

GUIDANCE NOTE

**MAPPING ACCESS TO AND USE OF MOBILE
PHONES TO DOCUMENT, PREVENT AND
RESPOND TO SEXUAL VIOLENCE AGAINST
WOMEN AND GIRLS IN URBAN PUBLIC
SPACES**



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SAFE CITIES GLOBAL INITIATIVE

EVAW SECTION

UN WOMEN

New York, August 2013

For the first time, the **Commission on the Status of Women**, the highest global normative body on women's rights, during its 57th Session specifically included several clauses in its Agreed Conclusions document devoted to women's and girls' safety in public spaces, and particularly, in cities. It expressed "deep concern about violence against women and girls in public spaces, including sexual harassment, especially when it is being used to intimidate women and girls who are exercising any of their human rights and fundamental freedoms." (paragraph 23)

It called on States to "increase measures to protect women and girls from violence and harassment, including sexual harassment and bullying, in both public and private spaces, to address security and safety, through awareness-raising, involvement of local communities, crime prevention laws, policies, programmes such as the Safe Cities Initiative of the United Nations. (paragraph ZZ)

It called on States to "support the development and use of information and communications technology... as a resource for the empowerment of women and girls, including access to information on the prevention of and response to violence against women and girls; and develop mechanisms to combat the use of information and communications technology used to perpetrate violence against women and girls" (paragraph ww)¹

¹ Report on the fifty-seventh session of the Commission on the Status of Women. Available at: http://www.un.org/ga/search/view_doc.asp?symbol=E/2013/27

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ACRONYMS AND ABBREVIATIONS

APPs	Applications
ES	Empirical Study
FGD	Focus Group Discussion
ICT	Information Communication Technologies
LA	Landscape Analysis
Mobile ICT	Mobile Information and Communication Technology
NGO	Non-Government Organization
SC GI	UN Women's Safe Cities Global Initiative
SH	Sexual Harassment
SV	Sexual Violence
SVAWG	Sexual Violence against Women and Girls
VAWG	Violence against Women and Girls

1. INTRODUCTION

This Guidance Note² is written for local consultants working on the UN Women and Microsoft International Project “Mapping Access to and Use of Mobile Phones to Document, Prevent, and Respond to Sexual Harassment and other Forms of Sexual Violence against Women and Girls in Urban Public Spaces”. The project forms part of UN Women’s Safe Cities Global Initiative (SC GI), which is implemented in collaboration with several women’s organizations, national and local governments, and UN Agencies, most notably UN Habitat, and UNICEF.

This Note provides ideas for developing and conducting the study, and gives detailed instructions on the project deliverables.

1.1 Why Focus on Sexual Harassment and Other Forms of Sexual Violence against Women and Girls in Public Spaces?

Women and girls experience and fear various types of sexual violence (SV) in public spaces in urban and rural areas, in developed and developing countries, from sexual harassment (SH) to rape and femicide, whether on streets or public transport, in parks, on the way to schools and workplaces, in public sanitation facilities, at water and food distribution sites, or in their own neighborhoods.

This reality reduces women’s and girls’ freedom of movement, denying them the same opportunities and right to the city that men and boys enjoy. It reduces their ability to participate in school, in formal or informal employment, and in public life.

It limits their access to essential services, and enjoyment of cultural and recreational opportunities. It also negatively impacts their health and well-being.

While women and girls of all social and economic strata experience and fear violence in public spaces, women and girls living in poverty or belonging to socially excluded or stigmatized groups (Indigenous, migrants, living with disability or HIV/AIDS, displaced, LGBT, etc.) bear the brunt of risks and dangers, especially because of experiences of discrimination, inequality, and limited access to information, services, resources and justice.

Although violence in the private domain is now widely recognized as a human rights violation, violence against women and girls (VAWG) in public spaces, especially the issue of SH remains a largely neglected issue, with few laws or policies in place to prevent and address it.

² Prepared by Holly Kearl, Consultant, with Laura Capobianco and Anastasia Posadskaya-Vanderbeck, UN Women Safe Cities Global Initiative.

1.2 About UN Women's Safe Cities Global Initiative

Building on over 40 years of efforts undertaken by women's grassroots organizations, international networks, and local governments in cities around the world, UN Women launched the Safe Cities Global Initiative (SC GI), consisting of two main programmes.

At the end of 2010, UN Women launched a Global Programme "Safe Cities Free of Violence Against Women and Girls", with UN Habitat as the main UN global partner, and with leading organizations specializing in women's safety³, and local governments in five cities — Cairo (Egypt), Kigali (Rwanda), New Delhi (India), Port Moresby (Papua New Guinea), and Quito (Ecuador). The Programme promises to be the first-ever global comparative effort that aims to develop model approaches to prevent SH and other forms of sexual violence against women and girls (SVAWG) in urban public spaces.

In 2011, UN Women, UNICEF and UN Habitat launched a Joint Programme "Safe and Sustainable Cities for All" which is being implemented in the following cities: Greater Beirut (Lebanon), Dushanbe (Tajikistan), Metro Manila (Philippines), Marrakesh (Morocco), Nairobi (Kenya), Rio de Janeiro (Brazil), San José (Costa Rica) and Tegucigalpa (Honduras).

In 2013, in line with UN Women's universal mandate, cities from developed countries, led by Dublin (Ireland) are joining the SC GI to share their knowledge, and strengthen and expand

³ These include: Women in Cities International, the Women and Habitat Network Latin America and Caribbean, the Huairou Commission and Groots International.

their programming to prevent SVAWG in public spaces.

There are local partnerships established and evaluations planned in each safe city site and UN Women hopes to engage 25 additional cities by 2017.

1.3 About the Mapping Project

While there is increased attention to the use of information communication technologies (ICTs) in ending VAWG, with some promising outcomes illustrated by diverse projects and campaigns in the field⁴, they remain for the most part relatively small-scale initiatives, which have not been subject to rigorous evaluation.

Practices are also often fragmented and not embedded within policy and medium to long term programming which is important to generate and sustain impacts in the lives of women, girls and communities.

There has been a proliferation of various applications developed to address women's safety, especially for mobile phones. They aim to provide women and girls with a tool for documenting and reporting cases of harassment or violence, and accessing help, services and justice.

But how practical are these applications for women living in the most impoverished communities? How do women and girls access mobile phones?

