic is funded by the County Government of Nakuru
- The manager is deputised by an equally qualified officer who is in charge of record-keeping, office organisation and relationship with the manager and other stakeholders.
- The institution has a Head of Department who also serves as the dean of

students. Due to shortage of staff, several courses are merged assigned one member of staff in the name of HOD. He keeps records of examinations, past examination papers, syllabus and record of work covered.

- The institution has a 5-member (2 female and 3 male) board of governors that meets twice a year. This number is below the required membership of 13
- Board members are appointed by the county government.
- There is a procurement and tender committee in place. Membership in this committee is based on experience. The committee has 3 members but members of the community are not involved directly in the procurement process.
- Tenders are advertised on notice boards for the public to see.
- There were records of minutes and quotation forms. According to the Principal, previous procurement processes were handled openly and in line with Public Procurement procedures.
- The facility has an accountability board indicating the year when it received CDF funding, project name and tender adverts.

d. **Public participation and Access to information**

- The public is involved through parents meetings as shown by minutes available and parents' registers. Information is only accessed on request.
- There was no indication of community involvement in the management of the college. The Principal asked the social audit team to write a letter requesting the County Government to include other stakeholders such as the community members in the management of the school.
- Information and records of the school are available at the facility where the public can access them on request except for confidential ones such as staff files. Records that were available include instructor's attendance register and class list, admission register, trainees' records and academic progress records, and dormitory lists. Policy documents available included KNEC, the Education Act, the National Youth Policy, the Employment Act, the Children's Act, the Sexual Offences Act, the Polytechnic Policy and the Manual for Managers of Youth Polytechnic
- Financial records that the social audit team accessed included the cash book, receipt books, stores ledger, procurement orders, invoices, delivery notes and the fees register.

e. **Recommendations for Improvement**

- There is need for the County Government to employ all staff so that service delivery is enhanced.
- More resources should be channelled to the institution for infrastructural development for instance a staffroom and additional washrooms that are suitable for persons with special needs e.g. PWDs
- There is need for more books and a library where books can be easily accessed by both the students and instructors. The library offers a good environment for reading and enhances a reading culture.
- A perimeter wall should be constructed to improve on the security within the institution.

Case Study 5: CDF Bursaries in Nakuru Town East Sub-County

Nakuru Town East CDF office made a bursary allocation of Ksh. 21.28m for the financial year 2014/15 to support students at secondary and tertiary levels. This amount constitutes 25% of the total CDF fund and was in accordance of the CDF Act 2013. As of August, 2015, 884 students from tertiary institutions had benefited from Ksh. 4.46m and 2,474 high school students had received Ksh. 7.7m. Of these high school students, 58 received full scholarship amounting to Ksh. 1.5m.

Findings:

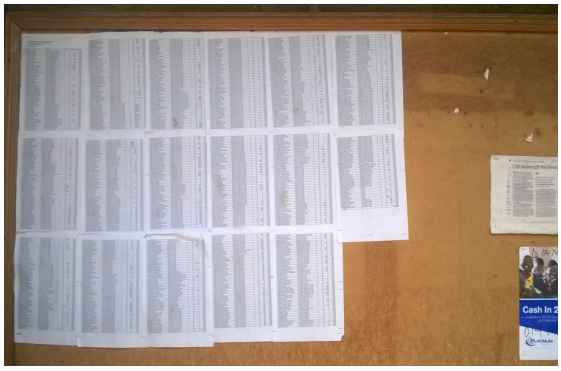
a. **Service Delivery**

- Allocation of bursaries is dependent on applicants meeting a set of minimum requirements that include:
    - *Performance in school*: Students joining high school must attain 350 marks or above.
    - *Needy Cases:* The CDFC encourages community organizations to identify needy children like OVCs and forward their names to the CDF office. CDF officers are also dispatched identify special needy children. This ensures equity and equality in the processes and enhances partnerships with other interest groups and CBOs. For instance, Wachache Disability Group gets vital information on persons with special needs including HIV-positive students, students with disabilities, and the orphaned and vulnerable children. The CDFC also uses churches to get information to the locals on needy children.
- High school students get Kshs. 3000 per year while students in tertiary institutions receive Kshs. 5000 per year. These amounts do not apply to students who receive full scholarships. For full scholarships, the amount varies and is determined by the magnitude of the need.
- In some instances, the CDF office picks beneficiaries from the database that it has created over time of persons who submitted applications in previous years, qualified for bursary but never received funding during that year.
- Each individual of the public is allowed to access and verify the information from the communities for transparency in the process.
- Application forms are availed at ward level for best performing students to apply for full scholarship, particularly form one and form two students.
- Application forms are given on a first come first served basis to avoid bribery and corruption. The forms are coded, from number 1 to 750 and come in three categories, (for Term I, Term II, and Term III).
- The special Kshs. 1 million reservation fund also takes care of the children living with HIV and the orphaned and vulnerable children.

- The total number of students with disability who have benefitted from bursary is not known. The CDF office has designed a different application form for students with disability, their applications are analysed as a separate category.
- Students who receive bursary during term I are not eligible for support in the next two terms unless they demonstrate that they are in critical need for assistance.
- There is a Kshs. 1 million reserves created to take care of students with special needs created by the CDF bursary committee. This was informed by past experiences where after disbursing all funds allocated to the bursary kitty, needy students would show up seeking assistance.
- The Constituency has set aside 6 slots for full scholarships. These slots are often given 5 best performing students and 1 student. The criterion for selecting this one student was somehow ad hoc. There were no written down procedures.

b. **Management Structure**

- There is a CDF committee in place that serves as the bursary committee and oversees the bursary awarding process and verifies applications.
- The committee is composed of 8 members, which is the legal requirement.
- According to the CDF Office, before disbursement of funds, the office holds public meetings in every ward, whereby the members of the ward are given an opportunity to verify applications for bursaries.



Recommendations

The following recommendations are made for the improvement of bursary allocation and distribution in Nakuru town east sub-county.

1. The CDF bursary allocation committee should review their criteria for bursary allocation in Nakuru east sub-county on yearly basis and set criteria (perhaps written down guidelines) that are free of ambiguities and hindrances. These will aid in equitable allocation of bursary.
2. The CDF bursary allocation committee should mount workshops and seminars involving key stakeholders like the head teachers in order to brainstorm on the key criteria and best practices.
3. Proper complaint mechanism should be put in place in case of any eventuality.
4. The CDFC should also come up with clear criteria for disbursing bursary funds to pupils or persons with disability. This will not only enhance accountability but will also ensure that deserving cases are effectively addressed.

