

UN-HABITAT ONE STOP YOUTH CENTRE MODEL

ONE STOP
YOUTH
CENTRE

UN  **HABITAT**
FOR A BETTER URBAN FUTURE



Kimisagara One Stop Youth Employment Centre,
Kigali, Rwanda © UN-Habitat

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Introduction

Urbanization is the engine that propels the world towards prosperity in the 21st century and youth are the engineers. Youth are society's most essential and dynamic human resource. There are more people under the age of 25 today than ever, totalling nearly three billion or almost half of the total global population; 1.3 billion of that total are between the age of 12 and 24. These youth live, by and large, in cities and towns; the cities of the developing world account for over 90% of the world's urban growth and youth account for a large percentage of those inhabitants. It is estimated that as many as 60% of all urban dwellers will be under the age of 18 by 2030.

One of the most important issues for youth is the lack of decent employment. Global youth unemployment rates are continuing to rise and have been exacerbated by the current economic crisis. Young people particularly those from slums

and informal settlements, have difficulties accessing jobs, essential resources and social services such as housing, education, health, and skills training. Young people require the best information and resources they can get when it comes to employment, health, crime prevention, governance, gender equality, rights and responsibilities.

UN-Habitat established its first and longest running One Stop Center in Nairobi, Kenya in 2003 with the support of the Nairobi City Council and the Dutch government. Following this success, in 2006 UN-Habitat's Youth Empowerment Programme expanded the One Stop programme across Africa, with the key centres being in Dar es Salaam, Kampala, Kigali and Nairobi. The agency also partnered with Starbucks to support youth centre development in post-conflict countries in Ethiopia, Rwanda, Palestine and Sierra Leone.

What is a One Stop Youth Centre Model?

The One Stop Youth Centre is a partnership between UN-Habitat and local governments, and utilizes an integrated approach to youth development by providing youth with safe spaces in urban settings where they can meet and access information and resources critical to youth-led development including peace building, research and policy development.

The Centres offer youth friendly services and contribute to their socio-economic development. The model recognizes that youth engagement and empowerment through training and capacity development is pertinent to addressing the challenges faced by young people such as employability. The centers provide skills training that contribute towards building a pool of skilled and employable young labour force. Some of the main areas of focus include programmes in arts and sports, employment generation, entrepreneurship, health services, and ICT. The main objectives of the centres are: To increase employment opportunities for youth through entrepreneurship and skills training linked to apprenticeships with local businesses and the housing industry;

- To encourage young people's active participation in issues of urban governance and urban policy development;
- To provide safe spaces for youth to access recreational activities and services and information on issues such as sexual and reproductive health, HIV/AIDS awareness;
- To support cities to develop their capacities in the area of youth engagement through the development of youth policies and strategies;
- To instill volunteerism and support life skills,
- To support and address the needs of the young women and girls.

The model identifies young people as a major force for the development of a more sustainable world through effective and meaningful participation of youth in decision-making

KEY CHARACTERISTICS OF ONE STOP YOUTH CENTRES

- Youth Friendly Space; young people have input into the look and feel of the space itself.
- Involvement of Youth-Led Development Partners in all phases of the implementation process.
- A sense of ownership and responsibility amongst youth and stake-holders in the One Stop facility.
- Youth volunteers who assist in the operation of the Centre.
- Trained Information Workers and Youth Workers as Centre Staff and Management.
- Programming in areas relevant to urban youth including thematic areas such as Health, Governance, ICT, Entrepreneurship and Livelihoods and Environmental Sustainability

The One Stops and Youth-Led Development Principles: The Kampala Principles

In 2009 representatives from the four One Stops in Africa gathered in Kampala, Uganda to further develop the One Stop programme. From this meeting 5 principles on “youth-led development” were defined. Youth-led Development is a methodology utilized by UN-Habitat, and is now more broadly within the UN system, which places youth at the centre of their personal development and that of their community. YLD recognizes the inherent ability of youth to take leadership roles within their communities. The five principles lie at the heart of the One Stop Centres and UN-Habitat’s Youth Empowerment Programme.

