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GOVERNMENT OF KENYA

NATIONAL YOUTH OPPORTUNITIES TOWARDS  
ADVANCEMENT

DRAFT

STAKEHOLDER ENGAGEMENT PLAN

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## ACRONYMS AND ABBREVIATIONS

CEA	Child Exploitation and Abuse
CoK	Constitution of Kenya
CSO	Civil Society Organization
CTDs	County Technical Departments
E&S	Environmental and Social
EHS	Environmental Health and Safety
EPRP	Emergency Preparedness Response Plan
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standards
GDP	Gross Domestic Product
GM	Grievance Mechanism
GRS	Grievance Redress Service
IAS	Implementing Agencies
KAM	Kenya Association of Manufacturers
KEPSA	Kenya Private Sector Association
KNCCI	Kenya National Chamber of Commerce and Industries
KPIs	Key Performance Indicators
KTTCs	Kenya Technical Teachers Colleges
KYEOP	Kenya Youth Employment and Opportunities Program
KYEP	Kenya Youth Empowerment Program
LMP	Labour Management Procedures
M&E	Monitoring and Evaluation
MC	Master Craftsman
MSEA	Micro and Small Enterprise Authority
MYSA	Ministry of Youth, Sports and Arts
NEA	National Employment Agency
NEMA	National Environment Management Authority
NGOs	Non-Governmental Organizations
NITA	National Industrial Training Institute
NSSF	National Social Security Fund
NYOTA	National Youth
OHS	Occupational Health and Safety
OSHA	Occupation Safety and Health Act
PCU	Project Coordination Unit
PDO	Project Development Objective
PITC	Project Implementation Technical Committee
PIU	Project Implementation Unit
PMU	Project Management Unit
POs	Project Officers
PSC	Project Steering Committee
PWD	Persons with Disability
SCYDO	Sud-County Youth Development Officer
SDL	State Department of Labour
SEA	Sexual Exploitation and Abuse

SEAH	Sexual Exploitation Abuse and Harassment
SEP	Stakeholder Engagement Plan
SGBV	Sexual and Gender Based Violence
SH	Sexual harassment
SMP	Security Management Plan
SPR	Summary Project Report
STE	Short-Term Expert
TV	Television
TVET	Technical and Vocational Education and Training
TWG	Technical Working Group
VMG	Vulnerable and Marginalized Group
VMGF	Vulnerable and Marginalized Groups Framework
VMGP	Vulnerable and Marginalized Groups Plan
WB	World Bank
WEF	Women Enterprise Fund
WIBA	Workers Insurance and Benefits Authority
YEDF	Youth Enterprise Development Fund

## EXECUTIVE SUMMARY

### Background

1. The Government of Kenya's flagship Kenya Youth Employment and Opportunities Program (KYEOP), supported by the World Bank (P151831), provides a proven platform that addresses constraints that face the youth in terms of limited access to gainful employment. The project has been found to have a positive impact on the youth. However, it requires scaling up to realize its full potential. Alongside the youth employment challenge, most workers in Kenya's large informal sector have no access to any form of social protection to help them build resilience to cope with shocks and save for retirement. Of the 18.1 million employed persons in Kenya (2019), 14.4 million were not covered by any form of social insurance.

2. The country has a limited range of voluntary retirement savings plans designed for informal sector workers and while these are innovative, they are characterized by low uptake and high rates of withdrawal. The two most prominent plans are the NSSF's Haba Haba and the Mbao Pension Plan. The Mbao Pension Plan was launched in 2009 in collaboration with M-Pesa and the Jua Kali Association (92,900 active contributors, 2019). The NSSF started accepting voluntary contributions from informal sector workers in 2013 and in 2019 enabled contributions through the mobile money M-Pesa platform and launched the dedicated pension scheme Haba Haba to expand access (560,000 registered individuals, 2019).

3. The National Youth Towards Advancement (NYOTA) is a scale up of the KYEOP. It will target vulnerable youth aged 18 to 35 years with limited education and residing in rural areas across 47 counties in Kenya. The main aim will be to increase employability of the youth, provide business support, and provide opportunities for savings to create resilience and strengthen systems and capacity of national and county-level implementing agencies to support youth employment and savings initiatives.

### Project description

4. The Project PDO is: to increase employment and opportunities for earnings and savings for vulnerable youth. The PDO will be measured using two key results areas and associated project development indicators aligned to the primary outcomes: (i) increasing employment and increasing earning opportunities among targeted youth; and (ii) increasing savings opportunities among targeted youth in the informal sector. The Project will have four components: (i) improving youth employability; (ii) support to youth entrepreneurship; (iii) supporting youth savings; and (iv) strengthening youth employment and savings systems.

### Environment and social risk rating

5. The environmental risk rating is moderate since there are no civil works of any kind included in the project activities. The only environmental risks may emanate from occupational, safety and health (OHS) risks and impacts based on the host institution or organization the youth will be assigned. The social risk rating is substantial. There are risks related exclusion of target youths from accessing project benefits and opportunities; exacerbating or potentially giving rise to sexual exploitation and abuse, sexual harassment (SEA/H), and other forms of gender-based violence (GBV); exploitation and abuse of child apprentices; the limited and developing capacity of MYSA, NSSF and the other implementing agencies (IAs) to manage social risks and impacts arising from the project. The sexual

exploitation and abuse/sexual harassment (SEAH) is rated moderate due to the following factors: (i) project activities may be implemented in counties where SEA is prevalent; (ii) the limited capacity of MYSA and implementing partners to manage the risk of SEA/SH; (iii) risk of either exacerbating and/or potentially giving rise to SEA/SH during training, work experience (apprenticeships and gigs) and during the implementation of grants programs, and (iv) project is likely to engage GBV survivors amongst the target beneficiaries, further exposing them to the risk of SEA/SH. These risks and others that emerge during project implementation will be addressed through putting in place appropriate mitigation measures and effective engagement of key stakeholders.

### **Purpose of stakeholder engagement Plan**

6. The overall objective of this Stakeholder Engagement Plan (SEP) and Information Disclosure is to define a program for stakeholder engagement, including identifying/mapping the relevant stakeholders for this project and their roles, methodology(ies) and approaches of engaging the stakeholders, the resources required to implement and monitor the SEP implementation. It outlines the ways in which NYOTA, the IAs, and contractors or primary suppliers will communicate with stakeholders and includes a mechanism by which target communities can raise concerns, provide feedback, or make complaints about NYOTA contractors, and the subproject(s).

### **Project stakeholders**

7. The key project stakeholders will be the youth who are the main beneficiaries, the implementing and technical agencies, contractors/service providers and sub-national governments. The engagement of key stakeholders was initiated during the preparation of the project documents and will continue throughout the implementation period.

8. NYOTA will pay special attention to individuals and groups of youth who may be missed out of enrolment or be disadvantaged during training. The groups identified in this SEP include youth with limited levels of education, VMG communities and minority groups, youth with disabilities (YWDs), youth living with HIV/AIDS, young mothers, women, single parents, internally displaced persons (IDPs), GBV survivors, at-risk-children, the homeless, and those who reside in remote rural and hard-to-serve areas with limited access to internet and other amenities. Due to the ongoing clashes in some parts of the country, some of the youth in these areas may be inadvertently missed out during recruitment.

### **Policy, legal and institutional framework**

9. There are key legislations, policies and frameworks of relevance to the implementation of NYOTA that include: the Constitution of Kenya (2010); Kenya Vision 2030; Kenya Youth Development Policy (2019), Empowered Youth for Sustainable Development; Public Participation Policy (2018); Occupational Health and Safety Act (2007); Labor Relations Act (2012); Persons with disabilities Act (2003); Children’s Act (2022); Sexual Offenses Act (2006); HIV/AIDS Prevention and Control Act (2000); Access to Information Act (2016); and World Bank’s Environment and Social Standards (ESS) 10: Stakeholder Engagement and Information Disclosure. The project team will adhere to any other regulations as necessary during the project implementation.

### **Proposed strategies for information disclosure**

10. Disclosure of information that is accessible is critical for transparency and accountability. It serves as a means of promoting understanding about the project, engendering trust, and contributing towards informed participation. Information will be provided to and widely distributed among all stakeholders in a manner that is culturally appropriate, accessible, and inclusive (in format, location, and languages). Ongoing opportunities will be provided for responding regularly to stakeholders' feedback, for analyzing and addressing comments and concerns. The disadvantaged individuals/groups and vulnerable and marginalized groups (VMGs) will also be consulted regularly using culturally acceptable means.

11. The disclosure process associated with the release of project social instruments, including this SEP, will be implemented as follows:

- i. Disclosure of the SA report, SMP, LMP, SEAH Prevention and Response Plan, VMGF (as necessary) and SEP in public domain will take place after clearance by the World Bank;
- ii. Public consultations will be held with project affected and other stakeholders to present and discuss findings of the SA and measures proposed in the SMP, LMP, VMGF/VMGPs, and SEAH Prevention and Response Plan (as appropriate); and
- iii. Subsequent and appropriate disclosures will be done during project implementation.

### **Grievance management**

12. The GM that was successfully implemented under the ongoing KYEOP project will be extended and tailored to meet NYOTA requirements. MYSAs will enhance the functionality and efficiency of the KYEOP GM system and embed it across each of NYOTA's components to enable beneficiaries and non-beneficiaries to lodge complaints and facilitate the tracking and resolution of the complaints in an integrated manner, within an acceptable timeframe.

13. The GM issues will be managed both at national and county levels. At the national level, the KYEOP PCU (which will function as a PMU under NYOTA) has established a system for the receipt, recording and referral of complaints and grievances. This includes a tollfree line, a dedicated SMS complaints number, and an online platform through which all the youth and the public can lodge complaints and grievances. NYOTA, at the PMU level, will have a dedicated officer, an assistant, and a telephone operator to manage the receipt, record and refer complaints and grievances. The GM process will be overseen by the social specialists at the PMU level.

14. Since NYOTA involves various stakeholders (implementing and technical agencies, service providers etc.) and multiple activities, the GM will encompass complaints and grievances related to all project activities including the intake and referral process, training activities, business development services and award of grants, as well as the innovation challenges and business plan completion. Specific complaints in these categories will be referred to the respective agency technical officer responsible for implementation. In addition, the complaints/grievances will be recorded, analyzed, reported and the reports shared with the relevant offices. The IAs will be expected to develop their charters early and where possible have tollfree lines that will be linked to the other agency systems.

15. The project will provide for the management of GBV/SEAH cases that could be reported through the general Project GM. However, additional channels for reporting GBV/SEAH complaints will be identified and integrated into the GM (details to be provided in the SEAH Prevention and Response Plan). The GBV/SEAH survivors will have the opportunity and right to report an incident to anyone including: community members; project staff; GBV case manager/service providers, trainers, etc. Given to the sensitive nature of GBV/SEAH complaints, the GM will provide different ways to submit grievances such as phone, text message and email. All relevant staff of the PMU/PIU will receive training on handling GBV/SEAH complaints and referral systems, ideally during the project initiation phase and as part of the staff welcome package for the youth, staff, and contractors.

### **Project management**

16. The MYSA will be responsible for the overall implementation and supervision of the project. It will take the lead in implementing components 1, 2 and 4 through a coalition of employer umbrella organizations brought together by Kenya Private Sector Association (KEPSA). It will also partner with other government cooperating agencies, including: (i) National Industrial Training Agency (NITA) to support certification of trained youth; (ii) National Employment Authority (NEA) to support digital intermediation; (iii) the State Department for Labor (SDL) to support labor market information; and (iv) the Micro and Small Enterprise Authority (MSEA) to provide support on job creation interventions. The NSSF will be responsible for implementing component 3. To carry out its responsibilities, MYSA will establish a Project Management Unit (PMU).

17. The Social Specialists at the PMU will be responsible for implementing this SEP. They will work closely with the communication and M&E Officers at MYSA, NSSF and the other IAs. They will also be responsible for the GM including overseeing the operations for the GM operators assigned to the respective IAs. The monitoring and evaluation (M&E) will be done by the M&E officers in the respective agencies. Quarterly and annual reports will be produced by the IAs, channeled through the PMU at MYSA and shared with the World Bank team and other key stakeholders.

### **Capacity building**

18. NYOTA will arrange the necessary trainings associated with the implementation of this SEP (and GM) that will be extended to the PIU, E&S specialists and staff of implementing and technical agencies handling the project. Specialized training will also be provided to the staff appointed to deal with stakeholder grievances as per the project GM. In addition, institutions and establishments implementing project interventions will also be trained on the operationalization of the GM.

### **Budget**

19. The cost of implementing the SEP will be approximately USD 136,000 over the 5 years. This cost will also be captured in the Social Management Plan (SMP) for this project.



## CHAPTER 1: INTRODUCTION

### 1.1 Background

20. The Government of Kenya's flagship Kenya Youth Employment and Opportunities Program (KYEOP), supported by the World Bank (P151831), provides a proven platform that addresses constraints that face the youth in terms of limited access to gainful employment. The project has been found to have a positive impact on youth. However, it requires scaling up to realize its full potential. The KYEOP is Kenya's only comprehensive job program, addressing demand- and supply-side issues in the labor market and supporting intermediation. The program specifically targets youth aged 18 to 29 with no more than secondary education, working across 17 out of the 47 counties in the country. Its main activities have been towards increasing employability of youth and providing business support. The main constraint to KYEOP having an impact on a scale commensurate with the challenges, is the limited coverage of its reach.