Case Study 6: Bondeni Maternity, Nakuru Town East Sub-County

Bondeni Maternity is a Level 3 Hospital Facility located in Biashara Ward, Nakuru Town East Constituency along Kalewa road next to Bondeni police station.

Findings:

a. Infrastructure

- The hospital infrastructure, especially the buildings are old and dilapidated
- The facility is location of the facility is central and easily accessible because it is served by passable roads.
- The security is at the facility is adequate, it has two security guards who alternate both day and night time
- There are few security lights in the maternity wing and waiting bay. In the casualty area, there are stretchers available.
- The facility has benches at the waiting bay. However, when it rains, the roof leaks onto the benches.
- The facility has a total of 62 beds, 16 of these beds were in use at the time when the social audit exercise was conducted
- The facility does not have a laboratory and consultation room doubles up as the doctor's office.
- The hospital has an oxygen mask that is in good condition and an ambulance that is also in good condition. This ambulance serves three facilities – LangaLanga Health Centre hospital, MirugiKariuki Dispensary and the Bondeni Maternity.

b. Service Delivery

- The ratio of nurses to patients is 1:10, this is good when compared to the required standards of 1:30
- Newborns are labelled with identification tags immediately they are born for security purposes. Nurses at the facility are familiar with standard working procedures.
- Some of the equipment such as the weighing scales are functioning and in good condition while the incubators are not functioning.
- The dignity of the patients is kept because there are curtains to partition when

they have one delivery but when it's more than one, delivery privacy is infringed.

- Nurses and the doctors are qualified, most hold Diplomas not post graduates, while the subordinate staffs are moderately experienced
- The hospital is served by 31 members of staff, I female doctor, 15 female nurses, 13 subordinate staff (2 male and 11 female).
- The staff observes professional work ethics. They do not have identification tags except for uniforms.
- Services are offered at affordable rates and are receipts are issued for every payment made.
- Patients also access the services using NHIF cards and the FAULU cards.

c. Management and Governance

- The facility is on transition; it was renovated, equipped and taken over by the Provincial General Hospital (PGH).
- Patients don't share beds and the babies are labelled after birth before being handed over to the mother.
- There is a hospital committee for that oversees the smooth running of the hospital. The committee has members of the public representing public interest
- No procurement boards, no accountability boards except they fill a requisition form and send to the county ministry of health. The health facility has no accountability board but members of the public cannot access the facility, management committee allows them to only reading them and not making any copies, because of the restrictions made. The receipts are given after the patient has paid for the services. There is availability of drug and other commodities.

Challenges

1. Poor infrastructure like the roofs and benches , the waiting bay not in good condition and needs repair
2. A laboratory very critical being a tier 3 hospital patients are forced to go to other laboratory services
3. The need for at least two or more incubators because the one in the hospital is not functioning
4. Information for this facility was not adequate enough. There is need to interview health officers are the county level to enrich findings at this facility.

Recommendations

5. The benches and the roofs at the waiting bay need renovation
6. There is need for a laboratory to avoid sending patients for lab services outside the facility
7. There is need to follow up on what happened to the second ambulance because the 2013 audit shows the facility had two ambulances

Case Study 7: Hyrax Primary and ECD School, Nakuru Town East Sub-County

The name of the project as per the county government documents is, Construction of one Unit of ECD class at Hyrax Primary school. The school is located in Menengai Ward of Nakuru Town East Sub-County. It is one of the oldest school in Nakuru town east with the population of 1,243 pupils from ECD to standard eight with 3 streams in each class. There are 2 ECD classes and those too are densely populated

a) **Management of Funds**

The funds are managed by the school committee which includes parents and teachers. One of the parents is the chairperson while the head teacher acts as the overseer of the committee. The head teacher doesn't directly handle the funds brought to the school. There is a chosen teacher who is mandated to pick exam fees and lunch program fees.

There are parents and teachers meetings at least three times a term. Every month, these meetings have to ensure the choosing of a class representative from the parents and a chairperson. This provides for a collective bargaining power for the betterment of the school. Involvement of the parents in the management is okay and satisfactory.

b) **Any other Observation/Cross Cutting Issue**

- The ratio of pupils to teacher is not favourable
- There is poor staffing in the school
- There is inadequate infrastructure to accommodate the large pupils population
- The infrastructure is also poor, there are numerous cases of broken window panes, no water and pot-holed classrooms
- There is little follow ups when pupils don't come to school due to the population that needs attention
- Poor academic performance

c) **Issues of concern**

- The ministry of education announced in county budget meeting that they bought playing materials but teachers say they were donated by some well-wishers.

d) **Recommendations for Improvement**

- Improved stocking of text and exercise books
- Decongestion of the classrooms through building more classrooms
- Addition of learning materials for the pupils

Case Studies on Implementation of Physical Projects

Case Study 1: Elburgon Public Toilet Project, Molo Sub-County

The name of the project as captured in the County records is Elburgon Public Toilet. The project is located in Elburgon along the Elburgon – Molo road. The project was initiated by former councilor in 2012 after the community had repeatedly suffered due to lack of a public toilet in the town area and the market.

General status of the Project

Project estimated cost	The estimated cost of the project is unclear because there was an initial funding provided by the defunct local authority. After the County Government came into place, it brought down initial structure and started the project a fresh.
Total funding to date	There is no clear information on the exact figure but the local community provided the following information: - The amount allocated to the project in the 2011-2012 budget was Kshs. 3.6 million and the person in charge was former Councillor Geoffrey Gichuhi. - The amount allocated to the project in the 2013-2014 budget was Kshs. 3.3 million and the person in charge is the sitting M.C.A, Florence WambuiNjoroge. - The amount allocated to the project in the 2014-2015 budget was Kshs. 2 million This brings the total allocations to Kshs. 8.9million.
Other sources of funding	Local government in the initial stages.
Actual cost of the project to date	Cumulatively Kshs. 8.9 million
Project implementation schedule (time frame)	An accountability board has not been erected at the project site and there social auditors could not access any records. This made it difficult to tell the timeframe of project implementation
Level of completion	The project is 90% complete