The Kampala Principles:

1. Youth should define their own development, goals and objectives,
2. Youth should be given a social and physical space to participate in development and to be regularly consulted,
3. Adult mentorship and peer-to-peer mentorship should be encouraged,
4. Youth should be role models in order to help other youth to engage in development,
5. Youth should be integrated into all local and national development programmes and frameworks.

The Youth-led methodology is increasingly being utilized by policy makers, practitioners and researchers. Most recently the 15 countries of the Ibero-American.

A Step by Step Guide on the establishment of a **One Stop Youth Centre**



One Stop Youth, Tanzania © UN-Habitat



Kimisagara One Stop Youth Employment Centre,
Kigali, Rwanda © UN-Habitat



Example Achievements:

- Providing safe space for youth to engage and undertake productive activities (e.g 1000 youth in Kigali utilizes the space on a daily basis).
- Influenced national youth policy changes such as in the case of Kenya and Rwanda where the model was utilized in the development of the city level and national youth development policies.
- Outreach and sensitization programmes on drug and substance abuse to schools in informal settlements.
- Vocational and skills training for youth in various trades including ICT, mobile phone repairs construction and appropriate technologies, plumbing, electricians and water managers.
- Life skills including leadership, volunteerism, community service, cultural enrichment and driving lessons.
- Model replicated under the UNDAF frameworks in Uganda and Rwanda.
- Development and dissemination of a series of five manuals focused on One Stop set-up guide, Youth information workers guidelines, entrepreneurship programming; community asset mapping, participatory planning and evaluation of urban youth centers. The manuals allow for divesture to other cities and countries.

Youth attend training at the Kamisagara Centre
© Julius Mwelu/UN-Habitat



Youth make a living from garbage collection, Korogocho, Kenya © UN-Habitat



One Stop Youth Centre's Success Stories

MR. KIWANULA MPIIMA

Mr. Kiwanula Mpiima from Kisugu slum area in Kampala undertook the entrepreneurship training programme conducted by the One Stop Centre, Kampala. Before the training Kiwanula was working with a colleague selling second hand clothes. After the training he was empowered to set up his own business known as KAKS IT services. Utilizing collateral provided by his family he was able to access funding from the Trust Bank totaling 1,000,000 Uganda shillings (400 USD). The business has since expanded and Mr. Mpiima is now selling telephone accessories and renting movies. From his business proceeds, he is able to pay his monthly loan installments of approximately 50,000 Uganda shillings (20 USD). He has improved the living conditions of his family through involving his wife in running the enterprise. Kiwanuka's vision is to be able to set up a phone repair workshop.

KAJJANSI YOUTH IN DEVELOPMENT INITIATIVE, UGANDA

Kajjansi Youth in Development Initiative (KYDI) is a youth-led group started by Kenneth, a youthtrained in Entrepreneurship at the One Stop Youth Centre in Kampala. Before the training, Kenneth was jobless and had dropped out of college due to financial challenges. Given his commitment to empowering young people, he was selected to participate in the UN-Habitat Training the Trainer Entrepreneurship programme that was held in Nairobi in 2009. Kenneth says that the training is the best thing that ever happened to him because it helped him identify the opportunities that existed in his home town of Kajjansi in Uganda. Kenneth used savings of the training allowances to pay his fees and decided to start up KYDI to support other young people. He identified unemployment problems faced by many young people and the poor such as the challenge of solid waste management and disposal in and around Kajjansi. Addressing this, in 2009 he established a Garbage Management Unit in KYDI that provides garbage collection as well as gardening services in Kajjansi 8 kilometers from Kampala city. Kenneth is happy to report that the initiative that started with only 3 clients has expanded to over 80 registered clients and employs 8 young men and women today. Currently the group has been recommended to undertake a contract with an upcoming Private Sector Recycling plant.

Achievements:

- The group that started with only 3 clients in 2009 in Kajjansi has today expanded to include a wide range of clients.
- Youth are being employed hence improving on their livelihoods and those of their families; with a perceived reduction in idleness hence less crime.
- A good practice on solid waste management has been established within the communities, with possible impact on issues such as climate change

“I am happy that the initiative that started as a dream has grown and I am able to earn a living from it. Impacting on the livelihoods of other young people and my community gives me the confidence to carry on.” states Kenneth.

