



NAIROBI CITY COUNTY
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INCLUSIVITY, PUBLIC PARTICIPATION AND CUSTOMER SERVICES

Office of the County Chief Officer - Public Participation, Citizen Engagement and Customer Service

5th September 2024

PRELIMINARY REPORT ON THE OUTCOME OF THE PUBLIC PARTICIPATION FORUM ON THE PROPOSED NAIROBI TOURISM POLICY

The Nairobi City County Government is in the process of developing a tourism policy. This policy aims to create a strategic framework for the development, promotion, and sustainability of tourism in Nairobi. It seeks to enhance tourism products, foster better relations with stakeholders for sustainable tourism and ensure the policy aligns with the needs and expectations of both local and international tourists. This initiative is part of the Nairobi County Government's vision of making Nairobi a city of Order, Dignity, Hope, and Opportunities for all.

Article 10 of the Constitution of Kenya, Section 115(1) of the County Government Act, and NCCG Public Participation Act of 2016, section 6(v), provide for public involvement and engagement in making strategic decisions relating to the provision of County services and functions. Pursuant to this, the Nairobi City County Government invited interested members of the public and stakeholders for public participation and consultation on the Nairobi City County Tourism Policy on **5th August 2024** at **Charter Hall**.

OBJECTIVES OF THE FORUM WERE TO:

- Disseminate information on the proposed Nairobi City County Tourism Policy.
- Gather feedback from stakeholders on the policy.
- Create awareness of the strategic initiatives and goals of the policy.

THE INVITED STAKEHOLDERS

1. Members of the Public
2. National Government Ministry of Tourism and Wildlife
3. Government Tourism agencies
4. Private sector (Tourism Sector)

5. Tourism Academic and Research Institutions based in Nairobi
6. Civil Society/Non-governmental and Community-based Organizations
7. Tourism Professional Bodies
8. Associations in the Tourism Sector

This initial feedback to residents should help citizens follow through with the policy proposal.

PUBLIC PARTICIPATION FORUMS REPORT

i. ATTENDANCE SUMMARY

	MALE	FEMALE	TOTAL	PWD
Total number of participants	37	53	90	1

ii. SUMMARY OF STAKEHOLDERS VIEWS AND GOVERNMENT'S TAKE

CITIZENS INPUTS AND QUESTIONS	GOVERNMENTS TAKE
Two stakeholders were concerned that the first objective and the entire policy is geared towards tourism and business people and did not cover the culture and heritage part comprehensively yet there are so many such as railway museum and Murumbi Art Gallery	All these would be included during the mapping stage.
A participant commented that issues around climate change had not been captured and the policy should include climate resilience.	This is a reasonable proposal and the policy will see how best to capture this.

<p>A stakeholder also commented that the tourism policy should prioritize protection of the natural assets and it should be well pronounced in the policy. Forest and green spaces should be protected.</p>	<p>The policy will certainly have to include this proposal to protect natural assets.</p>
<p>Another participant added that there is need for the county to put up a tourism information centre.</p>	<p>A tourism information center is a good suggestion and will be considered.</p>
<p>A participant was for the idea that the county should include a comprehensive waste management plan.</p>	<p>This will be clear in the SWOT analysis and it is addressed in the second objective.</p>
<p>There was an inquiry on how partners and the tourism sector will collaborate/partner with universities on research.</p>	<p>This has been well documented in the policy under the tenth objective.</p>
<p>The participants questioned the strategies the county is looking at to bring nightlife in the CBD</p>	<p>This can be addressed in matters strategy and the County looks forward to further engagements on moving away nightlife from neighborhoods to the CBD.</p>
<p>A stakeholder also inquired on how prioritization is going to be done since there is a vacuum of information on priority areas including budget allocation.</p>	<p>When this process was started, the county realized the need for developing a marketing strategy for Nairobi and we shall be coming back to you as stakeholders for engagement on this.</p>
<p>There was an inquiry on what the county was doing concerning the issue of infrastructure to improve accessibility.</p>	<p>Improvement of infrastructure has been included and it's actually included in the CIDP and ADP for this year.</p>
<p>The county was questioned on why the camping industry had not been included yet there is a lot of camping spaces in Nairobi.</p>	<p>These camping opportunities will be explored in partnership with stakeholders in this space.</p>
<p>There was a concern that the mission touches on sustainability but it is not well captured in the document.</p>	<p>Sustainability on any initiative is an imperative that must be clearly pronounced, insufficiency of the same in this policy document will be addressed.</p>

A stakeholder commented that the document is well done but timelines had not been included.	Timelines cannot be done at the policy level. First, the strategy will be done which will inform timelines.
The stakeholders inquired on the County Tourism Board including the criteria and what players will be included.	On the board, the criteria and members are not included during the policy stage. This will be defined at the Act stage which stipulates everything including the TORs.
It was also suggested that the county should include alternative processes in public participation such as open space engagements to get divergent views.	The county appreciates the open spaces suggestion since the aim is to reach as many people as possible. The county has also explored participation on X Spaces and other online platforms on this policy.

On Sunday 4th August 2024 before the physical forum there was participation on X where about 1500 tourism stakeholders shared perspectives and proposals. The proposals have been received and they will inform the next draft before we invite you for a validation meeting.

Please learn about the 6 Boroughs Service Centers, coming soon after your endorsement in the public participation held last year.

Borough	Sub County
1. Western	1. Westlands 2. Dagoretti North 3. Dagoretti South
2. Southern	1. Lang'ata 2. Kibra
3. Central	1. Starehe 2. Kamukunji 3. Mathare
4. Eastern	1. Embakasi North 2. Embakasi West 3. Embakasi Central
5. South Eastern	1. Embakasi South 2. Embakasi East 3. Makadara
6. Northern	1. Ruaraka 2. Roysambu 3. Kasarani

DIRECTORATE OF PUBLIC PARTICIPATION

LET'S MAKE **NAIROBI** WORK