21. Alongside the youth employment challenge, most workers in Kenya's large informal sector have no access to any form of social protection to help them build resilience to cope with shocks and save for retirement. Of the 18.1 million employed persons in Kenya (2019), 14.4 million were not covered by any form of social insurance. Public and formal private sector workers have access to the Public Service Superannuation Scheme (PSSS) and National Social Security Fund (NSSF), private pension funds respectively. As of June 2022, NSSF recorded 2.6 million active members. Nevertheless, high and persistent rates of informal employment mean that traditional forms of social insurance such as the NSSF formal sector scheme are a distant reality for most Kenyans. Coverage against short term risks like unemployment, maternity, sickness, death, and so on, also remain elusive for Kenyans in the informal sector.

22. Kenya has a limited range of voluntary retirement savings plans designed for informal sector workers and while these are innovative, they are characterized by low take-up and high rates of withdrawal. The two most prominent plans are the NSSF's Haba Haba and the Mbao Pension Plan. The Mbao Pension Plan was launched in 2009 in collaboration with M-Pesa and the Jua Kali Association (92,900 active contributors, 2019)<sup>1</sup>. The NSSF started accepting voluntary contributions from informal sector workers in 2013 and in 2019 enabled contributions through the mobile money M-Pesa platform and launched the dedicated pension scheme Haba Haba to expand access (560,000 registered individuals, 2019). The short-term withdrawals allowed under Haba Haba (50% of funds after 5 years) and the partnership with NHIF and Safaricom to offer bundled services, are some design features which attract informal sector workers. Due to low and sporadic incomes amongst informal workers, awareness and priority towards long term savings is limited and lack of adequate resources limits NSSF's ability to plan targeted messaging and awareness campaigns needed to encourage participation in the Haba Haba scheme. More broadly, the contributions to the NSSF formal sector scheme have also been low due to a combination of systemic bottlenecks, administrative, design and resource challenges, and a general lack of trust that NSSF can safely and productively hold and invest people's savings. Core grievances and challenges for NSSF include delayed payments,

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<sup>1</sup>Jua Kali is a term used to refer to the informal sector in Kenya. The Jua Kali Association is the largest organization of informal sector workers in Kenya, with close to 12 million members.

inadequate registration support, and weak data management to integrate verification across different databases. Investments in strengthening the NSSF's business processes and systems, large scale targeted awareness programs to encourage savings among informal workers and building trust through transparent payments and easy registration are needed to help move the incipient plans to larger scale.

23. The National Youth Towards Advancement (NYOTA) is a scale up of the KYEOP. The KYEOP was a successor program to the Kenya Youth Empowerment Program (KYEP) which was implemented as a pilot project in Nairobi, Mombasa, and Kisumu between 2011 and 2016. NYOTA provides a proven comprehensive platform that addresses supply, demand and intermediation constraints faced by vulnerable youth across the country.

24. NYOTA will target vulnerable youth aged 18 to 35 years with limited education and residing in rural areas across 47 counties in Kenya. The main activities will aim at increasing employability of youth, providing business support, and providing opportunities for savings to create resilience and strengthen systems and capacity of national and county-level implementing agencies to support youth employment and savings initiatives.

25. Since this project is being implemented under the Bank's Environment and Social Framework (ESF) there are standards that are supposed to be met based on relevance to the project. The current risk rating shows that the project has 'moderate' environmental risk and 'substantial' for social. This, therefore, requires the project team to develop several instruments to ensure that the risks are identified, and mitigation measures put in place.

26. The project will be implemented over a period of 5 years (June 29, 2023 – December 31, 2028) by the Ministry of Youth, Sports and Arts; State Department for Youth, National Social Security Fund and Micro and Small Enterprises Authority. Agencies providing technical support include NITA, SDL and NEA, while service providers entail the master craftsmen, private sector organizations (KEPSA, KAM, FKE and KNCC), credit institutions, mentors and training institutions, and master craftsmen umbrella organization, as well as sub-national governments, who will have specific deliverables.

## 1.2 Project Objectives

27. The Project PDO is: To increase employment and opportunities for earnings and savings for vulnerable youth.

## 1.3 Key Results

28. The PDO will be measured using two key results areas and associated project development indicators aligned to the primary outcomes.

29. **Results Area 1:** Increasing employment and increasing earning opportunities among targeted youth. The outcome indicators for this results area will include:

- i. Increased share of youth in wage employment 6 months after receiving skills training;

- ii. Increased share of youth participating in self-employment 6 months after completing training;
- iii. Percentage increase in average earnings amongst wage and self-employed youth 6 months after completing the intervention; and
- iv. Share of youth obtaining skill certification from the National Industrial Training Authority.

30. **Results Area 2:** Increasing savings opportunities among targeted youth in the informal sector. Outcome indicators for this results area 2 will include: youth contributing to savings consistently for twelve months after auto-enrollment.

#### 1.4 Project Components

31. The project will have four components, each with several sub-components as summarized in Table 1.

Table 1: Project components and sub-components

Components	Sub-components	Key areas of focus
<b>1. Improving youth employability</b> This component will connect targeted youth to wage employment by providing them with the skills that are being demanded by employers and connecting them to relevant opportunities	1.1 Provision of training and work experience to youth in the formal sector	-Target 40,000 youth aged 18–35 years (including at least 50 percent women, and a 5 percent quota of youth with disabilities) and support them in obtaining wage jobs. -Childcare for beneficiaries of subcomponent 1.1 and 1.2.
	1.2 Provision of training and work experience in the informal sector	-Target 40,000 vulnerable youth (with limited education and residing in rural areas) aged 18-35 years and support them to get job specific training, offered on-the-job by a master craftsmen (MCs). -Develop up to 50 additional apprenticeship standards and testing instruments, including for digital jobs and jobs in the blue and green economy. -Recruit more MCs into their memberships. This will ensure that MCs are in a support network able to implement with quality the apprenticeship interventions. -Facilitate obtention of certification for the youth through the recognition of their prior learning. An estimated 10,000 youth might be supported. -Provide childcare to beneficiaries in the informal sector to help increase the retention of female beneficiaries. *It is notable that youth with disabilities will have specific courses tailor-made to fit their impairments and the use of infographics for learning will be enhanced to meet the needs of youth with low literacy levels.
	1.3 Operationalization of the Kenya Labor Market Information System	-Fully operationalize the recently developed (under KYEOP) KLMIS disseminating its information widely.

	1.4 Development of a digital online job matching platform	-Help the National Employment Authority (NEA) and private digital online job matching platforms to customize their platforms to assist vulnerable youth access opportunities both in formal wage employment as well as linking them to gig jobs.
<b>2. Support to youth entrepreneurship</b> This component aims to provide better economic opportunities through entrepreneurship development for youth	2.1 Support for entrepreneurship	-Target 80,000 youth who express interest in entrepreneurship. -Provide up to USD 400 in seed funding for youth-led businesses. At least 50% of the beneficiaries will be women. -Engage mentors who will help the youth develop entrepreneurship plans; help manage GBV and other business-related risks.
	2.2 Results Based Financing Partnership with Social Enterprises including the delivery of and sustainability of the interventions for youth with special needs	-Catalyze interventions to expand economic opportunities to youth beneficiaries who have exceptional vulnerabilities and are hard-to-serve. -Engage Social Enterprises in a results-based contracting model that will measure and pay for approximately 20,000 beneficiaries achieving employment outcomes.
<b>3. Supporting youth savings</b> This component will provide saving opportunities for workers in the informal economy	3.1 Enhancing NSSF operations by upgrading processes and systems	-Enhance the business processes of the Haba Haba scheme to improve customer experience, making it easier, more convenient, and affordable to save (protocols will consider youth with special needs without discrimination).
	3.2 Supporting savings through monetary top-ups and nudges	Beneficiaries of Component 1 and 2 will be auto enrolled into Haba Haba and receive monetary top-ups under this sub-component for six months
	3.3 Developing NSSF outreach and communication strategies to build trust and promote transparency	-Finance outreach and communication activities during three phases: 1) the auto-enrolment phase for Haba Haba with leaflets and videos that explain the scheme and training on how to save and access records using a USSD/smartphone; 2) the monetary top-up rollout with reminders on the additional matching if the cash top-up is saved as well as other financial inclusion training; and 3) after the six months of monetary benefits ends, by focusing messaging on ensuring persistency in savings among the youth.
<b>4. Strengthening youth employment and savings systems</b> This component will strengthen systems and capacity of national and county-level implementing agencies to support youth employment and savings initiatives (with due consideration of youth	4.1 Build County Government capacity to implement youth employment projects	-Develop an implementation roadmap that includes strengthening of the existing coordination unit to support county-level implementation. Recognizing that county governments may have existing employment interventions, the subcomponent will engage with counties in two ways: 1) it will help to create a functional system where counties can invest their resources to increase the number of beneficiaries under NYOTA; and 2) it will build on existing capabilities, providing the capacity for counties to improve their already established programs.

with special needs without discrimination)	4.2 Working towards consolidation of Active Labor Market Policy reforms	-Support creation of M&E systems to help catalytic funds generate relevant data. This will help better target vulnerable youth and support the eventual restructuring and consolidation of these funds as well as build capacity and sensitization of local and national governments through training on gender mainstreaming and specific challenges facing young women.
	4.3 Project Management and Coordination	Support overall project management of the NYOTA. Given the complexity of the project with different agencies supporting different components there will be need for the SDYAA to coordinate the implementation of activities by these different agencies and take responsibility for overall project management and progress reporting, managing the intake process of youth into the project, as well as the execution of all activities under Component 4, in collaboration with the relevant government and private sector actors.

## 1.5 Summary of Project Environment and Socials Risks

### *Environment risks*

32. The Project will implement the following activities: (i) improve youth employability through linkages with wage employment opportunities and intermediation services; (ii) support to youth entrepreneurship; (iii) support savings for Kenyan youth in the informal sector; and (iv) strengthen systems and capacity to sustain youth employment and savings initiatives. Based on the proposed activities, the potential adverse risks and impacts on humans and the environment are likely to be minimal or negligible. The proposed activities will provide training and internship opportunities for the targeted youths, in both public and private sectors that include formal and informal internship opportunities and provision of small start-up grants for youth led business. There are no civil works of any kind included in the project activities. Therefore, the environmental risk rating is assessed as moderate.

33. It is noted that during the internship, the interns may be exposed to occupational, safety and health risks and impacts based on the institution or organization they will be assigned. The host institutions or organizations have not been identified at this stage of project preparation. The internship policy and guidelines for the public services requires that the internship program comply with the Work Injury Benefits Act (WIBA), 2007 and the Occupational Safety Health Act (OSHA) 2007. Thus, the Project will ensure that the selected interns have personal accident insurance cover during the internship period facilitated by the Project. Thus, the potential environmental risks and impacts on human population and environment are not likely significant.

### *Social Risks*

34. The social risk rating is substantial. The potential social risks and impacts include the following:

- i. exclusion of target youths from accessing project benefits and opportunities due to biased identification and selection of beneficiaries, inadequate engagement, project investments rolled out in a context of limited resources against widespread need, elite capture, disability, literacy, and mobility challenges;
- ii. exacerbating or potentially giving rise to sexual exploitation and abuse, sexual harassment (SEA/H), and other forms of gender-based violence extending from enrolment for project benefits and opportunities such as training, work experience (apprenticeships and gigs) and grants programs;
- iii. exploitation and abuse of child apprentices;
- iv. Challenges in access to beneficiaries for meaningful stakeholder engagements and grievance redress and monitoring; and
- v. the limited and developing capacity of the implementing agencies (MYSA and NSSF) and implementing partners to manage social risks and impacts arising from the project.

***Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH)***

35. The SEA/SH risk rating is moderate. This is mainly due to the following factors: (i) project activities may be implemented in counties where sexual exploitation and abuse (SEA) is prevalent due to cultural or poverty-related reasons; (ii) the capacity of MYSA and implementing partners to manage the risk of SEA/SH is unclear at this stage, (iii) while labor influx is unanticipated, there is the potential risk of either exacerbating and/or potentially giving rise to SEA/SH when implementing training, work experience (apprenticeships and gigs) and grants programs, and (iv) the project is likely to engage GBV survivors amongst the target beneficiaries, further exposing them to the risk of SEA/SH. In this respect, the Bank will undertake a detailed SEA/SH risk assessment during project preparation, including assessing the MYSA's capacity to manage SEA/SH risks under the project. MYSA will prepare and implement a SEA/SH Prevention and Response Action Plan, which will address, among others, aspects of GBV/SEA/SH and Child Exploitation and Abuse (CEA). Requirements for mitigating SEA/SH and Child Exploitation and Abuse (CEA) will be reflected in the ESCP to be prepared and disclosed before appraisal, bidding documents, and contracts (as applicable) for proposed project activities.