Kenneth's major challenge is that the project uses hired trucks and due to constant increase in fuel price, the owners keep on increasing their charges, and this affects the project profits. However, as the project expands he plans to purchase a truck.

NAEMA RAYMOND URIU

Naema Raymond Uriu is a graduate of the One Stop Centre training in Entrepreneurship, Village Community Banking and Youth Building Brigades (YBB). Before undertaking the training she was running a salon which she has since handed over to her siblings to run. The YBB training involved skills training in construction and building for 20 days. These courses enabled her to mobilize other young men and women into a community youth group. The group made up of 32 young men and women is currently making savings contributing an average of 8,200 Tanzanian shillings (TZsh), equivalent to (5 USD) per month with the aim of buying plots of land to build houses using the knowledge gained from YBB. So far the group has a total savings of 6,300,000 TZsh (4,000USD). Naema also runs a bakery making bread, fritters and scones and supplies to the local community. With her income she is able to send her 2 sons to school. Among her challenges are stringent requirements from the Tanzania Food and Drugs Association (TFDA) related to labeling, premises and demand from the community which she cannot meet.

Nema has had an impact on the community. The entrepreneurship training has enabled her to gain confidence to start her own business initiatives as well as encourage other young people to be self-reliant. For example Naema identified a neighbour's son who was loitering in the streets. She encouraged him to go into water vending business since there is a shortage of water in the neighborhood. Starting with 5 containers (each takes 12 litres) the young man has now 50 containers selling at 500 TZsh each, making more than 100% percent profit on each container. The young man has also employed 3 of his siblings in the business and has diversified and set up a kiosk to sell airtime, mobile phone accessories and charging phones.

Another example of Naema's community impact is a local non-governmental organization, Migo Hood Network responsible for youth environment awareness programmes including cabbage collection and community clean ups. She linked them to the One Stop Center to learn skills in business proposal writing. They have since won the local tender for cabbage collection in the area.

JOSEPH YOANA MSENDEKWA

Joseph Yoana Msendekwa, a father of two was a part time carpenter and was running a kiosk before he undertook entrepreneurship training at the One Stop in 2009. The training enabled him to learn business skills, book keeping, savings, improving client relations, time keeping and adding value to his products or services. Savings from the kiosk, his construction work and funds borrowed from family enabled him to purchase 2 motor bikes to start a transportation business (popularly known as Boda Boda). Joseph makes about 16,000 TZsh (10US\$) a day from his transport business and has a savings of a about 700.000 TZsh (appx.500US\$) which he intends to invest in agriculture. He has also employed one additional person for the motor bike business. Joseph provides a needed service for the community in regards to transportation. Before he bought his motor bikes and set up the kiosk the community had to walk about 3 kilometers to the main road to buy airtime and other essential. If the essentials weren't available, they even had to take other transportation into the city centre.

JOHN ODHIAMBO

John Odhiambo was among the first beneficiaries of Altaawon's (explain this) business training. John used the skills he acquired in the business training to expand his cereal shop and has now established a maize mill in his neighborhood in the Korogocho slums of Nairobi.

"I am particularly grateful to UN-Habitat and Altaawon for the business training states John. Apart from training me on how to keep records for my business and customer care, I was also trained on business diversification. This helped to trigger my ambition to upgrade my business to include milling. My customers can now buy grain and grind flour within the same place, "My income has improved greatly and I am now employing other young people."

John's business now attracts more than 100 clients a week and he has employed two other young people. He is proud that he has been able to improve the lives of these young employees. He has become a mentor to the many youth trainees at the centre.

LINDA ATIENO

Linda Atieno is a software designer, but she has not always possessed this skill.. Linda used to braid hair at her home but had not considered this as a business initiative until she enrolled in Altaawon's business training programme. There, she learned to treat her daily activities as business and was able to generate more income from hair dressing. (Where is she based?)

"IT training is a pre-requisite for business training and this developed my interest in computers eventually I used my savings to further my computer studies. I pursued a diploma in software designing and am now qualified" says a happy and jovial Linda.