⁴ Meurn (2012) The Role of Information Communications Technologies in Violence Prevention. Association of Progressive Communications Women's Rights Programme Messina (2010) Violence Against Women (VAW) in the Digital World: Emerging Issues, Challenges and Opportunities. Women IN Action No. 1.(2009)Take Back the Tech Campaign. Sm Kee. Cultivating Violence through Technology? Exploring the Connections between Information Communication Technologies (ICTs) and Violence Against Women (VAW). Association of Progressive Communications Women's Networking Support Programme.

How safe is it for women and girls to have a mobile phone and to use it in case of a threat of violence? What kind of safety information could be offered to them that they might consider useful? There is very limited knowledge in this area which could inform evidence-based and human rights-based safe cities programming.

To address this gap, UN Women has partnered with Microsoft to conduct an international mapping study on “Access to and Use of Mobile Phones to Document, Prevent and Respond to Sexual Violence against Women and Girls in Urban Public Spaces” (herein referred to as the Mapping Project) in impoverished communities of three cities participating in the SC GI. These include: Rio de Janeiro (Brazil), Marrakech (Morocco), and New Delhi (India). This project is being conducted in close consultation with UN-Habitat and UNICEF partners at global and local level.

1.4 Main Objectives of the Mapping Project

The main objectives of the Mapping project are to:

- Understand gender-specific access to and use of mobile phones in disadvantaged communities in the context of women's and girls' safety and the prevention of sexual violence (SV).
- Explore women's and girls' perspectives from disadvantaged communities on the use of mobile phones in the prevention, documentation, and response to SH and other forms of SV in public spaces.

- Investigate the link between gender - specific access to and use of mobile phones for safety and women and girls' vulnerability to digital violence.
- Make recommendations to policymakers, safe and sustainable city practitioners, technology providers and development agencies on the types of mobile phone applications (APPs) and tools that could be developed, taking into account women's and girls' perspectives to enhance safe and sustainable city policy and practice..

Findings in each local mapping will help to improve the assessment capabilities of both UN partner agencies and Microsoft to determine the best existing mobile information and communication technology (Mobile ICT) methods they should support. They will inspire ideas for the creation of new technology to improve the safety of women and girls in public spaces.

The Mapping Project will inform safe city programmes in New Delhi, Marrakech, and Rio, but will also benefit other cities working on safe cities.

This Note outlines what information is needed, encourages the use of what is already available, and suggests how to address information gaps. It is based on checklists of 'Key Questions' that programme partners should be able to answer before incorporating the use of Mobile ICT in safe city initiatives. The nature and scale of the work to be undertaken to achieve this will vary between cities, and to a large extent will depend on how much material is already available. Where there is an abundance of reliable official data or previous research, it should be possible to answer most questions by drawing on these sources. Where existing information is scarce, the task will be more demanding, and require more extensive empirical research.

2. GLOSSARY OF TERMS AND DEFINITIONS

This Glossary has been prepared to help all those participating in this international project to gain a common understanding of major operational terms and definitions. This will be essential for the development of the Mapping Project, for comparative analyses and for meaningful communication between partners. It is also important that all terms used are adequately interpreted in the language understood by the communities where the project will be implemented, and that locally used terms are elaborated so that their meaning could be adequately translated into the working language of the Mapping Project, English. To achieve this, local consultants should include a section in their report which includes cross-regional terms and definitions, as well as the local terms used.

It is not intended to impose or even suggest ‘universally agreed definitions’. This would be impossible because many agencies and organizations, even at the highest international levels, have their own terminology and they are different. Rather, the definitions and interpretations are simply those that are to be used within the SC GI to ensure consistency and comparability.

2.1 Sexual Violence

Refers to any sexual act committed against the will of the other person, either in the case when the victim does not give the consent or when consent cannot be given because the person is a child, has a mental disability, or is severely intoxicated or unconscious as a result of alcohol or drugs. It encompasses both sexual harassment and other forms of sexual assault such as attempted rape, and rape. It includes acts such as genital mutilation/cutting, forced sexual initiation, forced prostitution, trafficking for the purpose of sexual exploitation, and other sexually motivated forms of violence.

2.2 Sexual Harassment

Generally, it includes unwelcome sexual comments, attention, actions, or gestures.

As is the case for other forms of sexual violence, a key component to sexual harassment is that someone does these actions without the consent, permission, or agreement of the person or persons they are targeting.

Sexual harassment includes non-contact forms, like: sexual comments about a person’s body parts or appearance⁵, whistling while a woman or a girl is passing-by⁶, demands for sexual favors, sexually suggestive staring⁷ following, stalking, exposing one’s sexual organs at someone.

Sexual harassment also includes physical contact forms, like someone purposely brushing up against someone else on the street or public transportation, grabbing, pinching, slapping, or rubbing against another person in a sexual way.

⁵ In English associated common harassment practices sometimes are called “cat-calling”

⁶ So called “wolf-whistling”

⁷ In India, Pakistan and Bangladesh this widely spread form of sexual harassment is commonly known as “eve teasing”.

Some elements of sexual harassment may be covered within criminal law, however, may elements may require civic remedies, educational and administrative responses.

2.3 Rape

This is a type of sexual assault that involves sexual intercourse when at least one person has not given full consent.

Rape can cover a very narrow or a wide range of acts depending on whether all potential penetrative acts are included or whether some are excluded and defined as sexual assault, and whether penetration by a penis only or other body parts/objects are included. If defined as penetration by a penis, rape is a violation that can only be perpetrated by men. Traditionally, it has been understood as a crime committed by strangers, involving weapons and/or injury. We now understand that rape occurs in every context in which women and girls are found: in their own homes, in the community, in institutions including schools, in employment, in social upheaval and conflict. Perpetrators are most commonly known men, including family members⁸.

If force, coercion, bribery, or trickery are involved, or if the person is a child, and asleep or incapacitated in another way (for example, if they were drugged) the person did not give consent.

⁸ Adapted from Kelly, L, Regan. L (2013). Violence against women. A Briefing Document on International issues and responses. Pg 4. British Council.

2.4 Gender-Inclusive Approach

Though the main target groups of the Mapping Project are women and girls in the poor communities in safe city programme intervention sites, men and boys are included in the Mapping Project, too, as an integral part of the study, both from a human rights perspective and to maximize the analytical, policy and programmatic value of the project.