36. In response to these risks, the project will:
- i. develop and adhere to a transparent and inclusive criterion for identifying and selecting target youths;
  - ii. prepare and implement a SEA/SH Prevention and Response Action Plan (this will outline measures to address, among others, aspects of GBV/SEA/SH and Child Exploitation and Abuse (CEA); including a clear SEAH accountability and response framework, and the requirement for all those with physical presence in project areas to sign and understand the codes of conduct.
  - iii. institute labor management procedures that promote the fair treatment, non-discrimination, and equal opportunity for target youths, VMGs, women and PWDs, etc.;
  - iv. engage all target beneficiaries meaningfully with differentiated engagement approaches for VMGs, disadvantaged and minority groups and hard to serve populations;

- v. build and/or strengthen the capacity of implementing agencies and partners to manage social risks and impacts on the project effectively; and
- vi. Undertake a Social Assessment (SA) to screen, among others, the impacts of the project on VMGs and outline the appropriate mitigation measures, including the applicable instruments or plans, such as VMGF, VMGP, Gender Mainstreaming Plan, etc.

## **1.6 Objectives of the Stakeholder Engagement Plan**

37. The overall objective of this Stakeholder Engagement Plan (SEP) and Information Disclosure is to define a program for stakeholder engagement, including identifying/mapping the relevant stakeholders for this project and their roles, methodology(ies) and approaches of engaging the stakeholders, the resources required to implement and monitor the SEP implementation. It outlines the ways in which NYOTA, Implementing Agencies (IAs), and contractors or service providers will communicate with stakeholders and includes a mechanism by which target beneficiaries and other stakeholders can raise concerns, provide feedback, or make complaints about the project.

38. The involvement of the beneficiary population is essential to the success of the project to ensure smooth collaboration between project workers and beneficiary communities and to minimize and mitigate environmental and social risks related to the proposed project activities. The SEP also describes the applicable, policy, regulatory and other relevant requirements for information disclosure.

## CHAPTER 2: STAKEHOLDER IDENTIFICATION AND ANALYSIS

### 2.1 Stakeholders

39. Project stakeholders are ‘individuals, youth groups, communities or other entities who:

- i. are impacted or likely to be impacted directly or indirectly, positively or adversely, by the project (also known as ‘Project Affected Parties’ (PAPs);
- ii. those who may have an interest in the project (‘interested parties’) - they include individuals or groups whose interests may be affected by the project and who have the potential to influence the project outcomes in any way; and
- iii. disadvantaged and vulnerable groups - these include disadvantaged and vulnerable and marginalized groups (VMGs) that will participate in this project. It also covers disadvantaged groups such as youth with disabilities (YWD), teenage mothers, and those residing in remote rural areas.

40. Cooperation and negotiation with the stakeholders throughout the project development will often require the identification of persons who act as legitimate representatives of the respective disadvantaged and vulnerable groups, such as association of PWDs or any other project group members with the responsibility of advocating for the groups’ interests in the process of engagement with the project.

41. Community representatives and other opinion leaders will provide helpful insights into the local settings and act as main conduits for dissemination of project-related information and as a primary communication/liaison link between the project and targeted youths and their established networks. The legitimacy of such representatives may stem both from their official elected status or their informal and widely supported standing within the community that allows them to act as focal points of contact in the project’s interaction with its stakeholders. Examples of legitimate stakeholder representatives include, but are not limited to:

- i. elected officials of county and ward levels, and self-governance bodies;
- ii. administrative officials at the community and county levels including the National Government Administrative Officers (chiefs and assistant chiefs);
- iii. non-elected leaders that have wide recognition within their communities, such as chairpersons of local initiative groups, committees, local cooperatives, etc.;
- iv. leaders of community-based organizations, faith-based organizations, local and international non-governmental organizations (NGOs) and youth groups; and
- v. the elders and veterans within the targeted communities; religious leaders; teachers; and other respected persons, etc.

### 2.2 Identification of Stakeholders

42. Stakeholder engagement process for NYOTA started from identification, mapping, and analysis. It is notable that most of the beneficiaries have already had engagements on KYEOP. It is anticipated that this SEP will guide NYOTA facilitate the active engagement of the stakeholders identified. The following criteria are proposed to be used for the identification of stakeholders:

- i. Liability: project implementation or on-going operations may result in legal, financial, or other liabilities of the proponent to a social group.;



- ii. Influence: a social group may be able to substantially influence project implementation or ongoing operations;
- iii. Partnership: there are opportunities for building partnership relations between the project developer and a given social group in the framework of the project implementation or on-going operations;
- iv. Dependency: project implementation may significantly affect a given social group and may affect vital interests of its representatives if they are dependent on the project's on-going operations in economic or financial terms;
- v. Representation: a social group may have a right to represent interests about a project or on-going operations, and this right is legitimated through legislation, custom and and/or cultural specifics; and
- vi. Expressed interest: a social group and/or individual may express interest to a project or ongoing operations, and this group is not necessarily directly affected by the planned or current activities.

### 2.3 Stakeholder Analysis

43. For the purposes of effective and tailored engagement, stakeholders of NYOTA project are categorized as follows.

- i. **Project Affected Persons (PAPs)** - individuals, groups and other entities that are directly affected (actually or potentially) by the project and/or have been identified as most susceptible, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures, as well as access to project benefits and opportunities.
- ii. **Other Interested Parties** – line ministries and departments, civil society organizations (CSOs), contractors/service providers, development partners in the same sector, media, individuals, entities that may not experience direct impacts from NYOTA but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.
- iii. **Disadvantaged and vulnerable individuals and groups** – persons and groups who may be disproportionately impacted or further disadvantaged by the project as compared to any other groups due to their disadvantaged and/or vulnerable status<sup>2</sup> and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s). These may include YWD, young mothers, internally displaced persons (IDPs), youth with low literacy, and those residing in remote rural areas with limited access to internet and other amenities; etc.

44. Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties towards the successful implementation of the project and will enable the project to draw on the pre-existing expertise, networks, and agendas. It will also facilitate both the community and institutional endorsement of the project by various parties. Access to the local knowledge and experience also becomes possible

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<sup>2</sup>Disadvantage and vulnerability status may stem from an individual's or group's race, national, ethnic, or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

through the active involvement of stakeholders. A description of the stakeholders and needs is summarized in Table 2.

Table 2: Summary of project stakeholder needs

<i>Category</i>	<i>Stakeholder group</i>	<i>Estimated Membership</i>	<i>Language needs</i>	<i>Preferred notification means (e-mail, phone, radio, letter)</i>	<i>Specific needs (accessibility, large print, childcare, daytime meetings)</i>
Target beneficiaries – youth	Youth seeking admission into project activities (e.g., employment, entrepreneurship, savings)	Training and work experience in the formal sector – 40,000 Training and work experience in the informal sector-40,000 Entrepreneurship - 100,000 youth	English and Kiswahili (it is assumed qualifying youth will have some literacy)	-Phone calls -WhatsApp -Radio -SMS -Social media platforms -Local leadership offices -Newsletter	Resources to access the various resources
Disadvantaged and vulnerable youth	Women, Young mothers, single parents, youth with low literacy, YWDs, IDPs, youth from rural remote/hard to serve areas, homeless, GBV survivors, at-risk-children, Youths living with HIV/AIDS	Between 30-50% of the numbers indicated above	English and Kiswahili	-Phone calls -WhatsApp -Radio -SMS -Social media platforms -Local leadership offices -Newsletter	-Daycare services for young mothers -Travel support for IDPs and those from remote areas -Psychosocial support for the survivors -map GBV-SEAH referral pathways
Implementing agencies (IAs) and technical agencies (TAs)	The key IAs – MYSA, NSSF, and MSEA, TAs-NITA, NEA, SDL	Four and above depending on the roll-out of the project	English	-Workshops -Email -Reports -Newsletter	-Meeting venues -Facilitation
Service providers/ contractors	MCs, MCs umbrella organizations, private sector organizations - FKE, Kenya Association of Manufacturers (KAM), KEPSA, Kenya National Chamber of Commerce and Industry (KNCCI), Kenya Teachers Training Colleges (KTTCS)	Numerous, spread across the country	English and Kiswahili	-Workshops -Email -Reports -Newsletter	-Meeting venues -Facilitation

Counties and sub-counties	County and sub-county leadership including the CEC, county directors, officers	Numerous, spread across the country	English and Kiswahili	-Workshops -Email -Reports -Newsletter	--Meeting venues -Facilitation
Community leaders	All community leaders across the country will be targeted since the project is national	All leaders including opinion leaders across the country: MCAs, chiefs, religious leaders, village elder, etc.	English, Kiswahili, local languages	-Radio including those transmitting in local languages -Newsletters -Strategic meetings (at county, sub-county and ward levels)	-Mobilization -Facilitation
Civil society organizations	FBOs, CBOs, local and international NGOs, etc.	Various across the county based on the role assigned to them	English, Kiswahili, local languages	-Radio including those transmitting in local languages -Newsletters -Strategic meetings (at county, sub-county and ward levels)	-Mobilization -Facilitation
Media	Media houses operating at the national and county levels	The key media houses at the national and county level -	English, Kiswahili, local languages	-Newsletters -Strategic meetings (at county, sub-county and ward levels)	-Press briefings -Training of identified staff for accurate reporting
General public	All people will be targeted because of the national nature of the project	Everyone across the nation	English, Kiswahili, local languages	-Radio including those transmitting in local languages -Newsletters -Strategic meetings (at county, sub-county and ward levels)	-Mobilization -Facilitation

## CHAPTER 3: POLICY, LEGAL AND INSTITUTIONAL FRAMEWORK

45. Public participation is a constitutional requirement by the GoK and obligations under international agreements. The Constitution of Kenya (CoK, 2010) entrenches a wide range of social, political, economic, and cultural rights and revolutionizes the entire system of political governance by devolving authority to County Governments and decreeing the need for citizen participation in decision making. It enshrines the right to access of information and makes principles of international laws and treaties ratified by Kenya an integral part of the country's laws as summarized in Table 3.

Table 3: Policy, Legal, and Institutional Framework Analysis

S/No	Policy, Legal & Institutional Framework	Relevancy	Application in NYOTA
1	The Constitution of Kenya, 2010	The Constitution provides for transparency and timely provision to the public accurate information as one of the values and principles of public service (Article 232). It binds all State Agencies at both National and County Government levels and State Corporations to observe these values and principles. Chapter 6 on leadership and integrity will be relevant to the recruitment and support provided to the youth.	NYOTA shall adhere to the CoK, 2010 by ensuring that information is shared in a timely and accessible manner. It will also ensure equitable sharing of project benefits while ensuring equity and equitable distribution particularly for marginalized and minority groups.
2	Kenya Vision 2030	Under the Social Pillar of Vision 2030, i.e., the Country's commitment to invest in the people of Kenya, the country's journey towards prosperity is envisioned to involve building of a just and cohesive society, which enjoys equitable social development in a clean and secure environment.  The Vision envisages responsible, globally competitive and prosperous youth. Among the specific interventions identified under the Vision include: establishment of youth centers, apprenticeship, mentorship, development of creative industry hubs and youth enterprise financing; and strengthening internships and industrial attachments to enhance employability across public and private sectors.	The NYOTA project will accelerate the achievement of the interventions identified in the Vision. It will provide opportunities for mentorship, training and entrepreneurship for youth across the country.
3	Kenya Youth Development Policy 2019 Empowered Youth for Sustainable Development	The Policy goal is to promote the holistic empowerment and participation of the youth in socio-economic and political spheres for national development. Some of the policy objectives include: i. Realize a healthy and productive youth population; ii. Build qualified and competent youth workforce for sustained development; iii. Create opportunities for youth to earn decent and sustainable livelihoods;	NYOTA will contribute towards the achievement of this goal. The project will ensure equitable distribution of benefits across the country while paying attention to disadvantaged and vulnerable youth. This will include young women,

		<ul style="list-style-type: none"> <li>iv. Develop youth talent, creativity and innovation for wealth creation;</li> <li>v. Nurture value driven, morally upright, ethical generation of patriotic youth for transformative leadership;</li> <li>vi. Effective civic participation and representation among the youth;</li> <li>vii. Promote a crime free, secure, peaceful and united Kenya where no young Kenyan is left behind;</li> <li>viii. Support youth engagement in environmental management for sustainable development;</li> <li>ix. Promote and develop an entrepreneurial culture among the youth through access to subsidized loans, training, mentorship, internships, attachments, business incubation and partnerships; and</li> <li>x. Support the development of a wide range of information technology and communication (ICT)-based programs in local languages, as appropriate, with content relevant to different groups of youth.</li> </ul>	<p>young mothers, YWDs, IDPs and those from poor remote areas.</p>
4	The Public Participation Policy 2018	<p>The GoK has developed this Public Participation Policy as the country's overarching framework for public participation. In this policy, public participation is conceptualized as the process by which citizens, as individuals, groups, or communities (also known as stakeholders), take part in the conduct of public affairs, interact with the state and other non-state actors to influence decisions, policies, programs, legislation and provide oversight in service delivery, development and other matters concerning their governance and public interest, either directly or through freely chosen representatives.</p>	<p>NYOTA recognizes that public participation strengthens and legitimizes project decisions, actions, and development interventions, and that it is an important element of good governance and the foundation for a true democracy. Public participation and information disclosure will be key pillars to this project.</p>
5	Occupational Health and Safety Act, 2007	<ul style="list-style-type: none"> <li>i. Secures safety and health for people legally in all workplaces by minimization of exposure of workers to hazards (gases, fumes and vapors, energies, dangerous machinery/equipment, temperatures, and biological agents) at their workplaces.</li> <li>ii. Prevents employment of children in workplaces where their safety and health are at risk.</li> <li>iii. Encourages entrepreneurs to set achievable safety targets for their enterprises.</li> <li>iv. Promotes reporting of work-place accidents, dangerous occurrences and ill health with a view to finding out their causes and preventing of similar occurrences in future with attention to youth in the special needs category.</li> <li>v. Promotes creation of a safety culture at workplaces through education and training in occupational safety and health.</li> </ul>	<p>This Act will be important in all matters related to human health on all NYOTA activities including work placement.</p>