Findings

a. ***Record keeping***

Social auditors made attempts to access records about this facility. They did not findrecords about the project at the Molo Sub-County offices, public health offices or from the area MCA's office

b. ***Management of funds (Finance and Procurement)***

The project is funded by the County Government of Nakuru. Details about procurement for the project were not available. There were claims by members of the local community that the supplier of construction materials is related to the area MCA.

c. ***Quality of Work***

- The quality of work is relatively good but there are several facilities for persons with special needs that are missing. These include facilities for PWDs and soak pits.
- The facility's waste systems are also blocking Matueku Road that leads to Elburgon road and the ceiling boards that were fitted in the facility are of poor quality.

d. ***Public Participation and Access to Information***

- The public was not involved in this project in any way.
- The public is not aware about the project and there is zero access to information pertaining to the project.

e. ***Any other observations/cross cutting issue***

- The toilet was constructed on a road reserve on one side and it blocks the Matueku road at the point where the road joins Elburgon –Nakuru road.
- The area MCA is not concerned about the location of the toilet and claims that no the facility has not interfered with the public's usage of the road.

f. ***Recommendations for improvement***

- There is need to install additional facilities in the toilet to facilitate usage by persons with disabilities.
- There is need to undertake proper assessment on the land where the project now sits to ensure that any road expansion works do not interfere with the facility in future.

Case Study 2: TaitaMauche Water Project, Njoro Sub-County

According to CDF documents, the project is known as TaitaMauche Community Water Project. The project is located in Taita village, Mauche Ward in Njoro Sub-County. The project was identified by residents of Taita village, who largely engage in livestock farming and were in need of safe drinking water for their livestock as well as for domestic use. The community consulted the CDF office, which initiated the project in 2007. The project stalled for about 4 years after initiation due to lack of funds.

GENERAL STATUS OF THE PROJECT

Project estimated cost	The amount allocated by CDF to the project is unknown. Later, the County Government Nakuru gave Kshs. 1.8 million
Total funding to date	Kshs. 1.8 million from County Government of Nakuru CDF funding level is unknown
Other sources of funding apart from CDF	County Government of Nakuru
Actual cost of the project to date	The actual cost of the project to date is Kshs. 1.8m plus an unknown amount from CDF
Project implementation schedule (time frame)	There were no clear project timelines but it has taken about 13 years to complete the project
Level of completion	The project is complete and it serves 350 households
Current PMC members	**PMC Members are:** 1. David Tanui (Chairman) 2. Joel Kedilimo (Vice Chairperson) 3. David Kering (Treasurer) 4. Bernard Terer (Secretary) 5. Micah Milko 6. Stephen Towet 7. Rachael Rugut

Findings

a. ***Record keeping***

- The committee that is currently managing the water project has no documents relatingtothe water project
- Currently, they are ensuring proper filling of all reports and management records pertaining to the project

b. ***Management of Funds (Finance and Procurement)***

- The absence of the project file makes it difficult to access information about procurement for the project
- The CDF office was not willing to share any information about projects that it has established in Njoro Sub-County
- The PMC is running the project well despite the fact that CDF has not cooperated

to support the have a community file and there their performance is therefore hindered by lack of information. The committee after the project was complete and handed to them they have ensured they have well managed and fully owned the project and are able to pay their electricity bills, repairs and organize beneficiary meetings.

c. ***Public Participation and Access to Information***

- There was active public participation at the initial stages of the project.
- However, the CDF office went silent and efforts by the community to liaise with the office about possible reasons why the project stalled were futile until the time the County Government intervened.

d. ***Significant change that the project brought to beneficiaries***

- The TaitaMauche community now has convenient access to clean safe water in their homesteads. This has increased the community's productivity and enhanced their level of income.
- TaitaMauche community is in the rural area where their rich culture is manifested in nicely done houses grass thatched houses. This makes it a challenge for them to harvest rain water. Completion of this project enables them to access water without doing away with their traditional houses.
- Initially the community had to walk more than 2km to access water in the neighboringLikia village.

e. ***Observations/cross cutting issue.***

- There are neighboring villages that have no access to water, further connections can be installed or separate water projects established in those villages all together.

f. ***Recommendations for improvement***

- There is need to put up additional tanks complete with piping systems in strategic locations to facilitate access to water for more households.
- The community should be trained on project management to further better their service delivery to the community to avoid collapse of the project. Currently the committee is concern collections from sale of water are insufficient to cater for the high electricity bills.

Case Study 3: Kandutura Health Center Renovation Project, Rongai Sub-County

Kandutura Health Center is located in Kandutura farm, Visoi Ward in Rongai Sub-County. The project was proposed by local residents and funded by CDF in the year 2006. The land on which Kandutura Health Centre was constructed was donated the community.The objectives of the project were twofold:

i) To reduce the distance to the nearest health facility which is Rongai Sub-District hospital for residents of Kandururа and

ii) To address the high demand for maternal healthcare, postnatal care among others.

During the 2013/2014, the County Government of Nakuru through the office of the County Director of Health commissioned renovation works on the facility.

Renovation works were to be undertaken on the entire facility at a cost of Kshs. 1.96 million. The renovation tender was awarded to Musden Enterprises Nakuru of Post Office Box 2436-20100 Nakuru. The specific renovation works was to include flooring, ceiling, fencing, painting, construction of the gate and fitting of culvert at the entrance.

Project estimated cost	Kshs. 1.96 million
Total funding to date	Kshs. 1.96 million
Other sources of funding apart from CDF	County Government of Nakuru funded renovation works of the facility, not clear how much CDF had put into the construction of the project
Actual cost of the project to date	Project documents were not available and so the actual cost of the project to date could not be determined
Project implementation schedule (time frame)	It was not possible to tell the project implementation schedule because the project plan could not be accessed
Level of completion	Renovation works have been completed

Findings

a. Quality of Work Done

The renovation work is complete, the following were observations made by social auditors with respect to quality:

- The floor was done poorly and has visible cracks
- Renovation of the fence has not been completed

- The culvert was fixed poorly and the ceiling is falling apart
- Painting has been done on the front side only with no paintings done inside the dispensary

b. **Service delivery**

- The Health Facility is functional with the exception of the maternity wing
- The facility does not have a waiting bay and lacks safe and clean water; water fetched from the river
- The facility has not had drugs since April 2015 and patients are often advised to purchase drugs from a nearby chemist
- Sanitation in the facility is poor. It lacks toilet facilities, an incinerator and disposal of waste is generally poor