2.5 Public Spaces

This refers to streets and other public neighborhood spaces (i.e. neighborhood squares, alleys, etc.); public spaces of work, both in terms of women's productive and reproductive roles and responsibilities (e.g. markets, water distribution sites, river beds); cemeteries; pedestrian paths between different parts of the district, which go through dark unsettled wooded areas that are unlit; public transportation (e.g. buses, taxis, trains); routes to and from schools and educational institutions; temporary public spaces (e.g. carnivals, festivals, fairs); Internet cafes, public parks and other recreational and sports facilities (soccer fields, including for girls' games); school grounds (essentially large open spaces, unfenced) which potentially could be used for recreation; and other public recreational spaces, such as key public facilities and infrastructure (e.g. public sanitation areas – toilets, washrooms, etc.).

2.6 Mobile Information and Communication Technology (Mobile ICT)

Mobile ICT describes a form of communication and information technology that is portable.

It ranges in size from basic cellular phones to laptops/tablets and typically allows people to text or make phone calls and/or access the Internet. Many devices also allow people to take photos and videos and access GPS navigation and other apps. This project focuses on Mobile ICT that people with lower incomes use, so primarily basic and feature cellular phones with the capability for texting, calling, and sometimes with Internet access and photo camera. Though SMART phones comprise a minority of mobile phones used in developing countries, the project will look into the scale and context of impoverished communities' use of SMART phone as well.

2.7 Mobile Phones

Mobile phones can be divided into three types: basic cellular phones (mainly calling and texting capabilities, no operating system), feature phones (same features as basic phone with some access to the internet, limited Apps and camera capabilities) and SMART phones. To qualify as a SMART phone, the device must have at least a three-inch touch screen and be able to download apps from an online store (i.e. to have an operating system that effectively makes it a mini computer with calling and texting capabilities. iPhone, Android, Windows Phone and Blackberry smartphones have many APPs that are offered in the App store and Google Plus. The cellular phone has built-in applications and Internet access. In addition to digital voice service, modern SMART phones provide text messaging, e-mail, Web browsing, still and video cameras, MP3 player and video playback and calling. In addition to their built-in functions, SMART phones run myriad free and paid applications, turning the once single-

minded cellphone into a mobile personal computer.

2.8 Girls and Boys

Within the context of the SC GI, categories of “girls” and “boys” cover the age group from 12-19, with sub-categories of early adolescence (12-14 years old); and late adolescence (15-19 years old).

2.9 Youth

The category “youth” for the purposes of this project include young adults (20-29 years old).

2.10 Intervention Area

The defined sub-area within a city (it may be a district or administrative zone), that has administrative or governance functions, in which the intervention site (or sites) are located. In some cases it can refer to a city as a whole.

2.11 Intervention Site

A specific location within a sub-area within a city where concrete interventions to improve safety will be delivered and where the primary beneficiaries/agents of change fulfill their productive and/or reproductive roles. Alternatively, it may be a ‘natural neighborhood’ with which local people identify, possibly because it is seen as a community or has well-defined physical boundaries. Intervention site could also refer to a form of public transportation where specific interventions are taking place, in which case it may cross several administrative zones.

3. MAIN COMPONENTS OF THE MAPPING PROJECT

This Mapping Project consists of two major components: a Landscape Analysis (LA) and an Empirical Study (ES).

3.1 Objectives of the Landscape Analysis

The main objective of the landscape analysis (LA) is **to identify gaps in the existing knowledge base** on gender-specific access to Mobile ICT, with a focus on mobile phones, in disadvantaged communities in the context of women's and girls' safety and SV prevention. Information on the economic, demographic, educational, and employment status of the targeted population should be also included if available. Each local consultant is required to undertake a LA at the beginning of the project.

The LA will help to avoid duplication of existing studies, to draw on the findings of previous research, and to ensure that the project does not overrun. The LA will produce a set of **recommendations** to determine the scope of the empirical study (ES). Please refer to page 25 for the main deliverables of the LA.

3.2 Objectives of the Empirical Study

Based on identified knowledge gaps and recommendations made in the LA, each local consultant will design and conduct the ES on gender-specific access to and use of mobile phones to document, prevent and respond to SH and other forms of SVAWG.

3.3 Main Lines of Enquiry

The main lines of enquiry for the Mapping Project include:

(See Section 2 for Terms and Definitions). This includes in the selected intervention sites for the local safe city programme. In particular, local consultants will research the key questions that could not be fully answered in the LA. In line with the main objectives of the Mapping Project, the ES will:

- Explore perspectives of diverse key informants (e.g. local authorities, youth groups, mobile technology providers, police, educators, media, community members), especially of women and girls, on the access to and use of mobile phones to prevent, document, and respond to SH and other forms of SVAWG in public spaces in the safe city intervention sites.
- Investigate the link between gender-specific access to and use of mobile phones for safety, and women's and girls' vulnerability to digital violence.

- Gender-specific **access** to mobile phones
- Use of mobile phones in the **prevention** of SH and other forms of SVAWG in public spaces
- Use of mobile phones to **document** where SH and other forms of SVAWG is committed in public spaces
- Use of mobile phones to **respond** to SH and other forms of SVAWG committed in public spaces.

Investigating these lines of enquiry will require finding answers to Key Questions related to the above points which are considered in more detail in the next section.

4. LIST OF KEY QUESTIONS TO CONSIDER

This section sets out several Key Questions that local consultants need to answer to achieve the objectives of the Mapping Project. **These are not formulated for direct incorporation into questionnaires or focus groups.** Rather, they indicate major lines of enquiry to explore using a variety of techniques.

In addition to the respondents' gender, when possible, local consultants should include information about the respondents' age, ethnicity, disability, education, whether or not they are income-earners, if they participate in formal and/or informal employment, whether or not they are parents or childless, the type of dwelling they reside in (e.g. slum like settlement, apartment, etc.), and other characteristics.

4.1 Gender Specific Access to Mobile Phones

Often Mobile ICT research does not take account of gender. Therefore, an important line of enquiry for the project is to determine if women and girls have access to Mobile ICT and how this may differ from men's and boys' access.