Upon finishing her training, Linda was able to secure employment as a software designer in a private company. She also volunteers to train other youth in entrepreneurship and Information Technology at the Altaawon centre. She is now a model and mentor to other young women.

"Altaawon developed my interest in computers and I feel obligated to give back to the community through acting as a role model and a mentor to the many young girls who look up to me to advice and guidance, that is why I am always in Altaawon centre over the weekend," states Linda.



ONE STOP YOUTH INFORMATION CENTRE

www.unhabitat.org
One Stop Youth Centre Model

Nairobi One stop Centre, Sanitation block ground breaking ceremony, Nairobi, Kenya © UN-Habitat

GLU-COLA SELF-HELP GROUP

Edwin and five of his colleagues founded the Glu-Cola Self-Help Group in 2009 to address unemployment among the youth and reduce crime rates in Korogocho. The group embarked on garbage collection as a means of income generation. In late 2009 the group was looking toward other avenues of increasing their income.

Glu-Cola faced many challenges in its initial programmes. Edwin, the group leader, says that they founded a poultry business, unaware of the disadvantages and risks of undertaking any business without proper skills. They had seen the high demand for broiler chicken in the fast food restaurant business and decided to plunge into the business. Every member contributed Kshs 700 each (US\$ 10) to purchase 100 chicks to start the business. They experienced many challenges, because the members were expecting quick returns and were unwilling to put concerted effort into business. Due to a lack of record keeping skills and poor management, the business collapsed. This was an eye opener for the group, and members began to seek help from people who could offer them training in business management. It's around this time that the group heard about the business training opportunities offered at the Altaawon Centre supported by UN-Habitat.

The group immediately enrolled in training in business and Information Technology. Upon completion the group established a computer service bureau that offers typing, photocopy and scanning services. They started the business in a small room using just one computer but with savings the group has eventually been able to purchase four computers. With five computers, the group was able to introduce cyber café services in addition to the other services. The business now attracts more than 60 clients a day and has a monthly turnover of over 40,000 Ksh (470 USD). "The training also enhanced our capacity in business management in areas of operation and finance management and technology among other courses," states Edwin.

The group is currently in the process of diversifying into home industry, engaging in shampoo, hair conditioner and detergent making.

Resources:

Urban Youth Centre Set Up Guide: Volume 1

<http://www.unhabitat.org/pmss/listItemDetails.aspx?publicationID=3293>

Information Work and Youth, Getting Started Guidelines Volume 2

<http://www.unhabitat.org/pmss/listItemDetails.aspx?publicationID=3294>

Community Mapping Guide: A Youth Community Mapping Toolkit Mapping Guide for East Africa. Volume 3

<http://www.unhabitat.org/pmss/listItemDetails.aspx?publicationID=3295>

Entrepreneurship programming for Urban Youth Centres, Volume 4

<http://www.unhabitat.org/pmss/listItemDetails.aspx?publicationID=3296>

Programme Planning and Evaluation in Urban Youth Centres, Volume 5

<http://www.unhabitat.org/pmss/listItemDetails.aspx?publicationID=3297>

Ideas to Action, Best practices in Youth Led development

<http://www.unhabitat.org/pmss/listItemDetails.aspx?publicationID=3023>

Mapping Urban Youth Led Development

<http://www.unhabitat.org/pmss/listItemDetails.aspx?publicationID=3024>

The UN-Habitat Urban Youth Fund

<http://www.unhabitat.org/pmss/listItemDetails.aspx?publicationID=3094>

Links to Youth Centers

Nairobi: cityyouthcenter.net/Nairobi

Kampala: <http://www.cityyouthcentre.net/kampala/index>

Kigali: <http://ubumenyi.com/2012/01/nyarugenge-kimisagara-youth-employment-and-productive-center>