- The facility experiences staff shortage. It only has 2 medical staff and 3 subordinate staff, which makes it hard to run the maternity wing. The nurse-in-charge reports late for work forcing the patients to wait for long
- The facility offers free medical services to the public

c. **Management and Governance**

- The facility is managed by a Health Committee with the nurse-in-charge serving as the committee's secretary

d. **Financial Resources Management and Procurement**

- There is no accountability board at the facility and the service charter does not indicate service charges
- The facility has received donations from other well-wishers such as a water tank donated by the current area MP

e. **Public Participation and Access to Information**

- There was no project status report available, even at the Sub County Offices
- The community had very little knowledge about the renovation works undertaken on the facility
- The project lacked public involvement since inception
- A copy of the Local Service Order obtained from the community member but it was not possible to locate the project work plan and bill of quantity

Part 3: Recommendations for Improvement

- The Health Facility Committee should be involved at every stage of the project to enhance transparency and accountability since this committee is elected by the community to represent their interests
- The government should allocate resources immediately for purchase of a generator, chairs and beds
- Information should be availed to the public at every stage of the project including the financier of the project and the contractor to avoid speculation

from the public

- A Financial and Technical audit should be carried out urgently on the project to ascertain the quality of work done Vs the funds allocated for the same
- Medical supplies should be availed at the facility to avoid referrals and construction of the waiting bay commenced
- The level of the facility should be gazetted clearly for residents to enjoy the available facilities (CDF signboard indicates that it is a health centre whereas the maternity is labelled as a dispensary)
- The facility should be connected to a clean water source and relevant infrastructure put in place to provide running water

Case Study 4: Kivumbini,Nakuru Town East Sub-County

Kivumbini Community hall is located in Kivimbuni Estate and is under the management of County government through the office of Ward administrator. The name of the project as it appeared on county documents is 'Renovation of Kivumbini Community Hall'. The hall is lent out at a fee for social activities such as church meetings and other community social gatherings. The hall's size is 27.5 by 51 feet. It is a structure build of stone bricks and iron sheet roofing. The funds allocated to the project were to cover renovation of the building which includes tiling of the floor, ceiling, installation of window panes and frames. After the renovation, the facility will serve as a youth resource centre.

GENERAL STATUS OF THE PROJECT	
Project estimated cost	Ksh. 2,000.000
Total funding to date	**Ksh. 2,000,000**
Other sources of funding	**None**
Actual cost of the project to date	**Not Known**
Project implementation schedule (time frame)	**Not Known**
Level of completion	**Complete and in use**

Findings

a. ***Record keeping***

The minutes are not well documented hence making it difficult to access the necessary information about the hall.

b. ***Management of funds (Finance and Procurement)***

This project has been financed by the county government budget. It is managed by the contractor and the ward representative. The procurements were all done by the contractor.

c. ***Quality of Work***

- The ceiling is poorly done in that it is still hanging and the qualities of materials used are not up to standard.
- The doors are well fixed and of good quality.
- The roof is placed too low for the hall and also there is no good ventilation points making the hall not suitable to accommodate a large number of people. The quality of work can be said to be fair

d. ***Public Participation and Access to Information***

The public participated in the initiation of the renovation of the social hall through the ward committee meetings. The community is able to access public information through mobile vehicle announcements. The public participation forums are open to everyone irrespective of their age or gender

e. ***Any other observations/cross cutting issue***

The hall is not ideal for indoor activities due to the nature of its floor which is decorated with slippery tiles and can cause accidents. The management of the hall is not clear hence making it difficult for the community to know the person in charge of its operations.

f. ***Recommendations for improvement***

- The tiles are not good for indoor activities e.g. karate, table tennis etc. and should be replaced with a more favourable materials to avoid accidents. The ceiling should be fixed and well-polished.
- The community should be involved at all levels from inception of the project to completion.
- A management committee should be in place and be recognized by the members of the community.
- All the documents should be available for scrutiny by the community at the ward administrator's office.

- ***A crack on the wall of ECD classroom undergoing construction at Kigonor Primary School***

Case Study 5: Kigonor ECD Project, Nakuru Town West Sub-County

The project is referred to as Kigonor ECD project and is located at Kigonor primary school in Barut Ward, Nakuru Town West Sub-County. The project was allocated 2.4 million during the financial year 2014/2015 to cater for 2 ECDE classes.

This is a crack on the wall of the on-going ECDE class. Kigonoor ECDE class on-going.

Findings:

Infrastructure:

- Construction of the Kigonor ECD project is ongoing; it has been constructed up to lintel level.
- The floor is not levelled well and the walls of the project are too weak and shaking such that it can fall any time of the day.

Service Delivery:

- The ECDE classes are not operational reason being that it stalled. It started on March, 2015 and stalled on April, 2015 due to delayed second phase disbursement from the county government.

Management and Governance:

- The school has a management board whose members include teachers, school committee and the parents.
- Committee members are elected once per year.
- School records i.e. number of pupils, minutes, and amount of fund disbursed, are not computerized.

Financial Resources Management and Procurement:

- There is no accountability board and no internal management system.
- Procurement is done by the county government. The school management committee under the leadership of head teacher only procures for the free primary education.
- The project was allocated 2.4 million during the financial year 2014/2015 to cater for 2 ECDE classes.

Public participation and access to information:

- The project was identified and prioritized by the community members but during the implementation period they were not involved at all.
- The community members are not relating well with the contractor on the ground reason being that they were not involved.
- Members of the community are not able to access documents for the on-going project documents.
- School management committee have no information concerning the ongoing project.

Observations:

- Pre-unit pupils are sharing classes with pupils in lower classes.
- There are no water points in the school.
- The school has no perimeter wall to curb insecurity issues.
- There is a shortage of staffs such that even the head teacher also teaches a part from managing the school.
- The school has no administration block i.e. staffroom. Staffs work under the tree the whole day despite unfavourable weather conditions.
- There are cases of absenteeism of both pupils and the staffs due to straying wild animals from Lake Nakuru national park.
- Pit latrines are not enough and the ratio is 1 toilet per 20 pupils.

Recommendations:

- Walls of the project need to be built again because they are too weak and shaky due to poor workmanship.
- The county inspector engineer to visit the site and relate what is on the ground with what is on the BQ.
- Tenders should be awarded to the most qualified contractors to avoid sub-standard projects.
- School management committee and the members of the community should be involved at every stage of the project implementation.