4.1.1 Key Questions

1. What percentage of women and girls in the city and in the safe city programme intervention sites has access to mobile phones in comparison to the percentage of men and boys?
2. What percentage of those mobile phone users (women and girls and men and boys) owns the phone? If they own a phone, did someone buy it for them? Who bought it for them? How recently was the mobile phone acquired?

3. What percentage of those women and girls and men and boys who have access to mobile phones use Basic phones, Feature Phones, Smart Phones (other types)? Please explain.

4. What is the cost of the phone and its ratio to an average monthly earning of local population? What is the average monthly fee for service and its ratio to an average monthly earning of local population?

5. What percentage of those mobile phone users borrows it from someone else? If they borrow the phone, from whom did they borrow it from? How often did they borrow it? Do they need to pay anything for borrowing the phone? How much on average per month? What is the ratio of this fee to an average monthly earning of the local population?

6. For families which can't afford to have a mobile phone for each member of the family, what will be the order of priority in receiving a phone (for example, mother, father, grandfather, grand-mother, adolescent daughter, adolescent son)? Who usually makes this decision in a family?

Do women and men in the city, and in the safe city intervention sites, believe that girls and boys should have mobile phones, and if yes, starting from what age? Is there a difference in opinion whether sons or daughters should have a mobile phone in case a family can afford to have a limited number of the phones? Why or why not?

7. If women and girls and men and boys do not own a phone, what are the main barriers (such as cost, lack of privacy, fear of technology, restrictions by parents, and restrictions by a spouse/partner) to owning a phone?

8. Can female mobile users use the phone independently without being monitored by a family member, spouse/partner?

9. What types of mobile phones do women and girls and men and boys use, by mode of payment for service, such as pay-as-you-go, pre-paid phone cards, term contracts (in use by % of subscribers), multiple-SIM phones (very popular in some countries), shared phone for the household, individually owned phone, disposable phone, mobile phones obtained through a government scheme (current trend in India) or any other types? Do the phones have an Internet access capability?

10. Do mobile phone users (women and girls and men and boys) use voice calling, texting, Apps? A combination of these features? What other forms of ICT do mobile phone users use (e.g. laptops, computers, etc.)?

11. What are the main ways mobile phone users utilize the phone? To connect with family/friends, for income-generating purposes, to access social services, to access to information on the internet (browsing), to take/receive photos, to connect with social networks (which ones?), to access email, to use for business-related matters, for emergencies?

12. What are the economic benefits of having access to a mobile phone for women and girls in the city and safe and sustainable city programme intervention sites (e.g. having access to economic opportunities, or vocational training, marketing goods, etc.)?

13. Do women and men mobile phone users living in the city and the safe city area/site of intervention fear being tracked or having their privacy or personal information compromised? Please be as specific as possible.

14. Are women and men mobile phone users concerned about having someone they know (such as intimate partner, family member, friend or acquaintance) or someone they do not know (a stranger) harassing them over the phone (including calls, texting, sending photos, via social networks, etc.)? Please be as specific as possible.

15. Are mobile phone users concerned about their personal safety as a result of using their mobile phone in public spaces? Please be as specific as possible.

4.2 Use of Mobile Phones in the Prevention of SH and Other Forms of SVAWG in Public Spaces

VAWG is rooted in gender-based discrimination and social norms and gender stereotypes that perpetuate such violence. Given the devastating effect violence has on women and girls, efforts have mainly focused on responses, including by providing support to survivors and victims and their families. However, the best way to end VAWG is to prevent it from happening in the first place by addressing its causes.

Prevention can involve several strategies such as educating and working with young boys and girls promoting respectful relationships and gender equality, ensuring women's economic autonomy and security; increasing women's participation and decision-making powers – in the home and relationships, as well as in public life and politics, and working to design safe and engendered public spaces by putting in place situational prevention measures alongside social planning.

There is increased attention to the use of ICTs in violence prevention in general, and the prevention of VAWG, most notably to prevent domestic violence and online sexual exploitation.

However, there is very little documentation on how Mobile ICT can be used to prevent and respond to SH and other forms of SVAWG in public spaces. There is also very little known about how mobile phones can be used in comprehensive safe and sustainable city programme processes (e.g. diagnosis, implementation, monitoring, and evaluation) and strategies (e.g. building alliances between grassroots women, women's groups, children, youth, and local government, community outreach, etc.).

4.2.1 Key Questions

1. Do women and girls and men and boys in the city and safe city intervention sites use mobile phones to prevent violence, including SH and SVAWG in various places such as at home, work, school, online, in and around public transport, on streets and in other public places? If so, in what ways?

2. Can the visible use of a mobile phone act as a deterrent for crime and violence in public spaces, and the safe city intervention sites? If so what types/forms?

3. How do safe city partners (local government, women and youth groups, children advocates, the private sector, media, etc.) use ICTs to prevent sexual violence?

For example, do they use ICTs, including mobile phones in women and children's safety audits, crime observatories and monitoring centers, public awareness campaigns, engaging men and boys in ending VAWG, increasing the economic opportunities for women and youth, participatory/gender responsive budgeting infrastructure improvements/urban planning?

4. If ICTs, including mobile phones, are not currently being used as part of the local safe city programme, what are the views of programme partners of how they might be used?

5. What are the views of women and girls and men and boys living in the city and in the safe city area/site of intervention about using mobile phones as a prevention tool?

6. What ICTs, including mobile phone projects/practices, specifically represent or support women and girls to prevent violence, including SH and other forms of SVAWG in public spaces, and how well do they meet local needs?

4.3 Use of Mobile Phones to Document where SH and Other Forms of SVAWG, is Committed in Public Spaces

ICTs may already be used to document different forms of violence, such as homicide, gang violence, domestic violence, trafficking, and cyber bullying. How is Mobile ICT, and particularly mobile phones, being used to document SH and other forms of SVAWG, and how might it be applied to the objectives of this project?

Documenting SV refers to collecting, storing and possibly analyzing, collating and disseminating information about specific cases of SV for the purpose of awareness raising, research, identification of and targeting specific unsafe areas for safe and sustainable city interventions and assessment of their effectiveness.

Documentation also includes recording cases of violence by survivors and witnesses for the purpose of documenting human rights abuses, helping to bring perpetrators to justice, and protecting the rights of victims and survivors.