6	Labor Relations Act 2012	To provide for the registration, regulation, management and democratization of trade unions and employers organizations or federations, to promote sound labor relations through the protection and promotion of freedom of association, the encouragement of effective collective bargaining and promotion of orderly and expeditious dispute settlement, conducive to social justice and economic development and for connected purposes.	This will be critical considerations for NYOTA when hiring consultants and service providers, and while considering partners for trainee placements.
7	HIV/AIDS Prevention and Control Act, 2000	The Act criminalizes discrimination against persons living with HIV/AIDS in workplaces, schools, public service, health facilities, insurance and credit services. It mandates institutions to avail testing and treatment services to those who in need.	The project will provide information on HIV/AIDS targeting the youth and workers. It will ensure access to test and treat. Counselling services will be provided for the beneficiaries and workers needing this service.
8	Children Act, 2022	This Act is a comprehensive law on all matters to do with children. It provides that the best interests of the child shall be a primary consideration on all actions concerning children including protections related to employment.	The project has made clear restrictions regarding the employment of children. Age verification measures will be done for all workers (as guided by the Labour Management Procedures (LMP) for this project)
9	Access to Information Act, 2016	It allows citizens to seek information "... <i>required for the exercise or protection of any right or fundamental freedom...</i> " The duty to provide such information is borne by the state, public bodies and private bodies which should include those seeking to implement development projects. The Act prohibits the charging of fees for provision of information except for the cost of making copies and, only where necessary.	Project information will be shared and disclosed in line with the provisions of this Act.
10	Persons with Disabilities Act, 2003	The Act outlines the following entitlements: a legitimate expectation of being able to enjoy accessibility and mobility; a legitimate expectation of being able to access public buildings (that must now be adapted to suit needs of PWDs); and a legitimate expectation of being able to access public service vehicles (that must now be adapted to suit needs of PWDs)	The project has proposed measures to ensure that youth with disability will have a quota during recruitment, facilities will be assessed to ensure they are conducive for YWDs while the instruction during training will be structured to meet the needs of these youth.
11	Sexual Offenses Act, 2006	The Act creates offences such as defilement, rape, gang rape, sexual assault, indecent acts, promotion of sexual offence with a child, incest, administering a substance with the intent to commit a sexual offence, and forcing a person to engage in sexual acts for religious and cultural reasons	NYOTA will conduct a SEAH risk assessment and develop a SEAH Prevention and Response Plan that will guide mitigation measures on sexual offenses.

12	World Bank's ESS10: Stakeholder Engagement and Information Disclosure	Recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice" emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.	NYOTA will employ the tenets of ESS10 in its activities and decision-making affecting stakeholders.
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46. NYOTA has developed this SEP, which is proportionate to the nature and scale of the project and its potential risks and impacts. Stakeholders have been and will continue to be identified and their engagement needs, and communication channels defined. The SEP will be disclosed for public review and comments before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance mechanism (GM) that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner. NYOTA has adopted the GM structure that is currently being used for KYEOP. The interoperability, functionality and efficiency of the system will be enhanced so that it can be accessed across the implementing and technical agencies. It could also be enhanced through the creation of a customer care unit with trained staff to train the users at the initial stages of the project.

## CHAPTER 4: PURPOSE AND TIMING OF STAKEHOLDER ENGAGEMENT

47. NYOTA will engage in meaningful stakeholder consultations that will accord stakeholders opportunities to make an input and express their views and concerns on project risks, impacts, and mitigation measures. It will also allow the project management to process and respond. It is notable that stakeholder engagement and consultation has already been initiated through the preparation of the project documents and will continue during project implementation.

48. All individuals, groups and agencies that have a stake in NYOTA design, implementation, monitoring and evaluation (M&E) will be fully involved through culturally appropriate, gender sensitive and effective participation. Consequently, a process and institutional structure for full and effective participation will be established and operationalized. The governance structures will pay special attention to women, young mothers, YWDs, minority groups, disadvantaged individuals and groups, and VMGs, as appropriate.

### 4.1 Disadvantaged and Vulnerable Individuals and Groups

49. The project will be implemented nationally, with a focus to increase employment, earnings opportunities, and savings among targeted youth through integrated interventions on skills development, self-employment, entrepreneurship, and savings. Due to the project's national coverage, project interventions will be implemented in areas with Indigenous Peoples/Sub-Saharan Africa Historically Underserved Traditional Local Communities, known in Kenya VMGs, as well as other traditionally excluded groups.

50. The exclusion of target youths (those with limited education, rural areas and hard-to-serve areas, VMG communities and minority clans, YWDs, youth living with HIV/AIDS, young mothers, women, single parents, the homeless, and other vulnerable and disadvantaged youths), from accessing project benefits and opportunities due to biased identification and selection of beneficiaries, inadequate engagement, project investments rolled out in a context of limited resources against widespread need, elite capture, exclusion of youth with disabilities, access for persons with limited literacy, and mobility challenges is anticipated. It is anticipated that the participating interns may be exposed to potential occupational, health and safety (OHS) risks and impacts during their internship roles both in the public and private sectors and will include postings to formal and informal areas.

### 4.2 Purpose and Timing of Stakeholder Engagement

51. The aim of developing this SEP is to ensure there is an effective engagement process with NYOTA stakeholders throughout the project cycle. The project team will listen, learn and continue to improve NYOTA performance. The SEP recommends use of 5 principles: purposeful; inclusive; timely, transparent; and respectful approaches that are also culturally acceptable and take into consideration the concerns of all stakeholders.



### 4.3 Proposed strategies for information disclosure

52. Disclosure of information that is accessible is an aspect of transparency and accountability that serves as a means of promoting understanding about the project, engendering trust, and contributing towards informed participation. Disclosure of information relates to the timing, objectivity and meaningfulness of shared project related information. Early disclosure of project related information is necessary to provide an overall picture of the project for informed decision-making with regards to next steps. Information will be provided to and widely distributed among all stakeholders in an appropriate format; ongoing opportunities will be provided for responding regularly to stakeholders’ feedback, for analyzing and addressing comments and concerns. The disadvantaged individuals/groups and VMGs will also be consulted regularly using culturally acceptable means.

### 4.4 Brief Summary of Stakeholder Engagement Consultations

53. The KYEOP team conducted a two-day workshop in Nairobi (December 19 & 20, 2022) that brought together about 97 people (47 on day 1 and 50 on day 2). The workshop key objective was to deliberate on enhancing the tools and instruments used in the implementation of KYEOP and ensuring effective participation and inclusivity of the youth, teenage mothers, YWDs, minorities and marginalized groups in all project activities.

54. Participants during the first day of the workshop were drawn from key stakeholders that have directly participated in KYEOP implementation. The participants identified the instruments/protocols they had interacted with during KYEOP, shared their concerns and discussed the effectiveness and efficiency of the tools used. They also provided recommendations that would be useful to NYOTA.

55. During the second day the participants were mainly social safeguards experts from the different organizations engaged in the delivery of KYEOP. The facilitator focused on distilling information on knowledge, operation and experience of the participants. They were also encouraged to provide recommendations that would improve the effectiveness and efficiency of the tools used KYEOP. Table 4 presents a summary of the responses provided by the participants on questions of inclusivity and sensitivity of the project to the needs of the different stakeholders.

Table 4: Summary of Stakeholder Consultation Concerns

Vulnerability mapping	Question	Response
1. Accessibility	How do we enhance inclusivity of youth who are challenged in accessing or being accessed during project implementation?	Enhance community engagement at the grassroots level using community halls, vocational training or TVET centers and during school holidays as training venues. Digital accessibility should be improved by making the KYEOP website accessible to youth with visual impairments.
2. Literacy	How can we enhance employability skills and employment opportunities for youth who are illiterate?	Strategies proposed include lessening the content, making use of infographics, include literacy sessions and offering more artisan

		courses that can be offered by TVET institutions
3. Disability	How can we enhance YWD inclusivity and their involvement in project implementation?	The data collection tools should provide a column for YWD for inclusivity. These youth need to be given opportunities like the rest. The project should also partner with institutions that have YWD's who have graduated with different skills from TVET institutions.
4. Gender	How can the gender factor be mainstreamed in project implementation?	Key issues identified include understanding the needs and priorities of both male and female youths, addressing social and gender norms impending involvement of youth through community engagements and putting in place mechanisms/safe spaces for handling cases of SGBV.
5. Economic and occupational status	How can we engage youth positivity to increase their economic and occupational status?	Several strategies were identified including follow-up grants, establishing a revolving fund, social empowerment, community integration and career progression. There was also mention of networking and partnership with business enterprises. The youth also need continuous capacity building.
6. Minority and indigenous individuals and groups	How can we enhance minority and indigenous people inclusivity and involvement in project implementation?	Community engagement is critical to understand the needs of the youth from minority and marginalized communities. There is a need to contextualize the interaction and listen to them.
7. IDPs	How can involvement of IDPs, gender parity and grievance redress be done for IDPs?	There is a need to identify their needs and address them even as they seek to learn. There is also need for counselling and psychosocial support.
8. Youth	How can the youth issues be mainstreamed effectively and efficiently in project implementation?	The youth need to be heard and communication should be youth friendly. The youth need tailor-made courses to meet the needs of potential employers. There is also need for mentorship.
9. Teenage mothers	How teenage mother's issues be mainstreamed in participation, skills development, empowerment, employment and job opportunities be enhanced?	The need to create a conducive environment for young mothers was articulated including providing counselling and psychosocial support for young parents. The need to provide daycare facilities for mothers with young children was also identified.

56. The team also conducted stakeholder consultations in Kilifi on February 09 – 10, 2022. This consultation brought together 71 participants. The participants raised similar issues to those aired during the Nairobi meetings. They made several recommendations, including:

- i. Digital applications to be supported by manual applications through the chiefs;
- ii. Enforce gender and disability affirmative action in youth recruitment;
- iii. Ensure access to interpreters during consultations;

- iv. Frequently asked questions (FAQs) fact sheets, brochures and pamphlets to be developed and distributed for reference;
  - v. Teenage mothers should be considered during project planning and there should be specific spaces allocated for their use;
  - vi. Counties should have their own website pages on the project;
  - vii. Provide more grant opportunities through the project; and
  - viii. Create more changes to allow for feedback from the youth and other stakeholders.
57. The key outcomes from the consultation included the following:
- i. The participants deliberated, identified and gave input into the tools and protocols that were used during KYEOP including suggestions on what should be applied to NYOTA;
  - ii. The participants appreciated the early onset of consultations with indigenous groups and wanted the same to be fast tracked across all project stakeholders;
  - iii. Based on experiences during KYEOP, most of the participants were able to relate well with the tools and protocols; and were able to provide useful feedback on improvements; and
  - iv. Generated strategies that are applicable to youth with different capabilities and circumstances, including those with disabilities and teenage mothers.

## CHAPTER 5: PUBLIC CONSULTATION ON KEY PROJECT INSTRUMENTS

58. Besides sharing the draft documents with the stakeholders (and the final documents in near future), project brochures and updates will be posted on appropriate sites. An easy-to-understand guide to the terminology used in the social reports or documents will also be posted on the websites of the implementing agencies. In addition, the website will provide details on the GM and contact details for the project. NYOTA will update and maintain its website regularly during project implementation and will work with the other IAs to ensure their websites are up to date.

59. The disclosure process associated with the release of project social instruments, including this SEP, will be implemented as follows:

- iv. Disclosure of the SA report SMP, LMP, SEAH Prevention and Response Plan, VMGF (as necessary) and SEP in public domain will take place after clearance by the World Bank;
- v. Public consultations will be held with project affected and other stakeholders to present and discuss findings of the SA and measures proposed in the SMP, LMP, VMGF/VMGPs, and SEAH Prevention and Response Plan (as appropriate); and
- vi. Subsequent and appropriate disclosures will be done during project implementation.