- KWS should put proper measures to curb human-wildlife conflicts i.e. raising the perimeter fence.
- Deployment of teaching staffs to curb the shortage of staffs' issue.

Case Study 6: Construction of a Storm Water Drainage, Gilgil Sub-County

- The project was supposed to take place at Gilgil town, along old Nakuru-Nairobi road where drainage tunnel would be done. The project was proposed by the Gilgil residents because:
- The town had no drainage system
- Sewerage affected the businesses
- Sewerage affected the learning in Gilgil Primary School and nearby residence especially on rainy days which causes flooding
- Pupils of the said school cannot access their school on rainy days
- Sewerage limits car parking space
- The raw water directed to Gilgil stadium has led part of its wall to collapse

1. **Finance and Procurement**

- The project was allocated Ksh. 7 million in the Financial Year 2014-15.
- Without consulting the public, the area MCA it is claimed that the amount was not enough to complete the intended drainage project, and hence it was diverted to muraming and grading of foot paths as well street lighting.
- Out of the Ksh. 7 million, contractor's records showed that a total of 3.5km roads were done at the cost of Ksh 2.8 million.

2. **Public Participation**

- Prior to the project, thirty giant trees that had been planted in late 1800s and early 1900s were felled down to pave way for the drainage tunnel and were not accounted for something that did not augur well with public.
- This further shows that Environment Agencies were not consulted either to asses environment impact of cutting of trees because there was planting of new trees which beats the logic why inthe first place the old trees were felled.
- Learning in Gilgil DEB Primary School is usually affected in rainy days due to flooding that happens in classes and toilets.
- The dirty sewerage directed to Gilgil Stadium has caused some parts of its wall to collapse

3. **Recommendations:**

The MCA has to be held accountable for this diversion of public resources to project that had not been prioritized by the community and further account how much was used in repairing roads.

Annexure

Inputs and Commitments from County Validation Meeting

A county validation meeting was held on 1st October, 2015 with the objective of sharing the social audit findings and getting inputs from the relevant county government ministries. The validation meeting was attended by county representatives from the health, education, water, planning sectors as well as social auditors drawn from communities across the 6 target sub-counties. The following are the recommendations, inputs and commitments made during the validation meeting:

Health Sector

1. **Shortage of Drugs**

The representative from the County Health Office confirmed that the issue about drug shortage in health facilities is currently being addressed. She said that the County Health Department has given facility in-charge and committee members drawing rights to develop quarterly budgets requesting for emergency funds to purchase drugs in the event of drug shortage. In this arrangement, each hospital facility is being allocated a resource envelop to draw from.

2. **Management of Bondeni Maternity**

The representative from the County Health Office clarified that Bondeni Maternity hospital, located in Nakuru Town East, is under the management of the Provincial General Hospital temporarily for a period of three years. There are plans at County level to upscale it to a level where it offers services that are similar to those offered by the Provincial General Hospital. She confirms that there is a Memorandum of Understanding in place that stipulates the temporary management of the facility by the Provincial General Hospital.

3. **Health County Executive Committee (CEC) Member to visit Kandutura Dispensary, Rongai Sub-County**

The representative from the Health CEC office made a commitment to organize a visit by the CEC to KanduturaDispensary in Rongai Sub-County where renovation works were done poorly. He committed that the CEC-Health will visit the facility in 2 weeks time.

4. **Renovations and Supply of Equipments for Comprehensive Care Centres**

Representatives from the County Health Office shared information that the County Government is partnering with the USAID funded Aphia Plus program to equip and renovate Comprehensive Care Centres. They said that Aphia Plus will soon begin to supply equipments and renovate CCCs in major health facilities across the County

5. **Ambulance Services**

Representative from the County Health Office also shared information that the County Government has procured four ambulances that will be dispatched to Kuresoi, Subukia, Rongai and Gilgil Sub-Counties. The 4 ambulances are awaiting registration and will be dispatched as soon as the registration process is complete.

6. **PWD friendly Facilities**

Representatives from the County Health Office said that all health facilities being constructed must adhere to the provisions made in the PWD Act. There was a commitment that those facilities that do not have such facilities and can be repaired to include them will be repaired.

7. **Payment for Health Services at Health Dispensaries**

County Health Office Representatives clarified that members of the public should not pay any money to access health services in dispensaries as it was happening in Rhonda Dispensary. The Representative cited a case where the CEC for Health stopped the Hospital Committee in Kiptangwanyi Dispensary, Gilgil Sub-County from charging members of the public any fee to access health services.

8. **Shortage of Staff in Hospital Facilities**

The County Health Office Representatives shared information about plans to increase the number of staff in health facilities. The report indicated that an estimated 13,000 additional staff will be recruited to serve in health facilities across the County. Allocations for Kshs. 5m have been made in the 2015/16 budget that will go to staffing, equipping and renovating health facilities across the county. The county plans to focus on staffing and equipping health facilities, not to putting up new ones in this financial year.

9. **Public Participation in Health Projects**

Representatives from the County Health Office confirmed that there is a health order in place barring construction of any health facility unless the local community members participate in all levels.

Education Sector

1. **Inadequate Staffing in ECD Centres**

The County Representative from the Education Department, ECD Section confirmed that there is a shortage of teachers in ECD Centre. The representative reported that the County Government is in the process of employing ECD assistants.

2. **Overpopulation in ECD Centres**

There was an admission by the County Representative from the Education Department,

ECD Section that most ECD centres in are overpopulated. The representative reported that the County Government is focusing on building more ECD centres in 2015/16 financial year. In 2014, the representative reported that the County Government constructed 170 ECD centres. In 2015, the government plans to construct an additional 205 ECD centres across the county.

3. **PWD facilities in ECD Centres**

The County Representative from the Education Department, ECD Section reported that the County Government is addressing this problem by ensuring that contractors build ECD classrooms that have ramps, water points and toilets.

4. **Equipping of ECD Centres**

In the 2015/16 financial year, the County Representative from the Education Department, ECD Section reported that the County Government will be not only be building ECD classed but it will also be equipping them with the necessary equipments such as desks, seats and learning materials.

5. **Inadequate Staffing in Vocational Training Facilities**

The County Representative from the Education Department, Vocational Training Section reported that there are 19 vocational facilities in the County that are known to the County Government. The representative reported that there are plans to recruit 190 staff to work in the 19 vocational facilities.