4.3.1 Key Questions

1. Do women and girls and men and boys in the city and in the safe city intervention sites use Mobile ICT, and specifically mobile phones to document SV committed against them in locations like their home, work, school, online, in and around public transport, on streets and other public places? Of these users, did any experience challenges (e.g. bandwidth, transferability of data) in relation to sending information to relevant authorities?

2. Do women and girls and men and boys in the city and in the safe city intervention site use Mobile ICT, especially mobile phones, to document SV committed against women and girls and men and boys they know (e.g. intimate partner, family member, friend, colleague) in locations like their home, work, school, online, in and around public transport, on streets and other public places?

3. Do women and girls and men and boys in the city and in the safe city intervention sites use Mobile ICT, especially mobile phones, or other forms of technology to document SV committed against women and girls and men and boys they don't know -in locations such as in schools, at work, in and around public transport, on streets and other public places?

4. Are there groups in the city or safe and city intervention site that document SVAWG in an organized way (such as for example, HarassMap in Cairo, Egypt?) If yes, please provide as much detail as possible about the profile of such groups (Detailed Information can be placed in an Annex).

5. Does the local government provide ICTs for collecting this information? If yes, please provide as much detail as possible.

6. How do Mobile ICT users document SVAWG? Do they take photos or video recordings? Do they use an online reporting tool? Do they send SMS text messages? Do they use any social platforms, such as Facebook or Twitter?

7. Do women and girls and men and boys living in the city and safe city intervention area/site make official reports to police or other persons of authority using the documentation from their Mobile ICT?

8. Do they use a reporting tool or SMS texting to submit information to a map or database?

9. When do they document it? As soon as it has happened? At a place/time when they feel safe?

10. Do any organizations, groups, or government agencies keep a public log of incidents of violence, including SH and other forms of SVAWG that members of the public can access? Do they track “crime hotspots” versus areas that are relatively safe?

11. What ideas do safe city programme partners, including women and girls and men and boys living in the programme intervention site, have on how to use Mobile ICT to document violence, including SH and other forms of SVAWG?

12. Have women and girls and men and boys living in the city and in the safe city programme intervention site experienced violence for using mobile technology? If so, by whom? When? What form of violence did they experience? Did they document that violence anywhere?

4.4 Use of Mobile Phones to Respond to SH and Other Forms of SVAWG in Public Spaces.

ICTs, including mobile phones, have the potential to be used to respond to sexual violence. For example, a survivor of violence might use a mobile phone to report harassment and other forms of violence to the police, emergency services, or they may call relatives or friends for immediate assistance. A bystander might use a mobile phone to report harassment and VAWG to police, emergency services, community guards, etc.

After experiencing or witnessing violence, women and men may use the Internet or access hotlines via their mobile phones and other ICTs (for example, from a home- or Internet-based computer) in order to access quality and updated information on survivor services and justice.

4.4.1 Key Questions

1. Do women and girls and men and boys survivors of violence living in the city or safe city programme intervention site use Mobile ICT, and especially mobile phones, to respond to violence, including SH and other forms of SVAWG they may have experienced at home, work, school, online, in and around public transport, on streets and other public places? If so, how did they use it (such as to call the police for immediate assistance, to contact service providers for help or advice, to find referrals or access resources on agencies specialized on assisting survivors)?

2. Are there services available where people can receive daily tips via text message? Do survivors of violence use it? If it's not currently available, are there any plans to make it available in the near future?

3. Can women and girls and men and boys survivors of violence living in the city or safe city programme intervention site access a counselor or helpline via their mobile ICT? If they are aware that they can access this service via their Mobile ICT, would they use it?

4. Are there silent/private ways to alert people (police, social services, women's groups, a friend, etc.) to the violence so they can offer help? If not, would women and girls and men and boys in the city and safe and city programme intervention site use something like this if it was available?

5. Are there specific initiatives by the local government, women's groups, NGOs, or other organizations to help people respond to and deal with different types of violence via their mobile phones?

6. Do people use other forms of technology (computer, e-mail) to respond to violence or access resources to assist them?

7. What ideas do people have for how to utilize mobile technology and other ICTs to respond to SH and other forms of SV in public spaces?

8. What Mobile ICT projects specifically represent or support women and girls and men and boys who have experienced SH and other forms of SV, and how well do they meet local need?

5. HOW TO ANSWER KEY QUESTIONS

The Mapping Project should be a simple, easy and economic process. It may be that the answers to some questions are considered so self-evident or ‘common knowledge’ that further validation is unnecessary. However, there is a need to be cautious. Prevailing views and opinions are sometimes based on genuine misconceptions, distorted media reports or deliberate misrepresentation, rather than reality. So careful consideration needs to be given to what matters require further investigate.

It is important first to take stock of available material that can be used to answer the research questions. This first phase of the Mapping Project, as outlined in Section 3 is the LA. The material for LA may be found in the form of reports, policy documents, practice compendia, plans or statistics (‘secondary’ sources). They may come from national or local government sources, from international agencies or other official service providers, from academic sources or from NGOs. In each case the material should be critically reviewed to assess its relevance, its accuracy and its completeness.

This applies especially to statistics, since bias and undercounting often affect reliability of social data collected by government and police agencies. Often the available data has limited cognitive value as it may be not broken down by sex, and inferences based on such data could be incomplete or even misleading.

After a consultant has exhausted collection and analysis of the available material, the gaps in information are identified and a decision about the techniques used in the ES.

It is suggested that three research methods be considered for use in the ES: Key Informant Interviews, Focus Groups, and Field Observation. However, other methods can be proposed by the local consultant upon

consultation with the local safe city team, and submitted for review by the UN Women’s Safe Cities Technical Review Team⁹ before implementation.

Most researchers will be familiar with these techniques and there is extensive guidance available online and elsewhere about their effective use, as well as their challenges and weaknesses. This is therefore not covered in this document. However, a brief commentary on each below provides an indication of how each might be useful in the specific context of answering the lines of enquiry for the Mapping Project.

5.1 Key Informant Interviews

These semi-structured informal conversations usually take place with individuals who have specialist knowledge or expertise.

It is important not to see such ‘expertise’ residing only amongst professionals.

It should also be sought from those ‘experts of experience’ who spend their lives in the communities where interventions are planned, especially from grassroots women.