Dar es Salaam: <http://www.cityyouthcentre.net/daressalaam/index>



One Stop Youth Centre, Uganda



One Stop Youth Centre, Kenya

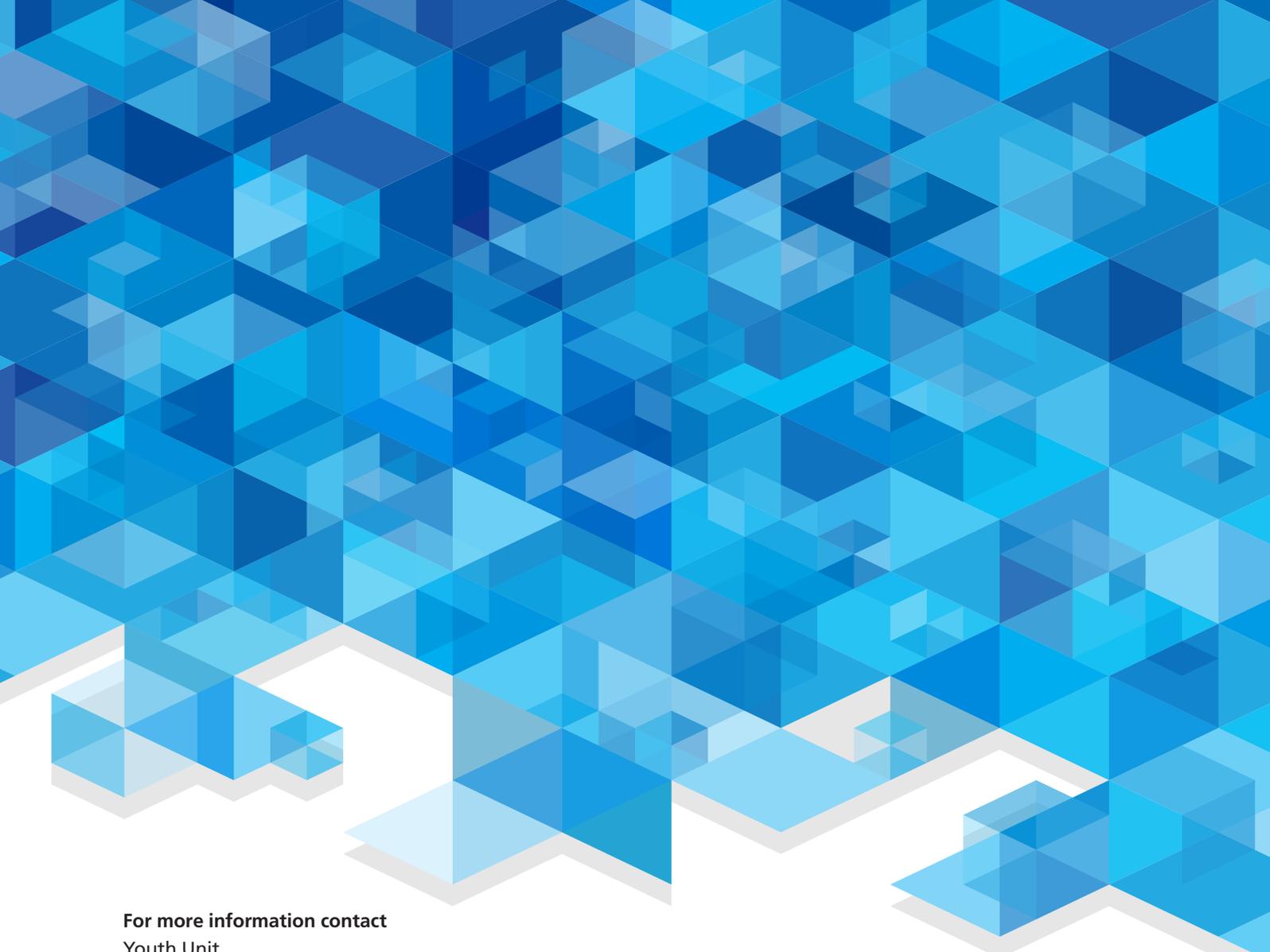


One Stop Youth Centre, Uganda



One Stop Youth Centre, Rwanda





For more information contact

Youth Unit

Urban Economy Branch

United Nations Human Settlements Programme

P.O. Box 30030, Nairobi, Kenya

E-mail: Youthunit@unhabitat.org

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