6. **PWD facilities in Vocational Training Facilities**

The County Representative from the Education Department, Vocational Training Section reported that all new facilities being constructed for vocational training will adhere to the PWD Act provisions on installation of PWD friendly facilities. The representative also added that old facilities will that are not PWD friendly will be modified to install PWD facilities.

7. **Subsidizing Training Fees in Vocational Training Facilities**

The Representative from the County Education Department, Vocational Training Section reported that the County government does subsidize the fee for students who take vocational training. Each year, the government pays Kshs. 15000 for each student and the students are expected to pay Kshs. 12000 per year. The Representative also reported that students in vocational training facilities are provided with text books and writing materials.

Procurement of Project Supplies

1. **Development of Bill of Quantities**

The Representative from the County Procurement Office reported that BQs for

development projects are often developed by the Ministry of Roads and Public Works and an official in the ministry certifies the BQs for quality purposes. The representative also reported that there exists a payment retention provision that prohibits full payment of contractors until the work they have been contracted to do is completed and the quality standards met.

CDF

1. **Public Awareness**

The CDF representatives emphasized on the need to increase public awareness on citizen rights and participation in implementation of public projects to prevent masking of those projects by politicians

2. **Recommendation for Quarterly Audits**

CDF representatives also encouraged quarterly audits on CDF funded projects to enhance transparency and create opportunities for members of the public to hold leaders accountable.

3. **Propose Social Audit to CDF Offices**

There was a recommendation by CDF officials that CEDGG develops proposals to CDF offices to engage in social audit work at Sub-County level.

Way Forward

The following was adopted as the way forward:

- There is need to follow-up on implementation of the recommendations and commitments made by duty bearers during the validation meeting. The ministries and departments involved should develop a joint action plan on implementation of the commitments and recommendations.
- There is need to involve the media in highlighting issues of concern
- The citizens with support from CEDGG officials should visit county offices to get further commitments from relevant officials on how the issues raised will be addressed
- There is need to enhance the participation of citizens in project implementation and monitoring as well as service delivery.

Details of Social Audit Teams

Social Audit Team - Rongai Sub-County

Name	Ward
Patrick Barasa	Visoi Ward
George Langat	Visoi Ward
NaohOsumba	Visoi Ward
BenardOmwandho	Mosop Ward
Paul Koech	Mosop Ward
Mercy Wanjiku	Visoi Ward
JenifferKimengich	Soin Ward
GitauGathiru	Menengai West
Ann Nyige	Mosop Ward
Joseph Sunguli	Visoi Ward

Social Audit Team – Nakuru Town East Sub-County

Name	Ward
Francis Shinali	Kivumbini
Lawrence Bett	Biashara
Kevin Simiyu	Biashara
NjorogeWandia	Flamingo
Peter Macharia	Nakuru East
Inna Guya	Nakuru East
LinetKerubo	Flamingo
Maryann Nyambura	Menengai
Brenda Kadima	Kivumbini
Wesley	Menengai

Social Audit Team – Nakuru Town West Sub-County

Name	Ward
Stephen Obama Ogut	Barut
Lucy Ngatia	Shabaab
Ambrose Welemba	Kaptembwa
Willy Gwaka	Mwariki
Julius Mbui	Rhonda
Vincent Tanui	Kapkures
Molly Adero	Mwariki
David Kahoro	Barut

Social Audit Team - Molo Sub-County

Name	Ward
Maru Rachael	**Molo Town**
Martha Wangare	**Elbergon**
ZachariaNjenga	**Elburgon**
Edward Nganga	**Molo Town**
Sammy Njuguna	**Molo Town**

Social Audit Team – Njoro Sub-County

Name	Ward
WinnieSoi	Mauche
ZachariaKahiro	Njoro
EliudWanjala	Njoro
Simon NderituMwangi	Njoro

Social Audit Team – Gilgil Sub-County

Name	Ward
Moses Gitonga	Gilgil
Wallace Kinyua	Elemetaita Ward
John Mwaura	Malewa West

Summary of other Audited Projects

1	Molo Sub-County								
	PROJECT	FUNDED BY	Amount allocated	Financial Period/ status of the project	Quality of Work	Citizen participation	Accessibility to Information	Involvement of County structure	Comment/Action points
1.	Chesoen Water Project	Not clear whether it was from MPs own pocket or CDF	Kshs. 400,000	- 2015 - Implementation plan not available. - Project status stalled	Not verifiable	- Project identified by the community - Not clear how the CDFC was elected - Community participation seems to be lacking.	-Information was inaccessible to the community and the social auditor		- There is no transparency in what is happening about the project. Most of the information available seems to be unconfirmed. - There is need for the community to seek clarification from the MP on the management of the project since he is the one who gave out the funds. - The community needs to chart a new cause of action on what can be done to the already existing project instead of starting off other parallel initiatives
2.	Elburgon Public Toilet	Nakuru County govt	- FY 2012/2 – 3.6 M - FY 2013/4 – 3.3M - FY 2014/5 – 2M - Total 8.9 M	Incomplete, about 90% complete	Relatively good	- There was no citizen participation. Project identified and managed by the MCA. No PMC set up to oversee the project	- Information not available at sub-county offices and MCAs office	MCAs office is implementing the project	- Justification for the pulling down of the original structure needs to be made clear to the citizen. - The project seems to have taken an unnecessary length of time and it's not clear when it will ever be completed. The amounts allocated are alarming for this kind of project, this needs to be confirmed with certainty. The project poses a hazard to the residents as it obstructs a major road. This is an issue that needs to be raised with the county planning dept. - Information on the contractor, material costing etc needs to be made open to the public.