⁹ UN Women’s Safe Cities Technical Review Team includes the International Consultant hired for the Global Mapping Project, the Senior Policy Specialist on Safe Public Spaces and the Senior Advisor, Safe Cities Global Initiative

Local consultants are encouraged to conduct 45-60 minute semi-structured interviews with at least five people who are “key informants.”

For the Mapping Project, local consultants could consult for example:

- Politicians and senior officials in government and administration.
- Community leaders (such as leaders of women, indigenous, youth and communities) business leaders, and faith group leaders. A group discussion with grassroots women is also highly recommended.
- A few outspoken ‘typical’ beneficiaries/agents of change of the proposed project – women and adolescent girls who live in the intervention site.
- A few outspoken ‘typical’ men and adolescent boys who live in the intervention site.
- Managers of relevant services provided by public bodies, such as health, housing, education and police.
- Technology providers, including those who have developed Apps on women’s safety.
- Senior representatives of significant community-based organizations and NGOs Researchers in academic institutions who have undertaken relevant studies.

Also, if available, representatives of women’s and other groups who have already undertaken efforts to use ICTs/mobile phones for women’s and girls’ safety.

5.2 Focus Groups

Another possible technique is to conduct focus groups bringing together 8-12 individuals who share one or more characteristics relevant to the research (e.g. age, ethnicity, gender, experience) to consider the issue through a structured and facilitated discussion. The local consultants will prepare questions ahead of time to ask the participants in the focus group discussion (FGD).

To start, local consultants will establish the room as a safe and supportive space to talk about the issues and make sure the participants understand the purpose of the FGD so they can give informed consent.

The local consultants would ask for their permission to take notes, audio record and take photographs (for inclusion in the project’s deliverables such as the PowerPoint and final report) and also have participants sign the consent form. They will let the participants know that it is okay to step out of the room at any time if the conversation is upsetting and they need a moment alone.

As discussion on the experience of SH and other forms of SV can sometimes be traumatic, it is important to be prepared to help access support, if needed.

Potential service providers should be identified in advance and arrangements confirmed for referral or self-referral.

Please see more information about the ethics of conducting an empirical research on VAWG, including with children in Section 5.4.

The goal of a FGD is to help people who may be reluctant to speak about sensitive topics like SH to feel more comfortable in doing so because of the example set by others who are not reluctant to talk. Hearing other people's experiences can remind participants of their own similar experiences or hearing other people's stories or ideas may spark new ideas in their minds. The FGD setting is therefore conducive for facilitating a conversation about people's feedback regarding the use of mobile phones to prevent, document and respond to SH and other forms of SVAWG in public spaces.

It is important to hold the FGD with a mixture of people. Ideas for groupings including: a group of married men who have children (12-19) of both sexes and who have at least one mobile phone per household; a group of married women who have children (12-19) of both sexes and who have at least one mobile phone per household; a group that is a mixture of adult women and men (married and unmarried); a group of adolescent girls/unmarried (those who have a mobile phone of their own, those who have access to a shared family mobile phone and those who do not have access to a mobile phone, shared or their own); and a group with just adolescent boys/unmarried (similar socio-demographic profile as the group of adolescent /unmarried girls).

It is important to have people of diverse backgrounds represented within that group, though it is expected that most of them will be lower-income given the safe city programme's selected intervention sites.

Examples of other factors to consider for diversity within the FGD include: age, ethnicity, disability, education, whether or not they are income-earners, if they participate in the former

and/or informal employment, whether or not they are parents or childless, type of dwelling (e.g. slum like settlement, apartment, etc.).

Throughout the FGDs, local consultants will ensure that people are clear about what questions are being asked of them and that they understand the terms being used.

For a term like SH, using examples of the behaviors characteristic of SH (e.g. persistent and unwelcome flirting, unwelcome touching, rubbing oneself sexually against another person, pinching or stroking, etc.) rather than the term will elicit more responses. It is important to ask participants about other forms of SH that they know about.

The guided conversation could cover three main topics: 1) women's and girls' and men's and boys' access to mobile phones in the safe and sustainable city intervention sites, 2) whether or not they have experienced or witnessed SH or SV in public spaces and if so, have they ever used mobile phones to do something about it, and 3) what ideas they may have for using mobile phones to make public spaces safer, including to prevent, document, and report forms of violence experienced or witnessed there.

It is also likely to be instructive to use the FGD techniques with other groupings of respondents, if there is a gap of relevant data identified in the LA, for example, with critical services providers (for survivors of SH/SV), teachers and school authorities, technology providers, or police officers.

Questions for these FGDs should be developed based on the gaps of information that they could help to close in order to deepen the understanding of the problems, local contexts (including institutional) and existing services. It is a judgment call of a local consultant to decide if FGD or other techniques (for example, key informant interview) should be used, based on local context, availability of respondents costs, and logistical feasibility.

5.2.1 Follow-Up In-Depth Interview

After conducting the FGDs, if there are one or two girls or women from the safe city intervention sites who had a lot to say about the topics and who made interesting comments, local consultants could ask them if they would be willing to answer additional questions.

Once the consultants have their permission, they can proceed with a follow-up in-depth interview. For example, finding out their age, their family background, how long they have lived in the city, and how they spend their days. Any information the local consultant can gather about who they are, in addition to any follow-up questions to those asked during the FGD will enable a deeper understanding and contextualization of the main issues, and could also help to include a human interest story in the final cross-regional report.

This of course should be based on the informed consent of the interviewee.

5.3 Field Observation

Field observation is another research method that may be useful for filling in gaps of knowledge.

For the field observation, the local consultant can go to several different locations in the safe and sustainable city intervention sites, such as a busy street corner, a park, a marketplace, outside a mobile phone store or an Internet cafe, at a bus stop, or outside a school. The observations could take place at different times and across several weeks.

The local consultants could spend around an hour in each location and conduct for example “snapshot” counts to record information about where and how they observe Mobile ICT being used by women and girls, and men and boys, and if they observe any SH incidents.

The local consultants should take at least two photographs at each field observation location for inclusion in the PowerPoint (PPT) Presentation and final report. If they plan to make a video recording during the observation, they should seek permission from local authorities, community leaders or other appropriate individuals in advance, and put in place arrangements to ensure their own security.

Clearly, observational data collected in this way does not constitute an authoritative knowledge base per se. Rather, it provides pointers or indications, increases understanding, and stimulates thinking.

