



CENTRE FOR ENHANCING DEMOCRACY
AND GOOD GOVERNANCE

Kericho County

**Social Audit and Budget Tracking Report
Water, Vocational Training and Health Sectors**



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Kericho County

Social Audit and Budget Tracking Report
Water, Vocational Training and Health Sector

**CENTRE FOR ENHANCING DEMOCRACY
AND GOOD GOVERNANCE
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Design, Layout & Printing by:
Myner Logistics Ltd
P.O BOX 9110-00200, Nairobi.

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Acknowledgement

Several people and institutions played a role in the process that culminated into the publishing of this report. It is not possible that CEDGG can singularly thank all of them. However, we wish to make special mention of a few who participated in the social audit process and provided information contained in this report. Special thanks go to the County Secretary Mr. Joel Bett and the Chief of Staff Mr. Charles Kirui for mobilizing support from the departments of water, Health and Education. In the same vein, we appreciate the support we received from the County Executive Committee Members for Health, Public Service and Management, Education; Culture and Social Services.

The technical officers in the Departments of Education, water and Health Services for providing useful technical insights into policy, legal and institutional framework and their guidance throughout the process.

The in-charges and members of Health Facility Management Committees of the health facilities social audited; Managers of Vocational Training Centers, and members of the Community water project committees deserve a special mention for providing information and supporting the data gathering exercise by social auditors. Without their support, this report could not have been compiled.

Our sincere gratitude also goes out to all the social auditors for tirelessly and professionally conducting the social audits on dispensaries, VTCs and Water projects. In the same vein, we are grateful to the county CSO focal team led by Mr. David Ruto, Gilbert Ngeno, Aron Marusoi, Gilbert Cheruiyot, Joy Mariandany and Winny Koros.

A special space is reserved for Mr. Chrispine Oduor for technical input into the process and compilation of this report.

We also thank GIZ for their technical and financial support without which we could not have undertaken the work. Last but not least, the CEDGG secretariat members for their dedication and hard work throughout the project planning, implementation and compilation of this report. They are Evans Kibet; Programme Officer, Julius Mbui; ICT assistant; James Maina; Finance Officer, Peninah Maleve; Administrator and the CEO Mr. Cornelius Oduor.

Masese Kemunche

Programmes Manager.

Executive Summary

Accountable governance¹, citizen participation, equality and service delivery are among the key promises of the devolution under the Constitution of Kenya 2010 derived from Article 174. Meaningful citizen participation in governance is a key ingredient for public reforms instituted by the Constitution and is critical to realization of the constitutional aspirations. Article 1 (1) of the Constitution vests all sovereign power to the people of Kenya. The power and responsibility of the people towards constitutionalism is further elaborated in several provisions of the constitution including but not limited to Art. 3, 10 (2, a), article 201 and Article 232 (1).

The Constitution devolved functions in key sectors like health, water and agriculture as well as specific aspects of education to County Governments. Whereas each financial year County governments allocate resources towards the delivery of services to citizens, there are still concerns about service delivery by the devolved units. It is increasingly emerging that the quality and quantity of services delivered in sectors cannot be measured by the amounts of money that the County has allocated in the budget. Inadequate facilities, lack of equipment, unqualified staff, and poor coordination of implementation of projects and poor service provider attitude in the health sector for instance are just but some of the many factors that can affect service delivery. Further, even where sector policies have set standards for delivery of services, the standards are not often not applied thus compromising the quality of services and realization sector outcomes. The desire to address the above factors anchors CEDGG's social accountability work.

Engagement between citizens and public officers through social audit, one of the several tools in social accountability has a lot of benefits to the delivery of devolved services. First, Citizens may be better positioned to assess the relevance and effectiveness of services, so they can contribute to County Governments' evaluation of programmes and policies. They may also have a better idea about the kinds of services they need, so they can help service providers and policy makers in Government better understand their requirements and identify solutions. Furthermore, public officials may use citizen engagement to elicit specific indigenous knowledge to help them tailor public services to the specific needs of the community. Through budget tracking, citizens can assist government identify loop holes that lead to leakages of public resources.

This report presents findings of social audit undertaken by community members in Kericho County on the delivery of services in Vocational Training Centres, selected health facilities and the water projects. A total of five dispensaries were social audited. Also audited was Five Vocational training Centres. The report also presents findings of budget tracking done for four water projects.

The report also provides policy recommendations for consideration by the County Government and entities engaged in the delivery of services that were audited.

¹ “mediated relationship between the governors and the governed whereby the governors justify their actions to the governed as a result of being granted delegated authority”,

Some crosscutting findings and policy recommendations per sector are as summarized below:

Sector	Summary Findings	Recommendations
Health	<ul style="list-style-type: none"> □ Delays in replenishment supplies including drugs □ Inadequate infrastructure □ Low staffing levels and inadequate equipment □ weak community governance structures, □ management and disposal of waste not meeting standards 	<ul style="list-style-type: none"> □ The county should monitor supply of drugs to ensure timeliness, □ The County should invest in meeting the minimum policy requirements for infrastructure in health facilities □ There is need the county to meet the minimum staffing needs for facilities and support continuous skill development for health staff □ The county should work towards insuring timely disbursements of AIE □ Close supervision of service providers is necessary efficient and for service delivery
Vocational Training	<ul style="list-style-type: none"> □ Not all VTCs are registered/ accredited by the Authority, □ Inadequate infrastructure and equipment □ Low staffing levels □ Good practice in attachment placement for trainees 	<ul style="list-style-type: none"> □ Registration and accreditation of all VTCs should be fast-tracked □ The county should invest resources to improve infrastructure and equipping at VTCs □ The County should employ adequate trainers and support their continuous training and capacity development □ The county needs to strengthen complaints and feedback handling mechanisms at VTCs □ The County should enact a coherent policy to guide service delivery and financing of VTCs

Water	<ul style="list-style-type: none"> □ Poor coordination among water sector actors and community water project committees □ Weak governance of community water projects □ Difficulties in accessing information and weak public involvement and participation 	<ul style="list-style-type: none"> □ There is need to strengthen collaboration and coordination among the water sector actors in the county to ensure effective allocation and use of resources as well as efficient monitoring and evaluation □ Strengthen governance of water projects at the community level through proper constitution of management committees, training and technical support □ Enhance access to information and community involvement to avoid unnecessary disputes and delays in water projects. □ As with the case of all mega public projects, a strategy of processing social issues should be embedded into water project plans.
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Abbreviations

AIE	Authority to Incur Expenditure
CDF	Constituency Development Fund
CDTF	Community Development Trust Fund
DANIDA	Danish International Development Agency
FGD	Focus Group Discussion
FP	Family Planning
HFMC	Health Facility Management Committee
HSSF	Health Sector Service Fund
ICT	Information Communication Technology
KEWASCO	Kericho Water and sanitation Company
KLPC	Lenya Power and Lighting Company
KTDA	Kenya Tea Development Authority
KTTC	Kenya Technical Training College
MCH	Maternal and Child Health
MVM	Motor Vehicle Mechanics
NEMA	National Environment Management Authority
OPD	Out-Patient Department
PMC	Project Management Committee
PWD	Person Living With Disability
SHG	Self Help Group
TVETA	Technical Vocational Education and Training Authority

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. The head office is in Nakuru Town – Nakuru County, Kenya. CEDGG's programme work presently covers the counties of Nakuru, Baringo, Kericho, Laikipia, Elgeyo Marakwet, West Pokot and Turkana. The core problem in the society that the organization is seeking to address 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.

CEDGG's strategic plan (2018-2022) has organized her work into three Key Result Areas as tabulated hereunder.

Key Result Area	Strategic Objective
Governance and Devolution	<input type="checkbox"/> To promote participatory issue-based decision-making processes in the devolved system of government
Human Rights and Access to Justice	<input type="checkbox"/> To facilitate vulnerable and marginalized groups and communities to access justice and secure their rights
Organizational Development	<input type="checkbox"/> To build the internal capacity of the organization to adopt and apply Result Based Management in her work.

Vision: A society that respects protects and promotes the rights of vulnerable and marginalized people.

Mission: To develop the capacity of marginalized and vulnerable communities in Kenya to demand, adopt and implement sustainable best practices in democratic good governance through advocacy, information dissemination, research and networking.

Motto: Haki na Uongozi Bora

About the Project

This report is a culmination of social audit conducted under the project titled Empowering the Citizenry to promote efficient and effective service delivery in Health, education (vocational Training) and Water sectors. The overall objective of the project is Engendering Transparency and Accountability in the social sectors of health, Education and water through Effective Citizen Engagement. The project is part of CEDGG's long-standing partnership with GIZ under the Good Governance Program in the Counties of Baringo, Kericho and Laikipia. The partnership to pursue good governance has been informed by a number of factors that continue to perpetuate corruption and abuse of power. These include: citizen apathy coupled with low levels of awareness on civilian oversight mechanisms and channels of reporting on corruption and unethical conduct; difficulties in accessing information held by public offices/officers and the demand for evidence that makes would be whistle-blowers hesitant to report on corruption; Low collaboration/coordination between public oversight institutions and civil society networks that impedes expeditious action on reports of corruption and abuse of power; Politicization of anti-corruption efforts – For example, “The kieleweke versus Tangatanga”² nuances and impunity.