3.	Mau Summit Polytechnic	Nakuru County Govt	FY 2008 – Allocations not indicated FY 2013/4 – figures not indicated	Incomplete/stalled	Poor	Project identified and initiated by former councillor	Information not accessible	The project information is not available at the sub county office nor does the PMC know much about the project. It's not clear who is implement the project in terms of procurement and financing.	- Despite the fact that the project had been originally completed in 2012 the project had not been operational, the community needs to evaluate whether they really need this project or was it a case of misplaced priority by the former councillor or lack of community ownership? - What was the need of putting up new structures if the institution was being moved to a former school compound, were there no existing classrooms or structures that could have been improved? - The project lacks transparency
4.	Elburgon cemetery Toilet	CDF	May 2015 – Kshs. 1,000,000 budget allocation. Estimated cost/spent so far Kshs. 900,000	Incomplete	Not up to standards	No indication of community consultation in project identification	Information could not be accessed from Molo CDF office or from the PMC	None	- Its not clear how the project was identified and how the PMC was elected/selected. - The contractor did not keep in mind the needs of people with disability - The project lacks transparency on how its managed.
5.	Migaa ECD Project	Nakuru County govt	2015/6 Budget allocation of Kshs. 1,200,000	Not yet started	N/A	Project identified by the community	Information not accessible	The county govt has enlisted the services of the contractor	- The issue of land ownership needs to be ironed out before construction begins. - It's not clear how the PMC were elected and the contractor chosen for the job. - The issue of the initial kshs. 800,000 disbursed needs to be followed. - The PMC and the community seems not to understand their role in the implementation of the project. There is need to capacity build the PMC on their role. - The implementation plan needs to be shared with the PMC and the community.

6.	Molo Library	Not clear	FY 2013/4 – 5M	About 10% level of construct, stalled	Not verifiable	Project identified by the community but community not aware of its existence	Information not accessible		- The land ownership issue needs to be resolved - The community needs to be aware of the project and the progress so far.
2	Rongai Sub-County								
	PROJECT	FUNDED BY	Amount allocated	Financial Period/ status of the project	Quality of Work	Citizen participation	Accessibility to Information	Involvement of County structure	Comment/Action points
1.	Construction of 2 ECD Classes in Atebwo Primary School	County Government	Kshs. 2.4m	Construction Work is ongoing with 90% completion	Substandard – poor quality of materials used	Residents of Sumek and School management committee, residents site intimidation for asking about the project	Information not available	Could not be established	- Non Skilled and skilled labourers should be sourced locally. - Project records need to be available - Project Management Committee to be established for every county government projects - Early Childhood Development Teachers to be hired by the county government. - The County Government to source for reliable source of water - Inspection of the project to carried out before occupation to ascertain the danger posed by the water storage tank constructed near the classrooms - A toilet to be constructed near the classrooms
2	Construction of 1 classroom in Kipsyenan Primary School	CDF	Kshs. 700,000	Construction Work is ongoing with 80% completion	Good	Project was proposed by the community supported by the Project Management Committee	Records well kept at the Constituency Development Fund Committee and a copy of the project file available at the site	Could not be established	- Adjacent classrooms to be demolished and reconstructed as per the report of public health - More toilets to be constructed to cater to the raising numbers of pupils - The school to establish a source of safe and clean water - Public Health Assessment report to be adhered to.

3	Construction of 2 ECD classroom in Mercy NjeriPriSch	County Government		Complete	Fairly done, spacious but poor workmanship noted	Public involved in project identification	No records in place for scrutiny. Status report could not be availed	Could not be established	- Both technical and financial records of public projects should be availed to the public to avoid speculation. - Project Management Committees should be put in place - Project inspections should be undertaken at every stage of implementation to avoid unnecessary mistakes.
4	Construction of 3 classrooms in Mercy NjeriPri	CDF	Kshs. 2.1M + Community Contribution	Complete but certificate of completion not yet issued.	Good	Community were involved at every stage of implementation	Records available at the Constituency Development Fund Committee office at Rongai	Could not be established	- The school stands on a leased land, formalizations of ownership should be put in place - There is need for additional classrooms - Need for a reliable source of safe and clean water - Project files with detailed information should be available at the site - Public Accountability board should be erected in every project - Inspection reports be available at the site - Capacity building should be done to the Project Management Committee
5	Construction of a dormitory at Losibil Primary School	CDF	Kshs. 2.1M	Not yet functional		Project was proposed by the residents of Losibil farm, Makutano Location Soin ward Availability of PMCs demonstrated public involvement	Records Available (Tender documents, Procurement Details, Minutes and Payment records available)	Could not be established	- The CDFC should keep up good work in record management - The facility should be equipped - Should be fenced (Perimeter wall) - Construction of kitchen - Construction of a pit latrine

6	Construction of Losibil Dispensary	County	-	The project is ongoing with about 50% of work already done	Quality work done	Proposed by the Residents of Losibil farm, Makutano Location Soinward Low level of awareness from the community regarding the project Community members were not available for interviews Project information was not availed despite numerous requests	Both financial and technical records were not available for scrutiny	Sub County officers were not involved	- The Sub county technical team should be involved - The Project Committee should be put in place and involved at every stage of the project to enhance transparency and accountability. - A public accountability board should be put in place - Information should be available to the public at every stage of the project including the financier of the project and the contractor to avoid speculation from the public - The facility should be equip with safe running water - The community be involved and every stage of the project
7	Drilling of Sumek Borehole	CG through Ward Development Fund	Ksh. 6,000,000 set aside for four projects in Ngata, Ngecha, Matuiku and Sumek	Incomplete	Poor No water for consumption There was a rusted water casing at the borehole site	Project was proposed by the residents of Sumek	Project information was not available despite numerous requests No public accountability board in place The source of funding and amount was unknown to the residents No geo-hydrological report in place project status report was not availed	Could not be established	- There is need to seek alternative source of water for community use. - A status report to be shared with the community on the progress of the project - Thorough geo-hydrological survey to be done to avoid further wastage of resources - Water is shared resource, all stakeholders should be involved at all stage of project cycle

	Njoro Sub-County								
	PROJECT	FUNDED BY	Amount allocated	Financial Period/ status of the project	Quality of Work	Citizen participation	Coordination between CDF and County Government	Involvement of County structure	Comment/Action points
1.	Njoro Central Primary Ecd	County government			The building is yet to be completed. The quality of the construction materials are poor e.gthe Iron Sheets		ECD classroom projects are funded by the county government		The community and the PMC work together to help the school achieve and community to benefit
2.	Njoro Health Centre CCC Offices				The project is incomplete	Community members were not involved any stage of the project	The project was funded by CDF		We hereby recommend that PMC be employed and public participation be involved in order to meet the required target which will give equity to the community.In confirmation the report we have photographs on soft copies for your ready reference
4	Nakuru Town East Sub- County								
	PROJECT	FUNDED BY	Amount allocated	Financial Period/ status of the project	Quality of Work	Citizen participation	Involvement of County structure		Comment/Action points
1	Wamagata Water Project				The project is completed and operational, community is able to access water although not all due to financial constraints due high cost of connection by Nawasco	Community members adopted the project after it was allocated funds during the budgeting process	Conducting of the budget process is done at the ward/sub county level		