Ideas and questions that emerge from observation might well contribute to the agenda and be explored further in key informant interviews or focus groups.

5.4 Ethical Considerations

All research amongst women and girls relating to SVAWG raises significant ethical issues and risks for both the women and girls themselves and researchers undertaking this work. Because the ES includes topics such as SH, and other forms of SVAWG, there are several ethical considerations that local consultants should adhere to.

It is crucial to show the utmost respect for the individuals with whom the local consultants interact with using various methods. They are sharing not only their time, but they also are sharing very personal information that could be upsetting to them to recall and talk about.

In working with children and young people, researchers have a duty to ensure the method is appropriate and will not cause participants any physical or psychological harm. Local consultants should refer to guidelines produced in this area¹⁰.

Asking women and girls questions about their experiences of harassment and violence including through the use of Mobile ICT can result in re-victimization as they recall and relive what happened. Speaking about such occurrences can also put them at risk of further violence if, for example, male family members

hear about it and blame a female victim rather than the perpetrator¹¹.

The World Health Organization (WHO) offers guidelines for researchers¹²

¹⁰ UNICEF (2012). Ethical Principles, Dilemmas and Risks in Collecting Data on Violence against Children. United Nations Children's Fund (UNICEF), Statistics and Monitoring Section/Division of Policy and Strategy. http://www.childinfo.org/files/Childprotection_EPDRCLitReview_final_lowres.pdf
UNICEF Children Participating in Research, Monitoring And Evaluation (M&E) http://www.unicef.org/evaluation/files/TechNote1_Ethics.pdf
Minimum Standards for Consulting with Children <http://planinternational.org/files/global/publications/participatio/ministandards.pdf>

¹¹ Adapted from UN WOMEN (2011). Briefing on Baseline Studies. Prepared by Dr. Sohail Husain, Analytica Consulting in collaboration with Laura Capobianco and Anastasia Posadskaya Vanderbeck, UN Women Safe Cities Global Programme. New York: UN Women.

¹² Adapted from the World Health Organization's Department of Gender, Women and Health (2001). [Putting women first: Ethical and safety recommendations for research on domestic violence against women](#). Geneva, Switzerland: WHO. See also Chapter 2 in Ellsberg M and L Heise (2005). Researching violence against women. A practical guide for researchers and activists. London: WHO/PATH. Available at: http://www.path.org/files/GBV_rvaw_front.pdf. Also, local consultants are encouraged to also consult Survey Module on Violence against Women Interviewer's Manual Developed for UNECE by Henrica A.F.M. Jansen at: <http://www1.unece.org/stat/platform/display/VAW/Survey+module+for+measuring+violence+against+women> and visit UN Women's Virtual Knowledge Centre on Ending Violence against Women and Girls, which has an entire section on ethical research for VAW, is updated on an ongoing basis, and contains all of the latest guidelines - <http://www.endvawnow.org>

who work with survivors or potential survivors of violence, which should be fully integrated to the empirical research protocol.

5.5.1 Key WHO Guidelines include:

1. Selecting a private location to talk with the individuals where they can feel safe and secure.
2. Making sure they thoroughly understand the research methods, why the study is being conducted, and how their answers will be used so that they can give fully informed consent to participate, including by signing the consent form.
3. Asking for their permission to take notes, make audio recordings and take photographs (for the PowerPoint slides and final report). Assuring them that the recordings or photos will be kept in a secure place, and will only be used for the purpose of the project.
4. Assuring them that the interview or discussion is meant to be a safe space where they can speak freely and confidentially and that their name can be kept anonymous in the report if they would prefer.
5. Warning participants before asking questions about sexual violence so that they are ready and prepared to talk about a sensitive subject.
6. Preparing resources (including referrals) to offer them should they mention instances of sexual violence, domestic violence, or other forms of violence and need help or want advice. Note, it is important not to counsel them directly during the interview or focus group.
7. Closing the interview or focus group by sincerely thanking the participants for their time and for sharing their personal stories and experiences. Letting them know that the information they provided is important for improving the safety of people all over the world.
8. Offering to make a local presentation on the report findings or sharing the final report with them, if they are interested, and feel it is safe for them to do so.

Also, local consultants are encouraged to have a strategy in place to receive support and counseling as needed after conducting the primary research of the project as stories they hear may be upsetting.

6. WHO SHOULD CONDUCT THE MAPPING PROJECT?

The Mapping Project should be conducted by a local consultant or a small group. That selected researcher will work closely with UN Women’s Country Office Programme Manager and Team, and UN Women’s Global Safe Cities Team.

The researcher(s) should have a good working knowledge of English to be able review literature and prepare reports that can be widely read. However, competence in local languages, or co-researchers or assistants with such competence is also essential to build good local relationships, which will be critically important.

Local consultants should meet the following educational and experience requirements.

Education

Advanced university degree and professional experience in development studies, gender/women’s studies, social sciences, information communication technologies, research and research methodology, or related fields.

Experience

The local consultant should have at least five years of demonstrable experience in:

1. Developing methodology, designing and implementing research in the areas of gender based violence, crime prevention, community safety. Experience with designing and conducting research on the engendered use of ICTs, or mobile phone technology is a plus.
2. Proven experience in writing analytical reports in the area of ending violence against women and girls.
3. Experience in participation in the international research projects is a plus.
4. Delivering high quality reports and publications on a tight schedule and in coordination with and input from multiple project partners.

7. WHAT ARE THE DELIVERABLES OF THE MAPPING PROJECT?

There are 11 key deliverables of the Mapping Project. They are explained in detail after the checklist.

Deliverables

I. Landscape Analysis:

- 1. Detailed outline of the LA (1-2 pages).
- 2. LA report (up to 15 pages, excluding annexes)

II. Empirical Study:

- 3. Draft methodology for the ES (up to 20 pages, excluding annexes).
- 4. Final methodology for the ES (up to 20 pages, excluding annexes).
- 5. Note on the completion of the field work of the ES (up to 20 pages, excluding annexes)

III. Summary Report and PowerPoint Presentation Slides:

- 6. Draft summary report and Power-point (PPT)¹³ presentation (15 pages, 15 slides).
- 7. Final summary report and PPT presentation (15 pages, 15 slides).