The GIZ-CEDGG partnership set out to address the above factors by mobilizing and re-organizing citizens to hold their governments to account and be at the fore-front of promoting constitutionalism.

The specific objectives of the project include;

- To mobilize and sensitize residents of Baringo, Kericho and Laikipia counties on public complaints mechanisms and other tools of promoting accountability in health sector
- To train local citizen groups in the target counties on evidence-based policy advocacy.
- To facilitate local citizen groups to conduct social audits of selected health, Education and water projects in the target Counties
- To Provide platforms for interface between Civil society, communities and institutions of public oversight

² Emerging factions within Kenya's Jubilee administration in the wake of 2022 succession politics

“Haki na Uongozi Bora”

Methodology

Social audit is one of the social accountability tools. It is a process through which details of public services or projects are scrutinized by users/stakeholders publicly. The process that culminated into the compilation of this report followed the six steps of social audit which include

- i. Preparation for the audit –rapport building with duty bearers and other stakeholders, Community mobilization and sensitization; identification and training of auditors, identification of facilities to be audited
- ii. Information Gathering - The social audit process involved conducting physical visits to project locations and facilities, conducting interviews with administrators and committee members as well as community members and review of documents. All this was guided by predesigned questionnaires. Information gathering was undertaken using the following methods:
 1. Key Informant Interviews (KIIs)-Social auditors held intensive interview sessions with in-charges Health Facility Management Committees, water project committee members and managers of vocational training centres as well as technical persons from departments.
 2. 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 health facilities, VTCs and water projects.
 3. Questionnaires - Questionnaires were used to collect data on the sampled, institutions and facilities
 4. Literature Review - A review of various documents relating to service delivery and implementation of County Programs was undertaken. The documents reviewed as part of the social audit process included approved budgets , service charters, and financial documents (where available) and sector policies
- iii. Information analysis and verification - Data collected was collated, verified and summarized. This was done in a participatory process that involved social auditors and service providers
- iv. Validation of Draft Report - Validation of this social audit report was done at two levels. Ward level validation meetings 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.

- a. Community Level Validation meetings- 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, Facility In-Charges, Managers of VTCs, members of Management Committees and Ward Administrators. Inputs made by participants during these validation meetings were captured and integrated in this report.
- b. County Level Validation – This meeting brought together representatives of technical teams from the three departments that were the focus of the social audit and social auditors for purposes of sharing the audit findings and getting their inputs and responses to issues emanating from the audit.

1. Social Audit Findings on Service Delivery on Vocational Training Centres

Five Vocational Training Centres (VTC) were social audited in the project.

1.1 Background of Institutions Audited

Kiptere Vocational Training Centre is located in Kapleartet Ward in Sigowet/Soin Sub-County. The institution is accredited and licensed to operate by Technical Vocational Education and Training Authority (TVETA). The institution is Kericho County's Centre of Excellence in Welding and Fabrication. Other programmes offered at the institution include masonry, carpentry and Joinery work, plumbing, electrical wiring and installation, hair-dressing and beauty therapy, tailoring, Information and Communication Technology (ICT), food and beverage, Motor Vehicle Mechanics (MVM), fashion design, food processing, electrical technology and building technology. The Institution has a total of 377 trainees. It has boarding facilities that can accommodate up to 197 trainees.

Toroton Vocational Training centre is located in Chilchila Ward, Kipkelion West Sub County. The institution is accredited and licensed to operate by TVETA. Training programmes offered at the institution include masonry, carpentry joinery, and building and construction technology, tailoring and welding. The institution has capacity for 80 trainees though it has 103 trainees out of which 56 are female and 47 are male. The institution had 24 trainees accommodated in its boarding facilities at the time of the social audit.

Chepseon Vocational Training Centre located in Chepseon ward in Kipkelion East sub-County is accredited and licensed to operate by TVETA. The institution is supported by the County Government of Kericho as the Centre of Excellence in Building and Construction Technology. Other programmes offered at the institution include electrical wiring and installations, MVM, tailoring, carpentry and joinery. The institution's infrastructure has the capacity to admit 400 trainees. The institution has boarding facilities that can accommodate 120 male and 64 female students.

Kipsamumngut Vocational Training Centre located in Kapsoit Ward, Ainamoi/Belgut Sub-County is Kericho County's Centre of Excellence in Motor Vehicles Mechanics. The institution is accredited and licensed by TVETA. It is one of the institutions which executed the United States Agency for International Development (USAID) funded programme on Youth Skill Acquisition Programme, K-YES. Other programmes offered in the institution include electrical wiring and installations, carpentry and joinery, tailoring and liquid soap making. The Institution has 350 trainees against its capacity of 250. It has boarding facilities that fall short of the demand.

Chebigen Vocational Training Centre located at Kapsaos Ward, Ainamoi Sub-County is supported by the County Government as the Centre of Excellence in Hair Dressing and Cosmetics. Information availed to the social audit team was that registration and accreditation of the institution was on progress. Other programmes offered at the institution include electrical wiring and installations, MVM, carpentry and joinery, tailoring and plumbing. The institution had a total of 120 at the time of the social audit. The County Government officially took over the institution from the National Government in 2018. The Institution does not have boarding facilities.

1.2 Social Audit Findings

1.2.1 Availability and Adequacy of Teaching Staff

Section 13 (c) of TVET Regulations requires institutions to maintain adequate instructors for each programme of study. The management of every institution shall ensure that instructors are qualified in their area of specialization.

The social audit found that the VTCs audited have inadequate instructors and that not all instructors in the institutions have been registered and licensed by TVETA. Most of the instructors received training from various tertiary institutions including universities.

Kiptere VTC has 20 instructors. The terms of service of 9 of the instructors are on contract with the County Government of Kericho. Eleven of the instructors have been engaged by the institution's Board of Governance (BOG). The staff at each training programme varies according to trainee enrolment with a majority of them being in the plumbing, masonry, electrical and welding. The instructors received their training from tertiary institutions and Universities. The Social Audit team could not ascertain if the instructors are registered and licensed with TVETA.

Chepseon VTC has 12 instructors 5 of whom are on contract with the County Government of Kericho while seven have been employed by the Board. The social audit found that only 3 of all the instructors are registered and licensed by the TVETA with the rest having applied for registration and licensing. The institution only has one trainer for each of programmes offered except in dress making which has two. The instructors received their training from tertiary institutions and Universities.

Toroton VTC has only 6 instructors. Only the manager is registered and licensed by TVETA Board. The terms of service of instructors in the institution could be verified at the time of the social audit. Students interviewed in Focus Group Discussion (FGD) shared that the institution has inadequate instructors and that 5 of the instructors are volunteers. They were of the opinion that the quality of learning in the institution is not up to expectation.

Kipsamumngut VTC has 12 instructors against the required 25. Five of the instructors are contracted by the County Government and seven by the Board. The social audit found that only 3 of the instructors are registered and licensed by the TVETA the rest having applied. The institution has only one staff for each training programme except in dress making which have 2 instructors.

Chebigen VTC has 6 instructors. One is employed under public service while 5 are under the Board. Only 1 instructor has been registered and licensed by the TVETA. It could not be established by the Social Audit team how the 5 instructors who are said to be volunteers are able to train in all the departments given that the institution lists so many courses offered.

1.2.2 Availability and Adequacy of Learning Facilities

The 2015 TVET regulations state that, in order to be eligible for license by the Authority an institution shall be required to establish adequate theory rooms for programs.

The social audit found that generally the institutions audited have theory rooms for conducting lessons. However, these are inadequate and double as rooms for practical lessons.

The social audit revealed that learning at Chebigen VTC takes place in 5 wooden theory rooms that are inadequate and that also double as practical's rooms for tailoring, hair dressing and beauty therapy. The institution has converted a workshop into a dormitory. Learning at Kipsamumngut, Kiptere and Chepseon VTC takes place in 6 theory rooms.

Toroton VTC has 5 theory rooms and 3 separate rooms for practical lessons. Students studying at the institution interviewed in FGD informed the social audit team that the institutions' two workshops and laboratory are in poor condition and that they are not well equipped. They also indicated that the theory rooms and workshops have inadequate lighting and poor ventilation. Information availed to the social audit team was that the institution has a newly completed hall that is yet to be put to use because the public works office has not given its inspection report to confirm its suitability for use.

The social audit found that Kiptere VTC has 30 computers, Kipsamumngut and Chepseon VTCs have 15 computers each, while Toroton VTC has 12 for ICT lessons though these are not enough for the trainees in the institutions. The institutions have computer laboratories.



Figure 1: A newly built workshop at Toroton Vocational Training Centre

1.2.3 Availability and Adequacy of Learning Materials and Equipment

“An institution shall provide adequately equipped workshops or laboratory, where these are required by the curriculum offered, and where the institution offers courses regulated by professional bodies...” Section 8 of TVET Regulations

The social audit found that the VTCs audited provide students with learning equipment and materials though it is inadequate and that some of the equipment in the facilities is old and obsolete.