60. The SEP will remain in the public domain for the entire period of project implementation and will be updated on a regular basis as the project progresses through its various phases, to ensure timely identification of any new stakeholders and interested parties and their involvement in the project. The methods of engagement will also be revised periodically to maintain their effectiveness and relevance to the project's evolving environment.

### 5.1 Ongoing Disclosures and Consultations

61. Table 5 provides a description of stakeholder engagement and disclosure methods recommended for implementation during stakeholder engagement process.

Table 5: Stakeholder Engagement and Disclosure Methods

Category of Stakeholder	Project Information Shared	Means of communication/ disclosure
1. Beneficiary youth population	-SA, SMP, VMGF, Labor Management Procedures (LMP), SEAH Prevention and Response Plan SEP and GM -Regular updates on project development.	<ol style="list-style-type: none"> <li>i. Public notices</li> <li>ii. Electronic publications and press releases on the project website and IP websites</li> <li>iii. Hard copies displayed at designated public locations</li> <li>iv. Press releases in the local media</li> <li>v. Consultation meetings</li> <li>vi. Information leaflets, brochures and newsletters</li> <li>vii. Separate focus group meetings with disadvantaged and vulnerable youth, as appropriate</li> </ol>

Category of Stakeholder	Project Information Shared	Means of communication/ disclosure
2. Disadvantaged individuals and groups/ VMGs	-Sensitization followed by training on the project SA, SMP, LMP, SEAH Prevention and Response Plan, SEP and GM -Implementation of the project activities	i. Community/beneficiaries' meetings ii. Information through Brochures iii. Community radios broadcasting in local languages
3. Implementing agencies	-SA, SMP, VMGF, LMP, SEAH Prevention and Response Plan SEP and GM -Regular updates on project development	i. Regular meetings ii. Project reports iii. Information leaflets, brochures and newsletters iv. Electronic publications and press releases on the project/Ministry website/IP Websites
4. Service providers/ contractors	-SEP and GM -Updates on project development and tender/procurement announcements	i. Electronic publications and press releases on the project website ii. Information leaflets and brochures v. Procurement notifications
5. Counties and sub-counties	-SA, SMP, VMGF, LMP, SEAH Prevention and Response Plan, SEP and GM -Regular updates on project development -Additional project information, if required for the purposes of regulation and permitting	i. Dissemination of hard copies of the SA, SMP, VMGF, LMP, SEAH Prevention and Response Plan, SEP and GM ii. Project status reports iii. Meetings and roundtable discussions
6. Community leaders	-Announcement on recruitment of the project beneficiary youth -Project updates on the SEP	i. Hold meetings with community leaders especially where there may be challenges in reaching the youth (e.g., counties going through conflict) ii. Electronic publications and press releases on the project website iii. Information leaflets and brochures
7. Civil society organizations	-SA, SMP, VMGF, LMP, SEAH Prevention and Response Plan SEP and GM -Regular updates on project development.	i. Public notices ii. Electronic publications and press releases on the project/Ministry and IA websites iii. Dissemination of hard copies at designated public locations iv. Press releases in the local media v. Consultation meetings iv. Information leaflets, brochures and newsletters
8. Media	-Employee Grievance Redress Mechanism -Updates on project development.	i. Staff handbook ii. Email updates covering the Project staff and personnel iii. Regular meetings with the staff iv. Posts on information boards in the offices and on site v. Reports, leaflets

Category of Stakeholder	Project Information Shared	Means of communication/ disclosure
9. General public	-Sensitization on the project especially on the recruitment of the youth, SEP and GM	i. Information through Brochures ii. Community radios broadcasting in local languages

62. The project will implement continuous stakeholder engagement activities. This process, to be led by the social specialist, will include regular updates on the stakeholder list, review and refinement of engagement activities based on M&E results. The implementing partners will need to develop their charters early. The SEP will need to be incorporated in the project implementation manuals (PIM) and operational manuals by the implementing and technical agencies.

## CHAPTER 6: GRIEVANCE MECHANISMS

### 6.1 Introduction

63. The goal of the GM is to strengthen accountability and ensure transparency to all beneficiaries and project stakeholders. It also provides channels and structures for project stakeholders to provide feedback and/or express grievances related to project supported activities. By increasing transparency and accountability, the GM aims to enhance citizens'/beneficiaries' ownership and participation in the project and serves as important feedback and learning mechanisms that can help improve the project outcomes.

64. The GM aims to address project-related concerns in a timely manner and effectively. Information on the GM will be readily available to all project-affected parties, interested parties, and disadvantaged and vulnerable individuals and groups. It is notable that the availability of the GM does not prevent recourse to judicial and administrative resolution mechanisms.

### 6.2 Types of Grievances

65. Complaints may be raised by project staff, beneficiaries, IAs, consultants, contractors, members of the community where the project is being implemented or by members of the public regarding any aspect of the project. Potential complaints include:

- i. Selection of beneficiaries;
- ii. Fairness in contracting;
- iii. Fraud or corruption issues;
- iv. Inclusion;
- v. Social impacts;
- vi. Quality of service issues;
- vii. Poor use of funds;
- viii. Workers' rights;
- ix. GBV/SEA and SH; and
- x. Threats to personal or group safety.

### 6.3 GM structures and processes

66. NYOTA will adopt the GM process developed and used by KYEOP, whose functionality and efficiency will be enhanced. The GM issues will be managed at both national and county levels. At the national level, the KYEOP PCU (which will function as a PMU under NYOTA) has established a system for the receipt, recording and referral of complaints and grievances. This includes a tollfree line, a dedicated SMS complaints number and an online platform through which all the youth and the public can lodge complaints and grievances. NYOTA, at the PMU level, will have a dedicated officer, an assistant and a telephone operator to manage the receipt, record and refer complaints and grievances. The GM process will be overseen by the social specialist at the PMU and PIU levels.

67. Upon receipt of a complaint or grievance, the GM officer may refer the case to the IP or to relevant county officers. For cases that have been referred previously but have not been resolved, the officer will escalate these directly to the NYOTA PMU for review and resolution.

To enhance efficiency and effectiveness of this function, the tollfree line developed for KYEOP will be used for NYOTA to ease cost of reporting. This will also facilitate the centralization, escalation and feedback process. The tollfree line is configured at the help desk at MYSA. It is proposed that every agency will install a tollfree line at the help desk to ease communication, consultation and escalation. If possible, these lines will be interlinked in all agencies.

68. Since NYOTA involves various IAs and multiple activities, the GM will encompass complaints and grievances related to all the project activities including the intake and referral process, training activities, businesses development services and award of grants, as well as the innovation challenges and Business Plan Completion. Specific complaints in these categories will be referred to the respective agency technical officer responsible for implementation. In addition, the complaint/grievance will be recorded, analyzed, reported and the reports shared with the relevant offices.

69. The GM has a module in the management information system (MIS) at MYSA that can be accessed both at the national and county levels for addition of complaints or resolutions. This means that at county level, officers will be able to record and transmit information on cases received, resolved and/or escalated. This information will be accessible at the national level MIS at the PMU. Similarly, complaints received directly through the tollfree, SMS or online mechanisms, will be recorded directly into the national level MIS, and referred for resolution by the relevant agencies.

70. The role of the GM system will be to:

- i. Receive complaints and grievances;
- ii. Record complaints and grievances;
- iii. Discuss and resolve, where possible;
- iv. Discuss and refer, where necessary; and
- v. Discuss and escalate to the Youth Development Officers (YDOs), NYOTA technical agencies and administration, as appropriate.

71. A complaint, query or comment may be reported to the NYOTA staff using any of the following channels:

- i. Verbal/oral narration from walk-ins at any of the offices;
- ii. KYEOP/NYOTA tollfree line;
- iii. KYEOP/NYOTA website;
- iv. Agency E-mails;
- v. Agency social media handles;
- vi. Grievance registration forms; and
- vii. Reports.

72. In the MIS interface, a central database will also be maintained to serve all categories of complaints and grievances. The database will be maintained with different user access levels restricted to cater for sensitive complaints. The process of implementing the GM will involve the following steps:

- i. Identifying and assigning uptake points;
- ii. Receiving, registering and acknowledging complaints;
- iii. Verification;



- iv. Sorting and categorizing the complaints;
- v. Escalation;
- vi. Assessing, formulating the complaint and selecting a resolution approach;
- vii. Feedback/implementing the approach and settling the issues; and
- viii. Tracking, documenting, and evaluating the process and results.

73. Documentation of the number of complaints and grievances is very important, including those that are communicated informally and orally, resolved, pending and critical. These should be logged, assessed, assigned to an individual for management, tracked and closed out or “signed off” when resolved, ideally with the complainant(s) being consulted, where appropriate, and informed of the resolution.

74. The GM principles have been and will continue to be: transparency; confidentiality; effectiveness and efficiency; objectivity; simplicity; customer focused; responsive; and user-friendly. These principles have been maintained under KYEOP. For example, through regular reports on issues raised and rates of resolution, provision has been made for confidentiality of information or anonymity of the complainant(s) whenever necessary.

75. Based on the centralized MIS, a grievance log register will be established by the PMU and IAs and copies of the records kept with all the relevant authorities at the County, Sub-County and Ward levels. This information will be used for monitoring the management of grievances. The register will contain a record of the person responsible for an individual complaint, and record the following crucial dates:

- i. Date the complaint was reported;
- ii. Date the grievance log was uploaded onto the project database;
- iii. Date information on proposed corrective action was sent to complainant (if appropriate);
- iv. The date the complaint was closed out; and
- v. Date response was sent to complainant.

76. The GM will develop agency charters for service standards including response time to various types of complaints and grievances and include data disaggregation by disadvantage and vulnerability. The centralized MIS module on complaints will allow county level to receive, record, and monitor the types and nature of complaints received, resolved, referred or escalated.

77. Public awareness and communication on the existence and nature of the GM will be shared during induction of the officers, stakeholder workshops with trainers and the beneficiaries. Service charters and awareness raising brochures, as well as other information, education and communication (IEC) materials, were developed and distributed in project areas. The PMU and PIU technical officers will incorporate any awareness raising required for the effective functioning of the GM system during their regular project reviews. At the local level, the Sub-County Youth Development Officers (SCYDO) will be instrumental in sharing project information with communities.

78. Where agreement on grievance resolution has not been reached, the project team will offer the complainant with appeal options and processes available in the country. The

approaches will include an independent panel, internal or external offices or individuals with appreciable degree of independence, and third-party fact-finding, facilitation, and mediation missions as applicable. Depending on the grievance, the appeal may entail offering the aggrieved person the option to seek redress through statutory referral institutions operational in the country.

#### **6.4 GBV and SEAH**

79. Cases of GBV/SEAH can be reported through the general Project GM. However, additional channels for reporting GBV/SEAH complaints will be identified and integrated into the GM (details to be provided in the SEAH Prevention and Response Plan). The GBV/SEAH survivors will have the opportunity and right to report an incident to anyone: community member; project staff; GBV case manager/service provider. Given to the sensitive nature of GBV/SEAH complaints, the GM will provide different ways to submit grievances such as phone, text message and email. These measures will provide for confidentiality and anonymous reporting. All relevant staff of the PMU will receive training on handling GBV/SEAH complaints and referral systems, ideally during the project initiation phase and as part of the induction program for the target youth beneficiaries, staff of implementing and technical agencies, and contractors service providers.<sup>3</sup>

80. The GM operators will be trained on key protocols including referral, reporting and informed consent protocols on receiving GBV/SEAH cases in an appropriate manner and immediately forward them to the GBV/SEAH referral system. The GM operators will ensure appropriate response by: (i) providing a safe caring environment and respect confidentiality and wishes of the survivor; (ii) if the survivor agrees, obtain informed consent, and make referrals; and (iii) provide reliable and comprehensive information on the available services and support to GBV/SEAH survivors.

81. The GM proposes the following key features on preventing GBV/SEAH: (i) establish quotas for women in grievance management committees to facilitate safe reporting; (ii) provide multiple channels to receive complaints (channels to be determined after community consultation); (iii) resolve complaints at the point of service delivery to reduce information and transaction costs; (iv) avail gender sensitive independent channels for redress; and (v) communicate GM services at the community level to create GBV/SEAH awareness and enable project-affected persons to file complaints.

82. Beneficiaries and communities will generally be encouraged to report all GBV/SEAH cases through the dedicated GBV/SEAH referral system and complaints resolution mechanism. This will be made explicit in all project awareness sessions, as well as be part of the publicly disclosed information. The GBV/SEAH referral system will guarantee that survivors have access to the critical services they may need, including medical, legal, counselling, safety and that cases are reported to the police should the survivor choose to do so. Formal processes for disclosing, reporting, and responding to cases of GBV/SEAH will be articulated within the SEAH Prevention and Response Plan.

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<sup>3</sup>NYOTA could borrow from the National Gender Policy. This complaints category can also be mitigated by considering a different approach to the youth stipend disbursement and consider an increase in the number of female Master Craftsman (MC), etc.