IV. Final Report:

- 8. First draft of the mapping study report (up to 40 pages, excluding annexes).
- 9. Second draft of the mapping study report.
- 10. Participation in a seminar to present on the findings (not in all locations).
- 11. Final mapping study report¹⁴ (up to 40 pages, excluding annexes).

¹³ A graphic template for the Powerpoint will be developed by UN Women and sent to Local Consultants.

¹⁴ The Final mapping study report will be formatted by the International Consultant who will follow UN Women's Corporate Guidelines.

7.1 What is expected in the Landscape Analysis?

There are two deliverables associated with the landscape analysis. First, local consultants are expected to produce an outline of the LA (about 1-2 pages in length) and submit it to UN Women's local Project Manager who will gather feedback from the main project counterparts, including UN Women's Safe Cities Technical Review Team. The consultant will then work to integrate feedback received before starting the LA.

Suggested methods for conducting the LA include:

- Reviewing relevant academic literature and reports produced by technology companies and international organizations.
- Visiting local websites, discussion boards, and blogs that discuss the use of mobile phones to prevent, document, and respond to SH and SVAWG.
- Speaking with experts in the field to obtain key reference material (e.g. professors from different academic departments, technology providers, etc.).
- Examining relevant local policies and government reports.

Second, the local consultants will produce the LA document. It is expected to be succinct (no more than 15 pages in length, excluding annexes), include the gaps of knowledge, and list recommendations for the ES.

Additionally, it is expected that the information from the LA be incorporated into the summary report, final report, and PPT Presentation.

Suggested Format

Landscape Analysis

- 1.1 Objective
- 1.2 Methodology and Activities (2-4 pages)
- 1.3 Main findings (5-7 pages)
- 1.4 Recommendations for the ES (2 pages)

7.2 What is expected in the Empirical Study?

First, local consultants will produce a draft methodology of the ES (up to 20 pages, excluding annexes) detailing proposed methods, why they believe these methods are best for addressing the knowledge gaps identified in the LA, what main questions they will ask, and how they will address ethical considerations. Before finalizing the methodology, the consultant will receive input from the local UN Women Project Manager, who will collect feedback from the Technical Review team.

The final methodology will include the detailed methodology (up to 20 pages, excluding annexes) of the ES and questions the consultants plan to ask the participants. UN Women will help ensure that the methods and questions have adequate uniformity across all three cities. Some city teams may choose to include city-specific questions related to their safe city programme.

After conducting the empirical research across about seven weeks, the local consultants will write a Note (up to 20 pages, excluding annexes) to describe what they accomplished.

Suggested Format

The ES outline should include the methodology as a heading (such as Informant Interviews or FGD). Then below each heading, the local consultants should list the plan for conducting that method, followed by the planned questions (if relevant).

In particular, local consultants should describe the following: Where will they conduct that particular research? When? With whom? How will they identify respondents (including development of screening forms)? Will they make audio recordings or take photographs? How will materials be transcribed, collated and analyzed? What kind of assistance will they need from UN Women local team?

Local consultants should provide this information in a concise, straight-forward way.

After completing the research, local consultants will update the outline document and replace their plans of what they “will do” for each research method with information about what they “did do.”

7.3 What is expected for the Summary Report and PowerPoint Presentation Slides?

After conducting both the LA and the ES, local consultants will complete a summary report of the Mapping Study as well develop a PPT. The PPT will be used to present research findings both at the local level and at the international level.

The summary report will be up to 15 pages in length, excluding annexes. It should be organized into two sections.

First, the report should provide a synthesis of the major findings of the research. It should be organized by the four main lines of enquiry (access, prevention, documentation, and response). Local consultants should detail the methods they used to investigate for each line of enquiry (both from the LA and the ES) followed by the findings.

Secondly, the report should include the key recommendations along the four lines of inquiry as well as on of the types of tools and applications that could be developed to enhance holistic gender-sensitive safe and sustainable city approaches through incorporation of mobile phones.

The PPT will include up to 15 slides which highlight the methodology, field work undertaken, and include main findings and recommendations. Slides should include relevant high resolution photographs taken during the study.

It is suggested that one slide feature the story of a participant in the FGD with whom the local consultants conducted a follow-up interview and who gave permission to have her story highlighted.

UN Women’s Safe Cities Technical Review Team is available to provide feedback on the PPT and Summary Report before finalization.

7.4. What is expected in the Final Mapping Report?

This report will summarize all of the local consultants' work and recommendations and it will incorporate feedback from UN Women staff. The report will be no more than 40 pages in length, excluding annexes.

The format for the report is:

Part 1: Executive Summary

Provide an overview of the project and a concise summary of the main findings (1-2 pages)

Part 2: Landscape Analysis

List the methods used to conduct the LA. Write what were the key findings about women's and girls' and men and boy's access to and use of mobile phones in the prevention, documentation, and prevention of VAWG in public spaces, and the main gaps identified to be addressed in the ES.

Part 3: Empirical Study

Explain the main gaps identified in the LA and how they were addressed in the ES. Explain what techniques were used with participants, why, who did you speak with, and what questions were asked.

Detail the main findings from each technique as well as the overall findings. Include photographs as relevant (such as a photograph taken during a field observation in the section about conducting field observations).

Local consultants should create a "highlight" box to feature one or two stories of the persons from the focus groups with whom they conducted an additional interview with.

Part 4: Key Recommendations

Based on the findings from the LA and the ES, local consultants are required to clearly list recommendations from the study for how UN Women, Microsoft, and other key partners can integrate or use Mobile ICT in their existing and future work to make cities safer. In doing so, they should indicate which research outcomes inform the recommendations.

Annexes

In this section, local consultants can list the literature and documents they consulted for the LA.

8. LIMITATIONS OF THE MAPPING PROJECT

While the Mapping Project will uncover a lot of important information, there are limitations.

Since there is a short amount of time and limited resources available for this study, it will not be an exhaustive investigation. Not every piece of information about access to mobile technology or how it can be used for violence prevention, documentation, or response will be discovered.

The suggested research methods may not all be methodologically pure or statistically robust and may not paint a complete picture.

Some of the data from the LA may not be very recent and it may not have been collected to answer the specific questions asked.

There may be varying amounts of relevant information readily available by city and some cities may have to rely more on empirical research methods, thus there may not be complete consistency of research methods from city to city for the final cross-city report.

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