2	Construction of SME Stalls	CDF	10million	2014/2015		Business groups presented a proposals to the CDFC on the need to have lockable stalls as opposed to the ones they had before whereby they would carry their merchandise to a store every evening	They were involved in negotiations with the County Government through the CDFC for the allocation of the spaces on which the stalls were constructed	Future developments should consider sanitation as a priority, there should be provision for food stall to avoid open cooking which can s result to epidemic such as cholera and typhoid.
3	Lakeview Primary & ECD School				The school serves a population of 649 students in Primary and ECD. No all teachers attend classes due to personal reasons and also few incidence of teachers' bad attitude. The state of infrastructure at the school was poor and incomplete structures	School Management Committee (SMC) composed of the head teacher and parents representing each class at the school. The SMC is not involved or consulted during the development projects at the school		- There is need to construct another latrine to replace the ECD one that collapsed in July 2014. - The school head teacher should be fully involved in any development going on in the school and also be provided with the necessary project documents or copies of the same. - These documents need to be kept at the school for easy access of the information. - Management of the primary section and ECD centers should be separated. - The County Government should employ ECD teachers and in addition provide funds for the general upkeep of the school.

4	Langalanga Health Center				Increased number of health practitioners, little improved hospital infrastructure and availability of new equipments. Few queues witnessed due to 3 consultations rooms meant to attend the patients			
	Gilgil Sub-County, Sub-County							
	PROJECT	FUNDED BY	Amount allocated	Financial Period/ status of the project	Quality of Work	Citizen participation	Involvement of County structure	Comment/Action points
1	Kiptangwanyi Dispensary Wards Project	County Government	5 million	FY 2014-15; Ksh. 2 million, FY 2015-16; Ksh 3 million	The construction of the building was of quality	Community was not involved at any stage of construction	Inspection of the construction was done by the MCA and a team form County government office	- Capacity building of public members, management committee members and duty bearers on their respective responsibilities and duties. - The ministry of health should put in place measures an procedures to ensure financial and ethical accountability - There should be a suggestions box that all stakeholders would be sharing its content
2	Murerechwa Girls Dormitory	CDF	1.7million	FY 2014-15; Ksh. 700,000 FY 2015-16; Ksh 1 million	The building will accommodate 120 girls, although construction of ablution block will be far from the dormitory building	Parents only met with the school BOG and the PMC members during the introduction of the project management team		

3	Kasarani Dispensary Project	CDF County Government	Ksh. 5,050,000	FY 2008-09; Ksh.1.5 million , Ksh 200,000 for electricity connection, Ksh 800, 000 for 3 staff houses, 2013-14 county government funded Ksh. 850,000 for perimeter fencing, 2014-15 CDF allocated Ksh. 1.2 million for extra staff houses Ksh. 500,000 for laboratory construction , Ksh. 600,000 from county government for tiling and an incinerator	The facility is serving a total of 6,000 people			- The County government and CDF office have to be engaged so that they can harmonize the funding around this project - The community should be sensitized so that they can own the project - There is need to audit the funding from the two sourceS
6	Nakuru Town West, Sub-County							
	PROJECT	FUNDED BY	Amount allocated	Financial Period/ status of the project	Quality of Work	Citizen participation	Involvement of County structure	Comment/Action points
1	Lalwet ECD Project	County government			Construction is still ongoing Condition of the construction is good, veranda had cracks and no ceiling boards	Community participated in prioritizing the ECDE classes during budgeting forums but they have not been involved in the project management		- There is need for gravelling and leveling to take place so as to make the topography to be user friendly and also to avoid pupils falling down while playing. - MCA and the contractor should involve the community members at every stage of the project to enhance ownership of the project.

2	Mwariki ECD Project	County government			The Building is in a fair condition and it is operational but the ceilings are already broken. The capacity of the. The 2 class has accommodates 65 pupils	Community participated in project but left out during project implementation		- Provision of water points and pit latrines so as to observe cleanliness. - Community members to take ownership of the project by enrolling their kids in the facility. - Broken ceiling should be repaired to avoid more damages and risk factor to the children.
3	Barut/Mwariki Dispensary	CDF	3.5 Million	FY 2014/2015-Kshs 2,000,000 FY 2013/204- Kshs 1.5 million	The building is incomplete with cracks already seen on the walls,	The project was identified and prioritized by the community members through public participation. PMC is elected by the community		- The facility needs to be equipped with sanitary facilities, water points, incinerator, electricity, perimeter wall among other equipments. CDFCs should work hand in hand with the PMC's and community members to enhance relationship and project ownership
4	Mwariki Road Drainage	County government			The project is on-going project and so far it is fairly done	The project was identified by the members of the public through public participation.		- Contractor should liaise with the community members so that he/she can be notified the line of underground electric wires and water pipes to avoid damages. - Building materials should be deposited away from the road and footpaths to avoid obstruction.

ABOUT CEDGG

The Centre for Enhancing Democracy and Good Governance (CEDGG) is a grass root civil society organisation that works to empower vulnerable and marginalized citizens to claim their rights in local development and governance processes. CEDGG has been in operation since the year 2001 and legally exists as a Non Governmental Organisation. Our head office is in Nakuru Town – Nakuru County, in the Republic of Kenya. Our programme work covers mainly the mid rift valley region i.e. Nakuru, Baringo, Elgeyo Marakwet, West Pokot, Laikipia and Kericho Counties. The core problem that CEDGG is seeking to address in the society is the low capacity of the marginalised and vulnerable groups to engage with and participate in the decision making processes around the constitutional reform agenda and the development process in general. As per current strategic plan (2013-2017), CEDGG will focus its financial and technical resources in four thematic areas namely: Governance and Devolution ;Human Rights and Access to Justice ;Partnership, Networking and Knowledge Management and lastly Organizational Development whose focus is to build the internal capacity of the organization to adopt and apply Result Based Management in her work. CEDGG is a founder member of the Constitution and Reform Education Consortium (CRECO); a network of Civil Society Organisations aimed at just governance, constitutionalism and respect for just laws. The organisation is also a member of the Social Audit Learning Group and presently play host to both the Baringo and Nakuru County Civil Society Fora- a network of Civil Society Organizations operating in the two counties for coordinated and effective CSO engagement in county governance.

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