83. If a GBV/SEAH case is reported through the Project GM, the GM operator will report the case within 24 hours to the PMU, and the PMU is obliged to report this case to the WB within 24 hours. Furthermore, cases of SH will be reported through the workers' GM, if it concerns direct, contracted and primary supply workers following a survivor-centered approach. All reporting on GBV/SEAH will limit information in accordance with the survivor's wishes regarding confidentiality, and in case the survivor agrees on further reporting, information will be shared only on a need-to-know-basis, avoiding all information which may lead to the identification of the survivor and any potential risk of retribution.

#### **6.5 WB's Grievance Redress Service (GRS)**

84. Communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to existing project-level grievance redress mechanisms or the World Bank Kenya office as follows: Country Director, World Bank Kenya Office, Delta Center Menengai Road, Upper Hill P.O. Box 30577-00100 Nairobi, Kenya. Tel: +254-20-3226000. Fax: 254-20-3226382. [Kenyaalert@worldbank.org](mailto:Kenyaalert@worldbank.org).

85. World Bank Grievance Redress services (GRS): If no response has been received from the WB Kenya office, the complainant can report directly to the WB Grievance Redress Service (GRS) on email: [grievances@worldbank.org](mailto:grievances@worldbank.org). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, because of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to WB's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

## CHAPTER 7: RESOURCES FOR IMPLEMENTING THE SEP

### 7.1 Overall Project Management

86. The Ministry of Youth Sports and Arts (MYSA) will be responsible for the overall implementation and supervision of the project. MYSA will take lead in implementing components 1 and 4 through a coalition of employer umbrella organizations brought together by the Kenya Private Sector Alliance as well as other government agencies, in particular National Industrial Training Authority (NITA) to support certification of trained youth, National Employment Authority (NEA) to support digital intermediation, State Department for Labour (SDL) to support Labour Market information. The Micro and Small Enterprise Authority (MSEA) will implement component 2-take the lead in supporting job creation interventions and aspects of component 4 related to M&E of catalytic funds.

87. The NSSF will be responsible for implementing component 3 and will work closely with the other agencies to understand the profile of the youth, monitor their saving behavior, develop outreach and communication strategies to encourage persistent savings.

88. The State Department for Youth will implement Component 4 and will oversee the engagement with county governments, development of the data integration platform, manage the GM systems, and will be responsible for overall project management and coordination. It will also provide support to other agencies responsible for each of the Components and will work closely with Ministry of Cooperatives and MSE Development to aid development of an M&E system for Catalytic Funds.

89. MYSA will provide project oversight and be responsible for overall policy-related issues. It will deliver the project among the supporting agencies and will ensure that there are efficient links between the Project activities and other related programs and projects. It will lead the broader policy dialogue, advocacy, and communications related to the Project. MYSA will also be responsible for reporting on outcome indicators and will be the lead agency in Kenya for the impact evaluation and tracer studies and the routine monitoring of the Project. To carry out its responsibilities MYSA will establish a project management Unit (PMU).

90. A Project Steering Committee (PSC) will also be established comprising the Cabinet Secretaries from the implementing and cooperating ministries and chaired by the Cabinet Secretary for MYSA. It is also proposed that there be a Project Implementation Technical Committee (PITC) comprised of Principal Secretaries responsible for the implementing and cooperating agencies and chaired by the Principal Secretary (PS) responsible for Youth Affairs. The PSC would provide a supervisory role for implementation while the PITC could provide technical know-how, guidance, and integrated logistical support.

### 7.2 SEP management

91. The Social Specialists based at the PMU will be responsible for the implementation of this SEP and any updates that will be required during the project period. They will work closely with the communication and M&E Officers at MYSA and NSSF. They will also be responsible for the GM as discussed further below.

### 7.3 Capacity building

92. NYOTA will arrange the necessary training associated with the implementation of this SEP (and GM) that will be extended to the PIUs, E&S specialists and staff of implementing and technical agencies handling the project. Specialized training will also be provided to the staff appointed to deal with stakeholder grievances as per the project GM. In addition, institutions and establishments implementing project interventions will be trained on the operationalization of the GM.

93. Contractors/service providers (including consultants) and primary suppliers will also receive necessary instructions for the SEP/GM. In addition, the stakeholder engagement training module may include but not limited to the areas identified in Table 6.

Table 6: Proposed Training Module for Stakeholder Engagement

<i>S/No.</i>	<i>Module</i>	<i>Target</i>
1	Role of stakeholders	All levels
2	Managing stakeholder interests	NYOTA Management
3	Managing stakeholder participation	NYOTA Management
4	Stakeholder negotiation skills	All levels
5	Communication skills	All
6	Building relationships for effective stakeholder engagement	All
7	Project GM and how it helps stakeholders engage with the project effectively	All

### 7.4 Budget for implementing the SEP

94. Table 7 presents an estimated budget for implementing the SEP. This component of the budget will be included in the SMP for purposes of streamlining the project budgets.

Table 7: SEP Proposed Implementation Budget (5 years)

<i>S/No.</i>	<i>Module</i>	<i>Target</i>	<i>Budget (USD)</i>
1	Awareness creation	All stakeholders	10,000
2	Formal launch of NYOTA	Key national and county stakeholders	5,000
3	Establishment and operationalization of Project GM Committees	MYSA, NSSF and Implementing Agencies	20,000
4	Training PMU, PIUs, E&S specialists and staff of implementing and technical agencies handling the project on ESF, GBV/SEAH, vulnerable and disadvantaged individuals and groups, SEAH, SEP/GM etc.	Implementing and Technical Agencies (MYSA, NSSF, NITA, MSEA, NEA, SDL)	30,000
5	Training of service providers/contractors on GM, SEAH, LMP	Service providers/contractors	20,000
6	Awareness creation to target beneficiaries on GM, SEAH	Target beneficiaries	10,000

7	Generation, production and dissemination of project materials	Beneficiaries, workers and stakeholders	15,000
8	Stakeholders quarterly review meetings	All implementing and Technical agencies	10,000
9	Capacity building on the SEP	PMU, PIU and Implementing Agencies	10,000
10	Updating the SEP	PMU, PIU and Implementing and Technical Agencies	3,000
11	Enhancing the functionality of the GM	PMU, PIU and Implementing and Technical Agencies	3,000
<b>TOTAL</b>			<b>136,000</b>

## CHAPTER 8: MONITORING, EVALUATION AND REPORTING

95. An important strategy to effectively engage stakeholders and promote transparency is to involve them in monitoring the implementation of mitigation measures. Participatory monitoring also strengthens relationships between the project and its stakeholders. The SEP will be periodically reviewed, revised and updated as necessary during NYOTA implementation to ensure that the information presented therein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of development. Any major changes to the project related activities and to its schedule will be duly reflected in an updated SEP.

96. Quarterly summaries and internal reports on grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the NYOTA PMU - the quarterly report will thus be guided by data obtained and reported monthly at county level. The monthly summaries will also provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the project's ability to address these in a timely and effective manner.

97. Information on public engagement activities undertaken by the project during the year may be conveyed to the stakeholders in two possible ways:

- i. Publication of a standalone annual report on project's engagement with the stakeholders;
- ii. Reports from the monitoring activities: several Key Performance Indicators (KPIs) will be monitored by the project on a regular basis, including the following parameters:
  - a) Number of public reviews, consultation meetings and other public discussions/forums conducted within a reporting period (e.g., monthly, quarterly, or annually);
  - b) Frequency of public engagement activities;
  - c) Geographical coverage of public engagement activities – number of wards, POs and/or MCs covered by the consultation process;
  - d) Number of public grievances and nature received within a reporting period, (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
  - e) Number of press materials published/broadcast in the local, County, and National media in the appropriate form and language; and
  - f) Number of project investments in the beneficiary communities in the project area.

98. The project team will conduct surveys on the WB supported components at the entry, mid-point and end of the project. The results from these surveys will be used to inform the WB on the necessary steps to take towards meeting the SEP objectives and project goals.

## ANNEXES

### **Annex 1: Report of the Stakeholders Consultations Workshop on the Safeguards Protocols and Instruments Used During KYEOP Implementation in Nairobi**

The workshop took place on December 19<sup>th</sup> and 20<sup>th</sup> 2022 in Nairobi at the Kencom House 3<sup>rd</sup> floor Youth Boardroom. The participants' list is provided further below.

#### **Agenda**

The facilitating team agreed to the 2-day program agenda as shown below. The PowerPoint presentations in the 2 days were on: (i) rationale for an Environmental and Social Safeguards Framework in projects; (ii) KYEOP environmental and social safeguards tools and instruments; and (iii) role of the stakeholders in a social protection youth project.

The participants on Day 1 were mainly drawn from the agencies that have directly participated in KYEOP implementation. The guide questions were based on the participants identifying the instruments/protocols they had interacted with during KYEOP, stating the issues they encountered and discussed on the effectiveness and efficiency of the tools and making recommendations.

During the second day the participants were mainly safeguards experts in different organizations. The guide questions were on their areas of knowledge, operation and experience. They also gave recommendations on improving the effectiveness and efficiency of the tools used for KYEOP.

#### **Objective**

To deliberate in enhancing the tools and instruments used in the implementation of KYEOP and ensuring effective participation and inclusivity of the youth, teenage mothers, youth with disabilities, minorities and marginalized groups in all projects.

#### **Day 1**

The following issues were mentioned as encountered in KYEOP

- Delay of the grant
- Frequent updates to manage youth expectations
- Inadequate facilities to handle special groups
- Dropping a big number of male applicants for gender balance
- Youth did not consider that training was for job placement
- A teenage mother who was unable to attend most classes due to the distance from home to the training center
- Having one type of disability because categories were not put in the application form
- Teenage mothers 14-18 years were many, but we did not admit them in the program
- Lack of well-trained personnel for special groups
- There were several deaf youth beneficiaries who needed more than one Interpreter
- Venue was welcoming for most of the beneficiaries except for the ladies who needed friendly venues that are well equipped
- Safety of the youth was worsened by delay of stipend



- High cost of the venues and some were far away from the participants' residences. This affected mainly YWDs
- Most of the young girls give birth at very early age and did not have anywhere to leave their children
- Some got the support very late because they did not have IDs that took long to process
- Male trainers were more and led to female sexual harassment and violence

### Day 1 Recommendations

- Need female trainers in all trades
- Grant process to be made more efficient
- Use outreach mobilization, marketing and promotion of the project
- Communication, good and also provision of free SMS (tollfree)
- Long term sustainable plan for the project
- Strongly recommend increase of the 5% to YWDs to 50%? For Gender Parity.
- May be assist the parents or guardians for those youths who cannot do anything on their own due to disability. Merge departments to provide this.
- Improve the amount allocated and pay on time
- Youths should be encouraged to apply in their areas of residence to avoid many requests for transfers during placement
- Temporary day care centers to be established in the new training centers.
- Segregate categories with different disabilities at entry
- Meet with employees on youth employment sensitization
- Doing a thorough check and investigation in the strength of disability or a single mother
- Looking for well trained personnel who will help the people with disabilities
- It would be good if the office could set up a database of interpreters
- Braille provision was a success since many are expensive to source for their services
- Each center to be allocated an interpreter-language to ease communication between the services provide and the students
- We have the interpreters ready and be in advance before youth reporting
- Have adequate language and sign experts on each center in order to mitigate this challenge
- Access to Braille machines
- Need to train both beneficiaries and the service providers on gender
- Check on the selection protocol for VMGs, mobilization using ground leaders
- Improve stipend payment
- Increase of days of counselling
- Make sure the trainers are legitimate
- Background checks on the venues in view of the selected participants. Venue to be PWD friendly in terms of the environment and facilities
- Thorough training and learning internship placement protocol
- Childcare support fund to be increased a little bit to cater for other needs that have emerged because of the economy
- It's better to support new mothers by either giving them capital to take their children to daycare or even build a sample center when their babies will be taking care of
- Work hand in hand with all government offices
- Be quick in response for updates
- Using more local partners

- Using local partners and use of banking method for the youth to save
- Register back up should be on the cloud
- There should be suggestion boxes at all sub-county offices so as to reach all youth even those unable to log in online
- Thorough safeguarding instruments
- Doing a follow up of those who were short listed, appeared physically then left
- Allocation of youths to the service providers to be equal not some getting more than others
- It's better to address the underlying issues so that moving forward it will be smooth and some of the grievances will be sorted
- Allow more time for visits
- Frequent M&E for implemented projects that have agents to address the grievances
- Allow for or arrange monthly visits in the groups to hear about their grievances and provide immediate feedback
- Get to understand the needs and concerns of each group
- Incidents management is good
- The timelines given for us were short to implement the while program funds allocation was very little per youth to start up for suitability
- Have KYEOP exchange program
- Follow up protocol especially on these participants able to get grants and set up business. How are the business failing?
- Engage program for longer period
- It is my concern that the project absorbs the vulnerable youths with skills and knowledge, some have diploma certificated but are stranded
- Make a follow up on the youths do not train and abandon them market and create jobs for them
- Please KYEOP make sure the MC and the trainer are legitimate because most of them are just about money and they do not have affiliation to institutions or colleges

## Day 2 Discussions and recommendations on safeguards instruments and protocols

20<sup>th</sup> Dec 2022 2nd Day Guide Questions.