Information availed to the social audit team by Tor0ton VTC trainees interviewed in FGD was that the institution provides its trainees with course materials though they are inadequate forcing them to purchase. The students shared with the social audit team that some departments in the institution like that of MVM have inadequate equipment for practical lessons. The programme uses obsolete motor vehicle engines and that it also lacks modern equipment. Information availed to the social auditors is that trainees at Kiptere VTC are provided with materials for practical lessons on need basis.

1.2.4 Availability and Adequacy of Library Facilities

“Every institution shall have a library facility with Library” Section 9 (1) of the TVET Regulations
“A library facility ... shall contain adequate and relevant textbooks and other resources relevant to the programmes being offered...” Section 9 (2), TVET Regulations

A library within a school serves as a place for students to do independent work, use computers, equipment and research materials. The social audit revealed that out of the five institutions, only Toroton VTC has a small library in place for use by students. The manager at Chepseon VTC confirmed that the institution purchases books for use by students. Information availed to the social audit team by students interviewed in FGD was that trainees at Kiptere VTC make reference to available books in the book store.

1.2.5 Opportunities for Student Attachment

‘institutions shall make necessary arrangements for having certain classroom sessions taken up by suitable faculty or experts from the respective industries and may from time to time arrange industrial attachment for the trainees ’. Section 19 (1), TVET Regulations

The social audit found that some of the VTCs audited provide the students with introductory letters and logbooks to facilitate placement for attachment. Some institutions secure their trainees attachment through linkages though a large number of the trainees seek attachments on their own.

Industrial attachment is important for students as it enables them to gain practical experience and also exposes them to demand and challenges of the work place. Kiptere VTC provides its trainees with opportunities for attachments at the Kenya Tea Development Authority (KTDA) through informal arrangements. Some of the trainees especially those taking plumbing get absorbed by the County Government for attachment. Chepseon and Kipsamumngut VTCs link trainees to relevant institutions including private companies and Government departments for attachment. The institution also assists its trainees secure attachments through various institutions. Chebigen VTC links its trainees with the nearby tea estates for attachment. This is a notable best practice in Kericho.

1.2.6 Availability of Electricity

Section 12 (d) of the TVET Regulations requires every institution to have adequate and reliable electrical power supply, and an emergency power backup system where possible.

The social audit found that not all the institutions are connected to electricity. It also found that those connected to power do not have power back up, and that not all power supply in the

institutions is adequate to run machinery and equipment.

Vocational Training Institutions need electricity to run machines and equipment and for use in facilities like boarding and libraries. Though Kiptere, Chepseon, Kipsamumngut and Chebigen VTCs are connected to the Kenya Power and Lighting Company (KPLC) main power lines, the institutions lack power back up for use in case of emergency. This is of concern for institutions like Kiptere VTC where most trainees are boarders. Information availed to the social audit team was that former members of the institution's committee had sold off the institution generator in order to purchase a push mill for income generation by the institution. Toroton VTC is not connected to electricity and it could not be established during the social audit why the institution lacks electricity despite the fact that power connection is available less than 500 meters in a neighbouring primary school.

1.2.7 Availability and Adequacy of Water

The social audit found that not all institutions have piped water and that even where institutions are connected the supply for some is not reliable.

Water is essential in educational buildings as it serves several purposes, such as drinking, cleaning, and construction work. The social audit found that availability of water at Chepseon VTC is a challenge as the institution rely mostly on rain water harvesting and a nearby water project which is meant to supply water to the institution that was however still dogged in controversy at the time of the social audit.

Kipsamumngut and Chebigen VTC get their supplies from Kericho Water and Sanitation Company Limited (KEWASCO) though the supply is not always consistent. Both institutions undertake water harvesting for storage in tanks. The supply to Kipsamumngut is inadequate as it is also shared with other nearby public institutions. Information availed to the social audit team by trainees at the institution is that they are forced to fetch water from a nearby river. Toroton VTC Students interviewed in FGD also indicated that they too are sometimes forced to fetch water from the river especially during dry season.

1.2.8 Guiding and Counseling Programme

The Guidance and Counseling Guidelines for TVET Institutions aim at ensuring that that all trainees and the TVET community benefit from comprehensive and high quality institutional guidance and counseling programs. Section 14 of TVET Regulations requires each institution to provide trainees with guidance and counseling services.

The social audit revealed that not all the institutions audited like Chebigen VTC have guidance and counseling programmes, and that not all staff managing guidance and counselling programmes in the institutions have received training.

Guidance and counselling are important and have huge role in bringing out the best in learners. The social audit revealed that Chepseon VTC has a guidance and counseling department that is headed by 3 staff, 2 male and 1 female with qualifications at diploma and degree levels. Apart from the regular teachings offered by the department, the department also organizes monthly mass counseling for students by external speakers. Toroton and Kipsamumngut VTCs have three counseling officers, 1 male and 2 who are female. The counselors at Torton have received training up to college level. Counsellors at Kipsamumngut have training up to diploma

and degree levels. Kipsamumngut VTC invites counselors to speak to trainees on a regular basis. Information availed to the social audit team was that the institution has plans to strengthen the department through the introduction of student background check information request from their local chiefs. Kiptere VTC has a guidance and counseling department however, the social audit team could not ascertain the level of training for the staff in charge of the department by the time of the social audit.

1.2.9 Complaints Handling and Resolution Mechanism

All TVET institutions have to ensure that its trainees are provided with clear guidelines for complaints resolution. TVET Regulations Section 14 (c)

The social audit found that all the VTCs audited have some mechanism for handling student complaint. However Chebigen VTC does not have a formal complaint handling mechanism with the manager handling and dispensing of all complaints on his own with no records.

A sound institution based complaint handling mechanism can help institutions get to the root of the issues and take appropriate follow-up actions, such as introducing new measures or improving the existing policies and practices. The social audit found that Kipsamumngut VTC handles complaints through the institution's guidance and counseling department while Kiptere and Torton VTCs complaint resolution mechanism is done through use of class prefects, the disciplinary committee and the student body. The institution also has a channel for reporting complaints that includes reporting to head of department before ascending to the Centre Manager. Torton VTC has complaints reporting channels that includes committees before reporting to the highest level of the management. Chepseon VTC complaints resolution mechanisms is handled through the leadership hierarchy from class rooms prefects, through the instructor team to the manager.

1.2.10 Availability of Disability Friendly Facilities

Section 6 (1) of the TVET regulations requires the management of TVET institutions to ensure that the physical facilities in the institution have provision for facilities for the physically disabled persons.

The social audit found that trainees with disabilities are not fully catered for as not all the institutions have disability friendly facilities.

Vocational Training Centres should provide inclusive education by catering for the needs of trainees with disability through the development of supportive infrastructure and provision of appropriate learning materials. The social audit revealed that the institutions are not fully catering for the needs of PWDs, whereas institutions like Chebigen and Chepseon VTCs have ramps installed in their infrastructure to ease movement for PWD, Kiptere VTC for instance lacks ramps in its buildings. The social audit also revealed that the institutions lack toilet facilities or latrines that are disability friendly.

1.2.11 Availability and Adequacy of Boarding Facilities

The social audit revealed that though most of the VTCs have boarding facilities, these are inadequate to cater for the demand. It also found that boarding infrastructure in most of the facilities are in a poor state.

The social audit found that Kiptere, Toroton and Chepseon VTCs have boarding facilities that are however inadequate. Toroton VTC has very old temporary dormitories made of iron sheet which is not conducive in the cold weather of Kericho County exposing students to diseases like pneumonia.

Information availed to the social audit teams was that trainees who are unable to secure boarding accommodation in the VTCs are forced to seek alternative accommodation outside the institutions. Kiptere VTC students who fail to secure accommodation at the facility are forced to rent rooms in the nearby Kiptere trading Centre with some going as far as Sosiot centre a distance of approximately 10Kms.



Figure 2: One of the Dormitory Structures at Toroton VTC

1.2.12 Waste Management

The TVET Regulations in section 12 (c) requires every institution to put in place a functional sewerage disposal system in accordance with the requirements of the Building Code and the Health laws.

The social audit revealed that majority of the VTCs audited do not have functional sewerage disposal.

Kipsamumngut and Chepseon VTC has a functional waste disposal system including a septic tank and pits and dust bins spread all over the institution for the disposal of solid waste. However, the number of latrines at Kipsamumngut is inadequate as the institution has 350 trainees against its capacity of 250. Kiptere and Toroton VTCs use dug pit for burning waste. Chebigen VTC uses pit latrines and the institution also has bins spread all over the compound for collection of waste. The social audit found that a latrine constructed at Chebigen VTC was closed due to concerns raised by the community over the ability of the latrine slab to support its upper structure. The community is still waiting for action following complaints raised with the relevant County Government authorities. The latrine is said to have been built by digging a very wide pit (approximately 20ft by 30ft) after which a super structure made of bricks was placed on top

of the pit. The community is seeking verification from authorities whether the slab is capable of supporting the super structure. .



Figure 3: Disputed latrines at Chebigen VTC



Figure 4: A latrine used by Trainees Boarding at Toroton VTC

1.2.13 Availability and Adequacy of Emergency Services Equipment

The social audit revealed that all institutions audited have inadequate firefighting equipment and that some of the equipment available has not been serviced as is the case of Kiptere VTC where it was found that the time for servicing the firefighting cylinder equipment had elapsed. The one cylinder is also inadequate to serve the entire institution during emergency. Toroton and Kipsamumngut VTC each has one serviceable firefighting extinguisher equipment while Chebigen and Chepseon VTCs lack firefighting cylinder equipment.

2. Recommendations

Recommendations for Policy Consideration

Licensing and Accreditation of Vocational Training Centres - The Technical and Vocational Education and Training Authority should fast track licensing and accreditation of Vocational Training Centres so as to ensure that the Centres qualify to offer VTC education services and approved programmes. It authority should also fast track licensing and registration of instructors for VTCs so as to ensure that the institutions have qualified trainers who are capable of providing quality services.

Infrastructure Improvement - The County Government should budget and allocate adequate finances to Vocational Training Centres for the development of all requisite infrastructure including theory rooms, workshops, laboratories, sanitation facilities and boarding facilities with proper consideration to the quality infrastructure developed and the needs of trainees with disabilities.

Ensuring Quality of Training Service - The County Government should employ adequate instructors for all Vocational Training Centres. The government should also ensure that all instructors employed by VTCs meet minimum requirement of as set by the County Government and that all instructors are qualified in their areas of specialty. The Government and VTC institutions should ensure that all staff receive continuous training and development including on course delivery using modern methods, teaching methodologies and practical knowledge.

Improving Electricity and Water Services - The ability of VTCs to effectively offer services is dependent on other services like water and electricity. The County Government should connect all VTCs in the county to three phase electricity supply that would enable them operate optimally. All institutions should also be connected to reliable water supply where available, or be provided with alternative water sources and facilities that will ensure adequate supply to meet their needs. All institutions should be provided with adequate water tanks and enough water harvesting infrastructure.

Recommendations to Institutions

Ensuring Effective Handling of Student Complaints - In order to handle complaints speedily and effectively, and to respond to the reasonable demands from complainants, Vocational Training Centres should establish or enhance their institution-based mechanism and procedures. They should also establish complaints and compliments registers in order to obtain feedback and complaints from trainees as well as the community.

Enhancing Guidance and Counseling Services - Vocational training centers to establish guidance and counselling programmes that meet the needs of students learning in the facility. The programmes must be managed by qualified personnel able of offering quality services taking into consideration the needs of both male and female students. All VCTs in the county should also put in place career guidance and counselling.

2.0 Health Sector Service Delivery Social Audit Findings

Five health facilities were social audited in the project. This included one health centre and four dispensaries.

2.1 Background of Health facilities Social Audited

Chepkemel dispensary is located in Sigowet/Soin Sub-County. The facility was established in 1958. The social audit found that the facility does not have a title deed for the 5 acres of land that it occupies. The facility has a catchment population of 2530. Chepkemel dispensary is one of the health facilities in Kericho County proposed to be elevated to a health centre, but it is yet to meet the standards which include the requirement that the facility should have at least 16 in-patient beds. The facility currently only has 10 in-patients beds.

Forest Dispensary is a located in Kiletien. The facility was established in 1949 by the white settlers so that it may serve the wardens. It has a catchment of 600 and occupies 2 acres of land. The facility has been neglected for a very long period of time until recently following complaints by the community about the lack of facilities, drugs and poor condition of the facility. The only structures at the facility which include a pharmacy, Maternal and Child Health room, store and a staff house were built by the County Council of Kipsigis. The facility seems to be one of the most neglected basing on staffing and other amenities as the only staff available is one nurse.



Figure 5: Photo of Forest Dispensary

Kapsoit dispensary is located in Kapsoit/Waldai at the boundary of the Sub-Counties of Belgut and Ainamoi. The facility was established in 2010 through the Constituency Development Fund (CDF) support just before the adoption of the devolution. The facility has benefited from devolved funds and is one of the busiest health facilities in the county owing to its proximity to Kapsoit and Sosiot markets. The facility occupies 1/4 acre of land with a catchment population of 8000. Besides serving the two markets and the local community, the facility also serves a

significant number of track drivers. Information availed to the social audit team was that the facility had a joint maternal care programme with Red-Cross and the time of the social audit and that the partnership has improved the services at the facility.

Manyoror Dispensary is located in Kapsoas. The facility which occupies 2 acres of land. On establishment the facility was closed and for about 10 years between 1975 and 1985 it remained non-operational for about 5 years. The dispensary is one of the facilities which benefited from the Constituency Stimulus Package in the year 2009 and is one of the most developed facilities in terms of infrastructure. The major boost for the facility is the infrastructural developments supported by Ainamoi CDF.

Fort-Ternan Health Centre located in Kipkelion West. The facility was established in 1980's and occupies 1 acre of land with no title deed. The facility has risen in its status over time starting off as a community level facility to the level of a health centre. Services at the facility have in the recent past improved due to enhanced input from the County Government. The facility is faced with the challenge of inadequate land for expansion.

2.2 Facility Governance and Management

The social audit revealed that all HFMCs of the facilities audited have representation of special interest groups including PWD, and youth and that not all FHMC members have been inducted on their roles and responsibilities.

Representation in HFMC- The social audit found that Chepkemel dispensary HFMC comprises of 12 members including 2 representatives of PWD and that two of the members are youth. Forest Dispensary has 9 members with no representation of PWD though it has 2 youth. Kapsoit and Manyoror dispensaries HFMCs have 6 members each and no PWD nor youth representation.

Training for HFMC Members - Members of Chepkemel and Manyoror dispensary HFMCs have received training on their roles and responsibilities while those of Kapsoit and Forest dispensaries are yet to be trained. Records available indicated that the committee for Chepkemel dispensary holds its meetings on a monthly basis. The committees for Kapsoit and Forest dispensaries holds meetings on quarterly basis. The committee for Forest dispensary also holds meetings whenever there is need.

Election of HFMC Members - The social audit found that members of the facility HFMCs are elected through community forums and that the HFMC for Kapsoit dispensary has representatives from Belgut and Ainamoi Sub-Counties as the facility serves communities from both areas. The HFMC meetings are attended by chiefs from Chiefs of the bordering locations.

The social audit revealed that all the HFMCs do not engage in procurement following centralization of procurement by the County Government. It also found that contractors are normally sent to site for all development projects at Chepkemel dispensary without even consulting either the committee or the facility management.

Fort-Ternan Health Centre is managed by a team comprising of departmental heads and there is no community involvement in the running of the affairs of the facility as there is no community representation in its Sub-County Board of Management.

2.3 Availability and Adequacy of Human Resource

The social audit revealed that the health facilities audited are understaffed as they do not have all requisite staff as per standards set by policy.

Attaining equity in the delivery of health services demands that facilities have adequate staff of all carder for quality and effective delivery of services. Lack of staff in a facility denies community essential services. The social audit found that Forest dispensary is seriously understaffed as the facility has only one staff, a nurse. The facility has to remain closed whenever the nurse is out of the station for official duties.

Staff Cadre	Forest Dispensary	Chepkemel dispensary	Fort-Ternan health centre	Kapsoit Dispensary	Manyoror Dispensary
Clinical officers	-	1	6	-	3
Registered Nurse	1	3	13	4	5
Lab-Technician	-	1	3	-	1
Pharmacist	-	-	2	-	1
Statistical clerk	-	-	1	-	-
Cashier	-	-	1	-	-
Cook	-	1	1	-	-
Counselors	-	-	1	-	-
Community Health Worker	-	5	11	-	5
General Attendants	-	1	1	1	5
Watch Man	-	2	1	1	2
Other (Public Health Officer)	-	-	5	-	1

Distribution of Staff in Health Facilities by Cadre

Information availed to the social audit team by community members using Kapsoit dispensary was that the services of Community Health Workers are not valued by staff at the facility and that this made them stop working. Community using Manyoror dispensary shared that one of the staff at the facility is not welcoming and arrogant. A member of the community reported that sometimes the staff at the facility charge some money for services but they do not provide receipts. The social audit team observed that there is good social working relationship among the Chepkemel dispensary staff especially during services delivery e.g. Antenatal clinics as observed during the visit.

2.4 Availability and Adequacy of Infrastructure

The social audit found that the health facilities do not have all the requisite infrastructure as identified in policy and that some of the facilities have sub-standard and dilapidated infrastructure.

Forest Dispensary - The social audit found that the facility has a treatment room, and a store. The facility does not have a waiting bay (Shed) and this expose the waiting patients to extreme cold and hot weather depending on the time of visits. The social audit revealed that the facility does not have requisite infrastructure including Maternal and Child Health/Family Planning (MCH/FP) room, community service room, consultation room, incinerator. It also lacks a low cost delivery bed and critical equipment like motor cycle and fridge.

Chepkemel Dispensary - The social audit found that the facility lacks a community service room, low cost delivery bed and an incinerator. The facilities maternity wing is complete but is yet to be operationalized it does not have. The facility has one MCH fridge. The facility is faced with the challenge of Lack of staff house which affects service delivery. The social audit found that some houses which were previously funded by CDF lies abandoned.

Kapsoit Dispensary - The social audit revealed that the facility has a an incinerator. Other infrustructure include a treatment room, MCH/FP, a spacious waiting room/bay, a consultation room, an OPD shed /Bay, and store. The facility is well fenced with a properly secured gate. The facility has three low cost delivery bed to respond to emergency deliveries. However, the social audit found that the facility lacks a community service room.

Fort-Ternan health Centre - The social audit revealed that though the facility has most of the requsite infrustructure, it still still lacks a community service room, an incinerator and a staff changing room. The facility also lacks a community service bay and some of the in patient wards are very old and need renovations.

2.5 Availability and Reliability of Services

The social audit revealed that whereas all the facilities provide curative services not all services are provided at the facilities as required by policy. Some of the facilities do not provide Voluntary Counselling and Testing, tuberculosis and counseling services.

The social audit revealed that though all facilities audited offer curative services, the service in most facilities is always hampered by lack if drugs. It also found that not all facilities offer requisite services as per policy. Kapsoit offers laboratory services for Malaria but mostly referrer tests to Fort-Ternan health centre. Manyoror dispensary does not offer tuberculosis, pharmacy, VCT/PICT and counseling services. Forest dispensary displays the services offered, but most of the listed services are expedite due to shortage of staff. Laboratory services are not available at Forest, Chepkemel and Manyoror dispensaries. Fort-Ternan Health Centre offers maternity In-Patient with Ward with the support of the Linda Mama Programme.

2.6 Availability and Adequacy of Drugs

The social audit revealed that there is a lapse between time facilities request for drugs and the time it is received at the facilities, and that facilities do not receive all the drugs requisitioned.

The social audit found that all the facilities social audited request for replenishment of drugs on a quarterly basis. Drugs requisitioned by Forest dispensary are not received on time and sometimes, the requisitioned drugs are delivered at all. Drugs requisitioned by Kapsoit and Chepkemel dispensary are not supplied as per the order placed at the facility level. The social audit also found that Manyoror dispensary struggles with frequent shortage of anti-malaria drugs. Fort-Ternan Health Centre does not have any challenges with regard to availability of

drugs as delivery time has improved after the County Government established a drugs store at Kipkelion.

2.7 Availability and Reliability of Water

The social audit revealed that not all facilities audited have reliable water supply and that some lack or have inadequate water storage facilities.

Fort- Ternan Health Centre has reliable piped water sources with adequate storage tanks. Chepkemel dispensary water supply is from a borehole. The facility also relies on rain water harvesting however, the social audit team found that the only plastic storage tank available in the facility is leaking and that the gutters are in need of repair as they are leaking. Kapsoit dispensary is connected to reliable water sources including the KEWASCO treated water. The facility harvests rain water for storage in three tanks. Forest dispensary does not have reliable water sources as it relies on rain water. The facility has a 5000 litres water tank that was provided by the county government. Manyoror dispensary does not have reliable water source within the facility. The facility does not have a water storage tank.

2.8 Availability and Adequacy of Electricity

The social audit revealed that not all health facilities audited have electricity connection. Health facilities require power supply for effective delivery of services. Facilities also need to operate some equipment like fridges at MCH/FP services that enable delivery of immunization services. The social audit revealed that Forest dispensary is not connected to electricity. The team could not establish why this was the case when the electricity connection is not far from the facility and there is a last mile scheme in the area which normally gives priority to public utilities. Fort- Ternan health centre, and Kapsoit, Chepkemel and Manyoror dispensaries are connected to the main KPLC power lines.

2.9 Availability of Waste Management Facilities

Proper health care waste management ensure proper health facility hygiene and the safety of health care workers and communities. The social audit revealed that only Kapsoit Dispensary has an incinerator. Fort ternan health centre has 4 patient latrines and 4 staff latrines. The facility lacks an incinerator. The staff latrine at Manyoror dispensary is almost full and has developed caving on its sides and is at risk of sinking. The patients' latrine is only one and it is too small, the latrine is for both male and female. The facility has only one pit latrine that is in a poor condition for both patients and staff and therefore, no gender separation.



Figure 6: The solid waste disposal at Fort-Ternan Health



Figures 7 and 8: Photo of the Only Latrine at Forest Dispensary

2.10 Access to Information

The social audit revealed that though most of the facilities have service charters they are written in English. It also found that not all facilities have notice boards for sharing information with the service users.

Service charter - Fort-Ternan health centre, Kapsoit, Forest and Chepkemel dispensaries have service charters that are written in English even though majority of the service users do not understand the language. The service charters provide relevant information on services offered at the facilities. The service charter for forest Dispensary which is very old and do not include all the services offered in the facility.

NO	TEST	CLIENT/PATIENT REQUIREMENT	AMOUNT
1	BS	REQUEST CARD/FIF RECEIPT	50
2	STOOL ANALYSIS	REQUEST CARD/FIF RECEIPT	50
3	URINALYSIS	REQUEST CARD/FIF RECEIPT	50
4	HB	REQUEST CARD/FIF RECEIPT	100
5	WIDAL	REQUEST CARD/FIF RECEIPT	150
6	BRUCELLA	REQUEST CARD/FIF RECEIPT	150
7	RHEUMATOID FACTOR	REQUEST CARD/FIF RECEIPT	100
8	HBsAg	REQUEST CARD/FIF RECEIPT	100
9	PREGNANCY TEST	REQUEST CARD/FIF RECEIPT	100
10	ESR	REQUEST CARD/FIF RECEIPT	100
11	PERIPHERAL BLOOD FILM	REQUEST CARD/FIF RECEIPT	100
12	DTC	REQUEST CARD/FIF RECEIPT	FREE
13	VDRL	REQUEST CARD/FIF RECEIPT	100
14	BLOOD GROUPING	REQUEST CARD/FIF RECEIPT	100
15	SPUTUM FOR AFBS	REQUEST CARD/FIF RECEIPT	FREE
16	ANC PROFILE	MCH BOOKLET/FIF CARD RECEIPT	150
TB/HIV CLINICS REFERRAL SAMPLES TO CR/L/KDH/WRP-CR			
NO	TEST	CLIENT/PATIENT REQUIREMENT	AMOUNT
1	SPUTUM FOR CULTURE AND SENSITIVITY	SPUTUM CULTURE REQUEST FORM	FREE
2	CD4	PEPFAR LAB REQUEST FORM	FREE
3	ALT/AST CREATININE	PEPFAR LAB REQUEST FORM	FREE
4	FULL HAEMOGRAM	PEPFAR LAB REQUEST FORM	FREE
5	VIRAL LOAD	PEPFAR LAB REQUEST FORM	FREE
6	DBS	EID CARD/ DBS REQUEST FORM	FREE

Figure 9: Service Charter at Fort-Ternan Health Centre

The social audit found that Manyoror dispensary does not have a service charter neither does it have a notice board while Kapsoit Dispensary lacks a notice board.

2.11 Public Participation Mechanisms

The social audit revealed that not all facilities hold community open days though they provide suggestion boxes within the facility where service users can place their suggestions and provide feedback.

Community Open Days - The social audit revealed that only Chepkemel dispensary and Fort-Ternan health centre hold community open days on quarterly and annual basis respectively. The In-charge at Forest dispensary informed the social audit team that she could undertake community open days but no funds are allocated for it. Kapsoit dispensary conducts health education to the community on need basis.

Suggestion Box - The social audit found that Chepkemel, Fort-Ternan, Kapsoit and Manyoror dispensaries have suggestion boxes where service users can place their written suggestions, complaints and also provide feedback to the service providers.

2.12 Availability of Complaints Handling Mechanism

The social audit revealed that not all the facilities have clear mechanisms for complaints handling and that not all maintain complaints registers.

Only Chepkemel dispensary and Fort-Ternan health centre maintain complaints registers at the facilities. Chepkemel dispensary maintains its register of complaints through in-charge who also provides feedback to the community during the monthly Chief's baraza where issues raised are dealt with by the relevant officers. Information availed to the social audit team was that Fort-Ternan Health Centre provides feedback on complaints raised by facility users though the complaints received at the facility are too few. Feed back to complaints raised by services users at Forest dispensary is provided by the facility In-Charge. Kapsoit and Manyoror dispensaries have suggestion boxes for the deposit of written complaints from service users.

2.13 Availability of Disability Friendly Facilities

The social audit found that PWDs are not fully catered for adequately in the facilities due to lack of disability friendly facilities like toilets and ramps. It also revealed that though Fort-Ternan Health Centre has ramps for PWD, they are not well planned to allow access to all rooms and parts of the facility, and especially the facility entrance area which is very hilly and rocky. It also found that Kapsoit dispensary does not have ramps.

2.14 Timeliness of Financial Support from County Government

The social audit revealed that although all facilities audited receive Authority to Incur Expenditure (AIE) from the county government through request to spending monies, they experience delays in disbursement of the facility accounts. Other sources of funding identified included HSSF and DANIDA.

Information availed to the social audit team was that Kapsoit dispensary located at the boundary of Belgut and Ainamoi Sub-Counties has been facing challenges in terms of support because the leadership of Belgut where the facility is legally domiciled and where the dispensary is supposed to get its support from is reluctant in providing that support claiming that three quarters of the facility users are from Ainamoi Sub-County.

3. Policy Recommendations

- Enhancing the Performance of HFMCs - Health Facility Management Committees should be empowered to effectively delivery on their oversight role. The County Department of Health should ensure that the committees are representative enough to include special interests of Persons with Disability and youth. All HFMC committees should be inducted on their roles and trained on aspects of project management for them to effectively perform their roles.
- Enhancing quality services through Human Resource - Inadequate staff and lack of staff is a hindrance to attaining inclusive and quality services in the health sector. The County Government through the Department of Health recruit adequate and qualified requisites staff for each health facility in the county as set in policy. By doing so the Government will ensure equity in health service delivery.
- Improving Health Facility Infrastructure. - Provision of health services is facilitated by the presence of requisite infrastructure. The county government should provide adequate resources for the construction of missing infrastructure in the health facilities taking into consideration policy recommendations. All infrastructure in poor condition should be repaired. All infrastructure should be constructed bearing in mind the needs of PWD.
- Improving Access to Drugs – The County Department of Health should urgently address lapse in the delivery of drugs requested by facilities. The department should ensure that all health facilities across the County are supplied with all the drugs requisitioned, in the quantities requisitioned and in a timely manner.
- Improving Handling of Waste in Health Facilities - The County Government should budget and allocate resources for the construction of incinerators in all facilities across the County to assist in the handing hazardous waste and avoiding re-infections of service providers and community members.
- Enhancing Facility Access to Electricity and Water- Lack and/or inadequate supply of water and electricity impact the quality of service delivery in health facilities. Lack of electricity denies communities services like immunization and lack of/or inadequate supply of water impacts the level of hygiene in health facilities. The Department of health working in collaboration with relevant county department and government agencies should connect all facilities to electricity and water and where possible provide alternative sources of water. All facilities should also be provided with water storage facilities.
- Financing Health Facilities - Health facilities require resources to effectively operate. Resources including Authority to Incur Expenditure (AIE) should be availed in a timely manner so as to enable facilities meet their expenses.

- Improving Access to Information – The department of health ensure that all in the counties are fitted with service charters and suggestion boxes. Services charters should be written in understandable language and also provide detailed information like services offered, fees charged, opening and closing hours. Where all services are free it should be indicated in the charter. Facilities should also be fitted with notice boards for additional public health information.
- Enhancing Community Participation and Handling of Complaints. The department of health to ensure that all health facilities hold regular community open days. By doing so the facilities will create opportunity for the public to provide feedback even as the facility addresses complaints raised by service users.

2.0 Water Sector Budget and Service Delivery Tracking

Budget tracking and service delivery tracking was done for four community water projects within Kericho County.

2.1 Cheribo Water Project

2.1.1 Project overview

Name of the Water project	CHERIBO WATER PROJECT		
Location	Ward: Kapsaos Sub-County: Ainamoi		
Water project Approval FY	2016/2017		
Allocation	Financial	Amount	Description of work
	Year		
	2012/2013 From County Government (CDF)	500,000	Intake construction, Laying of main pipe, Construction of Masonry tank and community capacity building.
Project Status as at 2 nd July 2020	Claimed to be phase 1 but there are no documentation to prove the involvement of the County Government.		

Cheribo Water Project is a fully registered community water project with a membership of 90. The objective of the project is to supply the local community with clean and safe water. It was decided in the By-Laws of the project that all public institutions including health facilities, schools and colleges were to be allowed connection to the water supply so long as they were able to connect from the nearest connection point. Although Kshs.500, 000 is reflected as the amount of money allocated to the project by the CDF sometimes in 2013, the community members are aware of donations going up to Kshs.7M which was raised in a public fund raiser. The community expected that the funds raised would increase the capacity of the project to serve more residents which seems not to be the case.



Figure 10: The Reservoir Tank for Cheribo Water Project

2.1.2 Community Governance

The membership of the Project Management Committee (PMC) are drawn from the registered members of the project. The committee was established in June 2019. It comprises of 9 members, 3 female and 6 male. The committee has fair representation of youths and women though it lacks representation of PWD. Members of the PMC were trained by officers from the department of social services though they could not confirm the dates of the training and the content. The committee confirmed that they have been meeting regularly as evidenced by copies of the minutes of several meetings that they have held. Members of the PMC understand their roles. The social audit found that there is no clear interface for action between them and the relevant County Government officers.

1.1.4 Source of Water the Project Relies on

The source of water for the project is Moiywek Springs, a well conserved catchment area and a convergence point of a number of small rivers. Though reliable, the water flow reduces during extreme and prolonged dry spell. Feasibility study of the project was done by the Kericho District Water Engineer and it was confirmed that the water was sufficient and the source is reliable to support the project. The local community leaders were all along aware about the resource with historical information that the water was being used by residents living as far as 15Kms from the catchment during extreme dry spells and that it gets some water from the tributaries of Kipchorian, one of the main feeders of Nyando river and by extension Sondu River, and Lake Victoria.

2.1.4 Implementation Activities

Step 1. The project site was identified and hydrological survey conducted, construction of the intake was done, laying of the main pipe was done, Masonry tank was constructed and distribution was done to few beneficiaries through laying of the pipes. While it is true that the CDF intended to fund the project in two phases, the adoption of devolution rendered the completion of the project untenable as water service delivery was devolved to County

Governments. The social Audit team could not ascertain whether the amount allocated of Kshs.500, 000 was all used in phase one of the project or whether the Kshs.500, 000 was expected to cover the project up to phase two.

2.1.5 Quality of the project

The quality of project works looks good and the project is serving the few community members who have been able to access the water. Information availed to the social audit team is that though the water was tested and was found fit for human consumption, the community is advised to boil it for drinking or treat with recommended treatment chemicals. The social audit found that there is minimal involvement of the technical staff from the county department of water. Officer from the Sub-County office indicated having no information about the project.

2.1.6 County Government staffing and supervision

The Committee members confirmed that they have been working closely with the technical staff from the County Government of Kericho visiting the project though they did not specify what the officers did during their visits. The project is yet to be officially handed over to the County Department of water by CDF Ainamoi constituency.

2.1.7 Project identification and planning

The social audit confirmed involvement of community members during preliminary activities to identify the scope of the water project, sitting of the project and the conducting site hydrological survey by the Kericho District Engineer, though there are no records to validate the participation of the community in the alleged project to extend the water supply to reach the community under phase 2.

On tender awards, it could not be confirmed for certain whether there was any tendering and award of the tenders. It could not be ascertain whether the project was awarded to any contractor however, information availed to the social audit team the PMC and community members is that the project was done by a local Artisan under the supervision of the district engineer.

2.1.8 Post contracting stage of the project

Phase I of the project is complete on phase 1 but there is no clear indication as to whether the phase 2 of the same shall be undertaken.

2.1.9 Public participation and access to information

Information availed by community members and members of the PMC is that the community identified the project as and priority and wrote a proposal to the CDF office for funding.

2.1.10 Section two: Tracking service delivery

Information availed to the social audit team by community members is that members who had not got the water supply after conclusion of the project that they gave up on the project following failure to secure connection to the supply and that they have since opted to harvest rain water and have also dug wells.

3. Chepseon Community Water Project

3.1 Project overview

Chepseon Community Water Project was proposed by the community to address the challenge of perennial water shortages in the area. It was initiated by the community who identified the location and was supported by the CDF for Kipkelion East which in 2011 purchased the land where the project is located. It was intended that the project would serve Chesinende/ KapMaisha and kwaleitich villages. The County Government of Kericho took up the project and in 2015 the pipe line was designed to cover a radius of about 3kilometers square, but initially to serve the Chepseon Youth Polytechnic and a communal water point for the community as plans were put under way to distribute the water to community homes. It was later discovered that section of the land which had been bought was not the exact location of the water source, fortunately, the exact water point could still be located within the same plot (one owner). Along the way, the owner of the land brought an issue that he wanted to be paid for the new location of the project by the County Government of Kericho long after the project had been funded.

1.2 Background Budget Information of the Project

Name of the Water project	CHEPSEON COMMUNITY WATER PROJECT		
Location	Ward: Chepseon Sub-County: Kipkelion East		
Water project Approval FY	2015/2016		
Allocation	Financial Year	Amount	Description of work
	2011 CDF KIPKELION EAST	250,000	Purchase of land
	2015/2016	5,436,500	Bore-Hole Drilling, Construction of Tank and power house and laying of pipes.
Project Status as at 22 th June 2020	Complete		



Figure 11: Chepseon Community Water Project Water Tank

3.3 Community Governance

The project committee comprises of 13, 10 male and 3 female with no representation of PWD and youth. The main role of PMC is to oversee implementation of the project. Members of the PMC have not undergone any training on project management. The committee is supposed to meet on a monthly basis but it only meets on need basis. The committee indicated that it takes minutes of all its meetings though the only documents availed to the social audit team was small summary of notes of a meeting held on 8/4/2018.

3.4 Sources of water for the project

The project relies on underground water through a bore-hole which is permanent. Feasibility study was designed in 2015 by the County Government of Kericho after the CDF bought the land and the water was tested and found fit for both domestic, animal use and for farming activities in the areas. Some of the wisdom taken into consideration was the fact that a colonial settler had drilled a bore-hole at Chepseon Girl's School and water was found and that a number of farmers in the area are able to access water easily which made it viable to drill a bore-hole at the site.

3.5 Implementation Activities

For bore-hole drilling it involves 6 steps that include bore-hole sitting (Hydrological Survey) drilling, equipping (Electricity/Solar), construction of tanks, laying of pipes and finally community capacity building. There are no records to indicate that the community has been trained.

3.6 Status of the Project

Chepseon Community project is indicated as complete, but lacks full capacity to serve its intended beneficiaries due to the following reasons.

- The disagreement between the owner of the land and the County Government has had the water access by the community frequently interrupted.
- The project was disconnected from power by Kenya Power and Lighting Company due to an outstanding bill and information availed by the PMC is that KPLC is demanding payments for outstanding bills of Kshs 30,000 which was charged when the project was not in operation.
- There has been no extension of the pipe line as designed. Information availed by the PMC is that the project engineer had instructed that the main connections should be few but due to lack of regulations on the connections to the main pipeline, the pressure reduced and as a result the project is only serving a small area.

3.7 Quality of the project

On the face of it the work looks of high quality though a closer look at the water tank indicated that it is leaking. The social audit team did not get access relevant document or the project file in order to ascertain the quality of work.

3.8 County government staffing and supervision

The county government has sent technical staff to the project site with 2 site visits noted by the community, the first one being to supervise the work and another visit to address complaint raised by the community after the owner of the land denied the community access to water.

3.9 Project Identification and planning

Chepseon Community Water Project was proposed by the community to address the challenge of perennial water shortages in the area. It was initiated by the community who identified the location and was supported by the CDF for Kipkelion East.

The entire project tendering was done in financial year 2015/2016. There was no re-tendering process and the contract was awarded to successful candidate in September 2015 and it was noted that the project was awarded to two Tegunot Enterprises and Eldasa Enterprises. The public has no access to the contract document as it is in possession by the contractor and the water department.

3.10 Post contracting stage of the project

The project is contractor is well known by the PMCs and the community and the project is estimated to benefit up to 5000 households. There is a sign board of the project in the site, however there is no any other source of information on the project apart from county government.

3.11 Public participation and access to information

The project was prioritized and identified during public participation but there are no reports

PMC's continuously updates the community on the progress of the project quarterly and annually and on need cases arise but they do not seem to have full information about the project because the County government officers do not have a formal frame work of giving information to the PMCs for onward transmission to the community. There are no provisions for conflict resolutions or is complaint handling mechanism through select committees.

The committee members said that they have the files but were not able give them to the social audit team immediately upon request. Details of the project could be found at the Office of the Director water department including designs & planning, implementation and monitoring and evaluation reports which are supposed to be in the file are not accessible to the members of the public easily.

3.12 Section Two: Tracking Service Delivery

The target population for the project was estimated at 5000 Households but as at the time of the social audit only approximately 300 households are benefiting from the project.

4 Kapkures Water Project

4.1 Project Overview

The project was initially proposed by community members for funding through the Constituency Development Fund for funding but was taken up by the County Government of Kericho took it up project as a flagship project under the strategic intervention programme to address water shortages in Chilchila ward of Kipkelion West Sub-County of Kericho County. The project was intended to be fully funded by the Government and was factored in the Budget of the 2019/2020 F/Y with an allocation of Kshs.87 million. The project is ongoing and upon its completion is expected to serve well over 5,000 households which translates to about 20,000 people. In addition to the intention by the County Government of Kericho to put up a number of major water projects across the County to address the water problem of water shortage, including the Kapkures Water project, the residents of Chilchila had prioritized the project in the County Integrated Development Plan (CIDP) 2 and during the public participation in the 2018/2019 developments of the Annual Development Plan (ADP). The project is expected to serve the villages of Sereng, Songok and Kapkures within former settler farms of Songonyet and Chilchila among others. The project was designed to have masonry tanks at Cheborus, Karapsiongok and Kapkures.

4.2 Background budget information on the project

Name of the Water project	Kapkures Water Project		
Location	Ward: Chilchila Sub-County: Kipkelion West		
Water project Approval FY	2019/2020		
Allocation	Financial	Amount	Description of work
	Year		
	2019/2020	87M	Intake construction, construction of main distribution tank, construction of two reservoir tanks and laying of distribution pipes.
Project Status as at 30 th August 2020	The status of the project is ongoing as Indicated in the 4 th Quarter County Budget Implementation report 2019/2020.		

There are no other sources of funding for the project as it is said that the allocated funds should be enough to complete the project. The only concern by the community was the pace at which the project was being implemented and how the initial funds allocated by the CDF were used. The sum contract sum of the projects is Kshs.87 M for 2019/2020

4.3 Community Governance

The project has a PMC that was established in July 2019, members of the committee were handpicked during the launch of the project. The committee however fully represents the farms through which the project is expected to serve project. The committee has 9 members, 8 male and 1 female and a representation of PWD. All members of the committee are aged between 35 and 60 years. The main role of PMC is to monitor the project throughout its implementation stages though the members are yet to be trained on their roles and responsibilities. The PMC only meets on a need basis and not monthly.

4.4 Sources the water the project relies on

Kapkures Water Project relies on Cheborus Catchment. Feasibility study for the project was done by the County government of Kericho with back up from Consulting Engineers from the National Government for the purposes of determining the viability and sustainability of the project. According to the information available, the water has been tested and found to be suitable for human and domestic consumption, with the plan by the County Government to put up a treatment sump before handing over to KEWASCO.

4.5 Implementation activities

Implementation activities for the project included: Survey of project site, designing and drawing of pipeline extension site, laying of water pipeline, construction of main masonry tank, construction of two reservoir tanks that is on-going and laying of distribution pipes which is yet to be done.

4.6 Quality of the project

The project BQ was not available for use by the social audit team in assessing the project. Information shared from stakeholders indicated that the project work especially the water tank was not well done as it is said that it is leaking. In terms of pipe laying, the contractor has done a lot of trenching, but most it has been left open and according to local administrators, the laying of pipes seems have started from a wrong point.



Figure 12: The Water Tank for Kapkures Water Project

4.7 County government staffing and supervision

Information availed to the social audit team was that technical staff from the County Government have visited the project but the reasons for the visits could not be ascertained. The PMC and the community had also not been informed of the impending visits.

4.8 Project identification and planning

The project was identified by the community who wrote a proposal to the CDF for funding. The County Government took it up as one of the strategic interventions and the decision was based on information obtained during budget public participation forums which reflected a desperate need for water across the Sub-County. The social audit could not obtain any evidence of community involvement in project design and planning phase.

4.9 Post contracting stage of the project

The project was awarded to one contractor, Resjos Enterprises Limited in the 2019/2020. There is a sign board indicating the source of funding for the project is the County Government of Kericho, responsible client as the County Department of Finance and Economic Planning, supervisor as the Director Water County, project coordinator as director Water. However information on the time lines has not been provided.

4.11 Challenges experienced by the contractor

- Delay in release of funds by County government due to delays in the disbursement of Share able revenue by the Treasury.
- Site issues for intake are yet to be resolved due to poor pipeline design
- Resistance by community members whose land the pipes pass through against the digging trenches in their lands attributed to poor communication by the relevant authorities and lack of compensation

4.12 Public participation and access to information

The project was Identified and prioritized through public participation. The social audit however found that the project reports are not available for perusal as by the regulations, the department of Finance and Economic planning keeps all the participants' lists and reports which the social audit team could not access to at the time of the social audit.

It was also confirmed that some community members were involved in the initial stages of identifying the project (under the CDF), but after that, there was disconnect between the community and the County Government officials.

There was no clear information as to where to find information on the project as it was not available at the Ward Administrator's office neither was it available with the PMC. Reports from the county officials indicate that the project was that the project file provided to the PMC in the ground but we were not able to access the document/file. From all these, the social audit team concluded that the project file is not accessible to the members of the public.

4.13 Tracking service delivery

A focused group discussion was done with few community members and project management committees' interview at Kapkures water project vicinity. The following are the views that form part of their opinions;

- The project is ongoing, but some members of the community who live very near to the water points are already drawing and using the water.
- The community members said that the project is estimated to cover up to 5000 households, the correct figure could be higher than this, but the information could not be confirmed by the social auditors owing to lack of access to the BQ.
- The project management committees are accepted in the community this is largely contributed by their commitment to push for the project implementation.
- Water is safe for domestic use this is because community had been using it and those who have started using the water are advised to boil drinking water.
- The water source is much protected well fenced to prevent accidents but in some instance we have had many cases of people drowning into the dam.

5.0 Kiptunoi Water Tank Project

5.1 Project overview

Kiptunoi Water Tank Project is one of the strategic interventions projects rolled out by the County Government of Kericho. The project was supposed to have two phases. Phase one of the project was to supply the water to Sitotwet which was built under the project and the rest of the supplies were to be taken to existing tanks with priority being Kapkorio and Chepkoinik. Phase two was an expansion and it was expected to distribute water to Chemobbei and Sitotwet villages. The project is wholly and fully funded by the County Government of Kericho with an estimated allocation of Kshs. 37 Million. The project is ongoing and its completion is expected to serve well over 700 households which translate to about 2800 people if each household is rated to have 4 members. The project has stalled as the contractor is yet to receive payment.

Name of the Water project	Kiptunoi Water project		
Location	Ward: Kapsoit Sub-County: Ainamoi		
Water project Approval FY	2019/2020		
Allocation	Financial	Amount	Description of work
	Year		
	2019/2020	37Million	Intake construction, Tank Construction, Power House Construction, Gravity Mains construction and pile laying to Sitotwet, Chepkoinik and Kapkerio water tanks.
Project Status as at 17 th June 2020	On-Going		



Figure 13: Kiptunoi Water Tank PMC members and Community Members during the Social Audit Data collection.

5.2 Community Governance

The project has a PMC involved in its management. The PMC's was established in March 2020. The PMC comprises of 7 members, 4 male and 3 female. Five of its members are aged between 35 and 60 years. It has a representative of PWD. The PMC is tasked with the responsibility of providing oversight during project implementation and thereafter coordinate distribution of water to the targeted beneficiaries. The PMC members are not trained on their roles and responsibilities. The PMCs meets on a need basis whenever they are invited by either the area Member of County Assembly, the Ward Administrator or the officers from the department of Water and Irrigation.

5.3 Sources of water the project relies on

The source of water for the project is Kiptunoi Catchment and is permanent source. Feasibility study for the project was done by the County Government Officers to ascertain ability of the project and the results ascertained sufficient and reliable source of water. The local community leaders had shared that the source of water is located near a forest thus there is a belief that this is a clean and reliable sources of water.

5.4 Implementation activities

- Step 1. Project Site survey by the County Government water department technical officers.
- Step 2. Designing of project pipeline and construction of water intake
- Step 3. Construction of Water Tank at the intake
- Step 4. Construction of Power house
- Step 3. Laying of water distribution pipes to Sitotwet, Chepkoinik and Kapkerio water tanks.

5.5 Quality of the project

The social audit team could not ascertain the quality of the project as they were not able to access the project BQ, they could therefore not compare the actual work done with the designs. However, from physical observation quality of the work done is good and the lid of the water tank is not locked. It was also observed that there is need to control flash rain water which normally overflow into the water tank and there is also need to fence off the facility.

5.6 County government staffing and supervision

Information availed to the social audit team was that the County government normally sends technical staff to the project but there are no records of the dates because they do not inform the PMC and the community. The social audit team was also informed that County officials visited the project during its launch and after the project stalled following stoppage of work by the contractor due to non-payment.

5.7 Project Identification and planning

Information availed to the social audit team was that project was identified and prioritized through public participation by the community, however the report was not available for sharing. Tendering for the project was done in the year 2019 around May through the centralized system of tendering adopted by the county government of Kericho.

5.8 Post contracting stage of the project

Information availed to the social audit team was that the project is contractor is well known by the PMCC and the community and the project. The project sign board is located on the main Kericho-Kisumu highway about a kilometer away from the project.



Figure 14: The Signage for the project located about 1KM away with no time lines for the completion.

5.9 Public participation and access to information

Information availed by the PMC is that although the committee members are committed to update the community about the progress of the report, they do not have crucial information about the project like the BQ and there is no clear communication channel for County officials, the contractor and the PMC. The project lacks a feedback handling mechanism to respond to issues and concerns raised by community. Other than participating in the usual public participation forums, the community was also not involved in the data collection.

5.10 Tracking service delivery

The project is still on-going. Community members interviewed in FGD expressed concern at the slow pace on which the project was being implemented. Information availed to the social audit team by County officials was that delays in paying the contractor has been occasioned by delays in country receiving its share of revenue from the National Treasury. The lack of proper information about the extent to which the project was to cover has generated a lot of confusion as the community members thought the project was to cover as far as Kirukto village.

6. Chepkemel Water Project

6.1 Project overview

Name of the Water project	CHEPKEMEL WATER PROJECT		
Location	Ward: Kaplel-Artet Sub-County: Sigowet/Soin		
Water project Approval FY	2016/2017		
Allocation	Financial	Amount (Kshs)	Description of work
	Year		
	Not indicated (From National Government)	7 Millon	Siting, Drilling, Equipping, Construction of Tank.
Not indicated (From County Government)	2.5 Million	650 pipes Laying of pipes to the community(The community shared into 4 villages on a consensus) Construction of 5 communal water points and installation of 2 10,000 litres plastic water tanks BQ Attached	
Project Status	Complete but not in full use.		

Chepkemel water project was started in the 1990s at a time when all water projects were being implemented on public land and the best location for the project was Chepkemel Public primary school. The project was largely meant to support the Chepkemel primary school get water. It is not clear as to how much money was allocated to the project by the National Government under the defunct National Water and Conservation Corporation for drilling for erecting the storage tanks and installing the water pump, but what came out clear was that the County Government of Kericho allocated Kshs.2.9 Million for pipes. To date, the project has not been handed over to the County Government of Kericho.



Figure 15: Chepkemel Water Project Tank



Figure 16: Chepkemel Water Project power House

6.2 Community governance

The water project has a PMC comprising of 3 males and 2 females. The committee was established in September, 2019. Information availed to the social audit team was that there was a committee which was in existence when the project was still under the National Government. There is no information on how the current committee was established. Members of the PMC are yet to receive training and the committee does not hold meetings.

6.3 Source of water the project relies on

The project relies on underground bore-hole water. The project was subjected to a feasibility study and hydrological survey by the National Water and Conservation Corporation before the promulgation of the new constitution which devolved to the water services to the County. The outcome of the feasibility study indicated availability of adequate underground water. Traditional methods of identifying underground water were engaged during site identification. Community elders cited presence of seasonal water wells and indigenous trees to justify sitting of the borehole.

6.4 Implementation activities

Step 1. Project site was identified and hydrological survey conducted by the National Water and Conservation Corporation, Drilling, equipping and construction of the tank done. Distribution network was not done, but water points were put around the Bore-Hole and supply was made to the school on which the Bore-Hole is located. The social audit team could not ascertain whether the community was capacity built.

6.5 Quality of project

From observation the quality of project works looks good. Information availed by community members by the social audit team is that project pump was not working at the time of the social audit.

6.6 County government staffing and supervision

Information availed by community members to the social audit team was that they are not aware of any visits made by technical staff from the County Government to project.

6.7 Project identification and planning

The social audit confirmed involvement of community members during preliminary activities which included, identify the scope of the water project, siting of the project, and during conducting site hydrological survey by the National Water and Conservation Corporation technical officers.

6.8 Post contracting stage of the project

The social audit found that the project is complete but not in full use due to poor maintenance and a frequent break down of the pump.

6.9 Public participation and access to information

Information availed to the social audit team was that the project was identified and prioritized by the community through a public participation forum though there was no report for the meeting. Though the PMC is in place, its operations are not well understood by the community given that the supply of the 650 pipes for the project is only known to a few community members.

6.10 Tracking service delivery

Despite the fact that the community is using the water at the water points, there is no information about the laying down of the extension pipes that are meant to supply within the community.

7. Recommendations

Enhancing Coordination of Water Project in the County – There is need for proper coordination of project implementation in the water sector. This will ensure that resources applied effectively in situations where projects are being implemented for instance by the National Government Constituency Development Fund, development partners, the National Government through the water sector trust fund.

Enhancing Capacity of Project Management Committees - The capacity of community to oversee the implementation of projects is important for success and in ensuring accountability for effective delivery of service in the sector. Consideration should be to capacity build Project Management Committees so that they may effectively play their role in project oversight and community representation for the success of projects.

Enhancing Access to Information about Projects- Access to information is key for community participation in the implementation and oversight in implementation of water projects. Relevant authorities in the implementation of water projects should share information with stakeholders including Project Management Committees for effective oversight and the citizens for informed participation and oversight of projects.

Financing of Projects - Adequate funding of projects ensures that projects are fully implemented and it is therefore important to ensure that budgets are properly and transparently done and resources adequately allocated taking into consideration all aspects of the project to its full completion.

Financing of Project Management Committees – The County Department of Water should in its departmental budget and in allocations to projects set aside an allocation towards PMCs. The costs should be included as part of management costs to enable the committees provide oversight during project implementation.



"Haki na Uongozi Bora"

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📍 Off Kanu street, Next to Citymax Hotel, Freehold Estate

✉ P.O. Box 15801- 20100, Nakuru

☎ +254 720 880 185

🌐 info@cedgg.org / www.cedgg.org