The participant to respond based on their areas of knowledge, operation and experience

Vulnerability mapping based on disadvantage	Guide Question	Suggested actions
Accessibility	How do we enhance inclusivity of youth who are challenged in accessing or being accessed during projects implementation?	<ol style="list-style-type: none"> <li>1. Create a platform</li> <li>2. Community engagement at the grassroots level, in community Hall, VCTs or TVET centers and during School holidays</li> <li>3. "DIGITAL ACCESSIBILITY" and Make KYEOP website accessible to youths with visual impairments, dyslexia, etc. Other application should be accessible to YWD</li> <li>4. By giving them skills of business and how to manage their businesses</li> </ol>

		<ol style="list-style-type: none"> <li>5. Creation of a central point for both information and enquires at the nearest location as possible</li> <li>6. Being intentional and proactive on teaching</li> <li>7. Create one strong youth empowerment center</li> <li>8. Increase coverage</li> <li>9. Community engagement by Do's, churches, CBO's, NGO's</li> <li>10. Radio, TV, sed newspapers</li> <li>11. Selection criteria should be fool proof</li> <li>12. Home environment should be considered when making decisions for youth</li> <li>13. E-marketing</li> <li>14. Map out a selection program so as not to benefit/access some youth twice or more</li> <li>15. We can use the NCPWD to assess the information on PWD beneficiaries</li> </ol>
<b>Literacy</b>	How can we enhance employability skills and Employment opportunities for youth who are illiterate?	<ol style="list-style-type: none"> <li>1. Educate them more on the advantages and disadvantages i.e. more life skills trainings</li> <li>2. Hands on skills</li> <li>3. Training on basic English &amp; mathematics</li> <li>4. Lessen the content</li> <li>5. Use of more infographics</li> <li>6. Include literacy sessions</li> <li>7. Offering more artisan courses that can be given by TVET institutions because each day we have new opportunities</li> <li>8. Basic language/common training</li> <li>9. Speak the language of the youth</li> <li>10. Provide hands on skills to youth other than master craft skills</li> <li>11. Include basic literacy classes</li> <li>12. Basic math, finance, English</li> <li>13. Most of the youth use smart phones we can use e-training</li> <li>14. Prepare materials in sheng language</li> <li>15. Use of local language to train</li> </ol>
<b>Disability</b>	How can we enhance YLWD inclusivity? Involvement in projects implementation?	<ol style="list-style-type: none"> <li>1. Organizations working with youths with disabilities</li> <li>2. Diverse needs of neuron cognitive impairment –diverse impairment not a fit for all approaches</li> <li>3. Boarding facilities during training</li> <li>4. Employers to be trained on disability mainstreaming</li> <li>5. Data segregation</li> <li>6. NCPWD and other DPO's have come together to create the NCPWD career portal with 88% users being youth disabilities. When applications are open share the advert to reach the diverse disabilities</li> <li>7. KYEOP tools of collecting data should provide a column for YWD to show anticipation and inclusivity prior the forum</li> <li>8. By giving them equal chances like other people</li> </ol>

		<ol style="list-style-type: none"> <li>9. Partner with institutions that have YWDs who have graduated with different skills from majority TVET institutions</li> <li>10. Website upgrade</li> <li>11. Partnership with stakeholders in PWD</li> <li>12. Engagement from start to end</li> <li>13. Accessible website to all</li> <li>14. Champion on employment</li> <li>15. Provide a conducive environment</li> <li>16. Friendly training environment</li> <li>17. Involve PWD organizations to reach youth with disability in rural area</li> <li>18. Partner with NCPWD organization in training employment</li> <li>19. data disaggregation – number of girls with disability</li> </ol>
Gender	How can the gender factor be mainstreamed in projects implementation?	<ol style="list-style-type: none"> <li>1. Children services within the center addressing unpaid care work</li> <li>2. Community engagement</li> <li>3. Climate action</li> <li>4. By engaging both gender females and males</li> <li>5. Making youth equitable</li> <li>6. Mainstreaming traditional forms of mobilization</li> <li>7. Caregivers flexible trainers</li> <li>8. Go for 50/50 on gender</li> <li>9. Climate action</li> <li>10. Community sensitization forum to address social issues that are impediments</li> <li>11. Gender issue addressed during training</li> <li>12. Climate actions</li> <li>13. Understand the need and priority of both male and female youths</li> <li>14. Address social /gender norms hindering the involvement of youth through community engagements</li> <li>15. Mechanisms/safe spaces for handling SGBV</li> </ol>
Economic and occupational status	How can we engage youth positivity to increase their economic and occupational status?	<ol style="list-style-type: none"> <li>1. Mandated Inter-governmental coordination</li> <li>2. Follow-up grants</li> <li>3. Revolving fund</li> <li>4. Social Empowerment</li> <li>5. Community integration</li> <li>6. Career progression</li> <li>7. Inter-sectionality</li> <li>8. Gender, ICT infrastructure, YSO</li> <li>9. Climate action upscale KYEOP</li> <li>10. Mentorship sessions</li> <li>11. Continuous capacity building</li> <li>12. Partnership with industries/mentorship</li> <li>13. Markets for provider/service through partnership</li> <li>14. Academic and career program</li> <li>15. Business plans evaluation</li> <li>16. M&amp;E</li> </ol>

		<ol style="list-style-type: none"> <li>17. Networking for beneficiaries</li> <li>18. Post-project follow-up</li> <li>19. Awareness training</li> <li>20. Continuous capacity building</li> <li>21. Youth informed projects - from the designing stage</li> <li>22. Group revolving funds</li> <li>23. Mindset change - self employment</li> <li>24. Continuous mentorship create part with industries</li> <li>25. Partnership with industries coaching</li> <li>26. Bring entrepreneurs for motivation</li> <li>27. Encourage them to join sacco and chama</li> </ol>
Minority and indigenous people	How can we enhance minority and indigenous people inclusivity, involvement in projects implementation?	<ol style="list-style-type: none"> <li>1. Knowing the people's needs based on their interests</li> <li>2. School holidays</li> <li>3. Involvement</li> <li>4. Markets for them</li> <li>5. Community engagement so as to take into consideration their interests during the whole project cycle</li> <li>6. Take note of their views</li> </ol>
IDPs	How can involvement of IDPs, gender parity and Grievance Redress be done for the group?	<ol style="list-style-type: none"> <li>1. Addressing the specific needs of the youths</li> <li>2. Psychosocial support</li> <li>3. Incorporate their communication structures</li> <li>4. Addressing some of their immediate need provision of sanitary package</li> <li>5. Use the existing and advance project interests within these structures</li> <li>6. YWD add a column with disability (village model)</li> </ol>
Youth	How can the Youth issues be mainstreamed effectively and efficiently in projects implementation?	<ol style="list-style-type: none"> <li>1. Offering more training and sensitization programs</li> <li>2. Same language that employers understand</li> <li>3. Mentorship sessions</li> <li>4. Customized the training to suit specific youth</li> <li>5. Flexible training hours</li> <li>6. Involves youth from the start</li> <li>7. Speak their language</li> <li>8. Involve communication CBOs</li> <li>9. Youth to articulated their issues</li> <li>10. Inter-generational conversation</li> <li>11. Extend support to address immediate needs</li> <li>12. Alumni for KYEOP project program exchange</li> <li>13. Hold an open forum for youths to air their grievances</li> <li>14. To know youth issues, you must speak to the youths</li> </ol>
<b>Teenage mothers</b>	How can mainstreaming teenage mother's issues in participations, skills and empowerment, Employment and job opportunities be enhanced?	<ol style="list-style-type: none"> <li>1. Sensitization</li> <li>2. Teenage mothers should go back to school</li> <li>3. Counseling</li> <li>4. By giving support mental of skill and how they can start their own business</li> <li>5. Caregivers</li> <li>6. Extra allowance</li> <li>7. Include fathers in mentorship</li> <li>8. Provide a conducive environment for mothers, baby care services, breast feeding opportunities</li> </ol>

		<ul style="list-style-type: none"> <li>9. Include aspects of baby care training</li> <li>10. Flexibility in training time</li> <li>11. Psychosocial support for the young mothers and fathers</li> <li>12. Suitability of the support given to teenage mothers, which is key after training</li> <li>13. Look for ways to mentor and increases sexual awareness to both genders to avoid cases of teenage mothers</li> </ul>
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#### Outcomes of the workshop and recommendations.

- i. The participants deliberated, identified and gave input into the tools and protocols used during KYEOP implementation. They also made suggestions on how to improve project implementation.
- ii. The safeguards experts and the key stakeholders appreciated the early consultations with indigenous groups and wanted the same fast tracked across all projects.
- iii. Based on experiences during KYEOP, most of the beneficiaries were able to relate well with the tools and protocols, thereby providing informed recommendations.

#### Conclusion

As KYEOP team it was an excellent opportunity interacting with the key experts in safeguards and the project beneficiaries who used the same instruments and the protocols during implementation. Their contributions were real time input.

#### AGENDA: SAFEGUARDS STAKEHOLDERS' MEETING

Mon. 19<sup>th</sup> and Tue. 20<sup>th</sup> Dec 2022 MYSA Boardroom, KENCOM 3<sup>RD</sup> Floor

08.30 a.m.	Registration of guests	PCU
09.00 a.m	Welcome remarks and Introduction	MYSA
09.10 a.m	Opening remarks	NPC
09.20 a.m	Rationale for an Environmental and Social Safeguards Framework in projects	NPC/WB
	<b>Tea break</b>	
10.00 a.m	Presentation on: <ul style="list-style-type: none"> <li>1. The established safeguards issues encountered during the implementation of KYEOP and how they were managed.</li> <li>2. KYEOP environmental and social safeguards tools and instruments.</li> </ul>	<b>Safeguards and GRM Officer</b>
10.30 a.m	Role of the stakeholders in a social protection youth project	DNPC-Technical
10.45 a.m- 12.40a.m.	Guides distribution to all participants Filling and collecting of the guides	<b>Communication Officer</b>
	<b>Lunch Break</b>	

2.00 p.m.	Plenary and Way forward	PIU
3.00 p.m.	Vote of thanks	DYA
3. 10 p.m.	Tea Break and Departure	

19<sup>th</sup> Dec, 2022 1<sup>st</sup> Day List of Participants

1. Beneficiaries of KYEOP-8
2. KYEOP youth drop-outs-6
3. Training providers LST, CBST and JSST-6
4. Master Crafts men- 3
5. Future bora social enterprises -2
6. KCB-1
7. PCU-5
8. PIU-6
9. MYSAs Directors-4
10. RC Nairobi County-1
11. CD Nairobi County-1
12. Nairobi YDOs-2
13. WB-2

**Total participants- 47: Most of them have interacted closely with KYEOP**

20<sup>th</sup> Dec 2022 2<sup>nd</sup> Day list of Participants

1. KYEOP beneficiaries and non-beneficiaries- 16
2. National Employment Authority-1
3. National Youth council 1
4. National Council for People with Disability-1
5. Nairobi County Rep-1
6. Nairobi DCC-1
7. Gender Director Nairobi-1
8. Collaborative Centre for Gender and Development-1
9. National Council for Population Development (NCPD)
10. Women challenged to challenge 1
11. Disability Inclusion Consultant-1
12. A youth CBO-1
13. FBO-1
14. Kenya Private Sector Alliance-1
15. The central Organization of Trade Unions (COTU)-1
16. SAFARICOM-1
17. MYSAs Directors-4
18. VIVA NPC-1
19. Nairobi RC and CD-2
20. PCU-4
21. PIU-6
22. WB-2

**Total Participants- 50**

**SAFEGUARDS CONSULTATIVE MEETING –Youth Invited –NAIROBI COUNTY**

	SUB-COUNTY	INVITEE CATEGORY	NAME	CONTACT
1.	Embakasi East	Cycle 2 grant beneficiary	Evans Sumba	0710518125
2.	Dagoretti North	Cycle 3 grant beneficiary	Protus Simiyu Sabwani	0706570888
3.	Starehe	Training & Internship beneficiary	Harison Nyaga Muibara	0701265250
4.		Training & Internship beneficiary	Victor Kisala	0725095415
5.		Training & Internship beneficiary	Millicent Gatwiri	0728914688
6.	Kasarani	BPC beneficiary	Kelvin Wanjalla	0712258480
7.	Ruaraka	Innovation challenge (male)	Pamela Achieng	0725752416
8.	Ruaraka	Innovation challenge (female)	Mercy Mutheu	0745726586
9.	Langata	Enrolled but dropped (male)	Francis Mbotela	0792486808
10.	Embakasi South	Enrolled but dropped (female)	Vivian Adhiambo Osuka	0746786601
11.	Embakasi North	Enrolled but dropped (male YLWD)	Alex Wambua	0700024706
12.	Dagoretti South	Enrolled but dropped (teenage mom)	Regina Mwendu Muema	0799890117
13.	Ruaraka	Enrolled teenage mom	Doreen Rose Situma	0714012902
14.	Kamukunji	Youth leader from CBO	Faith Nkatha	0797914024
15.	Embakasi West	Rep of an FBO	Ellam Mmei Usagi	0712588367
16.	Mathare	Non beneficiary (male)	Humphrey Joseph	0707092703
17.	Embakasi C'tl	Non beneficiary (female)	Caroline Waceke Kimani	0728352390
18.	Langata	Non beneficiary (YLWD)	Dominic Maingi	0710649327
19.	Kibra	Non beneficiary (VMG) – <i>Nubian</i>	Ramadhan Abubakar Sebit	0712454007
20.	Kibra	Non beneficiary (VMG)	Levin Akoth	0719440812
21.	Kibra	Non beneficiary (teenage mother)	Linnet Anyango	0797641566
22.	Kamukunji	CBO working with YLWHIV	Peter Wanjiru	0726349248
23.	Kibra	Non beneficiary (female YLWHIV)	Sharon Adhiambo	0768481173
24.	Mathare	Non beneficiary (YLWD)	Vivian Mumbua	0707369103
25.	Westlands	Rep. conversant with inclusion of special needs	Brendah Okuta	0703265771
26.	Kamukunji	Youth CBO rep. (Male)	Kiilu Nzomo	0722779025
27.	Kamukunji	Youth CBO rep.	Sylvia Oyeri Anase	0113389558
28.	Makadara	Grant beneficiary	Teresa Mutua	072243827
29.	Dagoretti North	Grant beneficiary	Metrine Lodenyi	0746183016
30.	Starehe	Training & Internship beneficiary	Edith Amimo	0796522658
31.	Kamukunji	Training & Internship beneficiary	George Otieno	0110479060
32.	CBD	BPC beneficiary	Jeremy Macharia	0702472242



33.	CBD	BPC beneficiary	Victor Nzau	0717451659
34.	Starehe	T&I beneficiary -YWD	Erastus Mwanda	0796845204

### MCs

	Subcounty	Name	Contact	MCs Trade	Date Invited
1.	Starehe	Joseph Kisoro	0722862153	Motor Vehicle Mechanics	19/12/2022
2.	Mathare	Kelvin Munguti	0704124048	ICT & Cyber services	19/12/2022
3.	Roysambu				19/12/2022

### GUIDE QUESTIONS

The participants to identify the instruments/protocols they interacted with during KYEOP and respond.

Safeguards KYEOP instruments/ Protocols	Issues encountered in the project	How the tool was used to mitigate the issue that was encountered in the project	What can be improved/ enhanced in regard to tools
Vulnerable and Marginalized Groups Framework (VMGF) to increase applications			
Selection allocation for 5% and 50%			
Placement protocol for YLWDs and teenage mothers during Training and Internship			
Braille, Interpreters and Aiders services.			
Friendly premises/venues.			
Day care support for teenage mothers/new mothers			
MIS-Grievance Redress Mechanism online module on complaints resolution			
Website FAQ sheet for updates			
GRM manual register for walk-ins			

### GUIDE QUESTIONS

The participants to respond based on their areas of knowledge, operation and experience.

Vulnerability mapping based on why they are disadvantaged.	GUIDE QUESTION	SUGGESTED ACTIONS
Unresolved Issues/complains	How to ensure that t GRM is readily accessible to all-inclusive, culturally appropriate, timely, and effective in resolving concerns and grievances,	
Accessibility	How do we enhance inclusivity of youth who are challenged in accessing or being accessed during projects implementation?	

Literacy	How can we enhance employability skills and Employment opportunities for youth who are illiterate?	
Disability	How can we enhance YLWD inclusivity, involvement in projects implementation?	
Gender	How can the gender factor be mainstreamed in projects implementation?	
Economic and occupational status	How can we engage youth positively to increase their economic and occupational status?	
Minority and indigenous people	How can we enhance Minority and indigenous people inclusivity, involvement in projects implementation?	
IDPs	Involvement of IDPs, gender issues and GRM	
Youth	How can the Youth issues be mainstreamed effectively and efficiently in projects implementation.	
Teenage mothers	How can Mainstreaming teenage mothers' issues in participation, skills, empowerment, employment and job opportunities be enhanced.	
Health	The health challenges limit the youth which ranges from mental, social, physical and spiritual, how should this be managed objectively	

## KILIFI STAKEHOLDER'S CONSULTATION NOTES

Date: February 9 – 10, 2022

### DAY ONE- YOUTH BENEFICIARIES IN EVERY INTERVENTION AND CATEGORY MCs, FTFS

1. Some youth did train but never had money to go for the exam due to stipend delay.
2. Some MC was not helping so much they should be followed up.
3. Stipend amount does not commensurate the actual fare.
4. Exam-tools for exam not enough and Certificate delay.
5. The school has no tools to train hospitality.
6. Mobilization to be improved through advertisement, baraza.
7. Used as labor like digging the traces but the MC could do all the pipping alone.
8. Internship as above but electrical. Movement to the site's youth incurred cost which had not been anticipated especially in vast counties
9. Disbursement timelines of the payment tranches delayed, the youth need mentors
10. A youth in Tailoring and pregnant and gave birth, stipend delayed and so she could not do her exam.
11. Some interpreters for deaf challenge did not understand content
12. Lack of involvement of youth in planning and execution
13. Digital literacy trade selection
14. Age limit. Youth between 25 to 29 years were more committed to the project. Open the project to age 35 years
15. Grants 40k very minimal

16. Dispersing of the funds on time
17. Monitoring need for more follow up
18. Trade selection suggested open
19. The interpreter should be skilled enough to transfer knowledge given
20. Young mothers lack money to pay house helps while on training
21. Delay in payment resolution
22. The tollfree line always busy and there was no audial or SMS function
23. Expectant mothers' protocol should be considered from application to training and during assessment
24. Some MCs lacked tools
25. Daycare was not supportive immediately after delivery
26. Special target on complaints resolution for YLWDs and young mothers
27. Lack of commitment of the trainers on delivery
28. Placement was far from home
29. Selection on courses protocol for YLWDs because of their specialties
30. The premises were not enough for the VMGs
31. Day care was only available during LST AND CBST
32. Damage of GRM manual register can happen
33. The application form was in English
34. Teenage mothers' children cry interfering with learning
35. Interpreters reported late
36. The FAQs should be developed for every county based on their issues
37. YLWDs dropping out due to lowliness
38. Noisy Venues were not friendly since most of them were mixed with primary school that were too noisy
39. Field officers should verify physical information regarding payment to minimize delays

#### **DAY 2 -NON-BENEFICIARIES PROJECT, CBOs, FBOs, YOUTH LEADERS**

1. Project to include college graduates
2. Give feedback after applying
3. Digital skills should be included in the CBST curriculum
4. Difficult in logistics.... disburse the first batch of 6k before training
5. The Access of grants/tools to consider the LST/CBST graduate
6. Period for JSST to be added, delay of the exam certificate
7. Before funding or grant pre monitoring important.
8. Identify champions to assist youth and train youth in KYEOP
9. Information to reach PWD so awareness to be enhanced
10. Database for interpreters at the county
11. Interpreter to have content to be able to transfer information.
12. There was congestion during FTP training
13. Identification of trainers who are well trained
14. No education youth how they have benefitted
15. Amount of grant 40,000 more amount
16. Duration for feedback should be faster
17. Attachment for the KYEOP graduate
18. KNEC interoperability should be considered
19. LST/CBST-GRANT and what intervention for graduates can be considered

## 20. Identify and building the stakeholders capacity

### Recommendations from the 1<sup>st</sup> and 2<sup>nd</sup> day participants

1. Digital applications to be supported by manual applications through chiefs
2. Application APP in the phone
3. 5% and gender parity rule to be enforced during mobilization
4. Consider pregnant women at intake and application
5. Have adjustable classes for mothers- breaks to breast feed
6. MC to be well screened
7. Well-furnished day care especially after CBST
8. More people at the call center and number to be picked all the hours
9. All activities to be updated regularly at the website
10. YDO should updated often
11. The various handle for responding to issues should be available always
12. GRM to the special groups and presence of interpreters during GRM sensitization
13. Special target to YLWDs and YOUNG mothers
14. Chiefs to be involved to demystify disability
15. Placement near homes for young mothers and increase their stipends
16. Interpreters should not be hired from other Sub counties
17. Premises were not fully equipped with all training materials
18. Use of leaders to manage complaints
19. Public awareness should be made instead of using FAQ sheets
20. Teenage mothers should be provided with a caterer or funds being allocated to young mothers
21. There should be a tollfree line and more call centers for every county
22. The grievance mechanism should be maintained
23. The application form to have simple English
24. Select the teenage mothers and allocate them specific place where they got helpers easily
25. County should have its website
26. Involve the SMS in the toll-free line to involve deaf youth
27. Confirmation from individual youth before submitting the names and accounts details.
28. Training to be conducted in quiet places and for people with disabilities training to be conducted where they are free and have space.

### Accessibility

- ✓ More awareness for reaching the information to the chiefs and leaders
- ✓ Increase programs e.g. creating seminar, youth campus, face to face learning
- ✓ use of stakeholders to reach other youth
- ✓ use other organization
- ✓ SMS free communication, texting like use common numbers (20204)

### Literacy

- ✓ Train them and provide them with stipends to open businesses
- ✓ Leverage on Industrialization
- ✓ Identifying their talents and mentoring them
- ✓ Identifying business passions and skills
- ✓ Giving them opportunity without looking academic studies

- ✓ Giving them skills and targeting them

#### **Disability**

- ✓ Involving them in all categories and activities
- ✓ Make sure information reach them properly
- ✓ Have qualified aiders
- ✓ Direct contact with the PWD leaders
- ✓ Have text to speech feature for blind
- ✓ Categorized skills based on the disability

#### **Gender**

- ✓ Consideration of the other groups in the implementation
- ✓ Ensure the implementation of 50/50 gender policy

#### **Economic and Occupational status**

- ✓ More grants opportunities
- ✓ Thorough training to get required skills for any job employment
- ✓ Go to marketplace and identify how market is and be able to train us
- ✓ The trained youth should have direct contact with the funders

#### **Minority and indigenous people**

- ✓ Specify the target indigenous groups in the application portal
- ✓ By involving youth in those projects by creating those vacancy for them
- ✓ Involving them in every stage

#### **IDPs**

- ✓ Involving them in every stage
- ✓ Having special groups for mothers
- ✓ Give aid that is accessible by everyone
- ✓ Free application for all
- ✓ Direct link in the application portal
- ✓ Have a different link in the applications
- ✓ Use of stakeholders to reach them
- ✓ Enhance public participations

#### **Youth**

- ✓ Proper channel to direct feedbacks
- ✓ Dialogue with the youth on specific nation events targeting youth
- ✓ Monitoring and evaluation based on day and time that is effective with the youth

#### **Teenage mothers**

- ✓ Provide day care during trainings
- ✓ Empower them through motivation speakers
- ✓ Priority in granting the business grants
- ✓ Be given priority in giving training in case they can't be available, let them be followed for proper trainings
- ✓ Be provided with day care matrons during trainings
- ✓ Let them provide us with finances so that we can plan ourselves before the training
- ✓ Deliberately targeting them in all programs for teenage mothers

## **Annex 2: KYEOP Uptake Points Contacts**

*Note that this will be revised to suit the management structures to be adopted by Nyota.*

In case of a Complaint, contact or directly channel your complaint(s) through any of the following points during working hours (0800 hrs. to 1700 hrs.):

1. KYEOP Project Coordinator PCU Physical address and post office numbers:  
Kencom building, 3<sup>rd</sup> floor P. O. Box 30050- 00100 Nairobi, Kenya
2. MSEA PIU Coordinator MSEA physical address and Post Office numbers: Utalii Hse 10<sup>th</sup> Floor Left Wing, P. O. Box 48823-00100, Nairobi, Kenya
3. NITA PIU Coordinator NITA, Commercial st, Nairobi, Kenya Phone: +25420557688
4. MEACLSP physical address and post office numbers: NSSF building, Block 14<sup>th</sup> floor  
P. O. Box 40326- 00100 Nairobi, Kenya
5. KYEOP GRM Office located in every Implementing Agency Offices
6. E-mail: [kyeop@psgy.go.ke](mailto:kyeop@psgy.go.ke)
7. Hotline Number:
8. Cell phone: 0793060440/0793060444
9. Website: [www.psgy.go.ke](http://www.psgy.go.ke)
10. Face book page: Kenya Youth Employment Opportunities Project
11. Twitter: @KYEOP\_Kenya
12. Counties and Sub-Counties Youth Development Offices Located at every County and Constituency Headquarters

Annex 3: KYEOP Grievance Register

Date Received	Complainant Name	ID/ARN Number	Sub-County	Grievance Category	Case Description	Receiver	Handling Officer	Resolution Offered	Status	Stakeholder	Proposed solution/indicate a detailed description

N/B: One can attach any evidence provided.

#### Annex 4: Format for Recording the Proceedings of Grievance Redress Working Groups

1. Name of the complainant/s:
2. National Identification Number:
3. Address:
4. Date of the inquiry:
5. Time:
6. Whether Complainant participated or not:
7. Grievance or issue (in summary):
8. Statement made by the complainant/s:
9. GRC recommendation:
10. Participants in the Grievance Redress working Group:
11. Copies to: