

SAFE CITIES



**Red Mujer y Habitat Latina America &
Women in Cities International**

SAFE CITIES

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SAFE CITIES

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REFERENCES

INTRODUCTION AND KEY CONCEPTS

What does this module contain?

This module contains distilled **knowledge - lessons learned** and **step-by-step guidance** for creating safe cities and communities for women and girls. The module includes a compendium of tools, manuals, training modules and other materials (text, audio and visual) on “how to” create safe cities and communities for women and girls to live a life free of violence. Also, this resource contains case studies and summaries of good practices, and a registry of regional resource centres and experts associated with safe cities for women.

The module contains tools that focus on the identification and prevention of gender-based violence against women in cities, particularly in public spaces. While the concept of safe cities is broader, this module currently focuses primarily on cities. This approach prioritizes the advancement of women’s rights to create and live in safe cities and communities. Within this approach, special emphasis is given to violence prevention, government accountability, community mobilization and participation, women’s empowerment, and the improvement of neighbourhoods and the urban environment in general. Together, these strategies are meant to enhance social relations and trust among all citizens in a community.

What are the objectives of this module?

The module has three main goals:

- to support the implementation of commitments and ongoing work that addresses violence against women and girls, especially in public spaces;
- to collect, systematize and make available information, knowledge-to-date and resources on the topic of safe cities for women and girls; and
- to promote ongoing learning and knowledge-sharing on the topic of safe cities and communities for women and girls.

Who is the audience for this module?

The module addresses all actors involved in the development, implementation and evaluation of initiatives and programmes that aim to create safe cities for women. An initiative for the promotion of safe cities for women must be conducted by several actors working together. Government officials, non-governmental organizations, civil society groups, and women’s and feminist organizations are key participants. Other key

participants include policy makers, urban planners and designers, and everyday users of the cities and public spaces.

What are safe cities and communities for women and girls?

A safe city is one in which both the government and civil society guarantee women's rights in all spheres.

A safe city is one that promotes the elimination of gender-based violence, while at the same time promoting equal opportunities for men and women in all the spheres of social, economic, cultural and political life (access to employment, education, political participation, resources and leisure, etc.).

In general, those cities whose public spaces are more intensely used by diverse citizens conducting different activities at different hours of the day are safer for all, and particularly for women. This is because variety and diversity tend to promote tolerance and peace among citizens. In addition, if there are more people present on the street during the day, there are more “eyes on the street”, which can make it more difficult for an assault or robbery to occur.

In order to promote city space that is well-used and diverse, it is necessary to ensure a pleasant environment, with good accessibility and lighting, ample seating (or public furniture) for different uses, and good maintenance, among other factors, in order to promote people's stay in and use of public spaces. If public spaces lack these factors, they can become neglected, run down, and be or feel more dangerous to women and others.

A safe city for women and girls is...

- A city where women and girls can enjoy public spaces and public life without fear of being assaulted.
- A city where violence is not exercised against women and girls in either the home or the street.
- A city where women and girls are not discriminated against and where their economic, social, political, and cultural rights are guaranteed.
- A city where women and girls participate in making decisions that affect the community in which they live.
- A city where the state guarantees the human rights of all people without excluding women and girls.
- A city where the state and local government take actions to provide attention, prevention, and punishment for violence against women and girls.

- A city where the state and local government guarantee women's and girls' access to justice.

Why focus on safe cities and communities for women and girls?

Women and girls experience situations of violence that are different from those experienced by men. Violence that is inflicted against women and girls because of their gender is one of the worst discriminations that they suffer. This discrimination is a consequence of a patriarchal culture based on unequal relations of power between men and women. Women and girls are sexually harassed, in streets, in parks and plazas, in schools, in work places, and while using public transportation. Women and girls are also continuously exposed to abuse and rape in all different kinds of environments. Sexual abuse is the main cause of fear among women in cities. As a result of this reality, studies show that women change their routines more often than men. For example, women tend to stop going out alone after dark while men do not. Thus, women and girls feel and perceive safety and insecurity differently than men and boys. The omnipresent violence against women and girls adds to women and girls' fears of being victims of crimes like robbery and other types of assaults.

[edit in Spanish and French and add references] - Though there are limited statistics on sexual harassment, some examples include:

- In Cairo, Giza and Qalubiya, Egypt 83% of Egyptian women and 98% of foreign women surveyed reported experiencing sexual harassment; while 62% of the men surveyed admitted to perpetrating harassment (Egyptian Centre for Women's Rights, 2008).
- In Montreal, Canada, an opinion poll in 2000 revealed that nearly 60% of women are afraid of walking alone in their neighbourhood at night as opposed to only 17% of men (Michaud, 2003).
- In Argentina, in 2002, of the total reported crimes against sexual integrity and honour (including rapes, crimes against honour, other crimes against sexual integrity), 83% of the victims were women (CISCSA, 2005).
- A global survey on experiences of street harassment found the following percentages of respondents who had experienced:
 - Whistling or honking - 95%
 - Vulgar gestures - 82%
 - Sexually explicit comments - 81%
 - Following - 75%
 - Sexual touching – 57%
 - Public masturbation – 37%
 - Assault – 27% (Kearl, 2008)
- In New York, United States, a 2007 survey found that 63 percent of respondents reported being sexually harassed and one-tenth had been sexually assaulted on the subway or at a subway station (Stringer, 2007).

For additional statistics, see the Safe Cities Global Programme compiled fact sheet [\[link\]](#).

Making cities and communities safe for women and girls can expand their full social, economic, cultural and political participation as equal citizens. Cities and communities that are safe and free from violence against women help to create equal opportunities for men and women. When they are safe and comfortable, public spaces in cities and communities offer countless possibilities for the participation of women and girls in the areas of work, education, politics, and recreation. The creation of safe cities and communities for women and girls depends on the elimination of the violence and insecurity that prevent women and girls from using public spaces freely as citizens with equal human rights to opportunity and safety.

Insecurity and the perception of insecurity impede women and girls from fully using and enjoying the city and lead to unfair assumptions about women. When women and girls perceive that their environment is threatening, they are limited in their use and enjoyment of public spaces because they avoid places that make them feel unsafe (Viswanath and Mehrotra, 2007). As a result, streets, squares, parks, and neighbourhoods are often used more by men and boys than by women and girls. This reality contributes to unfair assumptions that women and girls should always be afraid and they are treated as “weak”, “helpless”, and “vulnerable”. This makes women and girls victims of fear, as well as victims of violence (Falú, 2007). Despite many protocols, policies and increased global awareness about violence against women and girls, these forms of violence and their effects remain underestimated and are not sufficiently taken into account by governments and civil society. Also, to date, violence against women is not generally considered to be a component of urban violence. This means that programmes which are designed to eradicate urban violence fail to address violence against women.

When the root causes of violence are prevented or diminished, related issues can be also prevented or eliminated and cities can be made safer for all. Positive effects of safe cities and communities programmes include:

- Improved recognition of the rights of women and girls
- Increased women’s independence
- Increased women’s participation in democratic life
- Widespread recognition of the fact that unequal relations of power between men and women are a main cause and consequence of violence against women.
- Widespread recognition of the fact that violence against women is an obstacle for the development of cities and communities
- Increased public understanding of how violence in public spaces and violence in private settings are connected
- Widespread recognition and assessment of the impact of violence against women and girls in cities, including its economic costs. For instance, each year,

cities spend millions of dollars in police, health and victim services related to women's experiences and fear of violence in public space.

- Consideration of the different needs of other marginalized groups, such as indigenous peoples, migrants, ethno-cultural communities, women with disabilities, adolescent girls, the elderly, and others.

What are some of the challenges?

Taking into account all factors that contribute to the insecurity of women and girls

When creating or sustaining a safe city for women, it is easy to overlook some of the many factors that make women and girls feel insecure. Feelings of insecurity in cities and communities do not stem from crime and violence alone. These feelings are related to a mix of social, economic, cultural and domestic issues. For example, "in slums, violence against girls and women are higher than in other parts of the city. The combination of poverty, unemployment, inadequate wages, social exclusion and racism can lead to frustration among men and boys and vulnerability for women and girls, particularly if they are on the street" (Plan International, 2010, 55). A variety of related problems must be addressed to make a city safe for women. These include:

- *Violence against women and girls.* Violence against women and girls affects their human rights, freedoms, health and self-esteem, and limits their possibilities and opportunities for improving their lives. Additionally, violence against women and girls impacts family and social environments, which in turn creates new relationships based on inequality.
- *Criminal activity in general.* In cases of home and street robbery, women are often targets. Female victims of crime generally experience greater violence and sexual abuse than male victims. Gun-related conflicts, such as confrontations between gangs, violence is exercised against women as an affront against men of the opposing group.
- *Poverty and inequality.* For many women, poverty and inequality results in increased exposure to insecurity and the risk of experiencing violence. Moreover, poverty increases women's isolation, weakening their social networks and thus the support they are able to receive in situations of violence and attacks. For example, on her way to work, a poor woman living in a slum will be obligated to cross many unsafe neighbourhoods without lighting, with minimal upkeep, and with non-existent support services. This situation exposes her to situations of possible violence that wealthier women are able to avoid. In another example, a woman working on the street in the informal economy will have to move about with small children, use unreliable public transport, and wait in unprotected sites in the early hours of the morning. In both of these cases, conditions of poverty and inequality make women vulnerable and insecure.

- *Poor quality or non-existent health, police/security, emergency shelter, and/or legal services.* Studies have shown that one reason women do not report their experiences of violence is because of a lack of professional support services. Evidence suggests that women do not report their experiences of violence because they cannot access services (eg: due to distance and/or lack of affordable transportation, lack of culturally supportive services, language barriers).
- *Poor quality or non-existent housing.* When women are not the owners of their homes or do not have secure possession of their homes, they are less protected when they are victims of family violence. In general, women tend to keep their children in cases of separation with partners, and fear of losing their home is an obstacle for women who wish to leave abusive partners.
- *Racism and other forms of discrimination.* In societies where people are discriminated against because of their race or ethnicity, sexual orientation or age, women are doubly discriminated against because these discriminations are added to gender discrimination.
- *Inaccessible government and decision-making structures.* In societies where it is difficult for citizens to participate in public decisions, and women in particular are excluded, it is unlikely that women's needs and ideas will be considered. This includes women's safety needs and ideas about eliminating insecurity.
- *Disorder, vandalism, and other social disturbances.* In neighbourhoods where organized crime is active, the poorest women are often recruited into criminal activity or are the victims of greater violence because they are not protected from regular security services.

Gaining government and community support for the creation of safe cities and communities for women and girls

Safe cities for women programmes can only exist and be strengthened if there is support from different levels of government, decision makers, and citizens (Viswanath and Mehrotra, 2008). It can be a daunting task to gain the support of a local government and the community. However, it is important that entire communities are involved in creating safe cities for women and girls. No one group is responsible for doing it on their own. For example, if the government officials initiate a safe cities for women programme, they should seek partner input from civil society, and particularly from women's organizations, to know their needs and suggestions for local action. Conversely, if the initiative comes from civil society, or specifically from women's groups, they will need commitment from different levels of government. This is because government commitment can provide changes in public policy and legislation. This commitment can also secure long-term funding and sustained policy support for safe cities for women programmes.

Some of the areas and actors that have important roles to play in the creation of safe cities for women are:

- Governments at different levels (local, regional, national)
- Education (education policies, non-discriminatory curricula)
- Urban planning (design, regulations, housing, transportation)
- Health (policies for care of victims, training of professionals to respond to survivors)
- Justice (access to justice, legislation, specialized courts)
- Services (water, sanitation, emergency services, etc)
- Community organizations
- Women's and feminist organizations
- Youth groups
- Concerned men's groups
- Faith-based groups
- Human rights organizations
- Police, community police and other security personnel
- Private Sector (transportation and construction companies among others)
- Local residents (ensuring diverse representation - disabled, elderly, young, immigrant, indigenous, gay or lesbian, sex workers and others)
- Researchers and academics
- Mass media

What initiatives dedicated to safe cities and communities for women and girls have been developed to date?

The concept of safe public spaces for women and girls gained popularity in the 1970s. During that time, groups of North American women organized protest marches against fear and experiences of sexual violence and aggression, demanding that women "take back the night". Later, this experience was repeated in other cities, including several in Latin America. For example, in Colombia, since 1999, the Office of the Mayor of Bogota declared March 8th "Women's Night". The objective of these kinds of events is to raise public awareness of and support for women's free and equal use of city spaces at all times.

After the original "Take Back the Night!" marches, articles in professional journals began to interpret fear of crime and violence in public spaces as a barrier to women's access to urban resources. Since the mid-1980s, European cities have begun to address this issue. For instance, the Greater London Council, the City of Manchester, the Dutch Housing Ministry, and others have conducted interviews and created guidelines for increasing women's and girls' security. These initiatives have been replicated in Toronto and other North American cities (Sánchez de Madariaga, et al., 2004, 71). Still, the safe cities for women approach is a relatively new area of activism that requires further development of knowledge and experiences. This will allow for the measurement and sharing experiences, initiatives and results from cities and communities all over the world. It is important to note that measuring the results of a safe cities for women and girls programme implies a prolonged process that focuses on the evaluation of objective changes in the everyday life of women and girls with the respect to their use and enjoyment of the city.

UNIFEM is implementing several programmes on safe cities for women. These programmes are being implemented by women's and feminist organizations and networks in partnership with local governments in different countries throughout the world. In Latin America, the Regional Programme *Cities without violence against women, safe cities for all* (implemented in Argentina, Colombia, Chile, and recently in Peru, El Salvador and Guatemala, and Brazil), works in many different areas, including knowledge-building and training for governments, civil society, women, young people, police officers and urban planners on safe cities for women. The Regional Programme also works with women's organizations to develop participatory baseline assessments on the types of violence experienced by women in cities, and on the places where violence occurs, as well as to develop action proposals for improving the urban environment. While being implemented, this programme has been able to ensure the commitment of several government and civil society actors to carry out actions for achieving safe cities for women. For example, in Chile, an agreement was signed with the Ministry of Housing to incorporate the issue of gender and security in plans for neighbourhood improvement. In Colombia and Argentina, women's organizations developed an agenda for local public officials, which included proposals for improving women's safety in public spaces. In Rosario, Argentina, a series of campaigns were developed to raise the awareness about the sexual violence women experience while using public transport. Additionally, the Municipal Urban Guard, or municipal police force, was specially trained to help victims of gender-based violence in public spaces. The actions and tools developed within this programme are detailed throughout this module.

Women in Cities International is coordinating the programme *Gender Inclusive Cities. Increasing women's safety by identifying and disseminating effective and promising approaches that promote women's equal access to public space*. The project is being carried out in four cities around the world - Dar es Salaam in Tanzania, Delhi in India, Rosario in Argentina, and Petrozavodsk in Russia. The programme aims to develop a set of actions that help communities understand the factors that cause and lead to gender exclusion. Different methodologies, such as focus groups and women's safety audits, are used in each city to help women identify the problems they face with regards to their own safety. As a result of their actions within the programme, women are encouraged to engage with different sets of stakeholders including governments, non-profit organizations, citizen groups, and the community in general, in order to design and implement strategies that can bring about significant measurable change in women's safety and right to the city. Recently, UNIFEM and UN-HABITAT have promoted the implementation of a global programme on safe cities for women and girls, which is to carry out strategic safe cities for women actions in different countries worldwide.

GUIDING PRINCIPLES

Programming should be based on an understanding that men and women have different experiences of living and working in the city (some based on gender inequality).

Safe cities for women programming should recognize that there are many different kinds of violence in cities and communities. It should also recognize that these types of violence affect women and men differently. For example, in public spaces, violence can occur in a subway car in the form of verbal harassment. Violence can also occur in a parking lot in the form of discriminatory graffiti messages. Even a lack of basic urban services, which lead to additional burdens for women, is a form of violence. Public violence can cause women and girls to feel:

- ashamed of their bodies, gender, race, age, culture, ability, sexual orientation and other status
- afraid of and avoid certain places
- afraid of and avoid leaving home alone
- isolated from the larger community
- unable to participate in public life
- inadequate compared to other (male) users of public space
- distrust towards others in the public sphere, including neighbours
- unable to access public services, education and support schemes for unemployment (Cowichan Women Against Violence Society, 2002).

Programming should Work to Actively Include Women And Girls in Every Step of the Process And Should Make Connections with Women's Organizations.

Women and girls are experts on their own experiences and on how they feel. Women and girls know when and why they don't feel safe and why they don't feel safe. Safe cities for women programming should use the knowledge and feelings that women and girls already possess as a starting point for making cities and communities more secure. In order to do this, safe cities for women partners should value women's knowledge, and treat women and girls as key sources of information/informants by encouraging them to express their thoughts, emotions, and experiences. Moreover, programme partners should remember that not all women and girls have the same needs and experiences - these things are affected by culture, age, ethnic background, sexual orientation, ability, etc. Therefore, before implementing an action to guarantee women's safety, the knowledge and experiences of the specific groups of women and girls affected is required.

Safe cities for women programming requires that women and girls play a central role in decision-making and policy implementation. The participation of women and girls (especially those who have experienced violence in their city or community) is important because it:

- provides useful input on what will and will not work for women and girls;
- provides useful input on how decisions, programs, and policies might benefit or harm women and girls;
- provides policy-makers and decision-makers with alternative ideas;
- gives women and girls a sense of ownership over decisions that affect their lives;
- develops women's and girls' capacity in communication and leadership; and
- empowers women and girls to take control over their own security, rather than relying on male decision-makers or professionals (Michaud, 2003).

This means that decisions and policies must include and be accessible to women and girls. It is not enough that women and girls are simply present when decisions and policies are made – women and girls should be part of the process and their opinions should be taken into account. In order for this to happen, there must be mechanisms and procedures in place to ensure that women and girls actively participate in community decisions that affect their security (Booth, 1996; Whitzman C., 2007). To empower women, girls and their communities to make public space safer, it is important to work with already-existing women's, youth and community organizations. These organizations can connect safe cities for women programmes with actual women in the community. This kind of relationship helps safe cities for

women programme partners because it gives them access to the important contacts and resources that women's and other organizations possess. At the same time, women's organizations can gain capacity and knowledge by working on safe cities for women programming (POWER Camp National, 2006; Women in Cities International [WICI], 2006; Mayor of Bogotá, 2007).

Programming should always focus on both women's and girl's actual safety and women's and girl's perceived sense of safety.

Action on community safety usually addresses two dimensions; an objective dimension, which is victimization, and a subjective dimension, which is the sense or perception of insecurity through fear and anxiety. However, since people's feelings of fear and anxiety are real, community safety might also consider fear and anxiety as part of the objective dimension. Moreover, when women and girls are not protected from violence in public or in private spaces, they are more likely to feel afraid, and excluded in their cities. Therefore, although women's and girls' perception of insecurity may sometimes not directly correspond with objective events, it can have same consequences. A situation of violence suffered by one woman impacts on all women because all women become aware of the possibility of suffering violence because of their gender - fear is transmitted and can be learned as part of women's gender roles. For this reason, safe cities programming should address women's actual *and* perceived sense of safety.

Programming should focus on creating gender-based/gender-mainstreamed policies and programmes.

In order to address the causes of violence against women and girls and women's and girls' feelings of insecurity, gender-based policies should be the foundation of a safe cities for women and girls programme. A gender-based policy is a policy that recognizes the inequalities that characterize relations between men and women and is written to proactively address them. It also recognizes that the different roles assigned to men and women create differences in access to and control of all types of resources (economic and political, among others). A gender-based policy understands that ignoring the different experiences and needs of men and women leads to inequality. Finally, a gender-based policy acknowledges that each action, programme and policy will affect men and women differently. Gender-based policies are designed to benefit both men and women.

When and where gender-based policies and programmes are already active in a community, it is much easier to implement safe cities for women programming (Rainero, L.; Rodigou, M.; Pérez, S., 2006). An already existing network of gender-based initiatives can provide safe cities for women programs with:

- knowledge about what does and does not work for local women
- an understanding of how local power and decision-making processes work
- contacts for resources and advice
- information on demographics, women's safety concerns, and the capacities of local women (Ministry of Community Services, British Columbia, 2006).

Programming should focus on the needs and ideas of each different city or community.

Safe cities and communities for women and girls are created by paying attention to the specific safety issues women and girls face in their local community. Even though it may be based on some common principles and strategies, safe cities for women programming will be different in different places since each place has its own social, economic, legal, cultural and political context. Local perspectives help safe cities programme partners to decide what safety needs are most important. They also help programme partners decide what kinds of solutions will be best, based on the resources and interests of the community and its women and girls (Michaud, 2003).

Programming should keep gender as the main consideration in all urban planning and design processes.

Urban planning and design is a complex field – every project must take into consideration many factors including environmental impacts, traffic impacts, social impacts, accessibility impacts and aesthetic impacts. Gender issues are but one factor that urban planners and developers must consider. Sometimes, in the face of many other issues, consideration of gender can get lost in the urban planning and design process. Therefore, it is important that community and women's groups, local governments, planning departments, and women citizens themselves work together to keep gender as a main issue in all urban planning and design processes. It is important that considerations for one social issue do not override gender matters. For example, in regards to environmental issues related to planning and design, all green and urban regeneration initiatives should also be gender mainstreamed (Davies, et al., 2002).

Programming on safe cities for women should be based on a clear understanding that making cities safer for women makes cities safer for everyone.

A city that

- promotes its citizen's rights, including women's,
- implements actions for the prevention of gender-based violence,
- provides assistance in case of threats, and
- designs its environment in a way that allows women to circulate without fear of being attacked

is a city whose society and local government are committed to the well-being of all citizens, and therefore is a safer city for all.

MAIN STRATEGIES

Public Awareness

What is public awareness?

Public awareness is the public's level of understanding about the importance and implications of women's and girls' safety in cities and communities. Raising public awareness is not the same as telling the public what to do – it is explaining issues and disseminating knowledge to people so that they can make their own decisions. High public awareness occurs when a significant proportion of society agrees that the safety of women and girls in the city is an issue that is of great importance to all citizens. Low public awareness occurs when a majority of people do not know or do not care about women's and girls' safety in the city. There are two main areas to focus on when raising awareness about safe cities for women. First, there is general public awareness, which involves widespread understanding and acknowledgement of the issues on a societal level. Second, there is self-awareness, which occurs when individuals understand how the concept of safe cities for women affects them personally.

There are different ways to raise public awareness about safe cities for women. It can be done through specific planned events, poster campaigns, websites, documentaries, newspaper articles, in schools and workplaces – any publicly available medium. Different examples of strategies for raising awareness are presented throughout this section. Ideally, programme partners would combine a few strategies together, each tailored to the priority and specific groups of the population.

Methodologically sound approaches to raising awareness, together with sufficient exposure have been shown, through social science research, to have an effect on knowledge, attitudes and behaviour. It is usually more effective to create a coordinated, long-term awareness-raising campaign than to create large, short-term campaign. This is because when the concept of safe cities for women is talked about over time, its importance becomes normalized – it becomes a normal part of people's everyday lives. By contrast, if there is only one single campaign to address the issue of safe cities for women, people may forget about the issues once the campaign is over. By taking different approaches at different times, awareness can be raised all over the city, using current events and issues as a backdrop for talking about safe cities.

Why is public awareness important?

Public awareness is important because safe cities for women are created when people in cities work together to eliminate violence against women and girls. In order to work together, the public needs to have a common understanding of what violence against women and girls is, and how it relates to women's and girls' safety in their communities. The public also has to believe and share values that women's safety is an important issue in the community.

See the [public awareness section](#) for more information.

Community Mobilization

What is community mobilization?

Community mobilization is the act of encouraging and engaging the community to participate in the creation of safe cities and communities for women and girls. This process must involve the whole community, not just the specific actors who are directly involved in a safe cities for women programme. A community could be considered "mobilized" when all members feel as though the issue of women's and girls' safety is important to them and worthy of action and support.

Why is community mobilization important?

Every person has the right to feel and be safe in their community and when all members understand and support this sentiment, they can work together to make positive changes in the physical structure, the policies, and the attitudes that shape their city. Thus, community mobilization is important because the community itself is ultimately responsible for and affected by situations of safety or insecurity. Conversely, if the community is not mobilized in creating safe cities for women and girls, the ideas and initiatives put forward by a safe cities for women programme will not be supported and will not be put into practice in the day-to-day interactions of people in the city or community.

See the [community mobilization section](#) for more information.

Capacity Development

What is capacity development?

Capacity development within a group or organization occurs when knowledge is gained about key concepts and this understanding is accompanied by the ability to plan and carry out effective actions pertaining to safe cities for women over time.

Capacity development can be gained through:

- Strengthening policies and protocols;
- Strengthening and building partnerships;
- Increasing access to knowledge and resources;
- Improving the enabling environment and infrastructure; and
- Working with individuals and groups at all levels, using workshops, training sessions, group discussions, coaching, mentoring, ongoing knowledge sharing and discussions, etc.

Capacity development can help safe cities for women programme partners with:

- **Research:** where to find official and unofficial information on women's safety; how to understand statistics; quantitative and qualitative methodologies for generating and analyzing data; developing indicators about gender; and creating and conducting credible surveys.
- **Leadership:** creating a group to work on safe cities for women; engaging the community in safe cities for women initiatives; and leading public debates on issues related to gender.
- **Facilitation:** mediating group relations during large-scale projects; providing opportunities for different actors to exchange information on women's safety; and ensuring that project tasks are being completed properly.
- **Communication:** informing the wider community about the importance of women's safety; educating different audiences on women's safety; and preparing material to disseminate to the media on safe cities for women initiatives and objectives.

Why is capacity development important?

- Teach people about the issue of women's and girls' safety in cities and communities - this is particularly important for people working on a safe cities for women programme;
- Give all members of a safe cities for women programme valuable leadership, political and communication skills that they can use to promote the initiative;
- Save money in the long run because it gives people working directly for safe cities for women programmes the skills necessary to complete related tasks themselves instead of contracting jobs out;
- Increase the confidence of individual women and girls working on safe cities for women programmes, which in turn leads to a greater sense of control over their own safety;
- Allow all programme partners to share skills and grow together; and
- Be an efficient way to share ideas and values related to women's safety.

See the [capacity development section](#) for more information.

Safe Public Spaces for Women and Girls

What Does Planning And Designing Safe Public Spaces For Women And Girls Mean?

Planning and designing safe public spaces for women and girls means creating public spaces with features that enhance women's safety and feelings of safety, and detract from features that cause women's insecurity and feelings of insecurity. While planning and designing safe public spaces for women, planners, designers and architects place special focus on lighting, landscaping, visibility, motorized traffic, pedestrian traffic, urban furniture, potential hiding spots, signage, security personnel, proximity to other public spaces, proximity to emergency services, and access to public transportation. Each of these areas is given particular consideration from the perspective of the women and girls who use public spaces.

Safety planning and design also involves more than just the concrete, physical features of a space, although interventions at this level may occur first in a safe cities for women programme (Werkerle, 2000, 47). It is a necessarily participatory process whereby community members (especially women) work together to create spaces that accommodate strong social relations. In order to be successful, planners and designers must pay attention to how people express themselves in, and interact with, public space. In any given day, public spaces are the setting for a myriad of gendered social interactions. As a result of these interactions, public spaces themselves become gendered. For example, in a school yard, young girls may gather together under a certain tree and watch young boys play soccer in a field. As this process continues, the space under the tree will become understood as a “girl’s space” and the soccer field will become understood as a “boy’s space”. This can be problematic because public space should belong to everyone and everyone should have a right to use it – girls should feel free to use the soccer field and boys should feel free to sit under the tree. Thus, **planning and designing safe public spaces for women and girls also means analysing the various uses of public spaces, who uses them, when, and for how long.** This kind of planning and design also focuses on who *doesn’t* use a particular public space, when, and why. This is because when certain groups, like women or girls, do not use a space, it is usually an indication that the space feels insecure to members of that group.

Planning and designing safe public spaces for women and girls requires constant attention to physical and social characteristics of space. It also requires constant evaluation of the social and physical implications of the planning and design process. The planning and design of a space has the potential to either reinforce gender inequality or to advance gender equality. For this reason, the planning and design process is a crucial facet of creating safe cities for women and girls.

Gender is a particularly important consideration when planning and designing essential services in communities. Often, when essential services are badly planned or missing, women and girls bear the brunt of the insecurity that accompanies such situations. For example, “Sexual harassment is rampant when girls go out in the open for defecation. Men disguise themselves as women and hide themselves in the fields... There have been instances when girls were abducted from the fields and men were caught for sexually harassing them. After 11pm, girls are usually forbidden from going to the fields unless they are accompanied by an elder” (Plan International, 2010, 56).

Planning and designing safe public spaces for women and girls is the process whereby urban planners, designers, architects, women, grassroots and other community actors collaborate to make the physical features of public spaces safe and welcoming for women and girls. If public spaces are dark, abandoned, unclean, overgrown, or lacking certain elements like benches or emergency phones, they are potentially unsafe for everybody, but for women and girls in particular. Therefore, there is an increased chance that women and girls will not use spaces where they feel fear and/or experience violence. In a safe cities for women and girls initiative, it is necessary that the safety needs of women and girls are taken into account in planning and design. Experience shows that when a space is occupied by women and girls, it is also occupied by more people in general. Streets, parks, bus stops,

sports fields, squares, parking lots, etc. that have been planned and designed according to the specific safety needs of women and girls exhibit the following characteristics:

- Easy access to and from the location
- Easy movement within the location
- Good lighting so that users can see and be seen
- Easy-to-read signs to help users find their way
- Clear, well-kept paths where users can easily see each other
- General visibility of the entire space, free from hiding places where a person could wait unseen
- Includes mixed uses – many places to hangout, walk, play, eat, exercise, etc. for diverse user groups at different times of day
- Provisions for different seasons (shade in hot weather and protection in cold weather)
- Provisions for young children and the elderly (because women are often caretakers), e.g. in urban areas this could mean low, wide sidewalks for strollers, wheelchairs, and walkers, and areas with slow-moving traffic
- Access to clean, secure, easily accessible toilet facilities with space for changing children's diapers

Why Is Planning and Designing Safe Public Spaces For Women And Girls Important?

Safety planning and design for women and girls is important because it creates public spaces where women and all users have equal opportunity to be healthy, secure and happy. This kind of planning is based on the fact that the physical design of urban spaces affects women's use and enjoyment of the public realm.

Designing and planning safe public spaces for women and girls is important because:

- It raises awareness of the fact that **space is not neutral**; the design of spaces can either facilitate or impede their use, appropriation and safety for women and girls.
- It recognises that **gender and gender relations** between women and men are key factors in how urban spaces are organized and developed.
- It recognises that the city spatially reflects specific **social, economic and historical characteristics** that are unique to local women's situations.
- It recognises that spaces in the city reflect the **relations of power** that determine the behaviours and differences in the lives of women and men.
- It recognises that the public spaces in a city are usually designed based on a **traditional conception of the family** and a **traditional division of labour** among women and men (men as workers in the public space and women as caretakers and home keepers in the home and private spaces). Furthermore, it promotes initiatives to change this spatial organization in order to reflect changing gender roles in society.
- It recognises that **women's fears are based on reality** (the relationship between feelings of fear and experiences of violence) and that women know when and where they feel unsafe in the cities and why.
- It is a useful tool to **improve the quality of urban and community life** and to reduce women's fear and victimisation.
- It recognises that if women and girls avoid using certain public spaces because they do not feel safe, these spaces will become more insecure for women, girls, **and other users**. Therefore, it is a useful tool to **improve the quality of urban and community life for everyone**, and to reduce women's fear and victimisation.
- It promotes the right to the city and to citizenship for women and girls as a **condition for equitable and sustainable cities and communities**.

Lessons learned:

The best way to ensure that spaces are welcoming to women and girls is to consult with women and girls who are the intended users of a space. However, women and

girls may find it difficult to participate in public planning and design discussions for a variety of reasons. The following list should be considered by any person or organization wishing to involve women and girls in the planning and design of public spaces.

Women may not attend public planning discussions on safer communities because:

- They have difficulty getting to or from the discussion
- They are unaware of women's safety issues because there is little public or media discussion of them
- They may have internalized/accepted gender-based forms of violence (e.g. sexual harassment) as normal and not see them as a problem.
- They have difficulty reading materials for the discussion
- They cannot afford childcare for the time it takes to participate in discussions
- They do not have time to participate in discussions because of work/family/volunteer commitments
- They cannot attend discussion meetings which are being held at an inconvenient time
- Their culture may not be supportive of such activities
- They do not have the support of their spouse or friends
- They are afraid of speaking in public
- They are poor and feel as though they do not belong
- They are disabled and cannot access the space where discussions are being held

- They are unaware that resources exist to plan communities to support women's safety
- They have no computer to access information about discussions
- They do not speak the language in which the discussion is being held
- They have more pressing personal concerns such as poverty or poor health
- They cannot find the place where the discussion is being held
- They do not feel safe in the place where the discussion is being held
- They have to look after elderly members of their family and have no time
- They do not believe that they are smart enough to participate in the discussion
- They have participated in public meetings in the past and had bad experiences
- They feel intimidated by large groups and/or public officials
- They do not feel confident speaking in front of men
- They feel like their age makes their concerns irrelevant (whether they are old or young)
- They feel apathetic about public issues.

Source: Dame, T. and A. Grant. 2001. **Kelowna Planning for Safer Communities Workshop Report**. Cowichan Valley Safer Futures Program, Canada: page 17. Available in [English](#).

See the section on [creating safe public spaces](#) in the programme implementation section.

Safe Public Transit for Women and Girls

What Is Safe Public Transit For Women And Girls?

Safe public transit for women and girls is reliable, easy to use, and flexible. Women do not simply go directly from place A to place B in a day (e.g. home to the work place). Rather, as primary caregivers and members of the informal and formal labour force, women's movement through the city criss-crosses and zigzags – one trip could involve multiple places and destinations for diverse purposes. As a result, women's movement through the city has been described as trip-chaining. This means that women tend to combine the various activities that they must complete in a day, for example, domestic and care-taking responsibilities as well as wage-earning trips. In public transit, it is very common that women have to get off at multiple destinations, pay multiple fares, and travel during off peak hours (Peters, 2002, 7). Ultimately, "women in urban areas tend to take a greater number of shorter trips to dispersed locations at more varied times. "These trips are more expensive in terms of time and money" (Kunieda and Gauthier, 2003, 6). Safe public transit for women and girls accounts for and accommodates the reality of the travel patterns of women and girls.

What must be recognized is that these trips also have the potential to be less safe since many women must walk through, or wait in, unsafe areas in order to access public transit. Moreover, at odd times of day and in isolated places, public transit may be unreliable (by necessity many women must travel through the city very early in the morning and late at night) (Peters, 2002, 7). For example, in the city of Bogotá, Colombia, between 6:00 am and 12:00 pm, women are proportionally more likely to be victims of robbery than men. This is a critical time of day because it is when people go to work. It is a time when robberies occur on principal transit routes in TransMilenio (Bogotá's light rail system). From 6:00 pm to 12:00 am, women are once again the group most affected by robberies. These are women that leave work or school at late hours and they are robbed on their way home as they pass through areas that are dark and desolate (Alcaldía de Bogotá, Colombia, 2007).

In the course of a day, women in rural areas often have to travel long distances – by foot, by non-motorized modes of transport and/or by public transit – whether they are collecting firewood or commuting to urban communities. Yet "most public transportation - both urban and rural - is routed and scheduled to serve commuting trips to work, principally those of men, not women's multiple roles as mothers, producers and entrepreneurs that require off peak travel to a multitude of destinations" (World Bank, 2006). Thus, the needs of the "typical" male household are prioritized by urban transport planners and policy makers (Peters, 2002, 6), while women's tendency to combine trips is not considered in the majority of community and transport plans and designs (Peters, 1998, 1). Thus, even though in reality a complex diversity of different household structures exist, public transit continues to cater to this outdated ideal of the middle-aged, male breadwinner who goes from the home to his place of employment in the morning and back again in the early evening.

On the whole, safe cities for women programme partners should advocate for a wide spectrum of transportation solutions that address safety needs and concerns, as well as environmental and socio-economic issues. Therefore, initiatives encouraging safe public transit for women and girls should not be limited to improving motorized forms of transport. That is, well-maintained footpaths, pedestrian streets, well-lit sidewalks, bicycle lanes and locking areas, and community bicycle-share programmes are all integral ways of making cities safe for women and girls, as well as making them more friendly and liveable in general. In concert with these efforts, public transit systems in particular must be planned and designed to accommodate women's specific needs in terms of the routes they travel, the times of day they depend on public transit, the places they wait for public transit, and the places they get dropped off by public transit.

For all of these reasons, **safe public transit for women and girls must be based on the recognition of women's and girls' distinct roles, needs and experiences.** In order for women to be able to exercise their right to freedom of movement in cities, public transportation systems should address existing mobility barriers (Peters, 1999). There is a pressing need for locally-adapted gender-sensitive transport strategies that combat the bias towards men's needs in terms of variables such as route trajectories and frequencies (Peters, 2002, 3). The distinct needs of old and young people, the disabled, and other vulnerable groups also need to be considered in public transportation planning.

Findings and Considerations for Transport Planners in Western Europe and North America

- Poorly considered land-use zoning policy separates residential areas from employment locations, with a greater impact on women's mobility.
- Women make more complex journeys than men, often travelling to childcare, school, work, and shops. More than twice as many women as men are responsible for escorting children to school.
- Seventy-five per cent of bus journeys are undertaken by women
- Only thirty per cent of women have access to the use of a car during the daytime
- Poor public transport and lack of caring facilities and shopping outlets near employment locations restrict women's access to the labour market.
- Women feel less safe than men being out alone after dark, especially in the inner city, or social housing complexes.

Source: Greed, C. 2007. **A Place for Everyone? Gender Equality and Urban Planning.** Oxfam/RTPI: page 1. Available in [English](#).

Gender-responsive Public Transportation

Examples of strategies that create safe, gender-based public transportation include:

- Bus routes that cater to women's schedules and the places they travel to;
- "[Request stop](#)" programmes that allow women to get off closer to their destinations late at night and early in the morning;
- Subway station design features that prioritize the prevention of violence, as well as accommodate those who have experienced violence;
- Women-only buses and subway cars in those cities where overcrowding is synonymous with the sexual, physical and verbal harassment and abuse of women;
- Provision of bike lanes so that women have alternative, flexible transit options;
- Affordable public transit;
- Well-lit, clearly visible, emergency services-equipped sidewalks and pathways so that women can walk to and from public transit, as well as to and from their destinations.

For public transit to be safe for women and girls, planning bodies must incorporate a gender perspective at all levels and stages of the planning and design process. Ensuring safe public transit for women and girls does not simply mean establishing initiatives exclusively targeted at women and girls (see the example of "women-only" programmes in the Programme Implementation section). Rather, a gender perspective must be a crosscutting feature of all decisions made in relation to public transit. Gender mainstreaming is essential. Public transportation can mainstream gender by ensuring the following factors:

- Gender-sensitive policy development processes.
- Awareness-raising and training for staff gender and transport.
- Recruitment, [training](#) and promotion of women in all aspects of transport.
- Participation of female and male transport users of all ages in project design, implementation, monitoring and evaluation.
- Gender-related transport needs and constraints addressed in project design, implementation and evaluation.

- Gender-sensitive organizational policies, strategies and operational guidelines.

Source: The World Bank. 2006. **‘Mainstreaming Gender in Transport’** in **Gender and Transport Resource Guide**: Part 1.4. The World Bank. Available in [English](#).

Why Is Safe Public Transit For Women And Girls Important?

Safe public transit designed from a gender perspective is an essential component of safe cities for women and girls. Buses, bus stops, subway cars, subway platforms, taxis, streetcars, and trains are like other public spaces - they are not experienced the same way by men and women. Moreover, public transportation includes spaces where diverse forms of gender-based violence against women occur on a daily basis, including sexual abuse, harassment, groping, the use of vulgar language, intimidation and assault. For these reasons, safe public transportation systems are a precondition for women’s and girls’ ability to exercise their right to freedom of movement and their right to use and enjoy the city and its public spaces. If women cannot travel through the city safely everyday, free from all forms of violence, then the city is not safe for women and girls. All people, whether living in cities or rural areas, need mobility as part of their daily life; this includes the ability to move between home, work, services, and leisure. A study by the World Bank in Peru concluded that while personal security is women’s number one concern with respect to using public transit, speed is men’s first priority. The same study points out that, “In order to cope with [lack of personal safety], [women] develop a series of strategies, ranging from refraining from traveling on certain routes, or at night alone, to carrying pins while traveling on the bus in order to keep molesters away” (Gómez, 2000, 2).

Safe public transit for women and girls is important because it allows women and girls to move around the city freely, without fear. In the absence of action on this issue, women are forced to adopt different defensive strategies such as wearing only “appropriate” clothing when travelling on public transit, travelling in groups, only boarding train cars and buses that are not full, ignoring verbal and sexual harassment, protesting loudly in order to get help, carrying pins and/or needles as a means of defence, standing against a window or at the back of the bus, subway car or streetcar, avoiding taking taxis alone, and avoiding travelling in vehicles occupied solely by men (Kunieda and Gauthier, 2003, 14). These defensive strategies add extra burden to women’s days, and deny them their right to freely access their city.

See the [safe public transit section](#) in programme implementation.

National and Municipal Policies and Laws for Safe Cities for women and girls

What are Gender-based National and Municipal Policies and Laws for Safe Cities?

Public policies encompass goals, decisions and actions undertaken by the government in order to address a problem. Public Policies are interrelated sets of goals, decisions, and actions developed by governments that seek to respond to a public problem that has been identified as a priority or that is something the existing government committed to addressing (Buriyovich; 2005). A public policy typically proposes action strategies, programmes that respond to these strategies, and goals that the action strategies and programmes are supposed to reach. As with any other policy, public policies around safety and security from a gender approach imply a process consisting of the following steps: 1) Problem identification; 2) Assessment of the problem; 3) Proposing solutions to the problem; 4) Selecting and implementing one or more of the proposed solutions (for which budget allocation is necessary); and 5) Monitoring and evaluating results. For the development of any public policy, it is important to do a baseline assessment, that is, the problem identification phase will require gathering and analyzing information on women's perceptions of insecurity, as well as objective data on gender-based violence. During this baseline assessment, as well as during the next stages, it is necessary to include women's insights in order to find the best solutions to the problem, taking into account their specific needs and contexts. A gender perspective should be incorporated in all stages of planning and designing public policies for crime prevention and community safety initiatives.

Why are Gender-Based National and Municipal Policies for Safe Cities Important?

Gender-based policies in crime prevention and community safety are important because they consider how women and men are affected differently by real and perceived threats of violence and crime. Since women perceive the threat of personal harm due to violence or crime differently than men, the effects of crime, violence and insecurity are experienced differently by women than they are by men.

A gender-based approach to crime prevention and community safety aims to eliminate negative gender stereotypes, relations, and inequalities which cause crime and insecurity at the local level. Traditionally, crime prevention approaches have focused on strengthening the police and justice systems as ways of reducing

crime (Whitzman, 2008b). More recently however, crime prevention efforts have taken a more social approach through the reduction of economic and social isolation, and through community mobilization focused on violence prevention. (Bodson et al., 2008). This approach is more in line with that of safer cities and communities. Municipal gender-based policies in crime prevention and community safety are approached in an open and participatory manner. These strategies should focus on empowering women to take active roles in increasing safety (Shaw and Capobianco, 2004).

Municipal crime prevention and community safety programmes aim to reduce the causes of crime and insecurity at the local level. In general, community safety or safe cities programmes focus on reducing or eliminating factors that contribute to social and economic exclusion as a way of targeting the root causes of crime and insecurity. At the same time, these approaches engage communities to work with them to identify additional programming and policy issues which contribute to crime and insecurity across a variety of different sectors such as government, law enforcement, health care, environmental design, and others. (UN-HABITAT Safer Cities Programme, no date; Cowichan Women Against Violence Society, 1999).

See the section on [gender-based national and municipal law and policies](#) in programme implementation.

PROGRAMME PLANNING AND DESIGN

Build partnerships within the city or community

General

Because women's and girls' safety involves so many different public and government actors, individual actors tend to focus on different aspects of women's and girls' safety based on their own particular skills and interests. For instance, the police might focus primarily on crime prevention strategies, while a grassroots women's organization might concentrate on raising awareness. Action in all areas is very important for creating safe cities for women, but if actions are not connected to each other, it is difficult to make an overall impact on cities and communities. Building partnerships between different actors working on safe cities for women can help to establish connections and to develop them over time. Partnerships occur when different actors (the media and the municipal urban planning department, for example) work together for a common goal. It is important to build partnerships while creating safe cities for women partnerships help to coordinate different perspectives, resources, and support on the issue of women's and girls' safety. Building partnerships is the first step in creating safe cities for women because each future step depends on the input of everyone involved. For instance, "the partnership that is initially mobilized will determine the definition of a problem, the types of diagnostic data that will be gathered, the resources and needs identified, and the evaluation of success" (Whitzman, 2008b, 147).

Identify potential partners

- Municipal governments are a necessary partner in safe cities for women programming because they are able to shape public services and policy decisions and because they usually control many resources. In addition, in democratic nations, municipal governments are generally an accessible source of power for citizens.
- Police, health, and social service workers are excellent potential partners since their everyday work gives them a good perspective on the violence women experience in the city. They also have a critical role to play by offering protection and support services, and by developing violence prevention initiatives.
- Urban planners should also be involved in partnerships, so that they can offer insights and influence around how the structure and design of the city can impact gendered relations and citizen security.
- Journalists and other members of the media are also excellent partners because they can potentially influence the public in ways that governments cannot. This is because the media reaches many different groups of people, is easily accessible almost everywhere, and portrays events in a way that can shape public opinion.

- Community organizations and women’s organizations also offer invaluable experience and contacts around action on local women’s issues.
- Local women and girls are also necessary to include in partnerships because it is their safety that is the priority. Thus, their ideas and experiences are the starting point from which safe cities for women action can take place. Local women and girl partners should represent the different populations of women in the community. For example, there should be elderly women, women with disabilities, women from different ethnic communities, immigrant women, women with different socio-economic statuses and/or lesbian or transsexual women involved.
- Other possible partners could include representatives from indigenous groups, youth groups, men’s groups, faith communities, school districts, food banks, and business organizations (Cowichan Violence Against Women Society, 2002, 4 – 42).

Australian Examples of Possible Partners

(in addition to women and women’s organizations)

Politicians: local councilors and State/Commonwealth local representatives;

Education: individual schools, tertiary education, local representatives of ministries of education, adult education and vocational services;

Social Services and Agencies: childcare centres and other services for children like kindergartens and afterhours school care, family services, women’s services, men’s services, youth services, welfare and emergency income support, services for people with disabilities, services for low income communities, services for Aboriginals, services for new migrants, services for LGBTI community, emergency and non-profit housing providers, advocacy groups, services for drug users, sex workers and alcoholics, local representatives of ministries of human services or community development;

Sports and recreation organizations: recreation centres, professional and amateur sporting clubs;

Neighbourhood Groups: neighbourhood centres, local residents groups, service organizations such as Rotary, Zonta, Scouts and Guides;

Religious Organizations: religious leaders, particular houses of worship, religious charities such as the Salvation Army;

Health: hospitals, health centres and clinics, health advocacy organizations, primary care partnerships, maternal and child health nurses, local representatives of State public health ministries;

Policing: police-community relations officers or domestic violence liaison officers;

Justice: neighbourhood justice or conflict resolution centres (if they exist), local family violence court workers, legal aid clinics, representatives of State ministries of justice;

Public Information and Communications: libraries, community information centres, local newspapers and radio stations, including ethnospecific media;

Planning and Public Space Management: social and health service planners, land use and transport planners, economic planners, including those working in business development, urban designers, parks designers and managers, public works officers, and health and building inspectors;

Researchers: universities or research centres, local government research officers;

Private Sector: individual business leaders or businesses, local business associations;

Trade Unions and Professional Associations;

Private Charities and Individual Donors.

Source: The GLOVE Project. 2009. **Fact Sheet #1: Creating Effective Partnerships to Prevent Violence.** University of Melbourne and VicHealth. Available in [English](#).

- **Work with networks.** Networks are groups of actors (governments, non-profit organizations, community groups, etc.) that focus on related issues. These actors stay in contact to let each other know about their work and ideas. Networks are useful for making important contacts, finding out about publications and events, and obtaining resources. Networks can exist at local, national, and international levels. They often have web sites or Internet discussion groups. Already established networks of actors who work on gender-based issues can offer quick access to audiences all over the region, country or even the world. In order to establish contact with networks, safe cities for women programme partners should mention their project to network coordinators and ask if they can tell others in the network about it.

A few examples of networks that can be contacted by a safe cities for women programme are:

Women in Cities International (website available in [English](#), [French](#) and [Spanish](#));

Red Mujer y Hábitat de América Latina (website available in [Spanish](#));

Rwanda Women's Network (website available in [English](#) and [French](#));

Huirou Commission (website available in [English](#), [French](#) and [Spanish](#));

Habitat International Coalition Women and Shelter Network (website available in [English](#)); and

GROOTS International (website available in [English](#) and [Spanish](#)).

- **Provide examples of your work and contact information.** It is easier for networks to share your work if you provide them with text, pictures, or web links that they can share with others. Many networks have web sites where you can provide a description of your programme with contact information. This will be posted publicly for others to see use. If your initiative does not have a web site, give a contact name and email address.
- **Join and/or create an online discussion group to meet others working on the issue of women's and girls' safety.** Wherever there is an online discussion forum about safety issues, women's issues, or community issues, make a post about a local safe cities for women programme or about recent activities related to safe cities for women. Alternatively, safe cities for women programmes could research and initiate their own discussion group in order to provide the public and programme partners with an easy way to discuss and learn about key issues.

Case Study: [Yahoo! Discussion Group](#), urban_women: Women and Urban Issues. The organization Women in Cities International (WICI) posts information about its activities on this discussion group website, moderated by the Toronto Women's City Alliance. There are 72 members who belong to this group and each member receives an email about each post. That means that 72 people representing different organizations in different parts of the world are receiving information on WICI's activities. At the same time, WICI receives posts by other members of the discussion group about their activities relating to women and urban issues. Through this kind of medium, different actors can find potential partners who work on similar projects and have similar understandings of women's safety. Website available in [English](#).

- **Hold or attend a networking event.** A networking event can occur in person or online. The idea is to bring together representatives from many organizations and initiatives on women's and girls' safety in one place. At the event, representatives can meet with each other, share information about their work and objectives, meet potential partners, and learn about new strategies, ideas, events and funding.

Case Study: Sharing Our Knowledge for Action: An Online Exchange Forum on Gender Equality in Cities

Women in Cities International. This document is a summary of an online networking event held by Women in Cities International (WICI) in May and June 2006. The event was held in concert with the Third World Urban Forum, which took place in June of the same year. The purpose of the online exchange was to document input from representatives of international women's groups who wished to contribute to the

World Urban Forum, but were unable to attend. This publication documents how the online exchange was put together, the challenges of creating an online exchange, and the results of the exchange.

In order to create this event, WICI enlisted the help of professional technicians to develop the interface, using free TikiWiki technology. WICI also enlisted the help of partner organizations for discussion translation. Over four weeks, four different themes were topics of discussion. These were: Develop a Model: Partnerships for Equality in Large Cities; Sustainable Community: Government Partnerships on Gendered Violence; Gender Mainstreaming and Local Governance; and Knowledge Networks for Women's Health and Safety. Members of WICI's board of directors took turns moderating the discussions each week. In all, the online exchange forum generated 2 765 visits from 195 people in 22 countries. Each discussion topic received between 91 and 1 280 consultations. The main challenge faced in this project was having the capacity to deal with complicated technical issues on a time sensitive basis (Michaud, 2007). Available in [English](#), [French](#) and [Spanish](#).

Resources:

- **Building Partnerships to End Violence against Women: A Practical Guide for Rural and Isolated Communities** (Community Coordination for Women's Safety Project, 2005). British Columbia Association of Specialized Victim Assistance and Counselling Programs, Canada. This is a guide for organizations to build partnerships with other community actors in order to prevent violence against women. The benefits of partnerships, as opposed to fragmented approaches, are examined, as are topics such as relationship-building, clarifying commitments, information sharing, diversity and more. Tools, challenges faced, and case studies are provided. Available in [English](#).
- **'Finding Resources' in Leading Community Change: A Workshop Guide to Build Women's Volunteer Leadership Skills** (Women's Voices in Leadership Project, 2006). Status of Women Council of the Northwest Territories: pages 73-74. This handout gives a list of questions for leaders to ask when organizing a new community initiative. It also provides a list of potential partners of programmes working in a Canadian context. Available in [English](#).
- **Peer Exchanges: A How-To Handbook for Grassroots Women's Groups** (Jeanetta, S., 2007). Huairou Commission. This handbook is a guide on organizing and implementing a networking event for grassroots women's groups. It gives detailed background information on the concept of peer exchanges, as well as instructions on preparing for, hosting, travelling to, and evaluating a peer exchange. Women's organizations working in a Safe Cities for Women Programme can use this tool to meet, learn from, and partner with other women's organizations doing similar work. Available in [English](#).

Develop Strategies to be inclusive of local government and civil society.

When a safe cities for women programme is initiated from within the community, it is important to include the local government whenever possible.

If partnerships are not initiated by local governments, safe cities for women programmes should take care to present all plans and findings to relevant public officials and policy-makers. This way, governments are involved from the beginning. In communities where building partnerships with the government is difficult, safe cities for women programme partners can advocate by emphasizing to the government possible partnership benefits, such as fewer policing and health care costs, greater community involvement and safety for women and everyone (WICI, 2007, 10). It should be noted, however, that there are places where partnerships cannot be formed between women's organizations and local governments because local governments may be unsympathetic or antagonistic towards community groups and/or gendered initiatives. In these cases, it may be advisable for safe cities programme partners to work on strengthening partnerships with other organizations, service providers, and private entrepreneurs in order to build a large coalition that can work to engage or change a local government's position.

Develop a strategy for building a partnership with the local government.

Programme partners should develop a plan for approaching local government to initiate a partnership. The plan should also consider how to sustain a partnership after it has been created. It is important that the municipality understand how they can benefit from forming a partnership with a safe cities for women programme. Here are some steps safe cities for women programme partners to take as part of a strategy for approaching local government:

Do your homework first –

- Know their election and policy platforms [Has the local government promised to reduce crime? Increase women's equality? Improve a local area that has been diagnosed as unsafe?]
- Know the burning issues [What issues related to women's and girls' safety are already being discussed within the community – an increase in crime? Increased violence among youths? A lack of policies addressing gender?]
- Choose your likely supporters [Are there individuals or departments within the government that have already taken action on women's rights? Community safety? Accessible public transportation?]

Understand their position –

- Give them something that will work for them [Can a safe cities for women partnership offer positive publicity? Increased funding from another level of government?]
- Do the background work for them. What are the [main safety problems](#) for women and girls in the community? In what areas do women and girls feel the least safe? What kinds of violence do women and girls face every day in their community – and to what extent?]
- Give them options [Can they commit to reviewing documents? Issuing a public statement on women's safety? Creating a certain policy? Researching possibilities for changing urban planning regulations?]

Acknowledge small steps -

- Thank council collectively for smaller steps
- Thank individual councilors
- Even if you only get a quarter of what you want, consider it a victory and acknowledge it as such

Relationships, relationships, relationships -

- These need nurturing, over time
- Personal relationships are critical

Source: Women in Cities International. 2007. **Building Community-Based Partnerships for Local Action on Women's Safety**. Women in Cities International/Femmes et villes international, Canada: page 10. Available in [English](#) and [French](#).

Resources:

- **Building Community-based Partnerships for Local Action on Women's Safety** (Women in Cities International, 2007). Women in Cities International/Femmes et villes international, Canada This tool is a guide for community-based women's groups to create partnerships with their local municipal government for creating safer communities. The guide gives specific consideration to the particular characteristics of community-based women's groups and municipal governments, as well as the importance and challenges in creating partnerships between the two. The guide is based on six Canadian case studies and provides programme design, monitoring and evaluation templates and

guidance to enable others to plan and implement similar programming in their own community. Available in [English](#) and [French](#).

- **Local to Local Dialogue: A Grassroots Women's Perspective on Good Governance** (United Nations Human Settlements Programme and Huairou Commission, 2004). UN-HABITAT and Huairou Commission. This guide outlines the local-to-local dialogue process. A local-to-local dialogue is a strategy, designed by grassroots women, that helps them have meaningful discussion and negotiations with local leaders. This process is meant to enhance the capacities of grassroots women's organizations at the community and local governance level. Collective action, capacity-building, alliance-building, and capacity engagement are encouraged. International case studies are offered to demonstrate how local to local dialogues have been instituted in different settings. Available in [English](#).
- **Inviting Partners to Partner: Creating a Partnership Learning Model and Code of Conduct** (Leavitt, J., 2002). Huairou Commission. This is a guide for grassroots women's organizations and their partners on how to create and formalize a partnership that provides equal benefits and learning for all involved. The guide includes an overview of different kinds of partnerships and provides "The Partnership Code of Conduct". This code is a framework that different safe cities for women programme partners can review and agree upon in order to ensure that everyone involved understands the abilities and beliefs of everyone else. Available in [English](#).

Government-initiated safe cities for women programmes should use special strategies to reach out to women and the community.

For safe cities for women programmes that were started by governments, it is critically important to involve local community organizations, especially women's grassroots groups, from the very beginning. This is because local community groups are closely affiliated with and run by local citizens, who are the main focus of any safe cities for women programme. For example, the government of New Zealand implemented a programme that created approximately 60 safer community councils between the years 1993-1999, through engagement of local government with indigenous local councils. (Whitzman, 2008b, p. 132). For their part, municipal governments may have to make a special effort to engage local women and women's organizations in a safe cities partnership. Women require partners to respect their unique perspectives and schedules. They also need to be able to speak their mind in places that are accessible and where they feel safe (Michaud, 2004, 38). Therefore, municipal governments should ensure that women know that they will be full partners and that their needs will be accommodated in a safe cities for women programme.

Case Study: Building Partnerships with Women's Groups in Bogotá.

In Bogotá, various local and district-level strategies have been used to build partnerships with different women's groups. At the district level, for example, the Women's Consultation Council was identified as being a strategic ally, since it is a place where women are consulted about the plans and actions launched by the Mayor's office and local government departments. Additionally, the Territorial Planning Council, a mixed council made up of civil society delegates that work on topics related to city development and planning, was identified as an excellent partner. The Territorial Planning Council is divided into sectors. One of these is the women's sector, which permits the inclusion of female representatives in the Council. This was done in the framework of the UNIFEM Regional Programme "Cities without Violence against Women, Safe Cities for All", executed by Women and Habitat Network Latin America.

Resource:

- **Increasing Women's Participation in Municipal Decision-Making: Strategies for More Inclusive Canadian Communities** (Michaud, A., 2004). Federation of Canadian Municipalities. This guide was developed for municipal governments and service providers to encourage the political participation of women citizens. This tool defines equality and inclusion as they pertain to municipal governance. It also addresses knowledge capacity, accessibility, consultation, leadership, partnership and gender mainstreaming issues. The meaning of gender in relation to good governance is explored and additional tools and resources are provided. Available in [English](#) and [French](#).

Define the parameters and objectives of the partnership.

Partners must work together towards a common goal. This means that everyone involved should agree on proposed outcomes and the means of achieving them. In safe cities for women programme, all partners must agree on what safe cities and communities for women and girls are, and on why they are important. Moreover, all partners should agree on the priorities and challenges their community should focus on while achieving these goals. This way, everyone will be able to work together on a common solution rather than working against each other (Women in Cities, 2007, 12). For example, if members of the police department believe that safe cities programming should focus on increasing the number of police patrolling the streets, but health service partners believe that programming should focus on mental health services for survivors of sexual assault, these two partners will compete for resources instead of working together on their larger goal.

Resource:

- **Community Assessment Planning Tool (n.d.)**. This tool, produced by the Minnesota Department of Health, can be used by safe cities for women project partners to assess what kinds of gender-based violence and what kinds of audiences they want to address with their activities. Available in [English](#).

Remember to be patient and plan with a long-term vision. The issue of women's safety is an emotional one that affects everyone's lives. A safe cities for women programme requires a number of partners from different backgrounds. It takes time to build relationships, trust understanding within this context (Community Coordination for Women's Safety Project, 2005, page 45). Therefore, in order for there to be enough time for partners to build meaningful relationships, it is important that the safe cities for women programme have a long-term vision that partners commit to.

For more information on setting goals, objectives, and outcomes, please see the [Decide on a Conceptual Framework section](#) of Programme Design.

Case Study: 'Partnership Continuum' in A City Tailored to Women: The Role of Municipal Governments in Achieving Gender Equality, (Michaud, A., 2004).

Federation of Canadian Municipalities and Femmes et ville international, Canada: page 40. This tool provides descriptions of partnerships between women's organizations and municipal governments, drawing from Canadian examples. These examples fall into three main partnership categories: informal, formal, and legal. Available in [English](#), [French](#) and [Spanish](#).

Partnership Continuum	Informal	Formal	Legal
Description	<ul style="list-style-type: none"> • Networking • Expertise Sharing • Participation • Feedback • Shared Events • Lobby and Advocacy • Mentoring • Provision of space • In-kind/volunteer work • Identification of Needs • Celebrations 	<ul style="list-style-type: none"> • Joint Projects • Community Development • Community Planning • Policy Development • Formal Committees • Boards • Joint Presentations • Research • Training • Protocols • Action Plans 	<ul style="list-style-type: none"> • Service Agreements • Boards • Funding Agreements • Contracts • Legislated Agreements
Examples	<p>Status of Women Council, NWT, works to advance political, social and economic equality of women in the NWT. It acts as a resource for municipalities, hamlets and Bands, sending out materials on violence against women, newsletters and resource materials. It supports women and grassroots women's organizations to develop projects, access funding and write proposals. Status of Women Council NWT has produced toolkits and templates to support women's leadership, literacy and volunteer development. Partnerships are informal.</p>	<p>City of Charlottetown, PEI, Purple Ribbon Campaign. The City worked with community partners on a community-wide response to domestic violence that included hanging a purple ribbon on City Hall. The partnership received recognition as a winner of the <i>Women and Cities International Women's Safety Award 2004</i>.</p> <p>Changing Together: a Centre for Immigrant Women, Edmonton, AB. The organization works closely with the city of Edmonton. The organization's Executive Director is Vice Chair of Greater Edmonton Foundation, and Changing Together Board members sit on several city committees. There is collaboration on action plans and protocols on family violence. The centre makes presentations to the city on issues of concern to immigrant and refugee women.</p>	<p>YWCA works with municipalities across Canada, providing a range of services: women's shelter services, employment training, recreation services.</p> <p>The City of Saskatoon, SK, was the sponsoring partner for the Increasing Women's Participation research project. It signed a legal agreement with FCM, administrated funds and worked as a member of the Project Advisory Committee with community partners.</p>

Determine the partnership structure and choose a lead.

In communities where partnerships are new and where there is no history of safe cities programme partners working together, it may be helpful to create a hierarchical partnership structure, with one designated leader or lead organization. Whoever takes leadership of a safe cities for women programme should be knowledgeable in safe cities and women's issues. Leaders must work hard to connect with decision-makers and stakeholders. They must also keep abreast of local planning, political, crime prevention and community programmes. A leader can be accompanied by a champion or champions. These are people who are committed to the initiative and its actions. They can serve as links between the leader and the community or programme, and can help sustain work if the leader leaves (Whitzman, 2008b, 150-151). Other roles and responsibilities should also be determined at this time. For instance, it may be a good idea to determine who will take the lead and be responsible for meeting coordination, publicity, finances, fundraising, programme design, monitoring and evaluation, day-to-day administration and other associated tasks. Some questions to ask are:

- Who will be responsible to funders and/or the local government?
- Will there be a management committee? If so, who will be on it and what will the committee's responsibilities be? If not, how will the safe cities for women programme be run?
- Who will be in charge of finances?
- How will staff and/or volunteers be chosen and supervised?
- Who will be in charge of monitoring and evaluating the programme? How? (WICI, 2007, 14)

Case Study: Carta de Acuerdo (Memorandum of Understanding)

(Rosario, Argentina, 2006).

In the city of Rosario, Argentina, Memorandums of Understanding were signed with different partners involved in the implementation of different actions carried out under the framework of the UNIFEM Regional Programme, "Cities without Violence against Women, Safe Cities for All", implemented by the Women and Habitat Network of Latin America and the Caribbean. These Memorandums of Understanding formalized commitments made by the different partners about the specific actions they would be responsible for. Some of the actors involved who signed Memorandums of Understanding include: local government officials; the feminist organizations participating in the revision of the "Protocol for Action of the Municipal Urban Guard to Prevent and Respond to Situations of Violence and Abuse towards Women in the City" ([Indeso Mujer](#), [Instituto de Género, Derecho y Desarrollo](#)) as well as the Argentine Women's Information Network (RIMA). Example available from Red Mujer y Habitat LAC HIC in [Spanish](#).

Resources:

- **‘Sample Memorandum of Agreement’** in **Building Partnerships to End Violence against Women: A Practical Guide for Rural and Isolated Communities** (Community Coordination for Women’s Safety Project, 2005). British Columbia Association of Specialized Victim Assistance and Counselling Programs: pages 110 – 111. This tool provides a template for programme partners to use to create a memorandum of agreement. A memorandum of agreement is a document which sets out the roles and responsibilities of each partner in writing. Each partner signs the document to promise that they will fulfill their part of the agreement. This template covers the role of lead agency, the role of reporter to the funder, the creation of a project steering committee, responsibilities for financial reporting and invoicing, and more. It also provides a fill-in chart for the first year of a project budget. Available in [English](#).
- **‘Accountability Chart’** in **Building Partnerships to End Violence against Women: A Practical Guide for Rural and Isolated Communities** (Community Coordination for Women’s Safety Project, 2005). British Columbia Association of Specialized Victim Assistance and Counselling Programs: pages 105 – 106. This tool gives programme partners a structured chart that can be used to establish an agreement according to five principles of effective accountability: “Clear Roles and Responsibilities”, “Clear and Realistic Expectations”, “Expectations Balanced with Resources”, “Credible Reporting” and “Reasonable Adjustment”. Available in [English](#).

Assess the availability of resources.

Together, partners may have many more resources than on their own. A police station might have a crime prevention budget while a women’s organization might have a library on gender and safety. An urban planning department might have an expert on transportation accessibility while a local resident might have advertising skills. Making a list of everything that each partner can commit to contributing will help partnerships assess what they can realistically achieve (WICI, 2007, 17 – 18). For example, if there is a municipal safety initiative in your community, work to establish a partnership and develop a component of that initiative that deals with violence against women. In Canada, for example, the Ottawa Crime Prevention Council opened a [violence against women branch](#).

Articulate clear and consistent information flow and communication among partners.

It can be hard to share information all of the time with all partners. However, this is a very important activity. It helps to ensure that all partners understand how goals and objectives are being interpreted in projects and programmes on the ground. It also helps partners to know what actions have been taken so that efforts are not duplicated. For example, by keeping communication open, safe cities for women programme partners are able to know if the local hospital is undergoing a new intake process for women who have been physically attacked. This might affect crisis line partners who need to give women information on hospital procedures. It might also affect a partner women's group that wants to write a report about problematic hospital intake procedures and their effect upon women who have been attacked. Open communication requires that the information which is shared is written or stated in easy-to-understand language (WICI, 2007, 15). Assigning a person to the task of designated communication chair can help because he or she will have the responsibility of effectively and clearly communicating relevant material to all partners (Community Coordination for Women's Safety Project, 2005, 57).

Partners will have to decide when and how they communicate about news, decisions, public announcements, financial matters, evaluation, and more. This can involve face-to-face meetings, as well as emails, website updates, memorandums, telephone calls and reports (depending on what types of communication partners have access to). Safe cities for women programmes should use strategies that ensuring that all partners are able to communicate with each other. This approach is especially important when working with women and vulnerable groups, who may not be used to sharing their opinions with others in a public setting (WICI, 2007, 15-16). Some strategies for including the opinions of women and members of other vulnerable groups are:

- **Go-rounds:** In discussions, each participant is given a chance to speak in turn. Even first-time participants are strongly encouraged to give their input when their turn comes. This principle guarantees that all participants, regardless of how articulate or aggressive they are, will have an equal chance to share their views.
- **Equal time for all:** Time limits are often used for go-rounds. Furthermore, interruptions, cross-talk, and speaking out of turn are not allowed. These guidelines help to keep the meeting moving forward and prevent a small minority from dominating the discussion.
- **Decisions by consensus:** An initial go-round enables participants to raise questions, share general feedback and hear each other's concerns. During the next go-round, participants articulate their stance on the issue. This iterative process continues until consensus has been reached. This principle ensures that all participants' perspectives are incorporated into the final decision.

Source: Women in Cities International. 2007. **Building Community-Based Partnerships for Local Action on Women's Safety**, Women in Cities International/Femmes et villes international: page 16.

Case Study: Comité de Asesoramiento – Libro Blanco (Advisory Committee - White Book) (2007).

In Bogotá, Colombia, a forum was created for various stakeholders and experts from the city to discuss public safety. The objective of the group was to formulate and agree upon proposals that would make Bogotá safer. Part of this initiative included a panel on Gender and Safe Cities, where the issue of violence against women was discussed. The ideas generated during this session were pulled together and published in the *White Book on Security and Coexistence in Bogotá* published by UN-HABITAT. Various partners contributed to the initiative, including UNIFEM, the local university, the Subsecretary for Gender of the Municipality of Bogotá, and other governmental and non-governmental representatives (Dalmazzo; Serrano; Cardona, 2008, p. 38).

Additional information available in [Spanish](#).

Resource:

- **INTRANET: Espacio de comunicación interna. (INTRANET: Internal Communication Space).** INTRANET is a communication and exchange space that was created with the goal of facilitating interaction between all of the organizations from different Latin American cities involved in the UNIFEM-supported Regional Programme “Cities without Violence against Women, Safe Cities for All”, implemented by the Women and Habitat Network of Latin America and the Caribbean. INTRANET is part of the Women and Habitat Network’s website and is accessible to all participating organizations. In this space, each organization can post information about actions, strategies, and plans developed in the framework of the Regional Programme, and can read about what organizations in other cities are doing. Contact the [Network](#) for more information.

Identifying safety problems for women and girls

General

Each city and community is distinct – each has its own people, physical spaces, government structures, values and history. Therefore, each city and community will have its own particular safety problems, some of which will be more important for the community to deal with right away than others. At first, identifying factors that make women and girls insecure in the city and community may seem like a difficult task. This task can be much easier if community decision-makers and community organizations work with women and girls to identify the places, circumstances and issues that cause the greatest sense of insecurity. The process of working with women and girls to identify problems is called **participatory diagnosis**. Participatory diagnoses are important because they give women and girls a chance to tell the community what makes them feel insecure and what kinds of violence they face.

Identifying safety problems is an important early step in programme design, because action in all other areas (including raising awareness, urban planning and design, transportation planning, and municipal policy-making) are directed towards finding solutions for each community's priority issues. Thus, safe cities for women programme partners should have a clear understanding of what safety issues exist and what safety issues are most important to address before they take any further action.

Example:

"Clouds in Egypt's Sky" Sexual Harassment: From Verbal Harassment to Rape (2008).

This report, produced by the Egyptian Centre for Women's Rights, demonstrates how data collected on sexual harassment can be formulated, analyzed and presented to demonstrate the negative effects on women's lives.

Available in [English](#) and [Arabic](#)

Ask questions about women's safety in the city.

Even though it is often true that women and girls in different cities face similar problems, the relative importance of each safety problem will be different for women and girls in different places. Sometimes, this is called "a geography of violence". For example, women in New Delhi, India, and women in Vancouver, Canada, both experience sexual harassment. However, in New Delhi, sexual harassment may be more of a safety concern for women than gang violence, while in Vancouver, gang violence may be a more important safety concern than sexual harassment. In any case, do not assume that the problems another city is facing are the same as one's own.

In carrying out a **situation analysis**, partners designing a safe cities for women programme might consider the following questions:

- What kinds of spaces in the city or community do women and girls use?
- What kinds of spaces in the community do women and girls avoid? Why?
- What times of day or night do women and girls go out most often? What times of day or night do women and girls go out least often? Why?
- Do women and girls go out alone, or in groups, or in the company of men?
- Do women and girls stay in spaces and use them, or just move through them?
- What kinds of activities do women and girls perform when they use spaces?
- What kinds of experiences of violence or insecurity do women and girls have in the city or community? When and where are they most likely to experience such violence?
- Which forms of violence and insecurity are deemed most common/priority? Are there gender-specific forms of violence against women and girls (e.g. sexual harassment, sexual assault), or is the concern mostly generalized violence (e.g. theft, other)?
- Which groups of women in the city or community most often experience violence or insecurity?
- What regulatory policies, programmes and practices relating to violence against women, insecurity, and crime already exist in the city or community?
- If regulatory policies, programmes and practices already exist, what forms of violence and crime against women do they target? Are there forms of violence and crime against women that they do not address?
- Of the policies, programmes and practices that do exist, which ones can most effectively help women and girls be more secure in the city or community? How can these be expanded?
- Of the policies, programmes and practices that do exist, which ones are least effective in helping women and girls be more secure in the city or community? How can these be improved or replaced?
- Which safety issue/s require the most attention? Be sure to include the needs of vulnerable groups such as seniors, women with disabilities and women from ethnic minorities.

- Are there differences of opinion and perspectives among the key stakeholders on the relative importance of women's safety and the issues identified as priority? (For instance, government officials might consider that women's safety is not a priority, while older citizens might view it as the community's top priority.) Explore whether or not the attitudes and opinions of different actors are related to available and anecdotal evidence of safety problems and of the perceptions and actual experiences reported by women and girls. (This will later relate to advocacy priorities to ensure mobilization of the necessary support.)
- Are there existing programmes and services tailored for women and/or girls that are gender-responsive on these specific priority issue/s? If so, what is missing and what can be done to improve them?
- How much time is needed to work on this effort?

Conduct a Safety Audit.

The women's safety audit is a leading tool originally designed by the Metropolitan Action Committee on Violence Against Women and Children ([METRAC](#)) in Toronto for women to use in order to build their skills and make their communities feel safer. Over the past twenty years, the women's safety audit has been used in communities and neighbourhoods from Petrozavodsk, Russia to Dar es Salaam, Tanzania. The safety audit has been adapted to multiple settings and groups, carried out jointly with local government representatives, and evaluated, such that this tool is now internationally-recognized as a 'best practice'.

There are three main **principles** which guide women's safety audits:

- 1) women are considered experts on their own environment and safety;
- 2) safety audits encourage local and context-specific solutions to issues of insecurity; and
- 3) safety audits promote partnerships and joint solutions between women and their local governments.

Benefits: Some of the benefits that have been reported by those using the women's safety audit tool include: changes to the physical environment to improve safety for women and the community as a whole; changes in local programmes and policies that enhance their promotion of safety for women and the community in general; more funding and positive publicity for organizations and communities involved in women's safety audits; more skills and confidence for women who participate in audits; and greater public awareness of women's safety issues (Lambrick and Travers, 2008).

Process: Usually, a women’s safety audit starts with a group of women, and possibly other community members, who meet and discuss spaces in their community that feel unsafe. Safety audit groups generally work best when members are diverse and therefore represent a variety of safety concerns (i.e. younger and older women, disabled women, women from different ethnic backgrounds) (WISE, 2005, page 13). Unsafe spaces might include a shopping centre parking lot, a pathway between residences, a water source, or a public housing development. After the safety audit group has chosen an unsafe space, they go together to that space and note the factors or characteristics that they think make it unsafe (usually with the help of a premade checklist). Factors or characteristics that make a space feel unsafe might include poor lighting, negative graffiti messages, or an isolated location. Once a safety audit has been completed, the group makes a series of recommendations to their local government and other community members to try and improve the space.

Safety Audit Checklist*

This checklist is taken from: Regional Programme “*Cities without violence against women, safe cities for all*” UNIFEM – Latin American Women and Habitat Network – AECID. Available in [English](#) and [Spanish](#).

Date:

Day: Mon Tues Wed Thurs Fri Sat Sun

Time:

Weather:

Neighbourhood

Specific Location:

Audited by (Full name):

1) OVERALL IMPRESSIONS

For you, what five words best describe the place?

2) SEE and BE SEEN

a. What is the lighting like?

very good good satisfactory poor very poor

b. Is the lighting distributed evenly? yes no

c. Are all the lights working? yes no

Mark on the map the location of the lights that do not work.

d. Are you able to identify the face of a person 25 meters away? yes no

e. Is the lighting obscured by trees, bushes, structures, or posts? yes no

Please explain:

f. How is the lighting on pedestrian walkways and sidewalks?

very good good satisfactory poor very poor there is none

g. How is the lighting at the entrance of homes and buildings?
 very good good satisfactory poor very poor there is none

h. How many people can normally be seen circulating in this place?

i. During the morning:

none some various many

j. During the afternoon:

none some various many

k. During the evening (until 11:00 PM hrs):

none some various many

l. During the night (after 11:00 PM hrs):

none some various many

m. Can you clearly see what is up ahead? yes no

If not, why?

bushes / trees walls hills sharp (blind) corners

other _____

Mark these obstacles on the map.

n. Are there places where someone could hide without being seen?

between trash containers abandoned machinery or utility sheds alleys or lanes
 recessed doorways or entrances construction sites overgrown brush and weeds

others: _____

Identify possible entrapment sites on the map, indicating them with the letter E.

o. What would make it easier to see this place?

transparent materials (i.e.: glass) remove vehicles angled corners trim trees and bushes install security mirrors Others: _____

p. How easy is to predict the route you will take?

very easy easy not very easy no way of knowing

q. Can you take alternative routes that are well lit? yes no don't know

r. Can you take alternative routes that are well travelled?

yes no don't know Comments: _____

s. How easy would it be to escape to a safe place if you needed to?

very easy easy not very easy don't know

t. Is there more than one escape route? yes no don't know

3) HEAR and BE HEARD

a. What is in the area surrounding this place?

- factories offices vacant lots stores restaurants wooded areas
 residential houses streets with busy traffic don't know others:

b. How far away is the nearest person that could hear you if you were to call for help? (specify distance: i.e. meters, blocks, etc.) _____

4) GET HELP

a. How far away are emergency services, security personnel, or police available? (specify distance, i.e.: meters, blocks, etc.) _____

b. Is the area patrolled by police or security personnel? yes no don't know
If yes, how frequently?

- every hour one per afternoon/evening don't know Comments: _____

5) KNOW WHERE YOU ARE AND WHERE YOU ARE GOING

a. Are there signs or maps identifying where you are? (street, building, neighbourhood, etc.)

- yes no

b. Are there signs indicating where to seek assistance in the case of an emergency?

- yes no If yes, are they clearly visible? During the day: yes no At night: yes
 no

c. What is your overall impression of the signage in this place?

- very good good satisfactory poor very poor

d. Are there any signals or signs that should be added or changed? Which ones?

6) DESIGN and MAINTENANCE

a. What is your impression of the overall design of the place?

- very good good satisfactory poor very poor

b. If you weren't familiar with this place, would it be easy to find your way around? yes no

c. As it is now, does this place allow you to carry out the activities for which it was built? (i.e., a plaza) yes no

d. How well is the place maintained?

- very well well satisfactorily poorly very poorly

e. Does this place seem cared for? yes no Why? _____

f. Is there litter lying around? yes no

g. Is there graffiti, or racist and/or sexist images or slogans on the walls?

- yes no If yes, describe them:

h. Are there signs of intentional damage or destruction?

- play equipment light bulbs signs or signals public transport shelters
 others _____

i. Are there any important repairs that need to be made?
 yes no What exactly? _____

j. From your experience, how long do repairs take from the time they are reported?
 a long period of time a short period of time don't know Comments:

k. In regards to bus transport:
 Which bus lines service this place?
 How frequent do they run?
 During the day....format issue/see below under l
 At night....same...format issue
 How far is one bus stop from the next?
 Normally, if you are arriving at night, will the bus driver make stops between bus stops at your request? yes no

l. In regards to car services and taxis:
 Do they enter the neighbourhood frequently?
 During the day yes no At night yes no If no, why not?
 If you call them at night, will they come? yes no sometimes

7) WORKING TOGETHER

a. Are there social and cultural activities that take place in this neighbourhood?
 yes no Please, explain: _____

Who participates in these activities? _____
 Of these activities, which make you feel safer? _____
 Which make you feel less safe? _____

b. Are there community-based organizations and groups that are concerned about the neighbourhood and its people?
 yes no Which ones? _____

How do you feel about these organizations/groups? _____

c. Do you have friends or neighbours in the area you could count on in an emergency?
 yes no

d. Is the population of the area changing? yes no
 If yes, how? _____

e. Are there people in with disabilities or special needs who have trouble getting around?
 elderly persons pushing a baby stroller persons in wheelchairs or using walkers visually impaired hearing impaired Others _____

f. Are there public institutions that you know of in the area?
 yes no Which ones? _____

How do you feel about these public institutions? _____

8) PROPOSALS

- a. What improvements would you like to see in the place we audited?
- b. What improvements would you like to see in terms of cooperative living and social relations in the neighbourhood?
- c. What could you contribute personally to implementing these proposals?

9) FINAL QUESTIONS....

- a. What neighbourhood situations make you feel afraid?
- b. What neighbourhood situations make you feel safer?

* This material has been adapted from the Safety Audit developed by the Metropolitan Action Committee on Violence against Women and Children (METRAC). 1989. Ontario, Canada.

Safety Audit Checklist for Working with Immigrant and Refugee Women, and minority groups

The checklist below resulted from an initiative in Canada to update the Women's Safety Audit Guide, tailored to issues faced by immigrant and refugee women, and considering auditing policies, practices and services in that regard. The women consulted related experiences about not feeling safe or comfortable when using a public service because they were treated rudely, ignored or subjected to humiliating and insulting comments and questions about their race, language, culture and religion. They suggested the following questions as a means to evaluate how safe or comfortable immigrant and/or refugee women feel when interacting with public and government services providers:

1. As a person of a minority race, culture, language, physical and mental ability, sexual orientation, or religion, do I feel that I am treated fairly by people in the following institutions?

- Security guards, police, firefighters
- Social/Health Services providers
- Legal service and Court House staff
- Public transit officials (bus, taxi, etc.)
- Sales people/Businesses representatives
- Recreation/Community centre staff
- School personnel/administrators
- Immigration officials
- Employment/Placement centre staff
- Parking/Building maintenance personnel
- Other (s)

2. Are my children treated fairly by peers, teachers and school administrators?

yes no

3. Do I feel that there are materials used in classrooms or in media advertising that are offensive/insensitive of cultural and racial differences?

yes no

4. Do I sometimes feel that I am exploited by people in authority because it is assumed that I do not know Canadian Law or my rights as a citizen?

yes no

5. Do I witness or am I subjected to rude and offensive remarks and behaviors, aggressive or intimidating body language, or being ignored?

yes no

Source: Immigrant and Refugee Women Audit, see page 45 (Appendix E) of **Women's Initiatives for Safer Environments** (WISE, 2005). **Women's Community Safety Audit Guide: Safety for Women, Safety for Everyone, Let's Act on It!** Ottawa: WISE. Available in [English](#).

Example

Gender Safety Audits for Public Spaces and Proposals for Safe Urban Spaces (2010).

This report, produced by the Municipal Corporation of Delhi and INTACH, Delhi Chapter, provides an example of how the findings from women's safety audits can be packaged and presented to the public and municipal officials. Maps of problem areas, design solutions, questionnaire results are presented in an attractive and easy-to-understand manner. Available in [English](#). [

Adaptation of the Safety Audit:

The safety audit tool has been changed over time to suit the needs of different groups of women and different contexts. In some cases, the language has been made simpler. In other cases, examples and procedures have been tailored to be more compatible with realities in rural areas. In other cases still, completely new audit guides have been made for specific spaces – such as university campuses.

In addition to these changes, different audit groups have taken different approaches to conducting women's safety audits. Some groups, such as [Jagori](#) in India, have used map-making skills to map the characteristics of unsafe spaces (Jagori, 2007). Other groups, like the Somali Women's Neighbourhood Health and Safety Group in the UK, have used one-on-one interviews with members of the community (Cavanaugh, 1998, page 60). Other approaches that have been used within the women's safety audit include creating scale models of spaces (Cavanaugh, 1998, 16), activity observation (Cavanaugh, 1998, 18), public surveys (Evans and Dame, 1999, 11), photography (WISE, 2005, 19), and public presentations using storyboards (Phaure, 2004, 11).

As a result of these adaptations, the kinds of recommendations that have been made by women's safety audit groups have varied substantially from the recommendations made when the tool was first created. These recommendations include, for example:

- A heavy focus on physical environmental changes, such as improved street lighting and visibility (Toronto in 1989).
- A focus on socio-economic considerations, such as the creation of safer living spaces for women, an increased focus on health, and job creation in Dar es Salaam, Tanzania (Mtani, 2002).
- For increased public transit in Paris, France (Lieber, 2002).

Remember that women and girls are the best sources of information on when and where they feel safe.

It is very important to obtain information from women and girls about what factors make them feel insecure. This information may differ based on different experiences, so it is important to consult a variety of different women. However, it may be difficult to engage local women and girls because they are too busy or they do not feel comfortable/safe/entitled/interested to participate in this kind of activity (especially if they belong to one or more marginalized populations). To overcome this challenge, allow women and girls to take the lead and communicate in whatever ways make them feel most comfortable. Using a variety of communication tactics can be useful. Different tactics can include holding interviews or focus groups, conducting surveys, making art about insecure experiences, and so on.

Example:

CNN Report: Delhi Most Unsafe for Women, finds UN Survey, Delhi, India.

In partnership with UN-HABITAT, Delhi-based women’s organization Jagori produced a large-scale survey on women’s safety. The results of this survey, based primarily on women’s experiences in public spaces, produced important and powerful information that garnered attention from elected officials and international media. This CNN news report demonstrates an effective use of information on women’s experiences of safety/insecurity. Available in [English](#).

Case Study: Focus Group Discussions, Rosario, Argentina

Focus group discussions were held over the course of two months to better understand the distinct forms of violence that women experience in cities. The aim of these discussions was to assess different perspectives on violence in general, and specifically on violence experienced by women. Discussions focused on the following themes related to violence against women in the city: gender, age and vulnerability; state and civil society positions vis-à-vis related issues, including of the security sector, academics and the availability of expertise, and the role of women’s organizations. Different methodologies were used to introduce the themes in each focus group. Specifically, themes were introduced to participants through written statements, questionnaires, pictures (photos of the city, drawings illustrating violent situations, etc.), and personal testimonies. The “mapping” technique was also used. Focus group participants reflected on their personal day-to-day experiences in their

own neighbourhoods and in the city to identify dangerous places. Participants also explained why they perceived these places as being dangerous. The focus groups were organized by CISCSA – Flora Tristán, under a grant of the UN Trust Fund to End Violence against Women, in 2004 in Rosario, Argentina.

For more information on holding safe and accessible meetings for women and girls, see the [Mobilizing Communities to create Safe Cities and Communities for Women and Girls section](#) in Main Strategies for Safe Cities and Communities for Women and Girls.

Resources:

- **‘Precautions and Avoidances’ in Women and Community Safety: A Resource Book on Planning for Safer Communities**, Dame, T. and A. Grant (Cowichan Women Against Violence Society, 2002): pages 2 – 12. This tool helps to guide facilitation of women’s groups on their experiences of safety and insecurity in their communities. The group of women think about, write down, and discuss how their daily routines are constrained by insecurity, using concrete examples. Available in [English](#) and [French](#).
- **Focus Group Guide (2009)**. This guide, produced by the Gender Inclusive Cities Programme funded by the UN Trust Fund in Support of Actions to Eliminate Violence Against Women and administered by [Women in Cities International \(WICI\)](#)” provides instructions for safe cities for women programme partners to hold focus groups with women (usually 8 – 12 participants). The aim of the focus group is to “increase understanding of what makes women feel safe or unsafe in public spaces in cities, and how their safety could be improved”. Instructions and helpful hints are given to help with choosing/involving participants, facilitating/moderating the focus group, choosing a venue, introducing the discussion, conducting the discussion, and recording and reporting the results of the discussion. Available in [English](#).
- **Handling the day-to-day problems of informal workers (n.d.)**. This tool, created by Christine Bonner for Women in Informal Employment: Globalizing and Organizing (WIEGO), is directed towards those actors who work with informal workers on a close basis. The tool provides information on the kinds of problems informal workers face, including problems relating to gender and safety. Then recommendations are provided on how to work with informal workers in a five-step process: 1. Hear the Story 2. Analyse the Situation 3. Probe More Deeply 4. Find Out More 5. Decide What to Do. Real-life examples are provided for illustration. Available in [English](#).
- **‘Diagnóstico local y participativo centrado en las experiencias de mujeres’ (Local and Participatory Diagnosis Centered on Women’s Experience) in Herramientas para la promoción de ciudades seguras desde la perspectiva de género (Tools for the Promotion of Safe Cities**

from the Gender Perspective). (Rainero, L., M. Rodrigou and S. Pérez, 2006). CISCOSA – Centro de Intercambio y Servicios Cono Sur, Argentina: pages 59 – 67. This tool was created by CISCOSA under the auspices of the UNIFEM-supported Regional Programme on Safe Cities. It includes background information, indicators, and methodologies for diagnosing safety issues for women and girls. Methodologies include surveys, safety audits, indicators, maps of women's perception of insecurity, and focus groups. This guide is intended to be used by municipal governments and women's organizations. Available in [English](#), [Portuguese](#) and [Spanish](#).

- **Women's Safety Audits: What Works and Where? (2008).** This report, produced by Women in Cities International, UN-HABITAT and Sida, is an example of a summary of evaluations to date on the women's safety audit tool. The report begins with a literature review of evaluation of women's [safety audits](#). The literature review covers practices that work and positive outcomes that have been recorded about the women's safety audit, as well as practices that do not work and negative outcomes. The literature review also discusses evaluation questions, and recommendations that have come up in material about the women's safety audit. In addition to the literature review, this report also gives the results of in-depth surveys with groups who have undergone the women's safety audit. Survey results provide further evaluation information on the successes and challenges of different aspects and adaptations of the tool. As a whole, the report is meant to provide information on how the women's safety audit tool has been used thus far, and possibilities for its use in the future. It is directed at any group or government wishing to initiate a women's safety audit in their community. The report is available in [English](#).

- **A Handbook on Women's Safety Audits in Low-income Urban Neighbourhoods: A Focus on Essential Services (2010).** This handbook provides guidance for women's groups, urban planners, community organizations and other urban residents on conducting a women's safety audit in low-income areas. This safety audit guide places particular emphasis on using the methodology to assess women's safety in relation to their access to essential services. The handbook breaks down the women's safety audit process into six steps: rapid situational analysis; interviews with key stakeholders; focus group discussions; in-depth interviews; conducting safety audits; and follow-up activities. Available in [English](#).

- **Together for Women's Safety: Creating Safer Communities for Marginalised Women and for Everyone (2010).** This publication, produced by Women in Cities International, highlights a Canadian project on women's safety which was conducted with groups of marginalised women in four cities (Aboriginal women in Regina, Saskatchewan; women with disabilities in Montreal, Quebec; elderly women in Gatineau, Quebec and immigrant and visible minority women in Peel, Ontario). Together for Women's Safety provides detailed information on project planning and goals, as well as lessons learned and challenges (in relation to the processes of adapting and conducting women's safety audits and partnering with local governments). Available in [French](#) and [English](#).

- **Crossing Barriers, Breaking Divides: Making Delhi a Safer Place for Youth in a Resettlement Colony: Madanpur Khadar, Delhi (2010).** This publication, created by Jagori, documents the process of conducting safety audits with youths (both boys and girls) in a resettlement colony. Here the safety audit process has been adapted to young people's needs and to an urban setting where basic services, such as water and sanitation, are a major planning concern. The process and results of this project are described with a focus on mapping and training; critical sensitization of key stakeholders, and youth capacity-building. Results are disaggregated by gender. This publication also provides a guide for conducting a safety audit with youths in a resettlement area. Available in [English](#).
- **Walking our Neighbourhoods, Building Cities Free from Violence: Training material for neighbours to conduct participatory baseline assessments of their neighbourhoods so as to improve their habitability and social ties** (Rodigou, M., with the collaboration of M. Nazar, 2008). CISCOSA - Centro de Intercambio y Servicios Cono Sur – Argentina. Resources included: Guide available in [English](#) and [Spanish](#); Safety Audit Checklist available in [English](#) and [Spanish](#); [Workshop Photos/Fotos Taller](#); Video available in [English](#), [Spanish](#) and [French](#).
- **Women's Safety Audit Guide: Safety for Women, Safety for Everyone, Let's Act on It!** (Women's Initiatives for Safer Environments, 2005). WISE. Available in [English](#).
- **Women and Community Safety: A Resource Book on Planning for Safer Communities** (Cowichan Women Against Violence Society, 2002). Cowichan Women Against Violence Society. Available in [English](#) and [French](#).
- **Cowichan Valley Safety Audit Guide** (Cowichan Women Against Violence Society, 1999). Cowichan Women Against Violence Society. Available in [English](#).
- **Guide d'enquête sur la sécurité des femmes en ville (Guide for Investigating Women's Safety in Cities)** (City of Montreal, 1993). Ville de Montréal. Available in [French](#).
- **Guide de réalisation d'un marche exploratoire (Safety Audit Guide)** (Ville de Lévis, Québec, no date). Available in [French](#).
- **METRAC's Safety Audit Kit** (Metropolitan Action Committee on Violence Against Women and Children (METRAC, no date). Available for purchase in English, French, Spanish, Chinese, Punjabi and Tamil from [METRAC](#).
- **Making Safer Places: A Resource Book for Neighbourhood Safety Audits** (Cavanagh, S., 1998). Women's Design Service. Available for purchase in [English](#).
- **La marche exploratoire... Une façon simple d'améliorer la sécurité dans**

vosre milieu (The Safety Audit... A Simple Way to Increase Security in your Area) (Commission Femmes Ville de Québec, no date). Available in [French](#).

- **Sécurité des Lieux: Guide d'évaluation (Secure Places: Evaluation Guide)** (Fédération des Infirmières et Infirmiers du Québec, 2003). Available in [French](#).
- **Kelowna Planning for Safer Communities Workshop** (Dame, T. and A. Grant, 2001). Cowichan Valley Safer Futures Program. Available in [English](#).

Monitor when and where violence occurs in the city, who most often perpetrates it, and who most often experiences it.

If members of safe cities for women programme have an idea of a space which may be unsafe, it will probably be useful to test that idea. Go to the space at different times during the day and see who is using it and how they are using it. If more men than women seem to use a park, ask whether or not this might be because it is a place where women feel unsafe. Alternatively, look at the history of the space in question. Ask if there have been incidences of violence in the area, or if there have been any actions in the past by governments, women's groups or others to draw attention to safety issues in that space.

Example: Sexual And Gender Based Violence In Uganda: Experiences of Sexual Violence among Women and Girls in Pallisa and Kisoro Districts (2009).

This baseline report, conducted by Action for Development, provides solid baseline information of girls' and women's experiences of sexual violence (both in the home and in public spaces) in two different districts. Several different methodologies were used to collect detailed quantitative and qualitative data: semi-structured interviews with children; key informant interviews; focus group discussions, case studies; document reviews; mapping exercises and surveys. As a result of this research, findings are available in the following areas: understandings of sexual violence; magnitude of sexual violence; frequency of occurrence; forms of sexualized violence; causes of sexualized violence; effects of sexualized violence; existing mechanisms for coping with sexualized violence; and interventions and strategies which currently being used. Available in [English](#).

"Mapping Safety" is an example of this kind of observation. Look at news stories, books, articles, or other material about violence against women and girls in your city or community. Try and find common themes, findings and entry points across these interviews and sources. For example, if there are several news stories about violent incidents happening around one subway station, it could be an indicator that safe cities programming should focus on that area, or perhaps on the community's transportation system in general.

Compile and collect different sources of information.

Collecting statistics on violence, crime rates, and health can help pinpoint what kinds of threats are plaguing what areas of the city or community (RTPI, 2002, 7). Sometimes, however, this data is not separated by sex or age. In these cases, it is impossible to tell what different kinds of safety issues men and women face, and of what age or other population sub-groups. Therefore, it is difficult to identify which factors cause people, and specifically women, to feel unsafe. Moreover, statistics do not account for everything and the numbers they represent can only highlight a problem, not explain why it is happening. Statistics cannot, for instance, measure women's perceptions of insecurity or feelings of safety. In addition, women do not always report the incidences of violence and insecurity that they experience (including gender-specific forms of violence such as sexual harassment that they are often socialized to tolerate and accept as 'normal'). When these experiences are not reported, they are not reflected in statistics. In order to compensate for these statistical failings, safe cities for women programmes should look to other sources of information on women's insecurity. This information can come from discussions with women and girls living in the community, and interviews with police officers, health care workers, service providers and community organizations (Cowichan Women against Violence Society, 2002, page 6).

Data Sources for Diagnosing Violence and Insecurity

There are multiple sources of data that can be used to diagnose violence and insecurity in a community. Some will be more readily available in a community and others not feasible. A combination of sources should be combined to create a more well-rounded picture of the situation.

Based on a North American context, a diagnosis report to develop a community-based safety and violence-prevention plan should take approximately four months. It suggests that Information collection should involve:

- A collation of any previous reports on crime, violence and insecurity
- A collation of reports regarding housing, education, maternal and child health
- Demographic data (statistics) regarding: population, age structure and composition of households, employment and unemployment rates, average income, proportion of people living in poverty, education levels
- Mental and physical health indicators regarding: depression, alcohol and drug abuse, HIV infection
- Information on housing costs and affordability
- Percentage of population using welfare, government support, or charitable donations
- Quality of social/physical environments regarding: prevalence of boarded-up housing, housing code violations, school drop-out rates
- Data from local police, including time of day, week and year regarding: murder, attempted murder, assault, rape, robbery, kidnapping, thefts, break-ins, other property crimes
- Data from local service agencies (child welfare organizations, hospitals and health care clinics, services for assaulted women, legal clinics,

services assisting people who have been in conflict with the law, business associations, services for at-risk groups) regarding: impacts and costs of violence; kinds of services being used most frequently; how services in the community work together; when, where and what violent incidents are most common

- Data from a local victimization survey (to be created and completed by a Safe Cities Programme or similar organization)

Source: Whitzman, C. 2008. **The Handbook of Community Safety, Gender and Violence Prevention**, EarthScan, United Kingdom: pages 164 – 181.

The Handbook of Community Safety, Gender and Violence Prevention recommends that a report, based on the elements outlined above, would include “a description of the area; the prevalence, manifestations and consequences of violence and crime, compared, if possible, with a national average or some other comparative data; a sense of data; some sense of who the victims and offenders are; trends over time; a sense of particular locations where violence is most prevalent (this could include people’s homes); particular times of the day/week/month/year when violence occurs; immediate trigger circumstances; and longer-term root causes that have been identified. The report should also include existing safety activities and their effectiveness, and some potential new source of new energy and ideas” (180).

Example: *Learning from Women to Create Gender Inclusive Cities: Baseline Findings from the Gender Inclusive Cities Programme (2010)*. This publication documents the process of collecting baseline information on women's safety and gender inclusion in four different cities (Rosario, Argentina; Petrozavodsk, Russia; Delhi, India; and Dar es Salaam, Tanzania). Information was collected using three main methodologies: street survey interviews, focus group discussions and women's safety audits. The results from each city are presented, with an analysis of the state of women's safety and gender inclusion cross-regionally. Available in [English](#).

***Understanding Women’s Safety: Towards a Gender-Inclusive City (2010)*.** This report was created by Jagori within the context of the Gender Inclusive Cities Programme. It details factors which contribute to women’s and girls’ lack of safety and inclusion in public spaces in Delhi, based on information gathered from street survey interviews, focus group discussions and women’s safety audits. Available in English. *[Insert file here (attached): Understanding Womens Safety.pdf]*.

Keep the same criteria for all of the information collected to facilitate comparability. Information on women’s safety in the city or community can be difficult to compare because it is often collected from different sources (see Canadian Federal-Provincial-Territorial Ministers Responsible for the Status of Women, 2002, page 7). For example, statistics might give a number of reported rape cases for one neighbourhood, while in another neighbourhood, a women’s organization might offer anecdotal evidence of how likely it is that a woman will be raped. Based on these two sources of information, it is difficult to decide what

neighbourhood is more likely to require safe cities for women programming. In order to make comparisons easier, look for information which is measured the same way, whenever possible. If your safe cities programme involves several groups collecting information, establish common research criteria for everyone. For example, have everyone collect data about the same age group and gender within the same timeframe, if possible. This strategy enables comparisons between the data to be collected.

Resources:

- **Desk Research (Gender Inclusive Cities Programme, 2009).** This tool, developed by the Gender Inclusive Cities Programme, is designed to help safe cities for women programme partners research basic information on safety in their community. Programme partners can use this template to create a city profile that covers demographic, economic, socio-cultural and governance information. The template also includes questions for programme partners to answer on crime, including on gender-related crime issues. Available in English.

- **Methodologies to Measure the Gender Dimensions of Crime and Violence** (Shrader, E., 2001). The World Bank – Latin America and Caribbean Region. This guide outlines different methods for measuring gender-based crime and violence. The methods covered include homicide rates, crime statistics, victimization surveys, prevalence surveys, service statistics, knowledge, attitude and practice (KAP) studies, opinion polling, victim interviews, focus groups, participatory appraisal (rural and urban), and more. Each methodology is explained and its benefits and drawbacks are discussed. Available in [English](#).

- **Finding Evidence for Sexual Violence Prevention Programmes**, Andrés Villaveces for [PREVENT](#) [Preventing Violence through Education, Networking and Technical Assistance], no date). The University of North Carolina Injury Prevention Research Center, USA [<http://breeze.unc.edu/p10167279>]. This website carries an annotated slideshow presentation detailing how organizations and governments can find information on which to base sexual violence prevention programmes. The presentation aims to help participants identify what data makes solid evidence, identify different sources of evidence, use literature as a source of evidence, and decide what kinds of scientific sources provide the most appropriate kinds of evidence. Many different information sources and research methods are covered. Emphasis is placed on online and academic sources. Available in [English](#), 57:26 minutes.

- **OECD Gender, Institutions, and Development Database (GID)** (Organization for Economic Cooperation and Development, no date) [<http://stats.oecd.org/Index.aspx?lang=en>]. This online database provides users with statistical information and composite indicators, broken down by country, on women's status in society (e.g. freedom of movement, access to bank loans, incidence of? violence against women). The database can be

used by a safe cities for women programme in order to establish norms or baseline information on women's and girls' experiences of safety and insecurity on a day-to-day basis. Results can be broken down by region and/or income group. Available in [English](#) and [French](#).

- **OECD Social Institutions and Gender Index (SIGI)** (Organization for Economic Cooperation and Development, no date) [<http://genderindex.org/>]. This online index provides users with a composite measure of gender discrimination based on social institutions, by country. This measure is the result of combining statistical information in five main areas: family code, physical integrity, son preference, civil liberties, and ownership rights. Ranking and profile information is given for over 100 countries. The database can be used in safe cities for women programmes in order to establish norms or baseline information on women's and girls' experiences of safety and insecurity on a day-to-day basis. Available in [English](#).
- **Assessing Violence against Women: A Statistical Profile** (Federal-Provincial-Territorial Ministers Responsible for the Status of Women, 2002). This guide offers background information, guidance, and examples on collecting statistical data on violence against women. Municipal governments and services can use the guide to develop a framework for measuring women's safety in their communities. In particular, the first section of the guide focuses on developing indicators related to violence, and offers advice on collecting data based on previous challenges and lessons learned. Available in [English](#).
- **The UNECE Gender Statistics Website (2010)** provides users with a host of resources related to collecting gender statistics. Information is provided on gender statistics and gender issues. Guides, manuals, videos and training materials are provided for statisticians, researchers and public officials on the subject. Links to further resources and related networks are also provided. Available in [English](#).
- **Developing Gender Statistics: A Practical Tool (DRAFT) (2010)**. This tool, produced by the United Nations Economic Commission for Europe, provides an excellent overview for collecting all kinds of gendered statistics, from time use surveys to victimization surveys. Guidance is also provided for implementing a gender statistics programme, with information on related legislation, fundraising and more. Example training curricula are included. Available in [English](#).
- **Improving Statistics on Gender Issues in the Asia-Pacific Region** (UNIFEM East and South East Asia Region, 2003). This webpage presents an overview of projects conducted in the Asia-Pacific region focused on instituting and improving the collection of gender-disaggregated statistics. Information is provided on the projects, lessons learned while implementing the projects, and monitoring and evaluation results from the projects. Available in [English](#).

- **Hidden in Plain Sight: Sexual Harassment and Assault in the New York Subway System** (Office of the Manhattan Borough President, City of New York, 2007). This report is a response to the lack of available statistics on sexual harassment and assault in the New York subway system. It documents statistical information on threats of sexual harassment and assault, timing of sexual harassment and assault occurrences, reports of sexual harassment and assault to authorities, and witness experiences of sexual harassment and assault. Based on these statistics, a set of recommendations was provided to the city and the city's police department. The report details its data collection methodology (based on an online survey), survey results, and recommendations. It also provides a copy of the 3-page survey used to gather information. Safe cities for women programmes can use this report as a starting point for guidance on collecting hard-to-get transit data and gender disaggregated statistics. Available in [English](#).

Research the policy context and municipal initiatives put in place to address violence, crime, and safety issues, and their responsiveness to women and gender equality concerns.

Contact local government officials and other key informants and ask what kinds of actions city or community representatives have taken with regards to women's and girls' safety in the community. These initiatives will help indicate the degree of priority that has been placed on community (and women's) safety in the past; what have been the experiences and results of any prior interventions; what other sources of information or potential partners should be contacted; and critical gaps or problems with existing local policies and programmes. Sometimes existing policies and programmes directed towards urban safety fail to help women and girls feel more safe (Michaud, 2001, page 7), because policy-makers and decision-makers are not informed about women's and girls' particular safety needs. (For instance, there may be a municipal policy in place to only provide transit stops every mile in areas with low population densities. As a result, women and girls in these areas may have to walk long distances by themselves in isolated areas that do not feel safe.)

Example: ***Making Delhi safe for women: Towards a strategic framework (2010).***

This PowerPoint presentation, developed by Jagori and UN-Habitat, provides information on the context within which programmes and actions on women's safety take place in Delhi. It discusses issues identified as problematic for women's safety in the city, and then sets out a series of strategic intervention areas. An outline, of short, medium and long-term interventions are also discussed. English. *Insert file here (attached): [towards a strategic framework.pdf].*

Resources:

- **The Good Governance Report Card on Gender and Development,** (The

Urban Governance Initiative and the United Nations Development Programme, 2000). This online tool allows users to evaluate their municipal government (mayors, governors, city administrators) on issues related to gender and development. Using the format of a report card, users "score" their government's performance in different categories, including: participation, rule of law, transparency, responsiveness, consensus orientation, equity, effectiveness and efficiency, accountability, and strategic vision. Within each category, suggested indicators are provided. Safe cities for women programmes can use the report card format to gauge how responsive their municipal government is to gender needs. This information can be used to decide which areas of government are most likely or least likely to support women's safety initiatives. Available in [English](#).

- **Guidelines for a Gender Analysis: Human Rights with a Gender** (San Francisco CEDAW Task Force/Commission on the Status of Women, 2000). This guidebook is meant to direct local-level officials in San Francisco in implementing the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW). Municipal level officials in many cities can follow these guidelines to collect gender disaggregated data, conduct an analysis of their operations to determine if the city is meeting gendered human rights principles, create recommendations to ensure gender equality and safety among different departments, generate an action plan to implement recommendations, and work to monitor actions taken for CEDAW implementation. Local-level government examples are provided throughout the guide. Available in [English](#).
- **"Map of Gaps: The postcode lottery of Violence against Women support services in Britain"** (Equality and Human Rights Commission, no date). [<http://www.equalityhumanrights.com/fairer-britain/map-of-gaps/>]. This report and tool document where violence against women services are provided in Britain. The extent to which each service is used is recorded on a colour-coded map, which provides a visual representation of areas that are strong or weak in terms of support to end violence against women. Part of the tool is an interactive website where users can enter their postal codes to find out about what services are available in their area. Users are also provided with information on which local political representatives have or have not committed to providing adequate services in the area. Available in [English](#).
- **'How Women-Friendly is Your City?' in A City Tailored to Women: The Role of Municipal Governments in Achieving Gender Equality** (Michaud, A., 2004). Canadian Federation of Municipalities and City of Montreal's Femmes et ville (Women in the City) Program, 2004: page 50. This evaluation tool was developed for use by municipal governments, as well as local citizens. Users complete a checklist in order to rate whether or not local policies and programmes consider the needs of women and girls. Safe cities for women programmes can use the tool to identify policy and programme levels that do not consider gender (political structures, administrative structures, partnership structures, etc.). Using this information, initiatives can work to include gendered safety perspectives in problem areas. Available in [English](#), [French](#) and [Spanish](#).

- **An Introduction to Gender Audit Methodology: Its Design and Implementation in DFID Malawi** (Moser, C., 2005). Overseas Development Institute, UK. This guide is intended for organizations and government bodies who wish to undergo a gender audit. It provides an overview of different kinds of gender audit methods, and focuses on an audit conducted by DFID Malawi. A detailed summary of evaluation steps is provided (i.e. measuring data, agreeing on an action plan), as are exemplary materials from the DFID Malawi case. Safe cities programmes can use the gender audit methodology to identify safety policies, practices and programmes that do not take gender into account. Available in [English](#).
- **An Inclusion Lens: Workbook for Looking at Social and Economic Exclusion and Inclusion.** (Shookner, M., 2002). Health Canada. This training manual's purpose is to help policy- and decision-makers, as well as community organizations, to identify how policies, programmes, legislation and practices include or exclude specific groups, including women and girls. This is an important tool for safe cities for women programmes to adapt in order to analyze already-existing safety policies and programmes. Background information is provided, as are worksheets to help create “an inclusion lens” for assessing existing policies, programmes, legislation and practices. Available in [English](#) and [French](#).
- **Gender Self-Assessment Tool** (Audit Commission, UK, no date) This online tool is a checklist designed to help municipal government councils understand where their strengths and weaknesses are with reference to gender mainstreaming. Once the form has been completed, councils can compare their progress with others and receive information on how to improve. Safe cities for women programmes can use this tool to assess where government policies do and do not meet the needs of women. This information can be used to determine where and with how much ease women's safety considerations can be inserted into government policy. Available in [English](#).
- **The GLOVE Project, Australia** (no date). In Melbourne, Australia, the municipal government has teamed up with the University of Melbourne to create the *GLOVE Project -- Gender, Local Governance and Violence Prevention: Making Links Between Violence in Private and Public Space Project*. This project is primarily research-based and aims at developing government policies that respond to all gender violence through techniques of community-university partnership and gender mainstreaming. This project builds upon previous initiatives such as the 2001 document *Growing Victoria Together*, which argues that building a safe community is important. More information on the GLOVE project is available in [English](#).

Use students as researchers.

Gathering information on the existing safety conditions for women and girls in any city or community can be difficult and time-consuming. This is especially true in areas where municipalities do not specifically address safety from a gender perspective and have no programmes or networks through which to access information. In these cases, it could be beneficial to partner with local educational

facilities to provide practical research experience to students in exchange for help with research (Dean, 2002). However, it is important to note that all researchers involved in safe cities for women programmes (students or not), need to be sensitized and trained on ethical standards for researching violence against women.

- **Putting Women First: Ethical and Safety Recommendations for Research on Domestic Violence against Women** (Department of Gender and Women's Health, World Health Organization, 2001). This tool provides researchers with an introductory guide on how to perform ethically sensitive and safe research on women who have experienced domestic violence. Guidance is provided in the areas of respondent safety, methodologies to avoid under-reporting, confidentiality protection, researcher training and support, respondent referrals, and proper handling of research findings. Researchers on safe cities for women can use these guidelines in their own work, to ensure that women subjects who have experienced violence remain safe. Available in [English](#), [French](#) and [Spanish](#).

Decide on a Conceptual Framework

General

Once a safe cities for women programme has gathered partners, undertaken a situation analysis, and determined what issues it will tackle, its members need to decide how they will go about organizing for action. At this point, programme design has to take into consideration all of the different viewpoints represented in the city or community.

A conceptual framework is an outline, developed by the safe cities for women programme partners, that explicitly states the values and beliefs that the programme represents, why the programme exists, and what it hopes to accomplish. A conceptual framework is not only important to ensure all partners share a common vision and understanding, but to share with the public, especially women and girls, what the safe cities for women concept represents in practical terms, and what kinds of initiatives, ideas and support can be expected from the programme. Furthermore, if there is a conflict within a safe cities for women programme, or between programme partners and an outside party, the conceptual framework can be referred to as a way of determining what representatives of the programme do or do not wish to support.

Be Clear on Key Concepts and Definitions.

It is helpful to be explicit about what [women's safety means](#) for the city or community in which a safe cities for women programme is taking place. If partners disagree on what women's safety means, or have different interpretations of it, they may not be able to come up with effective actions (Community Coordination for Women's Safety Project, 2005, page 38). For example, one partner may believe that women's safety in public spaces is disconnected from poverty, while another partner may believe that poverty is a key factor in women's insecurity. These conflicting ideas could make

it impossible for objectives to be set regarding the focus of safe cities for women programming. To avoid this kind of conflict, find partners who already share the same general ideas about safe cities for women. This could mean contacting a politician who has mentioned women's urban safety in their election platform, or a community organization that works specifically on women's rights. Alternatively, provide partners with materials or [training](#) on safe cities so that everyone is on the same page.

Example:

Insumos para una caja de herramientas : Programa ciudades sin violencia hacia las mujeres, ciudades seguras para todos y todas (Resources for a toolkit : Programme for cities without violence against women, safe cities for all), 2010.

This toolkit was produced by the UNIFEM Regional Programme "Cities Without Violence against Women, Safe Cities For All". It provides readers with excellent information on and examples from experience implementing a safe cities programme in Bogota, Colombia. Information is provided on a variety of topics, including clear articulation of key concepts and definitions. See page 14 for an example of a well-formulated conceptual statement about the programme. Available in [Spanish](#).

Resources:

- **Tips for Finding Common Ground in Building Partnerships to End Violence against Women: A Practical Guide for Rural and Isolated Communities** (Community Coordination for Women's Safety Project, Canada, 2005): pages 41 – 46. This guide provides eleven tips that programme partners can use to determine what key concepts are most important for their safe cities for women work. It can also be used to determine if each partner can accept the others' views. Each tip includes an easy-to-understand explanation and examples of communities around British Columbia, Canada. Available in [English](#).
- **On Finding "Common Ground" in Building Partnerships to End Violence against Women: A Practical Guide for Rural and Isolated Communities** (Community Coordination for Women's Safety Project, 2005). British Columbia Association of Specialized Victim Assistance and Counselling Programs: pages 112 - 114. This tool offers safe cities for women partners several tips on determining what their common ideas are regarding violence against women. It also provides instructions for an exercise in which partners work together to find out what beliefs they hold in common and why. Available in [English](#).
- **The Partnership Code of Conduct in Inviting Partners to Partner: Creating a Partnership Learning Model and Code of Conduct** (Leavitt, J., 2002). Huairou Commission: page 5. This tool is a framework that different safe cities for women programme partners can review and agree upon in order to ensure that everyone involved understands the abilities and beliefs of

everyone else. This tool gives specific consideration to the needs of grassroots women's groups. Available in [English](#).

- **Collaboration Math for More Effective Coalitions** ([Prevention Commission](#): The Violence against Women Prevention Partnership, 2008). California Coalition Against Sexual Assault. This short annotated slide presentation describes the tool called "Collaboration Math". Collaboration math is a simple strategy safe cities for women programme partners can use to decide upon the different goals, information, approaches and resources that they would like to promote. By combining the list of factors put forth by all programme partners, agreements can be reached (i.e. a common goal can be reached for the programme based on an "average" of each partner's individual goal). An example is given based on the Oklahoma Violence Prevention Planning Committee. Available in [English](#); 9:19 minutes.

Set goals, objectives and outcomes.

As part of initially establishing a common vision and conceptual framework, shared goals and objectives need to be agreed upon. A *goal* is the overall aim or highest-level result that safe cities for women programme partners are trying to achieve. An *objective* is like a goal, but it is more specific and time-sensitive. An *outcome* is the actual result that the programme partners would like to see achieved through their collective efforts in the community. Objectives can be short, medium and long-term, depending on the time-investment required to achieve the envisioned solutions and results

As with any initiative working to reduce violence against women, it is important to recall that effective programmes are likely to result in *increased* reports of violence since they encourage more women to report violent crimes because more women will be aware, as a result of the programme, that violence against them in public places is a crime and that mechanisms for reporting and seeking recourse exist. If more women report violent crimes it may seem as though there is more crime, when really number of crimes may be the same – it is only the number of *reported* crimes that has increased. Alternative measures might include that more women and girls in the community are able to identify and take actions against instances of violence in public. For example, when the Holistic Response to Women Victims of Violence Programme started in Fuenlabrada, Spain, one of the outputs identified by programme partners was that women should report acts of violence against them, even if they had already suffered violence many times without reporting it. Ten years after the programme began it became evident that more women now report violence the first time they are victimized (Garcia, O., 2008).

For full information and definitions, and tips on developing a results framework, see the [Monitoring and Evaluation section](#) on Safe Cities and the general section on [Monitoring and Evaluation](#) available in the Programming Essentials section of this site.

Here is a hypothetical example of how these concepts apply to safe cities for women programming, for illustrative purposes only:

GOAL: To reduce sexual harassment in the city and to increase women’s and girls’ feelings of safety in a specific neighbourhood/s in the city.

OBJECTIVES: To decrease the incidence (number of experiences) of sexual harassment women and girls experience in a year by X%; to increase the public’s knowledge of what constitutes sexual harassment; and to increase women’s confidence and desire to use public spaces in the city at night (measured by survey responses).

OUTCOMES: Increased use of public spaces by women; increased awareness of and reduced acceptability of sexual harassment among the general public; reduction of sexual harassment of women and girls in the city/the neighborhoods of intervention.

The specific goals, objectives and outcomes of each safe cities for women programme will depend on the most important [issues local women face](#) and the capacity of the programme to implement change.

SHORT TERM SOLUTIONS	MID TO LONG TERM SOLUTIONS
<p>These solutions are usually physical improvements or adjustments to services that can be arranged with little or no cost, through direct communication with those who can make changes. They will be items that fit within current budgets.</p>	<p>These solutions will include such things as special projects, program development, and development of policies and guidelines to change future practices. Some will be items that require changing budget priorities or special fundraising, formation of new structures and programs.</p>
<p>EXAMPLES:</p> <ul style="list-style-type: none"> • Replace a burned out light • Paint over graffiti • Trim vegetation • Fix or install a curb cut • Install signage • Communicate information to service providers (for example, request bus drivers to offer to drop women off near to their destination). • Minor adjustments to services 	<p>EXAMPLES:</p> <ul style="list-style-type: none"> • Development of education programs for gender-based violence prevention • Development of food-assistance programs for women • Development of new recreation programs for girls and women to address gender equity. • Development of policies and guidelines for Official Community Plans and Zoning by-laws to reflect women’s needs for community development and design.

Image Source: Dame, T. and A. Grant. 2002. **Women and Community Safety: A Resource Book on Planning for Safer Communities**. Cowichan Women Against Violence Society, Canada: page 65. Available in [English](#).

See the illustrative [theory of change](#) and [logical framework](#) from the [UNIFEM Global Programme: Safe Cities Free of Violence against Women and Girls \(2009-2014\)](#).

Example: Community Coordination for Women's Safety Program, British Columbia, Canada:

- *To facilitate the development of an effective and consistent community response that enhances assaulted women's access to the justice and other relevant systems.*
- *To provide support to communities for the implementation of violence against women policies.*
- *To assist communities to identify and bring forward issues that need to be solved at the provincial level.*
- *To increase communities' ability to analyze issues related to women's safety.*
- *To assist communities in addressing and removing barriers that limit women's access to the justice system and other relevant response systems for women who face particular discrimination.*
- *To support the development of solutions and strategies at the local, regional and provincial levels that address assaulted women's access to the justice system and other relevant response systems.*
- *To analyze and find solutions for local, regional and provincial issues using a range of initiatives to effect change.*

Source: Ending Violence Association of British Columbia, no date. **'About Us'** in **Community Coordination for Women's Safety Program**. Available in [English](#).

Example: Objectives statement from the UNIFEM Regional Programme "Cities Without Violence against Women, Safe Cities For All", and implemented by the Women and Habitat Network of Latin America.

The overall objective is to contribute to a safer city for women so that they have the right to live a life free of violence in private and in public areas and in order to promote women's active citizenship. The specific objectives are to:

- incorporate consideration of gender-based violence plans, programmes and projects in citizen security and urban planning policies;
- empower women to advocate for themselves politically;
- raise awareness about the elimination of violence against women within civil society;
- expand knowledge of gender-based violence in the city.

Source: Asociación de Vivienda - Punto focal Red Mujer y Hábitat de América Latina (AVP). (2010). Insumos para una caja de herramientas : Programa ciudades sin

violencia hacia las mujeres, ciudades seguras para todos y todas. Available in [Spanish](#).

Develop a mission statement.

Creating a mission statement for a safe cities for women programme establishes a specific vision, in one or two lines, which identifies key principles or values that all partners believe are fundamental to the project as well to the community in general. The mission statement should take into account the overarching goals of the programme, and should outline its purpose and objectives. The statement can provide an agreed-upon philosophical foundation in terms of what the group wants to achieve and keep everyone focused on the same agenda. It can also be used to guide partners through the planning and decision-making processes (Women in Cities International, 2007). Mission statements can be combined with goal or objective statements.

Example Mission Statements from Different Organizations

Mission statement from Women's Initiatives for Safer Environments (WISE), Ottawa, Canada:

"Women's Initiatives for Safer Environments is a community-based bilingual organization established in 1992. We work directly with individuals, diverse communities, local government and agencies to create safer physical and social environments in our neighbourhoods, parks, workplaces, recreational pathways, and schools. We believe that if we make the community safer for women and other vulnerable groups, it will be safer for everyone!"

Source: Women's Initiatives for Safer Environments (WISE). No date. **'Vision, Mission, Values and Principles'** on WISE, Canada website. Available in [English](#) and [French](#).

Mission statement from Alberni Community and Women's Services Society, Port Alberni, British Columbia, Canada:

"Alberni Community & Women's Services Society philosophy stems from a belief in the strength and equality of women. We are an organization committed to responding holistically to the needs of our diverse community. We promote the empowerment and safety of women, children and youth, through high quality counseling, education, support and resources. We work toward community connectedness and a violence free society."

Source: Alberni Community and Women's Services Society, Canada. No date. "Mission Statement" on organisation's website. Available in [English](#).

Mission statement from Women's Design Service, London, England:

"Women's Design Service works to ensure that the design and use of the built environment reflects the needs and aspirations of women."

Source: Women's Design Service, UK. No date. "Visions and Aims", Women's Design Service on website. Available in [English](#).

Resource:

- **Mission Statement Building Exercise and Sample Mission Statement in Building Partnerships to End Violence Against Women: A Practical Guide for Rural and Isolated Communities** (Community Coordination for Women's Safety Project, 2005). British Columbia Association of Specialized Victim Assistance and Counselling Programs, **Canada**: pages 99 – 101. Safe Cities and Communities Programs can use this exercise and this example to create their own mission statement by brainstorming and discussing the actions, locations, people and changes they hope to address. Available in [English](#).

Define roles and responsibilities.

It is important to decide who will be responsible for each element of a safe cities for women programme. This will make sure that everything gets done and that work is divided fairly. At the same time, defining roles and responsibilities will keep different partners from doing the same actions twice, which can be a waste of valuable time and resources. Moreover, by dividing roles and responsibilities at the beginning, it will be clear to each partner who they should contact if they have questions.

Resources:

- **The Partnership Agreement, in Building Community-Based Partnerships for Local Action on Women's Safety** (Women in Cities International/Femmes et villes international, 2007): pages 29 – 33. This tool is a general worksheet that all partners in a safe cities for women programme can use to agree on what their partnership is about; what the vision, goals, and objectives of the partnership are; what kind of relationship is implied for the partnership; the roles and responsibilities of each partner; and the organizational and reporting structure of the partnership. The agreement also includes a financial administration section with a partnership budget worksheet. Additionally, sections addressing dispute resolution, evaluation, and dissolution of the partnership are provided. Available in [English](#) and [French](#).
- **Sample Partnership Agreement in Building Partnerships to End Violence Against Women: A Practical Guide for Rural and Isolated Communities** (Community Coordination for Women's Safety Project, 2005). British Columbia Association of Specialized Victim Assistance and Counselling Programs, **Canada**: pages 102 – 109. Safe cities for women programme partners can use and adapt this tool to suit their own circumstances. The agreement covers the goals and objectives of each partner together and

separately. It also covers strategies for dealing with differences between partners, for producing a vision and objective statement, for determining an organizational structure, and more. Available in [English](#).

Decide on Specific Strategies

General

A combination of strategies may be pursued by programme partners to tackle safety problems and achieve objectives--such as conducting women's safety audits, holding public education campaigns, creating resource kits or web sites, furthering government policies and programmes, creating partnerships between community actors and public services, and initiating community crime prevention interventions and social mobilization campaigns.

Consider different approaches.

Because safe cities for women programmes are made up of many different partners, there will be many different approaches to making the community safer for women. It is likely that some combination of approaches will be desirable, based on the different partners who are working together. For instance, a university partner might work with a partner from the local planning department on a study of women's perceptions of safety related to the location of their neighbourhoods. This study could be combined with the creation of women-only police stations in neighbourhoods where women feel the least safe. At the same time, the planning department could use the results of the study to develop gendered safety criteria for planning new neighbourhoods, with input from officers at the women-only police station.

In the programme design stage, safe cities for women programme partners can make a list of possible approaches and determine which ones are most desirable based on a number of considerations such as: research on whether they have been tried and worked before; possible overlap with other approaches; feasibility (i.e. is there a partner who has the know-how to take that action? is it possible to obtain enough resources for it? is that the best action to deal with the problems identified?); and how well the approach corresponds with the safe cities for women programme's goals and objectives.

Case Study: Developing an Integrated Strategy for Community Safety, in Women and Community Safety: A Resource Book on Planning for Safer Communities

This case study examines the different strategies taken by a small rural Canadian community when implementing a local programme on community safety – the Call to Action Project. Each strategy is grouped by approach (Community/Social Development; Planning, Design and Management; Safety, Security and Action) and potential lead agencies and partners are also identified. This case study illustrates

how safe cities for women programme partners can organize their strategies and coordinate themselves.

Source: Dame, T. and A. Grant, 2002, Cowichan Women Against Violence Society, Canada: pages 99 –102. Available in [English](#) and [French](#).

Coordinate the different approaches.

When designing a programme, safe cities for women partners should look for ways to coordinate approaches in order to save time and resources. Coordinating approaches ensures that partners are working together and learning from each other. Coordinating approaches is also more likely to give way to successful and lasting end results. For example, if the partners are taking an environmental approach (redesigning local parks), a health services approach (increasing access to healthcare for abused elderly women), and a housing approach (subsidized quality housing for women survivors of domestic violence), there should be discussion about what kinds of possible overlaps these approaches might have – could parks that are being redesigned for safety be integrated into subsidized housing projects that are also being designed for safety? Could subsidized housing be designed in a way that improves residents' safe access to health services? These kinds of considerations ensure that each approach reinforces the positive benefits of the other. If possible, designate someone from among the partners to be solely responsible for coordination (Safe Women Project, 1998).

Create a workplan and a timeline.

Programme partners should develop a timeline that outlines all of the activities that they need to carry out in order to reach their objectives. The timeline should have each activity listed, by order of start date. Creating a timeline allows safe cities for women programme partners to organize, monitor and execute their strategies in an efficient manner, and to plan accordingly alongside available resources. A timeline lays out the necessary responsibilities and action phases of the project, and helps partners keep track of their progress over time. Programme partners may want to call certain important steps “milestones”. Milestones indicate places on the timeline where a great deal of work and progress has been achieved. A timeline may also be required by certain funders and it can be used to enhance the programme's status as well-planned and structured. Timelines can also be used to report on, review, re-confirm or renegotiate work with the public and within the safe cities for women programme itself (Women in Cities International, 2007).

Example: Timeline for a Safe Cities for Women Programme.

The timeline below can be expanded/adapted and used by safe cities for women programme partners. The first category is reserved for a main action or strategy, such as a survey of women's feelings of personal safety at a local bus stop. The second category is for the steps needed to complete the main action or strategy. In the case of the survey, steps might include designing the survey, testing the survey, finalizing the survey, implementing the survey, and reporting results. Each main

action and step should have an approximate start and end date, as well as a person who is responsible for seeing the action or step through from start to finish.

Action	Step	Date Start	Date End	Who is Responsible?	Is this a Milestone?

Example: Results Chains from the Gender Inclusive Cities Programme.

The Gender Inclusive Cities Programme (GICP) is funded by the UN Trust Fund in Support of Actions to Eliminate Violence Against Women. It is being administered by Women in Cities International (WICI) and is being implemented by four international project partners in cities across the globe:

- International Centre and Network for Information on Crime in Dar es Salaam, Tanzania
- [Jagori](#) in Delhi, India
- [Information Centre of the Independent Women's Forum](#) in Petrozavodsk, Russia
- [Red Mujer y Habitat de America Latina](#) in Rosario, Argentina.

The aim of the programme is to create cities that are inclusive and respect the right of all people, including women, to live, work and move around without fear or difficulty. Gender Inclusive Cities seeks to identify the factors that cause and perpetuate inequalities and exclusion, as well as the policies and programme approaches that enhance women's inclusion and "right to the city". The first stage of this programme consists of knowledge-generation using the methodological tools of mapping, research and review. Afterwards, WICI, in partnership with local governments and NGOs, will use this knowledge to pilot interventions designed to reduce the public vulnerability and exclusion women and girls face. Pilot interventions will also promote women's and girls' access to and understanding of their rights.

During the implementation planning process, programme partners in each city devised results chains which aim to demonstrate how the results of their activities will conceivably impact the creation of safer and more inclusive cities for women.

Include files here: Results Chain 1.pdf, Results Chain 2.pdf, Results Chain 3.pdf, Results Chain 4.pdf, Results Chain 5.pdf, Results Chain 6.pdf

Plan for Sustainability of the Initiative

General

A safe cities for women programme will usually be most effective if it operates over a long period of time in one city or community. This is because it takes a long time to change community attitudes about women and safety. It also takes a long time to

build partnerships and trust between residents, government officials, police, urban planners, community organizations and other actors who work on safe cities for women programming. In addition, it is helpful to remember that it often requires time for all of the actors involved in a safe cities for women programme to learn the best way to work in their own communities (Whitzman, 2008b, 199). For all of these reasons, safe cities for women programmes should aim to serve their communities on a longer-term basis. From the beginning, this requires appropriate planning and action by programme co-ordinators to make their work sustainable, as well as technical and financial resources.

Think about sustainability from the beginning.

The sustainability strategies listed here should be incorporated into all phases of programme design and implementation, from the beginning. Safe cities for women programme partners should always work towards creating long-term programmes, actions, initiatives and/or projects that women and others can depend upon, with strong links throughout the community.

Remember to think about long-term and short-term human, technical and financial resources.

Safe cities for women programmes may run out of money and other resources before they complete their activities. This can be frustrating for all partners and lead to disappointment throughout the community. Programme partners should remember that many governments may fund short-term pilot projects, but may not necessarily provide sustained or “core” longer-term funding, especially if administrative procedures or fiscal priorities change over time. This occurs because governments can announce new pilot projects frequently, which generates positive publicity, but longer-term and larger-scale efforts require more significant funds. Safe cities for women programme partners should be aware of these realities if they are funded for a pilot project, so as to strategize on how to continue their work on a longer-term scale. One way is to apply to a variety of different funding sources. Another strategy is to advocate for policy and legal reforms to institutionalize political attention to the issues, and for the inclusion of the safe cities for women programme as item/s in the annual budget of the municipal government and/or other organizations and sectors.

- **Prioritize what is most important to accomplish.** Safe cities for women programme partners should look carefully at each objective they want to accomplish and the amount of resources required. Sometimes, smaller, relatively inexpensive actions will promote the goals and objectives of the programme more than large, expensive actions. If this is the case, then the smaller, more appropriate action should receive top priority. Alternatively, there may be several large, expensive actions that partners would like to undertake. It may not be viable to do these all at once. If this is the case, partners should go back to their [results framework](#) and decide which action is most likely to contribute to the achievement of their goals and objectives.
- **Try to be realistic about resources.** Safe cities for women programme partners need to be realistic about what they can actually achieve using the resources that they can obtain. Partners should not launch programmes,

activities, initiatives or projects that they will not be able to finish – the result will be disappointment for both partners and the community at large. Also, if a safe cities for women programme runs out of resources and disappears, it could discredit the concept of safe cities for women in the public eye.

- **Set up mechanisms to review resources.** When allocating resources, programme partners should frequently check back and adjust their strategies and approaches so that they are able to carry out the most effective programs, activities, initiatives or projects that they can. This is not a one-time process. The partner(s) who are responsible for managing resources should repeatedly review the resources assigned to each action in order to make sure that resource estimates and budgets are correct and that each partner is contributing what they said they would.
- **Identify resource mobilization opportunities and be creative.** In addition to resources already committed by partners, including resources that might be available from governments at national, regional, and municipal levels, there also may be funding from local business organizations or larger corporations, as well as donors concerned with gender equality, violence, governance and urban planning. Funding opportunities will depend on the location and the focus of each individual safe cities for women programme.

Human and technical/expert resources can come from many different places, as well as in-kind (non-monetary) contributions. Human resources can come from volunteers, including elderly people and young people, who may have extra time on their hands. Sharing office space and supplies with a like-minded programme or organization may be a viable option to cut costs; governments can provide access to free public spaces and conference rooms for events; local media houses or radio stations committed to gender equality can assist with press conferences; universities can establish internship programmes for students to exchange their time for useful work experience or research on a safe cities for women project; local businesses can donate services, from photocopying to the expertise of advertising companies for prevention campaigns; and so forth. See [the building partnerships section](#) for more information.

Resource:

- **Project Budget in Building Community-Based Partnerships for Local Action on Women's Safety** (Women in Cities International, 2007). Women in Cities International/Femmes et villes international, Canada: page 30. This project budget can be used to monitor the financial commitments of each partner in a safe cities for women programme, activity, initiative or project. Available in [English](#) and [French](#).

BUDGET ITEM	TOTAL BUDGET (\$)	AMOUNT:	
		PARTNER 1	PARTNER 2
Personnel			
Management			
Supervisors			
Staff salaries & benefits			
Expenses associated with volunteers			
Total personnel			
Expenses			
Staff/volunteer training & development			
Travel			
Management committee meetings			
Space rental			
Furnishings, equipment			
Supplies			
Upkeep & maintenance			
Management administration fee			
Other			
Total expenses			
PROJECT TOTAL			

- **Women Thrive Worldwide Fundraising Guide for Women's Community-Based Organizations (2010).** This guide, produced by Women Thrive, offers guidance on fundraising for actors working in women's community-based organizations, particularly in developing countries. The information provided in the guide can be used by women's groups looking for resources to start their own safe cities for women initiative. Advice is given on multiple facets of fundraising, including building relationships with potential donors, looking for several funding sources, and applying for grants. Available in [English](#).

Aim for a well-rounded programme.

In order to sustain a safe cities for women programme over time, a balance needs to be created between social, environmental, economic, and cultural perspectives. Each of these ways of thinking about safe cities for women includes specific considerations. These considerations are complementary – when one is missing, there is a gap in the programme (Clement, K. 62). For example, a safe cities for women programme in India may decide to address transportation safety for women and girls by extending its service into a nearby slum, with the reasoning that it will be safer for women and girls to travel into the city by public transport than by foot. However, if the programme fails to adjust its fees or offer free service for slum dwellers, the extended service will exclude many women and girls who cannot afford it and will not succeed in making transportation safer for its main target group.

Institutionalize the programme within the community.

Making cities safer for women and girls and addressing gender-based violence implies multi-sectoral approaches, with each one making key contributions based on their respective specialized roles—covering urban planning, to health, police, the judiciary, public transport, and so forth. It is important to consider capacity development needs within each key sector as well as across sectors, to achieve the required level of coordination and cooperation for effective responses over time. It also involves institutionalizing at different levels, from national government to local government and from large organizations (e.g. civil society organizations, private sector entities, school systems and others) to individuals.

A safe cities for women programme becomes institutionalized within the community when citizens from the community consider it a fundamental resource. At the point of institutionalization, [safe cities for women principles](#) should be considered and included in all policies and programmes related to the safety of women and girls. In order to become institutionalized, a safe cities for women programme should [raise awareness](#) about its goals, activities and successes. It should also participate in the core actions that different partners, like municipal governments and community organizations, undertake (UN-HABITAT, 2007, 71).

Another important element of institutionalizing safe cities initiatives is securing public funding for long-term planning, programme implementation and monitoring by using gender-responsive budgeting and other tools.

Resource:

- **Costs of Sexual Violence Worksheet (n.d.).** This worksheet, produced by the Minnesota Department of Health, can be used by safe cities for women project partners to raise awareness about the costs of violence against women in the cities. This information can be used to advocate for support for safe cities for women programmes, using the argument that preventing gender-based violence is much more cost-effective than allowing it continue. Available in [English](#).

Case Study ¿Por qué el presupuesto participativo es una herramienta para pensar una ciudad más segura? [How can Participatory Budgeting be used as a Tool for Imagining a Safer City] (Developed within the framework of the UNIFEM Regional Programme "Cities Without Violence against Women, Safe Cities For All", and implemented by the Women and Habitat Network of Latin America. 2008)

This booklet was developed to build the capacity of city councilors working on the participatory budget of the City of Rosario, Argentina, on gender-sensitive projects. This tool shows how people can look at a number of factors to see how the city budget is being used. Factors that can be looked at include: geography – identify areas where there is construction; infrastructure – see what kinds of services the city is investing in; and neighbourhood improvements – see what neighbourhoods have been given money for making improvements and what the process is for deciding on

what improvements to make. Participatory budgeting ensures that citizens have a say in how the city budget is being used. Women can use this tool to ask for funding to support their projects to improve safety in their neighbourhoods and the city. Available in [Spanish](#).

CASE STUDY: Women-Friendly City, Seoul, South Korea

The City of Seoul, in South Korea, has instituted a municipal policy which specifically addresses the needs of women in the city. Within the programme, there are five branches that cover the issues of child care, women's work, women's leisure, women's safety and women's convenience. The aim of the programme is to have policies and programmes from the branches work together to create a city where more women are employed, more women are able to better balance work and family obligations, more women are involved in city life, and more environmental consideration is given to women's needs (Seoul Metropolitan Government, 22).

The programme aims to create gender-sensitive policies in all of its departments. This objective requires that each department come up with plans for incorporating women-friendly objectives over four years. As part of the Women-Friendly City Programme, nine key projects have been instituted in Seoul to improve women's safety. For example, one of these projects includes incorporating design standards for women's safety in the design of public spaces such as parks and streets. In another example, a project is underway where women-only taxis will be made available for transit around the city. These taxis have women drivers and allow women passengers to send information about their location to family members using a cell phone service (#28).

The Women-Friendly City Programme is sustainable because it has been incorporated into many departments with many budgets dedicated to its work. Moreover, it is sustainable because the government has committed to the programme for at least four years.

For more information about Seoul's Women-Friendly City Project, contact the Seoul Foundation of Women and Family: 345-1 Daebang-dong, Dongjak-gu, Seoul TEL: +82-2-810-5000 FAX: +82-2-810-5100, web site in [Korean](#) and [English](#).

Set aside resources for programme monitoring and evaluation.

Every safe cities for women programme, activity, initiative or project needs requires human, financial, technological and information resources for monitoring and evaluation. Monitoring and evaluation are very important for ensuring that the work that programme partners do is successful and sustainable. However, in many instances such resources, including the capacity to carry out the analysis, are not readily available. Such capacity includes the skills and experience to assess one's own actions in a disinterested way, and to be able to admit to shortcomings and problems as well as successes and new insights. This means that safe cities for women programme partners should plan from the beginning of any project to set aside money and experienced people for evaluation. See [the monitoring and evaluation section](#) for more information.

Research and learn from what others have done.

Embrace compromise.

Any safe cities for women programme will involve conflict among partners with differences of opinion. This should not stop programme partners from taking action. Instead, partners should aim to include all viewpoints, and to accept that trade-offs and compromises are always going to be part of making communities safer for women and girls. Moreover, programme partners should note that many conflicts and tensions result in a learning process that makes the entire programme and its relationships stronger and richer.

PROGRAMME IMPLEMENTATION

General Guidance

Once problems have been diagnosed, partnerships have been secured, and an action plan has been developed, it is time to work on the ground. This means taking all of the values and ideas that safe cities for women programme partners have been working on and instituting them in the community. No matter what issue programme partners decide to tackle (transportation safety and accessibility, better lighting, service coordination, sexual harassment related to all of these, etc.), they should remember that a safe city for women and girls involves many different approaches. No one approach is right, and different approaches can be combined as the programme moves along. What is important is that actions focus on achieving the goals that programme partners have set (Cowichan Women Against Violence Society, 2002, page 67).

Make sure that everyone is contributing to programme actions.

Because every safe cities for women programme is different, there will be different roles and different actors involved in each community. At this time, someone or some organization should be in charge of ensuring that each partner is doing their part and meeting any deadlines that have been set (Cowichan Women Against Violence Society, 2002, 69). This person or organization can check in with partners on the phone, by email, or at meetings. Another way to keep track of action is to set due dates for reports. These reports can summarize activities that have occurred and the successes or challenges have accompanied them (WICI, 2007, 23).

Develop capacity among programme partners.

When implementing any main strategy for safe cities for women, partners will learn a lot about whether or not their planned actions will actually work within the community - municipal governments will learn more about what is politically viable, women's organizations will learn how to communicate with other agencies about gender issues, local residents will learn about how they can most effectively make the programme work. There will necessarily be times when the skills and learning abilities of partners do not match with the required activities and programme needs. Identifying capacity development needs at the outset of the programme, and providing opportunities for capacity development throughout the programme will give everyone a chance to work better, together (WICI, 2007, 25). For more information on developing capacity among partners, see the [getting started section](#) and the [capacity development section](#).

Review the conceptual framework.

The [conceptual framework](#) that safe cities for women programme partners create is only meaningful if all partners attempt to follow its results framework, workplan and timeline, etc. At meetings with partners, it is important to review the conceptual framework and workplan in order to determine if the programme is on track. If partners find it impossible to keep up with goals and objectives that they set, the expected results and workplan may be too ambitious. It is okay to adjust the timeline if partners cannot meet all of their deadlines. For example, if, after three months, an objective statement declares that all safe cities for women partnerships should be established and, in reality, programme partners are having difficulty establishing contacts with local women's organizations and the police, it might be necessary to extend the objective deadline. This would be preferable to missing out on valuable partnerships with local women activists and the police force.

Remain focused on goals and objectives.

Safe cities for women action occurs over a long period of time – awareness campaigns can extend over years, research might need to be developed over months, and governments and project partners can change from time to time. Throughout the process, initial ideas about the best way to address community needs may be proven wrong. New ideas will surface that seem more appropriate. New actors will bring fresh perspectives. During this time safe cities for women programme partners should remember their initial goals and objectives. When the programme changes, these guidelines should be kept in mind. Alternatively, goals and objectives might need to be adjusted if they prove problematic in practice (Whitzman, 2008b, page 191).

Keep up group morale.

Safe cities for women programmes can seem to be the most exciting and inspiring in their initial stages because everyone is discussing their values and ideals. When it comes to implementing action, work can seem challenging. During this process, it is advisable to regularly check in with partners and celebrate small successes (WICI, 2007, page 25). Moreover, rather than being discouraged by issues that arise, such as budget cuts, programme partners should focus their concentration on adjusting the programme to face realities and challenges (Whitzman, 2008b, page 191).

Plan for setbacks. Setbacks in any large initiative are common. Because participation in a safe cities for women programme entails a large commitment from partners and communities, there will be many instances where goals and objectives are threatened by time and/or financial constraints. There may be instances of ideological setbacks that need to be resolved, or there might need to be additional time scheduled to complete some actions. This is normal and should be considered part of a process which helps everyone involved understand what a safe community is and why it is important (Cowichan Violence Against Women Society, pages 5-71).

Incorporate monitoring and evaluation.

Although monitoring and evaluation will be dealt with in detail in the [monitoring and evaluation section](#), it should be noted here that any safe cities for women initiative should be monitored regularly throughout implementation, to assess progress and bottlenecks, and document achievements and lessons learned. This includes timely documentation assessing key programme activities, such as sensitization or training sessions. . For instance, if programme partners hold an awareness week about planning for women's safety at the local mall, the actors responsible for the event should record their impressions and understandings of what happened as soon as possible after that week – *did people understand key concepts? What display did people tend to gravitate towards? Were there questions about safe cities for women that programme partners could not answer?* Providing short-term goals for each step of each component or activity will give participants a sense of whether or not their action was successful (perhaps, in the case of the example above, one goal could be distributing a certain number of leaflets to the public) (Cowichan Women Against Violence Society, 2002, page 70).

Public Awareness

Develop a communications strategy.

A communications strategy is a plan that safe cities for women programme partners develop in order to decide on *what* they want to communicate, and *how* they want to communicate it. Any communications strategy should involve a definition of what safe cities for women is and is not, as well as a clear understanding of why the safe cities for women concept is important to the community. A communications strategy should also include information on the type of research that will be required, the type of communication materials that will be produced, the responsibilities and deadlines associated with different products (posters, television advertisements, etc.); and the budget that will be involved (UNIFEM, 2003, pages 33-4).

Example:

The Egyptian Center for Women's Rights Campaign Against Sexual Harassment Fact Sheet (n.d.).

This fact sheet on a campaign against sexual harassment in Cairo, Egypt, demonstrates how research, public awareness, advocacy and outreach activities can be combined into a large-scale initiative that raises awareness about issues of women's safety among multiple levels of urban actors. Available in [English](#).

Create a safe cities for women programme logo and message that is simple and easily recognizable.

When the design and messaging is complete, then apply it to all the material that is produced and distributed. The logo could include symbols for women, for cities, or for the community. Remember to include the name of the initiative.

Examples of logos and messages:

Femmes et Villes, Ville de Montreal (Women and the City, City of Montreal) Logo, Montreal, Canada.



Image Source: [City of Montreal](#).

Regional Programme “Cities without Violence against Women, Safe Cities for All” Logo.



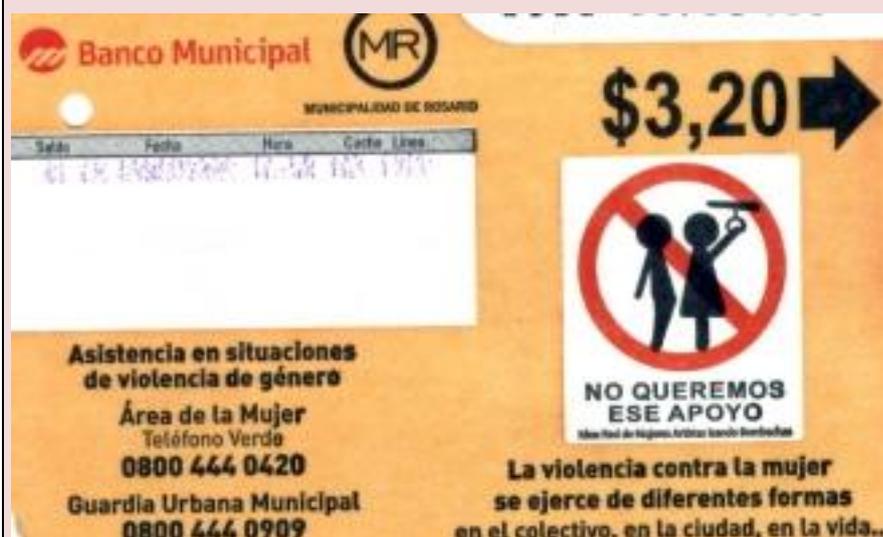
Image Source: [Red Mujer y Habitat de America Latina](#).

Repeat your message.

Create an image that conveys the message of safe cities for women and disseminate it across the community until it becomes commonplace. You can use the image in posters, on billboards, on web sites, printed on placemats in restaurants, on bumper stickers – wherever people in the city will see it.

Example of repeated messaging:

Safer cities for women bus tickets, Rosario, Argentina. In 2008, 75 000 bus tickets were printed in Rosario with messages that raised awareness about violence against women in cities, and particularly on public transit. The city's Municipal Urban Guard worked in partnership with the Municipality of Rosario to undertake this initiative, demonstrating effective institutional support from multiple partners. These bus tickets were created as part of the Regional Programme "Cities without Violence against Women, Safe Cities for All."



Transmilenio awareness raising campaign in Bogota, Colombia.

In 2008, during the two weeks leading up to November 25 (International Day for the Elimination of Violence against Women), several events were held to raise awareness about women's safety throughout Bogota's transit system, Trasmilenio. As part of the events, handheld signs and posters were produced to communicate the message that violence against women is socially unacceptable in public transportation in Bogota. Women held these signs throughout the transit system so that passengers repeatedly encountered the message both while using and while waiting for public transit. The campaign was developed under the UNIFEM-supported Regional Programme "Cities without Violence against Women, Safe Cities for All."



Image source: [Red Mujer y Habitat Latinoamerica.](http://www.redmujer.org)

Create effective messages and materials.

It is not enough to simply create a poster or a pamphlet about safe cities for women. Programme partners should focus on making all of their messages and materials effective. An effective message or material is:

- Seen or heard by its intended audience;
- Easy to understand;
- Meaningful to the person who is receiving it;
- Memorable.

Information presented to the public on safe cities for women will get the most attention if it is interesting to look at and well-organized (UNIFEM, 2003). Also, materials should only have enough information to get the message across – people will become confused or bored if there are too many words or pictures. For example, women’s safety on public transportation is a very large topic to communicate in a poster or radio advertisement. Programme partners should try to narrow their subject down to sexual harassment on the subway, for example, or lack of public transit in poor neighbourhoods, or whatever the most pressing issue is in their community. In addition, it is important to use easily understandable language that is meaningful to the audience that the campaign is trying to reach (i.e. senior citizens, business people, or young people). Programme partners should avoid using terms that are too technical.

Examples of Creative Messaging:

LAS MUJERES OCUPANDO NUESTROS BARRIOS SIN MIEDOS NI VIOLENCIA (Women Occupying our Neighbourhoods without Fear and Violence) Pamphlet. This pamphlet provides information on programmes addressing women’s safety in the city of Rosario (the Gender Inclusive Cities Programme and the Cities without Violence against Women, Safe Cities for Everyone Programme). The pamphlet is fun, colorful and easy to understand. Spanish. *[Insert file (attached): Programme Activity Information Pamphlet.pdf].*

Imaginemos Rosario sin violencia ¡¡también para las mujeres!! (‘Let’s Imagine a Violence-free Rosario, Also for Women!’) Poster Campaign, Rosario, Argentina. This campaign used posters to raise awareness about violence against women in the city. The posters were placed in different public spaces where they were highly visible. Sometimes, several copies of the same poster were put up in the same place for more impact. The campaign was developed under the UNIFEM-supported Regional Programme “Cities without Violence against Women, Safe Cities for All.” More information is available from *Ciudades seguras: violencia contra las mujeres y políticas públicas (Safe Cities: Violence against Women and Public Policies)*. Available in [Spanish](#).



Image Source: [Red Mujer y Habitat de America Latina](#).

Sticker campaign in New Delhi, India. In solidarity with the “Safe Delhi Campaign” organized by the non-governmental organization JAGORI, auto-rickshaw drivers in New Delhi decorated their vehicles, their auto-rickshaw stands, and their neighbourhoods with a total of 5,000 stickers that read “Eve teasing is not a joke but a crime. Make Delhi safe for women” (*The Hindu*, April 25, 2007). “Eve teasing” is a term used in India for sexual harassment against women and girls. Available in [English](#).

‘More Women on the Street’ (Mural), Argentina, 2008. This mural was created by a group of artistic women working on safe cities for women. The text reads, “*Más Mujeres en las calles, ciudades seguras para todos/as sin miedo ni violencia*” (‘*More Women in the Street; Safe Cities for Everyone without Fear and without Violence*’).



Image Source: M. Rodigou, CISCSA (part of the UNIFEM-supported Regional Programme, “Cities without Violence against Women, Safe Cities for All”).

Coasters to raise awareness about alcoholic drinks being spiked with drugs at public events. Created by the City of Sydney, Australia. See the materials on the City of Sydney [website](#).

Blank Noise Project, “I Never Asked for It” Poster Campaign, India.

This poster campaign, initiated by the Blank Noise project, depicts items of clothing that girls and women were wearing when they were sexually harassed. The message behind the poster campaign shows that no matter what a woman or girl wears or does, she never deserves to be sexually harassed. It also shows that women are expected to act or dress a certain way in public in order to avoid harassment and that this attitude is very discriminatory because it restricts women’s freedom to choose what they want to be and how they want to represent themselves.



Image Source: [Blank Noise](#), India.

Stop Sexual Harassment Cards, Cairo, Egypt .

The Egyptian Centre for Research on Women produced a series of cards to raise awareness about sexual harassment. The front of the cards display an image and information about what actions are considered sexual harassment. The back of the cards provide information on what actions women can take in response to harassment.



The Egyptian Center for Women's Rights Stop Sexual Harassment



How to File a Police Report for Sexual Harassment

- 1 - Try to catch the harasser - ask for help from others and ask for their support as witnesses
- 2 - Go to the nearest police station and say that you want to file a police report because you were harassed by someone on the street
- 3 - In the report you will be asked the following questions:
 - Where is the harasser?
 - Have you caught him?
 - Describe the way you were harassed
 - Did anyone witness this incident in detail?
 - When and where did the harassment occur?
 - What is your name?
 - Do you have any ID?
 - What do you do for a living?
 - Describe the surrounding conditions
- 4 - Witness must report their name, age, place of residence, their relationship with the harasser, what they were doing, where they were at the time of the incident and what exactly they witnessed
- 5 - If the harasser is caught, he will be asked for his name, age, profession, place of residence, reason he was at the place of the incident, whether or not he harassed you, and if he knows you or had seen you before. He will then be interrogated. If the harasser is not caught, you will be asked if you knew him before and if you or the witnesses can provide information about him. The report is filed, closed and assigned an administrative number that you will need in order to ask the prosecutor's office about the final decision. If the harasser can be identified from the report or an investigation, the case will be registered. If not, it will be filed away
- 6 - The report is assigned a status number until the harasser is interrogated
- 7 - You, the witnesses and the harasser will be taken to the prosecutor's office for interrogation with a copy of the report
- 8 - The harasser will be detained and registered based on the crime committed. A trial date is set. The harasser could face up to seven years in prison



Image Source: [Egyptian Centre for Women's Rights](http://www.egyptiancenterforwomenrights.org)

Women and Public Space Postcards, Mumbai, India

The organization PUKAR worked with a cartoon artist to produce a series of postcards on the topic of women and public space as part of their “Gender and Public Space Project”.



Image source: [PUKAR Gender and Space Project](#)

Suba localidad respetuosa de los derechos de las mujeres (The neighbourhood of Suba respects women’s rights) poster campaign, Bogotá, Colombia.

This campaign was carried out under the the UNIFEM-supported Regional Programme ‘Cities without Violence against Women, Safe Cities for All’.



source: [Red Mujer y Habitat Latinoamerica](#)

Piezas Comunicativas (‘Communication Pieces’ Campaign), Bogotá, Colombia.

The use of a simple, colourful design – a picture of a woman and the slogan “In Bogotá, violence against women is unacceptable” – was intended to place the problem of violence against women and the concept of safe cities for women on the public agenda. The design’s simplicity made it ideal to use in different formats, such as posters, stickers, T-shirts, etc. This campaign was carried out under the the UNIFEM-supported Regional Programme ‘Cities without Violence against Women, Safe Cities for All’.



Image Source: [Red Mujer y Habitat de America Latina](#).

Public transportation Campaign, Rosario, Argentina. As part of its Safe Cities work, CISCSA negotiated public transport cards with the 'no to sexual harrasment' slogan on them (2009).

Blank Noise Make a Sign Project Blog Submission

“We are talking of safer cities not feared cities
We are talking of independent women, not paranoid women.
We are talking about collective responsibility- don't tell me to be even more 'cautious'. We are talking about eve teasing as street sexual harassment and street sexual violence. We are talking about autonomous women, not just mothers, daughters and sisters amidst fathers, brothers and sons”

(Blank Noise, 2009).

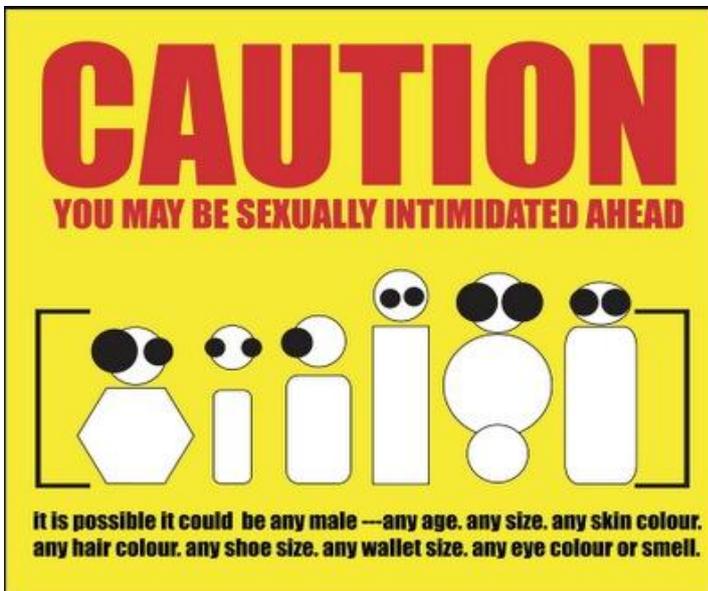


Image Source: [Blank Noise](#).

Poster made up of newspaper headlines on violence against women in public places, created by [JAGORI](#), India.



Image Source: JAGORI, New Delhi, India.

Street Harassment is a Crime! Poster created by Girls for Gender Equity, Inc.

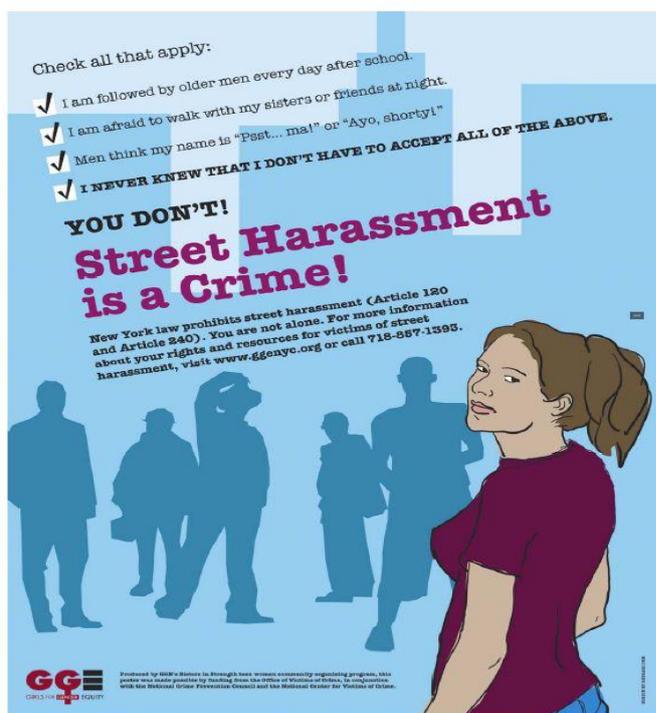


Image Source: [Girls for Gender Equity](#).

Sexual Harassment – Social Cancer Poster created by the Egyptian Centre for Women’s Rights.



Image Source: [Egyptian Centre for Women’s Rights](#)

Resources:

- **‘Messages and Materials to End Gender-Based Violence’ Checklist**, in **Making a Difference: Strategic Communications to End Violence against Women**, (United Nations Development Fund for Women, 2003): page 16. This checklist focuses on the ‘do’s’ and ‘don’ts’ of presenting material on gender-based violence to the public. Its focus on theoretical, practical and aesthetic concerns makes it especially helpful for safe cities campaigns. Available in [English](#).
- **“How to Make Visual Presentations” Guide**, in **Making Safer Places: A Resource Book for Neighbourhood Safety Audits** (Women’s Design Service, UK, 1998): pages 33 – 35. The strategies included in this guide are meant for the presentation of women’s safety audits, but also effective for presenting any kind of information related to women’s safety. Different

techniques for visually presenting information, such as drawings, maps, or board games, are presented. Available in [English](#).

- **Designing a Communications Strategy Guide in Making a Difference: Strategic Communications to End Violence Against Women** (United Nations Development Fund for Women, 2003). New York, USA: pages 33 – 34. In a question-and-answer style table, goals, objectives, changes, research and other topics related to communication about ending violence against women are addressed. The table can be used by safe cities programmes to target the most effective ways to share the concept of safe cities, its importance, and its connection to particular projects. Available in [English](#) and [Russian](#).

- **Coalition on Violence against Women (COVAW) Outreach and Training, Kenya, in Preventing Gender-based Violence in the Horn, East and Southern Africa: A Regional Dialogue**, Raising Voices and UN-HABITAT, Safer Cities Programme (Raising Voices and UN-HABITAT, Safer Cities Programme, 2004: pages 32 – 33). COVAW works to stimulate public dialogue through extensive media campaigns, publications and community-based activities. The goal of the programme is to promote awareness and debate on women's human rights. Specific activities that the COVAW programme includes are: sensitization and training workshops for women, men, youth, community facilitators, law enforcement agents, volunteers and health care providers; production of user-friendly learning materials on violence against women; drama performances on gender-based violence; and essay and poster competitions for youth. Case studies from various African countries are available in [English](#).

Point out the things that make the community safe and unsafe.

Use a safe cities for women awareness-raising campaign to illustrate how features of the community could make public space less or more safe for women and girls (accessible public telephones is an example of a positive aspect). Specific local examples give the public and women themselves a way to connect the somewhat abstract idea of safe cities for women with actual day-to-day experiences. This can also help the public learn to identify factors that lead to women's and girls' insecurity. It is important to note, however, that a safe cities for women awareness-raising campaign runs the risk of scaring women and girls by heightening awareness of public safety problems. If women and girls become more afraid of public spaces, they may be less likely to use it-- the opposite of the intended result of a safe cities for women programme. To avoid unintended harm, make sure to point out solutions or good practices that have succeeded elsewhere at the same time that safety concerns are being raised.

What Could Make this Space Safer? Poster Exercise.

This activity, developed by Women in Cities International (Canada), can be undertaken with safe cities for women programme partners: * Start by obtaining two large copies of a photograph of a local area that feels unsafe (e.g. a parking lot, a public square, an alley, other).

- Place the photographs side by side on a poster.
- On one of the photographs, have participants add paper cut-outs or drawings of things that they think would make the space feel safer (street lights, more people, different buildings, etc.).
- Have them add a title to the poster that describes the “before and after” effect. For example, your poster could read “Spaces with better lighting make people feel safer”. Put the poster up in a prominent public space.

Example Messages Pointing out Safety Issues for Women and Girls:

Une ville sécuritaire pour les femmes – tout le monde y gagne (A Safe City for Women – Everyone Wins’), created by Conscience Urbaine (Urban Consciousness), Montréal, Canada. Conscience Urbaine is a non-profit organization that raises awareness on issues related to social exclusion and civic participation, using posters and banners to draw attention to public spaces in Montréal, Canada, that are unsafe for women and girls. Messages on the banners accompany photographs and encourage women to take action and report unsafe spaces to authorities. The images also included information on how the spaces could be improved so that citizens can learn from it. Available in [French](#).



Image Source: [Conscience Urbaine](#).

"Por una ciudad sin violencia hacia las mujeres" (For a city without violence against women) video shorts, (n.d.). These two short videos, produced as part of the Programa Regional "Ciudades sin violencia hacia las mujeres, ciudades seguras para tod@s", use simple animation to show how women can feel alienated and unsafe in public spaces. The videos also depict how simple improvements to city spaces, such as proper lighting and public art, can create safer streets. Animations are set to music and can be used in any language. [Spot 1](#) and [Spot 2](#) are available in Spanish; approx. 1 minute each.

Take Back the Night! Checklist of Tasks (n.d.). This checklist, produced by the Minnesota Department of Health, can be used by safe cities for women project partners to plan for a Take Back the Night! event. These events are held to raise public awareness about women's right to freely use city spaces at all times, including after dark. Available in [English](#).

Resource :

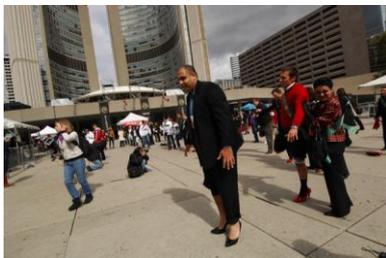
- **Las Mujeres Queremos Ciudades Seguras (We Women Want Safe Cities)** video by Rebecca Gerome (2009). This short, online video documents some of the techniques used by the Colombian women's organization, Fundación MAVI, in Cali and San Antonio, Colombia to raise awareness about women's safety in cities. Through innovative signage, street festivals and maps, the group uses city space to advertise their views on women's experiences of security. The women's tactic of taping off insecure public areas with yellow tape (usually used by the police) is of particular interest. Available on YouTube in [Spanish](#) with English subtitles; 2:45 minutes.

Remember that raising awareness is not the same as telling people what to think.

When programme partners are educating people about a topic as complex as safe cities for women and girls, it is important to let people really reflect on the issue and on how it affects them personally. When provided with opportunities for discussion and debate, the public will be able to come to their own conclusions about safe cities. This will be more meaningful than just being told what is "good" or what is "bad". In order to avoid telling people what to do, programme partners should try focusing materials on what a safe city *could* mean to different people and communities, instead of strictly defining what it *should* be. Moreover, materials should be made widely available so that all members in the community have the opportunity to gather enough information to form their own opinions.

Example:

Walk a Mile in Her Shoes Event, Toronto, Canada. “Walk a Mile in Her Shoes” is an annual event held in Toronto, Canada to raise awareness about women’s everyday experiences of violence in the city. Participants (men, women and children) are first invited to walk a mile through the city streets in high-heeled shoes so that they experience the mindset of a woman. Afterwards, participants are required to discuss the issue of violence against women amongst each other, their colleagues, friends and families. The aim of the event is to help the whole community think about how women experience violence and to bring the issue out into the open. More information on this event can be found [here](#).



Ciudades de encuentro, ciudades posibles (Cities meeting, possibilities for cities), 2009. This video documents the reflections of several experts from the UNIFEM and AECID Regional Programme "Cities without Violence against Women, Safe Cities for All". Discussion covers topics such as women's right to the city; what a city looks like from a gender perspective; and possibilities for cities which are more equally accessed by all people in the future. Further discussion is provided on challenges to creating safer and more inclusive cities for women and for everyone. Available in [Spanish](#).

Resources:

- **Test to Measure Machismo (no date).** This online survey tool was developed as part of the campaign “Una vida sin violencia hacia las mujeres: una lucha de todos y todas” (‘A Life without Violence against Women: Everyone’s Concern’) promoted by *Mujeres Habitadas* (‘Inhabited Women’). The self-administered survey is designed to engage the public in reflection and debate, by showing users how violent attitudes are present in day-to-day interactions between men and women. It also raises awareness about the causes of violence against women and its links to the unequal power relations between men and women. Results from the survey were displayed on posters in public spaces. The objective of the posters was to make people think about how the violence women experience in their daily lives is linked to the issue of gender inequality. The following is an example of one of the multiple choice questions asked:

*“If a woman is walking alone on a dark street...
She is inviting sexual assault.
She is unaware and irresponsible.
She likes to feel dangerous
She is going home”*

The survey is available in [Spanish](#).

- **Visioning a Safer Community Activity, Women and Community Safety: A Resource Book on Planning for Safer Communities** (Dame, T. and A. Grant, 2002). Cowichan Women Against Violence Society, Canada: page 19. This activity can be used in safe cities for women awareness-raising campaigns to make a link between people’s feelings of safety and their community. “Visioning a Safer Community” requires participants to pause and think about what a perfectly safe community would be for them. Then, each member turns their vision into real goals for the community to achieve. This too can be used with a group, or for developing a poster or a play. Available in [English](#).

Draw on the skills and influence of safe cities for women programme partners.

Because a safe cities for women programme necessarily requires a number of partners from different sectors and disciplines, the programme will have a variety of talent at its disposal. If someone is a good speaker, ask them to give a speech in the community on why they think safe cities and communities for women and girls are important; if someone is a good painter, ask them to do a public mural on the subject. In addition to skills, certain safe cities for women partners may be able to raise awareness through their access to and influence over different audiences. For example, a partner from the municipal government may be able to use their position to hold an event geared towards raising awareness on safe cities for women among public officials. Conversely, another programme partner with an interest in music may be able to perform a concert to raise awareness within the local arts community.

- **Activity: Gallery Walk Exercise in INSTIGATE! An Online Toolkit for Community Mobilization**, Transforming Communities Technical Assistance and Training project (Transforming Communities Marin County Community Mobilization, 2001). This activity is designed to help a newly-formed group discover and inventory the communications skills that members already have. To complete the exercises, a facilitator creates a “gallery” by taping headings, such as “Has made phone calls to invite people to a party or gathering” on the wall. Group members are showcased by placing their names under each heading that applies to them. Group members also tell the rest of their group about their particular experience so that everyone can learn about the talents they bring to the table. The exercise concludes with a brainstorming session on how each member’s skills can help in the development of an action campaign. Available in [English](#).

➤ **Give people information that is relevant to them.**

If you want to share statistics about the number of women who are attacked in subway stations, for example, make a brochure that targets transit authorities and distribute it to their offices and workplaces. Be creative in reaching different groups of people. If you want to share information on how women can feel safer in their communities by participating in community planning, advertise on shopping bags at the local grocery store. Moreover, when targeting specific audiences, programme partners should remember to include images that reflect the diversity of people affected. Insecurity affects all kinds of women and it is important to ensure that images used include women of different ages, races, ethnicities, abilities, etc.

Examples:

- **Information brochure on women’s resources, Rosario, Argentina.** This brochure includes phone numbers for different services, and explains the role of the local Department of Women’s Affairs and the community police (urban guards). The small size of the brochure allows urban guards to carry them in their pockets and distribute them in public places.



Image Source: [Red Mujer y Habitat de America Latina](#), created within the framework of the UNIFEM-executed Regional Programme ‘Cities without Violence against Women, Safe Cities for All’.

- **Sexual Harassment: Tips for Young Girls (2008).** This booklet, produced by the Indian women's organization JAGORI, provides young women and men with information on sexual harassment and advice on reducing its prevalence. Firsthand stories and quotes are used to illustrate how sexual harassment negatively affects the lives of young men and women as they move through the city. Information is provided on Indian laws regarding sexual harassment and recourse procedures for victims of sexual harassment. This is an excellent example of material that could be used to raise awareness about the negative effects of harassment among a specific segment of the population (young men and women). Available in [English](#).
- **Helpline Booklet (2010).** This booklet, produced by Jagori’s Safe Delhi campaign, provides a series of emergency numbers for women and girls. The booklet has sections dedicated to resources for women with disabilities. The booklet has also been translated in Braille for use by women and girls with

visual impairments. English and Hindi. *Insert file here (attached): [jagori helpline booklet.pdf].*

Promoting Good Relations Brochure (United Kingdom). The Women's Design Service developed this brochure as a way of reaching women in the community. The brochure explains the work that Women's Design Service does to make the city safer for women. It shows photographs of women working together and explains how women can contact them.

Promoting Good Relations



An EHRC funded project by Women's Design Service in partnership with Islington Refugee Integration Service



Image Source: Making Safer Spaces Project, [Women's Design Service](#).

Target different audiences.

When addressing a community-wide issue, like the safety of women and girls, it is good to take a number of different approaches to reach a number of different people. This means placing your material in several places where different groups of people go. For instance, a safe cities for women campaign might put up posters in libraries, cafes and grocery stores; and might also use bus advertisements to reach drivers who are unlikely to see posters in other places. Different kinds of awareness-raising strategies can also help in reaching a wider audience (source/link - Michau and Naker, 2003). For example, performances could interest children, while television advertising could interest older people, and Internet blogging could interest young adults.

Outreach with men and boys: It is also a good idea to develop awareness-raising materials and strategies that target men and boys specifically, because men and boys have a unique role to play in creating safer cities and communities for women and girls, and stopping gender-specific forms of violence in public spaces such as sexual harassment and assault. For more information on working with men and boys specifically, see the module on [Partnering with Men and Boys](#).

Examples:

Parivartan Campaign in Mumbai (International Centre for Research on Women). The International Centre for Research on Women (ICRW) has started engaging men and boys in Mumbai to raise awareness about sexual harassment or “eve teasing”. The Parivartan programme works with cricket coaches in order to spread the word about gender equality to young cricket players. The video is available in [English](#).

- **Poster from the White Ribbon Campaign: Men Working to End Men’s Violence against Women** (The White Ribbon Campaign Canada, no date).

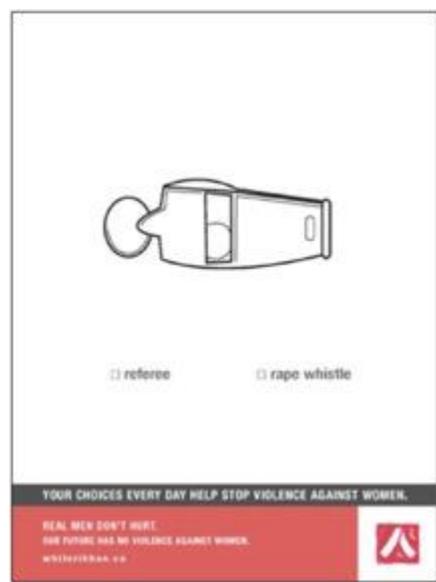


Image Source: [White Ribbon Campaign](#).

- **Black Women against Male Harassment (BWAMH) - Legacy of Harassment Video, 2009.** This video, created by the Freedom Youth Collective, is a parody on street harassment. It features young women catcalling and otherwise harassing men on the streets of Toronto, Canada. The purpose of the video is to draw attention to the negative gender roles that are re-enforced when street harassment takes place. Available in [English](#); 2:37 minutes.
- **Las Mujeres por una Ciudad sin Violencia (Women for a City without Violence), Colombia.** This short animated video demonstrates how men can act respectfully on public transportation in order to increase women's sense of safety. Available in [Spanish](#).
- **Poster from [Women of the Dawn](#) Counselling Centre Inc., Regina, Canada.**

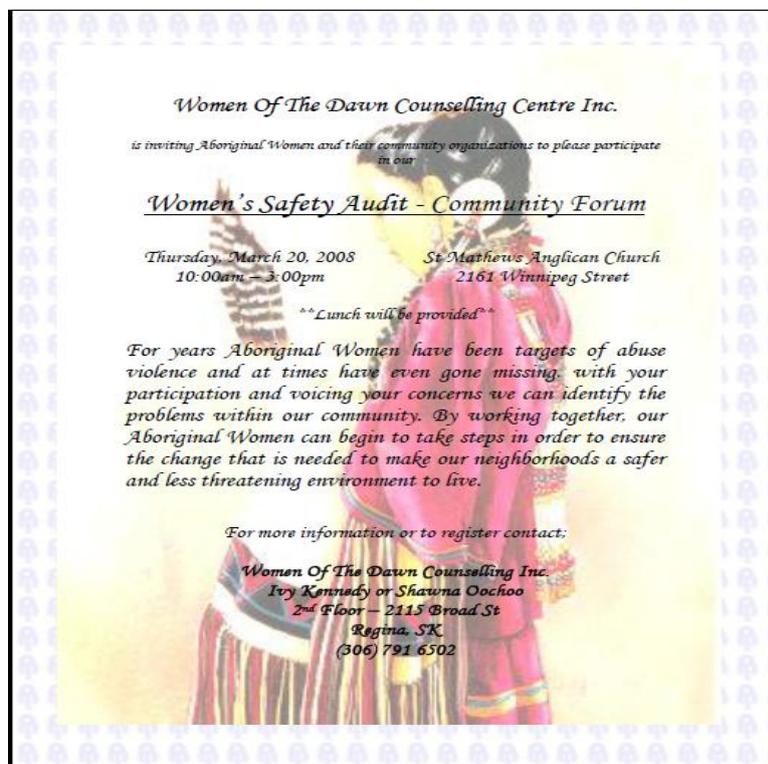


Image Source: <http://www.redmujer.org.ar/> Project, 2008.

Stickers - Ici la sécurité des femmes nous tient à Cœur ('Women's Safety is Important to Us Here'), in **From Dependence to Autonomy: CAFSU Toolkit**, Michaud, A. in collaboration with M. Chappaz (Comité d'action femmes et sécurité urbaine (CAFSU), 2001). These stickers were created for local businesses in the city of Montréal to post on their windows. The stickers send a clear message that women's safety is an issue that the public and businesses should take seriously. These materials target the business community, consumers, and passers-by in the community. Available online in [English](#), [French](#) and [Spanish](#).



Image Source: Michaud, A. in collaboration with M. Chappaz. 2001. **From Dependence to Autonomy: CAFSU Toolkit**. Comité d'action femmes et sécurité urbaine (CAFSU), Canada.

- **Video “¿Es Bogotá una ciudad segura para las mujeres?” [‘Is Bogotá a safe city for women?’]** (Asociación para la Vivienda Popular, Red Nacional de Mujeres - CIASE, and the Oficina de Política Pública Mujer y Géneros de Alcaldía Mayor de Bogotá, Red Nacional de Mujeres, 2007). This video details the basic concepts related to violence against women and women’s safety. Ideas are presented according to the diverse perspectives of different people such as women, men, young people, local authorities and experts in order to appeal to different audiences. This video was implemented by the Women and Habitat Network of Latin America and the Caribbean under the UNIFEM-supported Regional Programme "Cities without Violence against Women, Safe Cities for all". Available in [Spanish](#).

Include references to previous local action on the issue of safe cities for women wherever possible.

This shows the public that their city or community already believes that women’s and girls’ safety is important. Previous action might include: a municipal policy or women’s safety committee, an education campaign to end violence against women, a police task force on women’s safety, the existence of community groups who focus on the prevention of violence against women, or any other initiative or programme aimed at improving women’s or girls’ safety.

Case Study: Community Groups, Raising Awareness for a City without Violence against Women (Rosario, Argentina).

In the city of Rosario, active neighbourhood organizations, whose memberships included women, were identified to help spread awareness on women’s safety issues. Awareness-raising and training workshops were developed on violence against women. The group of intergenerational women from different community sectors who attended these workshops began to identify unsafe areas in their neighbourhood, using women’s [safety audits](#). Furthermore, steps were taken to help women use and improve public spaces. For example, a mural was created and various activities were planned for the “International Day for the Elimination of

Violence against Women” (November 25). Other activities included the installation of different kiosks with information on the prevention of gender-based violence and assistance for victims of gender-based violence. Other neighbourhood groups were also invited to develop their own activities.

As a result of these activities, youth groups produced a tango and hip-hop dance to raise awareness about violence against women. This process was published in a proposal workbook to illustrate how other social organizations and district officials could carry out a similar initiative. Proposal workbook available in [Spanish](#); produced as part the UNIFEM-supported Regional Programme ‘Cities without Violence against Women, Safe Cities for All’).

Use messages that refer to local spaces, streets, landmarks and other specific community characteristics.

Messages and materials that include familiar territory make it easier for people to understand how safe cities concepts apply to them personally.

Mujeres por la ciudad (Women for the City) (2010). This website documents an awareness-raising experiment conducted by the Women and Habitat Network in seven Latin American cities (Lima, San Salvador, Rosario, Talca, Guatemala and Bogota). In each city, large, white, woman-shaped figurines were placed in unsafe public spaces. The figurines were left in these spaces for two weeks. During this time, photo and video documentation recorded the public's interaction with these "women in public" (reactions range from hostility and vandalism to fun and enjoyment). As a final phase of the experiment, local artists and other community stakeholders have been invited to "restore" the figurines in an act that symbolizes women's rights to live peacefully and with dignity in their cities. Videos, photographs and descriptive text from each city are included on the website. Available in [Spanish](#).

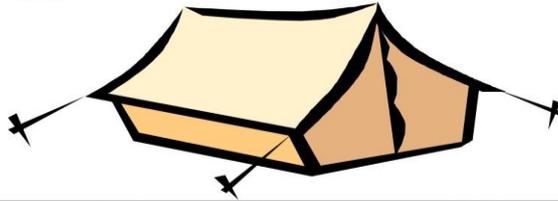
[INSERT IMG01.jpg HERE](#)

Example:

Take Back the Night Campout, sponsored by the Countywide Community Action Team of Marin Abused Women’s Services, Transforming Communities in Novato, and Rape Crisis Center of Marin. This event was held by Transforming Communities in Novato and the Rape Crisis Center of Marin in order to draw attention to the issue of women’s insecurity while camping in the local woods. The event poster states, “For many women the wilderness is a place where we can go to find peace and tranquility. But recent events, like the kidnapping and murder of three women near Yosemite, can violate our human rights by limiting the space where women feel safe in our society. Together, we can make our wilderness areas and communities safe for all!” Through its publicity, the Take Back the Night Campout not only connected the issue of women’s restricted freedom to their insecurity, but also empowered women to enjoy the local outdoors together.



Take Back the Night CAMPOUT



For many women the wilderness is a place where we can go to find peace and tranquility. But recent events, like the kidnapping and murder of three women near Yosemite, can violate our human rights by limiting the space where women feel safe in our society. Together, we can make our wilderness areas and communities safe for all!

Please join us in a campout to take back the night! Activities include a potluck dinner, crafts for kids and a campfire speakout.

When: Saturday, July 10, 3 p.m.

until 12 p.m. Sunday, July 11th.

Where: Franks Valley Horse Camp

Mt. Tam State Park

Approximately 1 mile south of Muir Woods on Muir Woods Road.

Please RSVP to (415) 457-2464 by Wednesday, July 7th

A \$3 donation per camper is requested

Please Bring: Your camping gear, food, flashlight, insect repellent, and a chair for the fireside. 

EVERYONE IS WELCOME!

Sponsored by the Countywide Community Action Team of Marin Abused Women's Services, Transforming Communities in Novato, and Rape Crisis Center of Marin

Image Source: [Transforming Communities](#).

Develop a dissemination strategy.

A dissemination strategy is a strategy that safe cities for women programme partners use to ensure that their message reaches the public. When creating a dissemination strategy, programme partners should think about whose awareness they would like to raise and why. The answers to these questions will help determine the most effective way to disseminate information (and what information should be disseminated). For example, if programme partners would like to raise awareness about high rates of sexual harassment against young women, they should disseminate information to young women, and to the men that perpetrate the sexual harassment. This may require research to find out the location of public spaces where young women are frequently harassed. Once this information is obtained, posters could be pasted up or brochures could be handed out in the area.

Create a local women's safety committee to spread awareness about women's and girls' safety across the entire city.

In addition to raising awareness, this type of committee could also advise decision-makers on policy-making and planning at a later date. Possible actors for a local women's safety committee include representatives from the local government/public servants (including police, transportation, health personnel), women's organizations, community, youth and faith-based organizations, the business community, labour

unions, the media and overall, representatives from the diversity of local citizens/residents.

Source: Dame, T. and A. Grant. 2002. **Women and Community Safety: A Resource Book for Planning on Safer Communities**. Cowichan Women Against Violence Society, Canada: pages 4 – 42. Available in [English](#).

Hold public events.

Public events provide a great opportunity for raising awareness through the dissemination of information because they are engaging, interesting, and attract many different kinds of people. A public event is any publicly accessible happening where there are activities or entertainment for people to enjoy. If safe cities for women programme partners do not have enough resources to hold their own event, they should consider joining forces with another event on a related topic, such as women's rights or domestic violence, in order to reach people who may already be interested in women's safety and community violence issues.

Examples:

GiRLFeST Hawai'i and GiRLFeST San Francisco Bay Area, Audio Interview with founders of GiRLFeST in Hawai'i and in San Francisco Bay ([Prevention Connection: The Violence against Women Prevention Partnership, 2007](#)). California Coalition Against sSxual Assault, USA. In this audio interview, the founders of these two GiRLFeST events talk about their approach to raising awareness about violence against women and girls using different strategies. One major strategy that GiRLFeST organizers use is to combine art with entertainment as a way of reaching the public. Available in [English](#); 17 minutes.

Centro Mirabal, Coronel: la politización de la violencia de género. (Mirabal Centre in Coronel, Concepción, Chile: the politicisation of gender-based violence).

Centro Mirabal helps women to report the violence that they have experienced and also works to demand violence prevention strategies. The centre organized a training and information workshop on violence prevention. It also held a conference called "Repolitización de la Violencia de Género (Repoliticizing Gender-Based Violence)". Many women participants used the seminar as a way to discuss strategies for tackling violence as a social and political issue. Additionally, the conference raised awareness about the femicides that have occurred in the region since 2007. To this end, Centro Mirabal also organized a march against femicide that included a candle-lighting ceremony in order to show a public presence. The ceremony was very important, because it raised awareness among women as well as men. Through these activities, Centro Mirabal has succeeded in making gender-based violence more visible. It also established alliances with governmental programmes on policy (Valdés, 2008).



Image Source: SUR Corporación de Estudios Sociales y Educación. [Temas Sociales 65](#). (2008).

Hold a competition.

A competition, like an event, can be an excellent opportunity to raise awareness among a diversity of people. Safe cities for women programme partners can hold any competition whereby participants compete to represent and/or spread awareness about the safe cities for women concept in an interesting way. This kind of event raises public awareness in two ways. Firstly, it raises awareness among participants who must think about what safe cities for women means to them, and about how they can represent their ideas. Secondly, it raises awareness among those people judging or perceiving what participants create.

Example:

Convocatoria de Concurso de Instalaciones Urbanas. (Urban Art Installation Competition), Rosario, Argentina, 2009. On international women's day (March 8), the Rosario Municipality Women's Area and the UNIFEM Regional Programme "Cities without Violence against Women, Safe Cities for all", implemented by the Women and Habitat Network of Latin America, launched an urban art installation competition with the aim of raising awareness on women's rights to live and enjoy their city, as well as involving people from the community. Local artists were invited to submit proposals for the creation of an artistic installation in an urban space (e.g. pictures, lights, graffiti, stencils, etc.). The winner was awarded \$2,500.00 to develop and install their creation, which was showcased in the *Parque España* (public park) in Rosario from October 2 (World Habitat Day) until November 25 (International Day for the Elimination of Violence against Women). Available in [Spanish](#).

Use the media.

Safe cities for women programme partners can use different kinds of media to spread awareness quickly among large audiences – including television advertisements, news reports, web sites, and radio programmes. This approach can be informative and entertaining at the same time (World Association for Christian Communication, WACC, no date). Each kind of media reaches a different audience and requires different resources. Programme partners should try to find the media type that best suits the audience their programme is trying to target. For example, if

partners are interested in discussing safety issues related to women in their cars, a radio programme interview would be appropriate because many people listen to the radio in their cars. Alternatively, if partners are interested in discussing safety issues related to young women's safety on public transit, they may want to create a web site geared towards people in their teens and twenties.

Media Tips for Promoting Safe Cities Programming Checklist (2009)

This list of tips is intended to help safe cities for women programme partners make contact with the press. It provides ideas for generating "newsworthy" events and for communicating issues effectively:

- Interpreting an old idea in a new way is "news". If the government adopts a new definition of women's safety or if a prominent local community group adopts a charter defining what safe cities are for women and girls, these events are noteworthy and should be covered by the press.
- Talk to women in your organization and community who are interested in safe cities for women and girls. Ask them if they would be willing to be contacted by the media. Then, make a list of these women to pass on to journalists. Reporters can use the list for interviews when they are covering issues of women's safety in the community.
- You can contact journalists and editors directly about news stories and events relating to safe cities for women. Call them or email them if there is an area you know of in which women are repeatedly attacked. Tell them about your actions to improve safe cities. Alternatively, give them tips about public services that are not meeting women's safety needs.
- Convene an "experts" panel of women to speak at a press conference on a key safety issue that has developed within your community. Issues covered could include a specific attack against a woman or a girl, the creation of public policy that causes insecurity for women and girls, the release of alarming victimization statistics involving women and girls in the community, or other developments that affect the public safety of women and girls. Experts at the panel can include women or girls who have experienced insecurity, law enforcement officers, politicians, medical professionals, service workers, or representatives from community groups. Remember to make sure that everyone on the panel agrees on the definition of safe cities for women and girls beforehand. A written statement can also be given to the media on behalf of the panel.
- Create information packets for journalists on issues around the safety of women and girls in cities and communities. These packets can contain definitions of safe cities, statistics about crimes against women, examples of safe cities for women programmes and activities, and copies of public commitments on the safety of women (from governments, national organizations, international conference declarations, etc.). It is important to double-check your information so that it is correct because if you give out false information, your credibility could be damaged.
- Spend some time learning about how to work with the media. Take a workshop on the subject or invite a journalist to advise you and other organizers of your safe cities for women programme. Identify if there is media expertise among your network of partners to rely on.

- Keep the media updated on your programme's progress. Alternatively, if your programme is not progressing, tell them about it – lack of funding or political support for women's safety in the community can be a great news story. It will get the community talking about women's safety and raise awareness.
- If you are giving out statistics on women's safety, make sure you explain what they mean. For example, if you are talking about the number of rapes that occurred in public spaces in the past year based on police statistics, say that. Also, say that the actual number of rapes is probably higher because not all women report attacks, in order to put the numbers in context.
- Practice what you are going to say ahead of time. Make sure you know what your goals are, and how they relate to creating a safer city for women and girls.

Adapted for safe cities programming from "Media Tips for gender and Media Advocacy" in ['Mission Possible': A Gender and Media Advocacy Toolkit](#) prepared by the World Association for Christian Communication (WACC). The toolkit is available in two versions. The first is a comprehensive guide to media advocacy in [English](#), [French](#) and [Spanish](#). The second is an easy-to-use modular format (Introduction and 11 modules) available in [English](#).

Case Study: Mapeo de Medios de Comunicación de la Ciudad de Rosario (Mass Media Mapping in Rosario)

In order to identify potential and appropriate media partners on safe cities for women, the Red Informativa de Mujeres Argentina – RIMA (Women's Information Network Argentina)-- was asked to monitor the mass media of Rosario in order to gauge how they covered the news in general, and specifically, violence against women. This included assessing whether the media reproduced gender stereotypes or used non-sexist language. In this manner, RIMA was able to identify journalists who would be best placed to support awareness-raising about the safe cities programme and related issues. This effort was part of the UNIFEM-supported Safe Cities for Women Regional Programme implemented by Red Mujer y Habitat in Latin America and the Caribbean.

Examples:

Up Close Podcast: Female-friendly cities: Planning for inclusivity in our urban spaces (2011). This podcast was produced for the University of Melbourne by Jennifer Cook. Using an in-depth interview format, the host interviews Dr. Carolyn Whitzman and Dr. Kalpana Viswanath about urban planning and policy practices related to the creation of safe and gender-inclusive cities. Discussion also centres around the Gender Inclusive Cities Programme, funded by the United Nations Trust Fund to End Violence against Women. The podcast is available for listening or download [http://upclose.unimelb.edu.au/episode/351?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed:+melbourneuniupclose+\(Melbourne+University+Up+Close\)&utm_content=FeedBurner](http://upclose.unimelb.edu.au/episode/351?utm_source=feedburner&utm_medium=feed&utm_campaign=Feed:+melbourneuniupclose+(Melbourne+University+Up+Close)&utm_content=FeedBurner) internationally. [English](#)

Radio Script about Women's Safety, India (2010). This radio script was developed by Jagori as part of the Gender Inclusive Cities Programme. Jagori partnered with a local radio station in order to develop a series of radio programmes on women's safety. Hindi. *Insert file here (attached); [radio script about womens safety.pdf].*

"Callejeras, callejeando. Mujeres de ciudades" radio programme, Argentina (2010). This radio series presents information and interesting dialogues on different topics relating to women's safety in cities. A particular focus of the programme is ensuring that women's voices are heard (including women politicians, researchers and activists). Radio programmes [one](#), [two](#), [three](#), [four](#) and [five](#) are available in Spanish.

Hollaback NYC Blog, New York, USA [<http://hollabacknyc.blogspot.com/>]. This website provides a public forum for (mostly female) victims of street harassment in New York City. Users contribute verbal and visual postings that document their assaults. This blog seeks to create communities "where everyone feels comfortable, safe, and respected". The "larger goal of the program is to support women's rights to exist in public without fear of harassment, particularly on the street". Objectives include:
to raise awareness of street harassment;
to give women a voice;
to lobby for cultural and legal change; and
to provide an alternative to the objectification of women as 'helpless'.
Additional resources and information are also posted on the site, including links to self-defence resources, legal resources, and rape support sites. Available in [English](#).

Stop Street Harassment: Making Public Places Safe and Welcoming for Women, USA. This blog provides a wide range of information on street harassment, including definitions, statistics, stories and strategies for reducing its occurrence. Advice is offered on educating men, empowering women, and raising awareness around the issue. Available in [English](#).

Girl's Security in Kibera Report from Kibera News Network. Kibera News Network is the first TV news station in Kibera, the largest slum in Kenya. Its online content is produced by local youths. This report deals with girls' safety in Kibera and discusses the links between sexual harassment, early marriage, and HIV/AIDS. Available in [English](#). 6 minutes, 40 seconds.

[Blank Noise "This Place" Project](#), India The [Blank Noise project](#) created a page on the flickr website, so that women and girls can upload pictures on the internet of locations where they have been sexually harassed. Women and girls can also post stories about their experiences being harassed, and can share strategies for dealing with harassment. The tagline that Blank Noise uses to advertise this project is, "Locate. Rephotograph. Send. Map it."

Staring Hurts, Delhi, India, 2006. This short, attention-grabbing video depicts a woman in a cafe being stared at by a man. It outlines how, generally, the power

relationship between a man staring and a woman being stared at is unequal. Produced by JAGORI. Available in [English](#): 38 seconds.

Spots publicitarios, Campaña "En Bogotá, la violencia contra las mujeres es INACEPTABLE" (Publicity Spots, « In Bogotá, violence against women is UNACCEPTABLE »), Bogotá, Colombia. These television advertisements present statistics on violence against women and showcase images that evoke women's experiences with violence in Bogotá. Using simple but appealing language, the publicity spots raise awareness about violence against women in cities as well as promote the importance of community involvement. Developed within the framework of the Regional Programme 'Cities without Violence against Women, Safe Cities for All', executed by UNIFEM. Spots [one](#), [two](#), [three](#) and [four](#) are available in Spanish.

Ciudades Seguras... a un año de recorrido (Safe Cities... One Year's Journey), Bogotá, Colombia. This radio interview was produced by different community organizations. The interview was conducted with different stakeholders on their experiences with the implementation of the Regional Programme "Cities without Violence against Women, Safe Cities for All", executed by UNIFEM. Its format and accessibility allows it to be reproduced for different mass media. Available in [Spanish](#).

Keep safe cities for women in the news. Whenever safe cities for women programme partners are taking action in their community, they should invite the media to attend. Newspapers, radio and television journalists and internet bloggers can share safe cities for women work with a wider audience—and programme partners can offer press releases, interviews, articles, editorials and internet blogs. This will raise the public profile of safe cities for women as an important concept. It may also increase interest in the programme, which could lead to new partners and resources.

Make a documentary about safe cities for women.

If a safe cities for women programme partner has a background in film or video, he or she can create a documentary about issues that contribute to or detract from safe cities for women. Alternatively, programme partners can team up with film or communication students to make a documentary. Subjects could include crime in poor neighbourhoods where women live, inaccessible public transit at night, sexual harassment on the street, or whatever safety issue programme partners feel is important in their city or community. Programme partners could also use this medium to document work being done to make the community safer for women. Once a documentary has been made, it should be submitted to as many outlets as possible, for example, local television stations, film festivals, local governments, NGOs and women's and feminist organizations, and screenings should be held at schools and other public venues in the community.

Examples:

Mulheres - Dialogos sobre Segurança Pública (2009). This film, produced by the federal government of Brazil, depicts a series of interviews with different women on the topic of women's safety in public spaces. The interviews were held between April 25 and June 14, 2009 with 213 women representing different races, ethnicities, religions, professions and sexual orientations. The views of women from Rio de Janeiro, São Paulo, Belo Horizonte, Salvador, Recife, Belém and Canoas are included. Portuguese [<http://www.myspace.com/video/vid/62498179>]

Walking Home, 2009, is a short video, produced by Third World Newsreel Workshop in collaboration with Messages in Motion, about young women's experiences of sexual harassment in Brooklyn and Philadelphia. This video combines poetry, cinematography and music to raise awareness about the feelings associated with being a victim of sexual harassment. Available in [English](#); 4:01 minutes.

Más Mujeres en las Calles Sin Miedo ni Violencia (More Women in the Streets without Fear or Violence) Video Documentary, Rosario, Argentina (2007). This video documents the experience of women workers in the West District of Rosario, Argentina, as they work to build safer communities. The women featured in the video identify unsafe places and violence problems in their neighbourhoods. They also propose solutions to these problems. The video was produced within the framework of the UNIFEM Regional Programme "Cities Without Violence against Women, Safe Cities for All". Available in [Spanish](#); 23 minutes.

La Ciudad Cada Día Más Mía: Las mujeres por una ciudad sin violencia ('The City is More Mine Every Day: Women for a city without violence'), Video, 2007. This video focuses on public awareness about women's safety in cities. It frames this issue as a social problem that is considered differently in different cities around the world. Available in [Spanish](#); 4 minutes.

War Zone Video Documentary, USA (1998). This documentary by Maggie Hadleigh-West explores how American women feel defensive in public streets because they are attacked by unwelcome leering, comments and/or physical touching by men and boys. This video is filmed in an aggressive style whereby the filmmaker uses her camera to put men on display, thus reversing typical power relationships. Available in English; 76 minutes. Video available for [purchase](#); 5-minute video [preview](#) is available free.

Then They Came for My Jeans... Audio Documentary, India (no date). This audio documentary is part of [PUKAR](#)'s Gender and Space Project. It

explores the consequences of dress codes being imposed on university students in India. This example connects the idea of dress codes to the wider concept of women and girls being restricted in their use of public space. Available in English; 12 minutes. Audio documentary available for [purchase](#).

Community Mobilization

Create an accessible place where a diversity of women and girls feel safe to take action.

It is very important that female community members representing different ages, ethnic communities, income levels, abilities, sexual orientations and other viewpoints participate in mobilizing the public to create safe cities for women. This is because these different women and girls will be able to work with others in the community that have similar experiences and backgrounds. All together, a diverse group of women and girls will be better able to reach the whole population. There should be a safe and positive space where all of these women and girls feel comfortable to meet, learn from each other, and take action. When holding meetings with women and girls, the following points regarding safety and accessibility should be considered:

- Is the meeting place somewhere that is easily accessible by public transit?
- Is the meeting place in a well-lit area that feels safe for pedestrians?
- Is the meeting place accessible for people with mobility issues (e.g. people using wheelchairs or canes)?
- Is the meeting place in a spot where everyone will feel comfortable (e.g. not in a church of a specific denomination or in a building normally inhabited by men)?
- Is the meeting time convenient for women and/or girls who go to work and/or school?
- Is childcare provided for mothers so that they are able to attend the meeting?
- Are there translators at the meeting for women and girls who do not speak in the majority language? (Cowichan Women Against Violence Society, 2002, page 3/35).

Example:

“Cafecitos” held by Latinas Organizing for Reproductive Equality, Chicago, USA (2007). Chicago-based Latinas Organizing for Reproductive Equality (LORE) has held community “cafecitos” in order to engage women to talk comfortably about their sexual rights. At “cafecitos”, women are invited to sit down, drink ‘café’ (coffee), eat snacks and share their thoughts and ideas with each other in a trusting environment. This strategy could be used by a safe cities for women programme in order to mobilize women to talk about the safety issues they face in the city or community, and about their ideas for action to make spaces safer.

Source: Russo, A. and M Spatz. 2007. **Communities Engaged in Resisting Violence.** Women and Girls CAN. Chicago: page 25. Available in [English](#).

Engage actors in different sectors of society.

Community mobilization is about mobilizing groups of citizens, institutions, the media and government—that is, beyond the mobilization of individuals. Especially when addressing gender equality and issues related to violence against women and girls, and in addition to empowering local and grassroots women’s and related community groups, it is also highly relevant to identify existing or potential youth and men’s groups or networks to work with so that they can play a key role in effectively mobilizing their respective constituencies. Raising Voices, an organization which works to address domestic violence, points out that everyone in the community must take action together in order to ameliorate all of the causes of violence against women and girls (Michau, 2007, p. 100). Similarly, community mobilization for safe cities for women should therefore be a holistic process whereby everyone’s actions contribute to a greater goal.



Image Source: Michau, L. 2007. "Approaching old problems in new ways: community mobilisation as a primary prevention strategy to combat violence against women". *Gender & Development* 15.1, pp. 95 -109.

Offer to raise awareness about the issues and train people in the community.

It may take some time before community members feel ready to face an issue as large as the safety of women and girls in public spaces. First they also need to understand the magnitude and consequences of violence against women and girls present in their own communities, in its various forms (including sexual assault and sexual harassment on streets, transport, neighborhoods, etc.). It can be helpful to provide community members with specific training on women's safety, communication, leadership, and other skills related to whatever specific community actions arise.

Case Study: “Tek It To Dem And Rise Up Wi Community” by Sistren Theatre Collective, Hannah Town and Rockfort, Jamaica.

This project, funded by the United Nations Trust Fund to End Violence against Women, uses theatre to mobilize the community with the aim of empowering women and girls and preventing violence against women.). There are three key strategies being used in the project: behaviour change communication (changing people’s behaviours through participatory learning techniques); psychosocial healing (using various methods, such as therapeutic counselling sessions and family visits); and collective creations (using different kinds of cultural communication to express feelings, educate, build life skills, and more). The target audience for this project is varied – it includes women who have experienced violence, and also targets males who are at risk of perpetrating violence against women (Sistren Theatre Collective, 2009). Information on the project and videos for viewing of Sistren Theatre Collective performances are available in [English](#).

Resource:

- ***INSTIGATE! An Online Toolkit for Community Mobilization (Transforming Communities: Creating Safety and Justice for Women and Girls, California, no date)***. The toolkit is divided into nine sections based on the acronym INSTIGATE: Imagine, Network and Recruit Community Action Team Members, Start up the Team, Train for Action, Investigate Local Conditions, Gain Support from Allies and Partners, Attract Attention to Your Issue, Take Action, Evaluate. Each section provides instructions for programmes and organizations wishing to mobilize their community around issues of safety and justice for women and girls. Activities and forms are provided in each area. Available in [English](#).

Use a network of leaders.

Communities usually have a set of leaders that are trusted and respected who can help shape public opinion among community members (Michau, 2007, 106). Such leaders could be government officials, celebrities, elders, community organizers, business owners, sports coaches, among others with significant public influence and a good reputation. This should include men leaders who can especially influence men’s attitudes and behaviours about equality issues and gender-based violence, and similarly, public figures who may be especially effective in reaching young people of both sexes. A safe cities for women programme should work with leaders in several areas in order to reach and inspire as many people as possible. Also, because leaders know segments of the community very well, they can help decide on what kinds of public action on safe cities for women will be both feasible and popular.

Example: “Checklist for Building Networks of Leaders within the Community”

1. Look beyond traditional leaders
2. Encourage youth leaders
3. Identify leadership roles for men [and women] committed to ending violence

4. Recruit at community and civic meetings
5. Provide leadership training
6. Develop teams of leaders
7. Be ready to relinquish some power

Source: Mitchell-Clark, K. and A. Autry. 2004. **Preventing Family Violence: Lessons from the Community Engagement Initiative**. Family Violence Prevention Fund. San Francisco, USA: page 18. Available in [English](#).

Communicate with related groups.

Creating community mobilization is a big job. To make this job easier and more rewarding, a safe cities for women programme can start by working to mobilize organizations and initiatives in the community that are already working on women's safety, community safety, women's or youth rights, or violence against women programmes. People involved in these programmes and initiatives will already understand some of the concepts and reasons for action. They may also have connections and influence with others in the community that will be able and willing to create safer spaces for women and girls. For more information on working with related organizations and initiatives, see the [building partnerships section](#).

Hold listening groups/impromptu discussions.

By talking about the concept of safe cities for women and girls on the street and in places where people gather, you can make the issue seem commonplace and accessible. Try starting a conversation with something like "Do you think this space is safe at night? I feel as though..." or "that woman looks like she is having a hard time with all of those groceries. I wonder if she has a safe and easy walk home...". A Raising Voices guide recommends the following tips for holding impromptu discussions:

- Hold discussions in pairs so each facilitator has back-up;
- Get permission from community leaders or decision-makers first;
- Keep discussions short and direct;
- Encourage people to talk about the discussion afterwards with other people they know.

Resources:

- Tips for impromptu discussions are located as follows:
Michau, L. And D. Naker. 2003. [Mobilizing Communities to Prevent Domestic Violence](#). Raising Voices. Kampala, Uganda: [Phase 2, page 108](#).
- **ACTIVITY: "Health Centre Outreach" Activity.** Although focused on domestic violence, this activity can also be used to raise awareness about safe cities and communities for women and girls. In this activity, a mixed local audience waiting for

health services is targeted for awareness-raising through short, interactive presentations.

Source: Michau, L. And D. Naker. 2003. [Mobilizing Communities to Prevent Domestic Violence](#). Raising Voices. Kampala, Uganda: [Phase 2, page 104](#). Available in [English](#).

Create Community Watch Groups

In many communities, police protection is weak or non-existent for women. Physical infrastructure that can improve women's safety, such as street lighting and well-planned streets, may also be lacking. While it is ideal to acquire community assets such as a protective and adequate police force, this goal may not be immediately attainable. As an immediate and practical measure, safe cities for women actors can consider starting a community watch group initiative. This kind of initiative engages members of the community to volunteer their time to form patrol groups in public spaces (usually at night). The presence of community watch groups can increase women's safety and deter crime when members are properly trained about women's safety and women's equality. Members must also be trained to ensure that they are able to deal with situations of violence. It is also advisable to provide members of community watch groups with equipment such as flashlights and whistles. In Guatemala, the Women Workers' Committee has created such an initiative. They have also provided women with flashlights and whistles to use when they travel in public at night. To read more about the Women Workers' Committee initiative, see the MADRE web site. Available in [English](#) and [Spanish](#).

Capacity Development

General Considerations in Capacity Development

Capacity development encompasses a wide range of considerations and interventions. Often thought of as synonymous with training, there are many other considerations, such as:

- Strengthening policies and protocols;
- Strengthening and building partnerships;
- Increasing access to knowledge and resources;
- Improving the enabling environment and infrastructure; and

- Working with individuals and groups at all levels, using workshops, training sessions, group discussions, coaching, mentoring, ongoing knowledge sharing and discussions, among other strategies and mediums.

Assess existing capacities and gaps related to the specific objectives of the Safe Cities intervention.

While capacities are often equated with training, it is important to remember that much more is implied – policies, laws, procedures and protocols, training programmes, services, community groups and experts available, etc. – the package of people, skills, knowledge, infrastructure and other resources needed. It is always important to design programmes and interventions first by understanding what resources are already available, what policy commitments and groups are concerned with the same issues, what skills, expertise and comparative advantages they might be able to offer, and what the key gaps are. Such a mapping can provide a basis for developing tailored and specific capacity development plans once the programme's design and details are worked out. It is always important to remember that the capacities delivered by a programme will be key for ensuring sustained progress and continuity of the intervention into the future.

Build stakeholders' skills how to look at issues from a gender-based perspective.

One of the main objectives of a safe cities for women programme is to empower communities to become safer for women and girls and to sustain those efforts. This means thinking about how safety affects men and women differently, or, in other words, using a gender-based perspective to look at safety. A gender-based perspective is important because it recognizes that though men and women have different experiences and understandings, each are equally important. In order for safe cities for women programme partners to respect gender differences, every part of every project, including capacity development, should include a gender perspective.

RESOURCES

- **“Fortaleciendo las organizaciones locales de mujeres” in *Insumos para una Caja de Herramientas*” “Empowering Local Women’s Organizations” in *Resources for a Toolkit*). Bogotá, Colombia (2010).**

This document, produced as part of the UNIFEM Regional Programme "Cities without Violence against Women, Safe Cities for All", implemented by the Women and Habitat Network of Latin America and the Caribbean, provides a synthesis of the programme's intervention in Bogota, Colombia. The chapter indicated explains the context of Bogota, identifying strategic allies and spaces for citizen participation and goes on to give a step-by-step explanation of the process used for empowering local women's groups. The steps included are: building alliances

with local institutions and identifying local women and organizations; empowering local women through workshops; articulating actions for territorial transformation; and local and district incidence. The section on workshops with local women is detailed and provides photos of the experiences. Available in [Spanish](#).

Always think about gender mainstreaming.

Gender mainstreaming involves acknowledging and accounting for gender differences in all activities related to making cities safer for women, including all policies, programmes, and evaluation. Especially with the appropriate audiences (i.e. policy-makers, practitioners), begin activities by talking in clear terms about the gender mainstreaming approach, how it relates to safe cities for women and preventing and responding to gender-based violence, and the ways it can be incorporated into capacity development activities. Remind participants that men and women experience safety differently, and different forms of violence, and have different safety and related needs. As each activity unfolds, ask participants how it can affect men and women differently.

Resources:

- **“Methods for Gender Mainstreaming” Guide** (Lehn, S. and Mette L. Nielsen, 2002). Danish National Research and Documentation Centre on Gender Equality, Denmark. This guide offers an introduction to different gender mainstreaming strategies that organizations can use to make sure that they give equal consideration to both men and women in their operations. Other subjects covered by the guide include: gender-disaggregated statistics, benchmarking, and gender impact analysis. Examples are provided for each subject. In addition, this guide introduces the "3R Method": Representation (a quantitative mapping of the way in which men and women are represented in the municipality in local politics, as decision-makers, and as users of municipal services); Resources (a quantitative mapping of the way in which municipal resources are distributed and utilized); and Culture (a qualitative focus on culture that explores the social and cultural factors that can create and maintain gender inequality and which can sometimes provide explanations for problems identified in the first part of the analysis). The guide also provides a gender mainstreaming checklist (p. 18), as well as objectives, strategies and methods for mainstreaming gender. Available in [English](#).

- **Guía Práctica. Municipios en Búsqueda de Equidad (Practical Guide for Municipalities in Search of Equity)** (Giobellina, B. and L. Rainero, 2004). UN-HABITAT Regional Office for Latin America and the Caribbean (Brazil) and CISCSA-Women and Habitat Network of Latin America and the Caribbean (Argentina). This tool was developed for use by state and civil society actors wishing to increase gender equality in urban management. The guide includes an overview of relevant issues, case studies and references to best practices. It also provides an introduction to gender, a guide to urban planning and management focused on gender issues, and a review of specific

challenges related to gender equality in cities, such as violence against women. Available in [Spanish](#).

Organize capacity development activities to learn the basic concepts of safe cities for women and violence against women and girls.

It is important to develop training sessions to make sure that programme partners understand the basic concepts and develop the proper vocabulary necessary for discussing safe cities for women. Examples of such concepts include: safety as a human right; violence against women and girls as a violation of human rights; the causes and expressions of violence against women and their impact in the daily lives of women; specific forms of gender-based violence in public spaces; the commitments of local governments to preventing and responding to violence against women; and mechanisms that allow the issue to remain invisible; etc.

Use techniques that encourage people to speak about their own experiences.

For example, an opening question could be, *“Have you ever experienced a feeling of insecurity when you were...?”* Another example could be activities that ask people to discuss phrases such as, “Women should not walk alone in the city at night,” to generate discussion about the preconceptions and beliefs that support different forms of violence against women. Make sure that programme activities are adapted to the different people who will participate in them in order to make them meaningful. When activities include younger girls, for example, it can be useful to develop models or maps of different public spaces they use (plazas, parks, pedestrian areas) for them to indicate the routes they use, the restrictions in their routes, permissions adults give them to frequent different spaces, and other aspects of the space. This will get the girls to speak about their own experience with the different spaces. This kind of technique shows women and girls that their instincts and feelings are valuable tools for understanding the city and their place within it, and can be helpful for making cities safer places for women and girls.

Example;

Workshop: Geography of violence on the body, Bogota, Colombia.

In Bogota, Colombia, workshops were held with women to identify and map the “geography of violence” on the body as part of the UNIFEM Regional Programme “Cities Without Violence Against Women, Safe Cities For All”, implemented by the Women and Habitat Network of Latin American and the Caribbean. During these workshops, different body parts on a diagram of a woman were labeled with different experiences of violence that participants had experienced. Next the experiences of violence were categorized according to where they had happened or could happen. As a result, a map was produced which created clear links between public space and personal experiences of violence. For more information on this workshop, see *Insumos para una caja de herramientas : Programa ciudades sin violencia hacia las mujeres, ciudades seguras para todos y todas (Resources for a toolkit : Programme for cities without violence against women, safe cities for all)*. Available in [Spanish](#).

or examples that they are familiar with or can relate to. This will make it easy for participants at the training session to understand the concepts that will be explained to them as well as the proposed activities. Learning and training activities should be based on a pre-assessment of the audience's existing attitudes, levels of knowledge and learning interests/needs. This serves to tailor the content and level of the training, as well as to measure the quality of the training (for example, by utilizing the same pre-and post-training evaluation form for comparison on knowledge acquired by participants).

Use examples or stories to demonstrate concepts.

Whenever new concepts are introduced, use examples or stories that participants can relate to in their everyday lives to help them to understand the concept. For instance, to explain how poverty increases a woman's insecurity, you could discuss how poor women have less mobility choices. For example, when a poor woman wants to participate in a recreational activity late at night, she has to get home afterward and may be forced to walk alone through dark streets if she cannot afford a taxi. Furthermore, the physical environment of poorer neighbourhoods is often more deteriorated and unkempt than richer neighbourhoods – this can cause women to feel insecure, and therefore, decide not to participate in recreational activities at night.

ACTIVITY: “Daily forms of violence against women in the city”.

This activity was done in the city of Rosario, Argentina in the framework of the UNIFEM Regional Programme “Cities Without Violence against Women, Safe Cities for All”, implemented by Women and Habitat Network of Latin America and the Caribbean (2007). In order to give visibility to the different forms of violence that women experience in the city, discussion groups were held where women shared their experiences about everyday situations of violence and fear. This type of technique drew on testimonies and story-telling to enable reflection on the different forms of violence inflicted upon women and the avoidance behaviours that women develop due to their perceptions of insecurity.

Use role models.

Concepts can seem more interesting, real, and attainable if they are presented by someone who participants know, respect and can relate to (Michau and Naker, 2003). Bringing a role model in to discuss their experiences with women's and girls' safety can validate the goals and ideas of participants as they develop their own capacities. Choose role models that participants can relate to and respect such as a woman or man from the area, or other local or tribal elder.

- When introducing a role model, explain a little bit about their experience with women's and girls' safety.
- Make sure that the chosen role model understands the underlying concepts and ideas being promoted in relation to your safe cities for women and girls programme.

- Be sure to examine the background of the proposed role model to make sure that they do not have a history or record of any form of abuse or discrimination.
- Be sure to thank the role models for their time and effort.

Example: Draw role models into the process.

The Tillicum Lelum Aboriginal Friendship Centre, in Nanaimo, Canada, ran a series of workshops to help women who had experienced abuse and violence. The week-long sessions were emotional and intense, for both participants and workshop leaders. One of the key factors in the success of this project was the decision to bring Elders into the workshops, many of whom shared the same struggles as the participants. Not only were the Elders living proof of healthy and productive lifestyles, but they were able to provide direct inspiration, leadership and support for the participating women (Nanaimo, Canada, 2006). From page 12 of Ministry of Community Services, British Columbia. *Community Guide for Preventing Violence against Women*. Victoria: Government of British Columbia. Available in [English](#).

Encourage women and girls to find their own solutions.

Part of building capacity is empowering individuals and groups to come up with their own solutions to the problems they face. In the safer cities context, this is important because women and girls know what makes them feel safe or unsafe. By applying this knowledge, women and girls can come up with safety approaches that benefit both themselves and their communities. This not only ensures that solutions will be appropriate and meaningful for women and girls, but it also ensures that women and girls will feel more in control of their lives. Promote this kind of empowerment by using activities and exercises that encourage women and girls to find their own solutions, rather than prescribing solutions to them.

RESOURCE:

- ***Estrategias para una ciudad sin violencia hacia las mujeres - cartilla de incidencia política (Strategies for a city without violence against women: political advocacy primer), 2009.*** This primer was created as part of the UNIFEM regional programme “Cities without violence against women, safe cities for all” implemented by the Latin America Women and Habitat Network. The contents of the primer were developed in a participatory process with the “Women for a City without Violence” collective of the West District of the City of Rosario. This collective identified unsafe places in their neighbourhood and then worked with their local government to develop proposals to transform the spaces into places free from violence against women. This primer is a resource for other women wishing to do similar work. It is an empowerment tool for women's local decision-making, participatory management and political advocacy. Available in [Spanish](#).

ACTIVITY: “My Rights in a Picture”

Women’s and girls’ human rights are fundamental to the concept of safe cities for women. This activity helps women understand their rights and how these rights relate to their everyday experiences. Participants begin by drawing a picture that represents a human right. Afterwards, drawings are posted on the wall and the representations are discussed in relation to real life experiences.

Source: World YWCA. 2006. **Empowering Young Women to Lead Change: Training Manual**. World YWCA, Switzerland: page 56. Available in [English](#), [French](#) and [Spanish](#).

ACTIVITY: “Nosotras y la ciudad” [Us and the City]

This activity was developed in the framework of the UNIFEM Regional Programme ‘Cities Without Violence against Women, Safe Cities For All’, and carried out in Rosario, Argentina. The activity aimed to build awareness among groups of women about their right to live a life free from violence in the city. Participants were randomly divided into groups of about five. To begin, each group was given a puzzle with phrases expressing different rights: the right to circulate freely through the city, the right to use public spaces without difficulty, etc. Once the group put the puzzle together, they discussed the significance of the phrase and then did a role-play in front of the other participants. After all groups presented their material, the participants reflected and exchanged ideas on women's rights to live in a violence-free city. (CISCA, Argentina)

Make sure that the locations selected for capacity development activities are both safe and accessible for all participants.

Factors to consider when selecting a site include the following: proximity to public transit, noise levels (quiet places are preferable), the availability of day care services, the time of day (whether convenient or not), among other factors. It is very important that women with particular accessibility needs participate in safe cities for women initiatives. Accessibility problems may be caused by a number of factors, including economic factors, as well as social and cultural factors, or due to physical limitations. Special efforts to include these women should be made since they often feel the most insecure in cities. This insecurity can be increased by a number of additional factors including: responsibility for looking after a child; language barriers; the physical inability to get to safe places in an emergency; isolation; and so on. Because of these issues, women with particular accessibility needs have the most difficulty participating in public initiatives and have the least opportunities to develop their capacities. Therefore, capacity development activities should be planned to allow for women and others with accessibility issues to benefit from them.

Promote collaborative work structures.

If women are not used to speaking or working in groups, capacity-building activities and discussions may feel intimidating for them. Make sure that no one is put on the spot so that everyone involved has an opportunity to participate at their own comfort level. It is important to stimulate the participation of everyone involved and to avoid assigning a predominant role to any one participant, or giving more value to the words of a leader than to those of other participants. For example, in situations where one person must represent the entire group, each person in the group could stand up and say who they want to represent the group and why, like a kind of vote. In order to make sure that everyone gets a chance to represent the group, make sure that each person can only fill this duty once. This activity was used in Rosario, Argentina by the women's group Promoters of a Nonviolent City (Travers, 2008).

Different Types of Activities for Capacity Development

Involve key actors in capacity-building efforts for safe cities for women and girls.

It is everyone's responsibility to create safe cities and communities for women and girls. This includes governments, public service providers, community groups, women's groups, educational programmes, faith communities and more. It is therefore important to develop capacity-building activities for each of these key actors, taking into account the role that each could play in a safe cities for women and girls programme.

Take into account the different sectors that need to be involved and the tailored training/s and technical assistance implied for capacity development.

Making cities safer for women and girls and addressing gender-based violence implies multi-sectoral approaches, with each one making key contributions based on their respective specialized roles—covering urban planning, to health, police, the judiciary, public transport, and so forth. It is important to consider capacity development needs within each key sector as well as across sectors, to achieve the required level of coordination and cooperation for effective responses.

Promote learning exchanges between safe cities for women and girls programmes and other initiatives.

People involved in safe cities for women initiatives who have experience or expertise in related fields such as crime prevention, women's issues, local politics, urban planning, leadership or other relevant topics can help other group members by sharing their knowledge and experience in the related disciplines. A good way to build trust between partners working on a safe cities for women programme is to

hold a capacity development exchange. Exchanges allow each partner to contribute to the project while building the knowledge of the other partner(s) (Women in Cities International, 2007). For example, a capacity development exchange could occur between the local police force and urban planners. The police could tell urban planners what kinds of spaces attract reported violence against women in the area. In turn, urban planners could tell police how to clearly map out public instances of violence against women. Afterwards, urban planners could study local spaces that are unsafe for women in order to avoid planning mistakes, and police could map out instances of violence against women in order to improve responsiveness. Also, it is important to share the experiences with other safe cities initiatives in order to broaden the knowledge-base and identify the weaknesses and strengths of each experience, taking into account the different contexts and the individual features of each programme. Spaces for the exchange of experiences and capacities around safe cities for women and girls should therefore be created. Strategies should be constructed to evaluate progress, to identify solutions and overcome obstacles, and to take advantage of available resources.

Example:

Equidad de género: compartiendo la ciudad y sus barrios (Gender Equity: sharing the city and its neighbourhoods), 2009.

This book records the meeting of the Chilean Housing and Urban Development Ministry's Neighbourhood Recuperation Programme "Quiero Mi Barrio" (I Love My Neighbourhood) and the UNIFEM Regional Programme "Cities without Violence against Women, Safe Cities for All", implemented by the Latin America Women and Habitat Network. The book is divided into three sections. In the first section, "Citizenship, Gender, and Neighbourhood Improvement", the activities of the UNIFEM Regional Programme in Chile and other parts of Latin America are presented, as well as the lessons learned in the Programme Quiero Mi Barrio. The second section, "City, Gender, and Violence: other viewpoints", presents academic, public policy, international organization and civil society writings on the issue of cities, gender, and violence. The third section is comprised of conference summaries by Caroline Moser and Juan Manuel Salazar. Available in [Spanish](#).

Promote collaboration and exchange among cities and countries.

Especially in addressing emerging issues such as safe cities and violence against women and girls in public spaces, strategies and interventions can benefit from learning about the experiences and success stories from other cities and countries, and bringing in expertise and tested training and capacity development approaches to build up critical masses on these issues.

Case Study: City-to-City Collaboration and Knowledge Transfer on the Experience of Fuenlabrada's (Spain) Holistic Response to Women Victims of Violence Programme and the City of Rosario, Argentina [Transferencia de la experiencia del Programa de Atención Integral a Mujeres víctimas de violencia del Ayuntamiento de Fuenlabrada] (2008)

The City of Fuenlabrada, Spain, developed a programme called Fuenlabrada's Holistic Response to Women Victims of Violence Programme. Based on this experience, the Fuenlabrada Municipal Government was asked to provide the City of Rosario, Argentina, with technical assistance to help it with its own victim assistance services. The *Agencia Española de Cooperación Internacional para el Desarrollo* (AECID - Spanish Agency for International Development Cooperation), through its country offices, supports knowledge transfer and supports Spanish-speaking experts to go and provide training to people in other Spanish-speaking countries. In this case, AECID supported representatives of Fuenlabrada's local judicial police to travel to Rosario to provide them with the technical assistance they requested (part of the UNIFEM Regional Programme "Cities without violence against women, safe cities for all", implemented by the Women and Habitat Network of Latin America and the Caribbean).

In Rosario, there is an unarmed community police force, the Municipal Urban Guard (Guardia Urbana Municipal - GUM), that is in direct and constant contact with citizens. The objective of the GUM is to promote better safety and urban living conditions in public spaces such as parks, plazas, streets, and recreation areas. The GUM works in coordination with other departments of the municipal government. It approaches safety from a human rights perspective and its main policing function is prevention. It is for these reasons that programme partners identified the Municipal Urban Guard as being the most appropriate city resource to work on preventing gender-based violence and to provide assistance to women at risk of or survivors/victims of violence. Local partners and Rosario's Municipal Urban Guard agreed that a protocol should be developed for responding to women survivors of violence. The police of Fuenlabrada had already developed a "Protocol of Police Conduct for Cases of Women who have Experienced Violence". The protocol was developed jointly with the Social Development Department of Fuenlabrada, which coordinates the Holistic Response to Women Victims of Violence Programme. Fuenlabrada's experience was considered relevant and valuable for the development of a similar protocol in Rosario, so a knowledge transfer was proposed.

Fuenlabrada's Holistic Response to Women Victims of Violence Programme began ten years ago. Over the years, there were many instances where the police and local governments worked in cooperation on cases of violence against women. As a result, the technical assistance offered by the Fuenlabrada police was provided to representatives of the local government of Rosario and to the Armed Police of Santa Fe Province (in Argentina the police report to the provincial government and not the municipality).

Many capacity development workshops were organized in the context of this technical assistance. Workshops were directed at each of the actors involved and

tailored to the role that each could play. Specifically, participants who attended the training workshops included representatives from:

- >Municipal Urban Guard of Rosario (community police);
- >Armed Police of Santa Fe Province;
- >City of Rosario's Women's Affairs Department;
- >Neighbourhood women's networks whose work relates to violence against women; and
- >Relevant branches of the Social Development Department of the Municipality of Rosario, such as youth, childhood, and sexual diversity.

The objectives of the technical assistance were to:

> Share the experience of the Municipality of Fuenlabrada with the Municipal Urban Guard of Rosario to inform the design and implementation of a Protocol of conduct in cases of violence against women in public spaces in Rosario.

> Share the experience of Fuenlabrada's Holistic Response to Women Victims of Violence Programme with Rosario's Women's Affairs Department so that the Department's response programme to women victims of violence can have a holistic vision. The knowledge transfer should also help with communicating the actions of the Women's Affairs Department with other government departments, especially to the Municipal Urban Guard.

>To provide training and to share the experience of the Municipal Government of Fuenlabrada with women's organizations that work on issues related to violence against women.

Achievements:

>A framework was defined for the development of a protocol in cases of violence against women.

>Awareness was raised among officials of the Armed Police of Santa Fe Province and commitments were made for the implementation of diverse actions for preventing future cases of violence against women and for responding to survivors of gender-based violence.

>The experience shared by the Municipality of Fuenlabrada allowed the Municipal Women's Affairs Department of Rosario to work with the Municipal Urban Guard to develop a Protocol of Conduct that would make better use of their combined resources.

>The key role played by community and women's organizations in preventing and responding to cases of violence against women was recognized, and organizations were able to make use of resources that were made available to address gender-based violence.

>New prospects and collaborative spaces were created between different municipal actors, by raising the awareness of senior staff and technical teams in several municipal departments regarding violence against women and the role they play in its prevention and care for survivors.

Online Postgraduate Course, Urban Violence, Insecurity and Discrimination: Towards Coexistence in the City from a Gender Perspective [Curso Virtual de Posgrado: Violencia Urbana, Inseguridad y Discriminación: Hacia la Convivencia en la Ciudad desde un Enfoque de Género.] (2009).

The UNIFEM Regional Programme “Cities without Violence against Women, Safe Cities for All”, implemented by the Women and Habitat Network of Latin America and the Caribbean, joined forces with the Center for Urban and Regional Studies (CURS) and the National Scientific and Technical Research Council (CONICET) to develop this course.

Participants

The course was designed for people interested in contributing to the prevention of urban violence against women and putting the issue of gender-based violence in public spaces on the agenda of both the public sector and civil society. Specifically, the course was designed for members of governmental and nongovernmental institutions, professionals, and young people. The ultimate aim of this course was to build knowledge among students on how to develop policies with a gender perspective with the aim of promoting a safer and more welcoming city for all.

Objectives

- To enable students to reflect on urban violence and violence against women and on how these forms of violence are related. The course uses different theories to get students to reflect on the different ways that violence can be seen to be a risk to society as a whole and to women in particular.
- To contribute to the development of innovative proposals that aim to build democratic and gender-sensitive policies focused on preventing violence against women in the urban spaces.
- To share tools and methodologies that help with the design and implementation of safe cities programmes that use a [gender perspective](#).
- To share innovative ideas and experiences to encourage students to develop creative ideas for solutions aimed at addressing problems related to violence against women in urban spaces.

To register for the course or to obtain more information, go to the [Spanish](#) website.

Develop Context-Specific Training Materials.

Violence against women in cities is an issue that has been addressed by different actors in different cities around the world, that can be drawn from and adapted to different audiences. Using simple techniques and tools makes it easier for the participants and users to understand the issues and concepts that are being taught, including about different policies, legislation and conventions, as well as interventions. It is also important to use capacity development sessions as an opportunity to capture more information about the safety of women and girls in cities that can further inform the programme and future trainings or other capacity development needs. This includes sharing the results and experiences that programme partners have when they organize training sessions. Finally, it is important to make new training materials produced available, nationally and internationally to assist other safe cities for women programmers.

Provide training to public officials and service providers.

Training should be provided on the violence that women and girls suffer in cities as a consequence of the unequal power relations between men and women. This will promote a better understanding of how these relations are linked to violence. Provide details on the factors that promote gender inequality in order to raise awareness about how they are often created and re-created in social relations and institutions. Public officials and service providers should be trained according to the role they will play in the development of a safe cities for women and girls initiative. Some government departments whose employees should receive training in a safe cities for women programme, given the role they can play in such initiatives, are planning, transit, social development, gender or women's affairs, police, health, legal and justice personnel, among others. In addition to formal training sessions by experts, personal testimonies by women and community members on issues of insecurity, sexual harassment and assault in training workshops, can be effective as part of the overall sensitization efforts and first-hand accounts of how gender plays key role. Engagement of public sector personnel in public and community meetings also facilitate not only proximity to the real-life problems at hand, but serve to initiate and strengthen the process of citizen involvement in the development of national or local policy development on these issues.

Resources:

- **Ciudades sin violencia hacia las mujeres, ciudades seguras para todos y todas: Módulo de capacitación. [Cities without Violence against Women, Safe Cities for All: Training Module]** (UNIFEM Regional Programme 'Cities Without Violence against Women, Safe Cities for All', and implemented by Women and Habitat Network of Latin America and the Caribbean, funded by the United Nations Trust Fund, 2004). This tool was developed for use by government officials, civil society and women's organizations. It covers the basic concepts for starting awareness-raising and training activities on safe cities for women. Topics include security as a human right, the root causes of violence in cities, women's feelings and experiences, and the different consequences of violence on the day-to-day lives of women. The training module also describes how violence against women can become invisible in society, and highlights the limitations of traditional approaches to women's safety and security.

Source: CISCESA-Centro de Intercambio y Servicios Cona Sur. 2004. **Ciudades sin violencia hacia las mujeres, ciudades seguras para todos y todas: Módulo de capacitación. (Cities without Violence against Women, Safe Cities for All: Training Module)**. Argentina. Available in [Spanish](#).

- **Guía Metodológica del Manual “Herramientas para la Promoción de Ciudades Seguras desde la Perspectiva de Género” (Methodological Guide for the “Tools for the Promotion of Safe Cities from a Gender Perspective” Manual).** Guatemala, 2008. This guide was created by Foundation Guatemala as part of the UNIFEM Regional Programme “Cities without Violence against Women, Safe Cities for All”, implemented by the

Latin America Women and Habitat Network. It provides worksheets and instructions for different activities and workshops that address the five conceptual modules developed in the manual *Herramientas para la Promoción de Ciudades Seguras desde la Perspectiva de Género* (Tools for the Promotion of Safe Cities from a Gender Perspective) (UNIFEM – Latin America Women and Habitat Network – AECID, 2006). Each activity begins with specific objectives, the contents to be addressed, materials and equipment needed, time required, and procedure/methodology. Even though this guide is based on the Guaemalan experience, generalised instructions have been provided so that diverse groups can adapt and use all workshops and activities. Available in [Spanish](#).

- **Local Government Participatory Practices Manual: A Toolkit to Support Public Participation in Municipal Decision Making** (Frojmovic, M., B. Elliott and L-M. Levac, 2007). Federation of Canadian Municipalities. This toolkit provides municipal governments and public servants (including urban planners) with a series of strategies to include more citizens in decision-making. These strategies include the publication and dissemination of information, the creation of resource centres, community outreach, the creation of electronic bulletin boards, public meetings, public hearings, open houses, workshops, focus groups, surveys, participatory television, mediation sessions, citizen advisory groups, and referendums. Safe cities for women programmes can use this toolkit to ensure that more women's voices (and more women's safety concerns) are heard at the municipal level. Available in [English](#) and [French](#).
- **Tools to Support Environmental Sustainability, Gender Equality and Social Cohesion** (Federation of Canadian Municipalities' International Centre for Municipal Development, 2008). This guide outlines how the issues of environmental sustainability, gender equality and social cohesion form cross-cutting themes that are essential to good municipal governance. Each section of this guide provides a checklist and tool for incorporating considerations of gender, the environment, and social cohesion into municipal government operations and municipal-level projects. Safe cities for women programmes can use this guide to help municipal governments understand how and why gender equality is important, and how and why gender equality is connected to other issues. Examples of other issues gender equality connects with include urban planning and design, raising awareness, and more. Available in [English](#).

Provide gender mainstreaming training for planning staff so that they understand the different ways men and women use space.

The way a space is organized impacts men and women differently because of the different roles assigned to them. These different roles in turn impact the way they use space. It is important to promote gender mainstreaming so that urban design can be revised and the participation of women and the community considered in order to make planning more equal and inclusive for the whole community. Gender mainstreaming in planning should not only consider women who are being planned

for, but also women who are active in planning (women planners can have unique insight into considerations such as women's safety). Also, gender mainstreaming should be considered to be a concept that promotes equality and challenges people's ideas about the roles assigned to men and women by society (Greed, C., 2007).

Raise awareness among public transit staff about the different ways that men and women use and experience public transit.

Women and girls experience various forms of sexual harassment and assault in public transport (in vehicles, buses, metros, trains, in stations and stops). Transit staff therefore first need to be made aware of the consequences of violence and perceptions of insecurity on the lives of women, including issues of fear and restricted mobility. Likewise, it is important to provide training regarding possible actions that transit staff and departments can implement to promote women's and girls' mobility and safety on public transit, as well as awareness of any policies and/or laws that may be in place requiring their fulfillment of related public duties. For example, training transport drivers on how to deal with possible sexual harassment and violent situations or promoting the inclusion of more women workers and drivers in public transit are among some of the actions that can be taken, as well as the launch of mass media 'zero tolerance for sexual harassment' campaigns.

See [the safe public transit section](#) for more information.

CASE STUDY: Training Bus Drivers in New Delhi

From September to December 2007, JAGORI, a women's training, documentation, communication and resource centre based in New Delhi, India, conducted training sessions on sexual harassment for bus drivers and conductors at the Nand Nagari Bus Depot. Over 3,500 bus drivers and conductors have undergone training with JAGORI as part of this initiative aimed at changing attitudes and beliefs about sexual harassment within a broader framework of gender discrimination. The sessions were conducted inside a stationary bus to give a feel of the real environment and to place the drivers and conductors literally in the shoes of passengers. The sessions were interactive and involved experience sharing, role plays and discussions with participants to finally come up with the role the participants (bus drivers and conductors) could themselves play in making bus journeys safe for women and girls. The sessions ended by emphasizing the role the of the Delhi Transport Corporation staff in ensuring safe travel for women and girls. Drivers and conductors shared their ideas regarding ways to handle situations of sexual harassment on their buses. The actions suggested varied from stopping the bus and refusing to move until the perpetrator gets out of the bus, to taking a detour to drop the woman off as close as possible to her home if required, especially late at night.

More recently, JAGORI has held train-the-trainer programmes with Delhi Transport Corporation driver trainers. During these trainings, JAGORI aimed to enhance the perspectives and knowledge of the participants to reflect on why violence and sexual harassment is all-pervasive and to find ways to eliminate it; and to enhance

knowledge and communication skills to train the drivers/conductors/crew of the DTC in addressing these issues and ensuring prompt responses. A report on the training, including outline, recommendations and participant feedback, can be downloaded here. English and Hindi (in the same document). *Insert file here (attached): [Jagori DTC Training Report.pdf].*

Source: JAGORI, New Delhi, India. No date. **DTC Gender Trainings: Our Experiences.** Available in [English](#).

Provide training to people working in the social development sphere.

People working in such areas of social development as childhood, youth, violence, sexual diversity and culture, among others, should receive training about the causes of violence against women in the city and the impact urban violence has on the everyday lives of women and girls. Proper training will allow the staff to help make visible the many dimensions of the problem of gender-based violence. This will then make it easier to incorporate strategies that aim to promote women's safety and equality into social development programmes. For example, cultural programmes can include components that focus on women's right to recreation in public spaces.

Provide training to departments responsible for gender or women's affairs on safe cities for women and gender-based violence in public spaces.

The local government departments responsible for gender or women's affairs are often charged with developing programmes for the prevention of domestic, family, and inter-family violence, and for providing aid to survivors/victims of such violence, but are not always adequately trained, including on how to ensure gender perspectives. Therefore, it is necessary to provide training that covers conceptual and practical issues, including about the impact of urban violence on the lives of women, the links between gender discrimination and gender-based violence in both public and private spaces, and about promising practices to develop and integrated programmes with multi-faceted, multi-sectoral strategies for addressing violence against women and girls in public spaces. For coordinating entities of such multi-sectoral efforts, such as women's municipal offices, it is also important to consider training on strategies for how to foster, manage and monitor cooperation and response by other actors and sectors.

Provide training to police, including community police.

Police and community police are key actors in creating safe cities for women and girls due to their responsibility to work to prevent and respond to violence in public spaces. Their presence in streets, plazas, and pedestrian areas of the city means that they are often in direct contact with women and girls. Police and community police are people women should be able to look to for help when facing situations of violence. This is why it is important that they receive training on the issues related to

violence against women in private and public spaces – so they can better understand and relate to women and girls when they are in contact with them.

Provide safe cities for women training to local women's groups and organizations.

Providing women with information about public policy and government plans and programmes, particularly around participatory mechanisms and/or mechanisms that promote safe cities for women and girls enables women to generate knowledge for action and increases women's participation in decision-making. Giving women's groups tools to build their leadership skills and empowering them to engage in discussions with municipal officials about their demands and proposals for making their city safer is a first step to ensuring women's contributions to municipal politics, plans and programmes. The subsequent negotiation of these proposals enables women to make themselves visible as citizens and realize their potential as agents of change; thereby exercising their right to live a life free of violence. As part of an ongoing training and empowerment process, safe cities for women programme partners should design actions that will allow the women who have received the training to share their knowledge about safe cities for women to other women's and community groups. This facilitates the building of community strategies and networks for making gender-based violence more visible as a community problem, and for the development of more integrated proposals to address violence against women.

Case Study: Workshop - Between Us: A Meeting and Development Space for the Women of Santa Clara [Taller Entre Nosotras: Un lugar de encuentro y desarrollo para mujeres de la población Santa Clara]

Prepared by SUR Corporation, member of the Women and Habitat Network in Chile, this document presents the main components of a workshop that was developed with a group of women in a poor neighbourhood in the outskirts of Santiago. The main objectives of the workshop were: (1) To promote personal development, capacity development and gender awareness among the participants; (2) To promote women's empowerment, participation and organization; and (3) To strengthen women's voices in proposals for the physical improvement of public spaces in the neighbourhood. Overall, it was an enriching and empowering experience from which the following developments emerged:

> The workshop was a new experience for all of the participants. Although some had a long history as community leaders, none had participated in a workshop on personal development with other residents of the community. The women were very supportive of this collective experience.

> The workshop led to the development of interpersonal ties between the participants and led to increased confidence among individual women. The feeling of 'being among friends' was a positive step for the participants and laid the foundation for organizing the women for future action.

> The increased gender awareness enabled women to reflect on their lives using new perspectives. It also allowed them to see how gender discrimination and violence against women are part of a historical continuum. They were able to share their suffering and heal their wounds in a safe, supportive, and respectful space. It

was a very restorative experience. The women were empowered through the process of learning about the strengths and the strategies used by the other women when faced with abuse.

> The fact that these women recognized that they had rights and reflected on their circumstances and positions as women within a couple, a family and a community was a very important achievement in terms of strengthening their identities.

> The workshop reaffirmed the value of using participatory methodologies that draw on women's lived experiences and asked participants to be both reflective and playful. The workshops recognized that both the emotional and physical self are fundamental pillars of self-awareness and knowledge, the development of social skills, and the ability to interact and communicate with others (Rojas Bravo, Ximena, 2008).

Source: Rojas Bravo, X. 2008. **Taller Entre Nosotras: Un lugar de encuentro y desarrollo para mujeres de la población Santa Clara.** Edition SUR. Santiago de Chile. Available in [Spanish](#).

CASE STUDY: Focus Group with the Women of Suba (Colombia)

Thirty five women leaders of social organizations in Suba, Columbia, were selected to be part of a focus group training programme on women's rights, the causes and manifestations of violence against women in public spaces, and advocacy related to public policies, with the goal of forming a group of women dedicated to building safe cities. Specifically, this process was carried out around the following topics:

- > Training in human rights and women's rights.
- > Training in basic concepts of participation, knowledge of existing laws, opportunities and mechanisms for participation at the local and national level.
- > Developing evaluation tools and policy proposals through safety audits and matrices.
- > Participating in local citizens' committees, local congresses, and local planning council to influence policy-making.

A participatory evaluation was completed in which the women's organizations assessed the different actions and programmes undertaken by the local government and developed proposals to improve the local government's response on safe cities for women. The two main objectives of the evaluation were to promote the autonomy and strength of the participating organizations, and to improve the local government's actions for preventing and responding to cases of violence against women. Some achievements of the training sessions with local women leaders include:

Documentation of the different ways in which women and girls experience violence in public spaces (including the places where violence can occur) and the causes of violence;

Proposals for action;

The creation of a policy-advocacy intervention programme for safer cities for women. This includes the following proposed actions, with responsible parties and women's and girls' safety objectives for cities and communities identified:

- Regulation of the closure of public and private lots by municipalities;
- Allowing the public to use of green spaces and guaranteeing proper lighting and maintenance of these spaces;

Developing educational programmes for women

Training the ecological police and the community on informal surveillance of public spaces intended for recreational use;

Building bus stops for women and girls with adequate lighting;

Giving the City of Rosario's Office of Public Spaces tools for developing public spaces that respect gender differences; and,

Optimising public transport and bus services to avoid overcrowding.

As a result of this training, the 35 women who participated in the process became more active in the community, participating in such activities as:

The Security and Neighbourly Living Pact in the neighbourhood of Rincon;

The District Agenda of local women's organizations, sponsored by the Secretary of Public Policy of Women and Gender;

The development of a proposal with the Local Planning Council;

The process of creating the Development Plan for the Municipality of Suba, and the District Development Plan, in which spaces for reflection and including a gender perspective was introduced and the topic of violence against women was put on the municipal and district-level public agendas.

The combination of training provided to women's groups about the issue of women's safety in cities, accompanied with the space provided for their overall empowerment, led to their participation in (mainstream) local public policy development on safer cities.

These actions were carried out under the framework of the UNIFEM Regional Programme "Cities without Violence against Women, Safe Cities for All" implemented by the Women and Habitat Network of Latin America and the Caribbean.

Source: Dalmazzo, M., N. Serrano and L. Cardona. 2008. **Ciudades Seguras: Violencia Contra las mujeres y Políticas Públicas: Bogotá, Colombia - Localidad de Suba**. Red Mujer Y Hábitat, Colombia. Available in [Spanish](#).

Training community groups and organizations on issues related to women's safety in cities increases the potential of using existing community resources, widening social networks, and developing more holistic strategies.

It is important to include community groups and other organizations as well as diverse members of the public such as men, boys, girls, and different vulnerable groups in safe cities for women and girls training sessions. Making violence against women more visible and positioning it as everyone's problem and responsibility, rather than as an individual woman's problem, opens the door to including the topics of women's safety and gender equality in a variety of different but related actions. For example, organizations and groups already working to promote human rights, community participation, or the construction of more egalitarian cities could incorporate violence prevention and safe cities for women and girls actions directly into the work they are already doing.

Case Study: Simpcw First Nation (British Columbia, Canada)

Simpcw First Nation planned, delivered and evaluated three one-day workshops to introduce the topic of community safety through interventions and prevention of abuse and violence. The focus was on First Nation youth and survivors of abuse, as well as mentors and resource people who provide support for community safety. Workshops identified different resources that can be used to promote safety, created awareness about the types of abuse that exist, and developed strategies to respond to and prevent abuse and violence.

Source: Ministry of Community Services, British Columbia. 2006. Community Guide for Preventing Violence against Women. Victoria: Government of British Columbia, Canada: page 24. Available in [English](#).

Train mass media professionals and journalists on how to report on violence against women.

The importance of the role of the media, (printed press, cinema, radio, television, and the internet, etc.) in forming public opinion cannot be underestimated. The information provided by the media, often far from neutral, can reproduce stereotypes about the behaviour and relationships between men and women. On the other hand, the media can be an important tool used to provide information and points of view that challenge these stereotypes and raise awareness about the various causes of gender-based violence, including structural causes. It is therefore important to be proactive in providing training to media professionals about the responsibility that they carry regarding the treatment of information in situations of gender-based violence in both public and private spaces. (Rodigou; 7: 2007). In a safe cities for women and girls programme, it is important to know what kind of work is already being done to improve media representation of gender-based violence in different cities. Programme partners can then try to build alliances with the people leading these actions so that they can learn from their experience and develop their own

training programmes for journalists. These alliances can also strengthen a safe cities for women programme. Journalists who have received training can share their knowledge with other journalists. This will build their capacity to ensure responsible reporting on gender-based violence and on how to avoid reinforcing negative gender stereotypes. It is important to have the support of journalists in order to challenge and change the ways in which events of gender-based violence are dealt with and conveyed by the mass media.

Resources:

Gender

- **Guide for Trainers: For a Secure Urban Environment: Training in Safety Management (Guide des formatrices et formateurs: Pour un environnement urbain sécuritaire: Formation en aménagement sécuritaire)**, (Comité d'action femmes et sécurité urbaine [CAFSU] and Programme Femmes et Ville, 2004). This training kit provides training guidance for public officials and private contractors, developers and architects on the creation of safe cities for women. The kit is divided into three sections, with training materials directed at sensitization/awareness raising about safe cities, sensitization/awareness raising about managing safe cities, and discussion about targetted interventions. Available in [French](#).
- **Guía Metodológica del Manual “Herramientas para la Promoción de Ciudades Seguras desde la Perspectiva de Género” (Methodological Guide for the “Tools for the Promotion of Safe Cities from a Gender Perspective” Manual). Guatemala, 2008.** This guide was created by Foundation Guatemala as part of the UNIFEM Regional Programme “Cities without Violence against Women, Safe Cities for All”, implemented by the Latin America Women and Habitat Network. It provides worksheets and instructions for different activities and workshops that address the five conceptual modules developed in the manual Herramientas para la Promoción de Ciudades Seguras desde la Perspectiva de Género (Tools for the Promotion of Safe Cities from a Gender Perspective) (UNIFEM – Latin America Women and Habitat Network – AECID, 2006). Each activity begins with specific objectives, the contents to be addressed, materials and equipment needed, time required, and procedure/methodology. Even though this guide is based on the Guatemalan experience, generalised instructions have been provided so that diverse groups can adapt and use all workshops and activities. Available in [Spanish](#).
- **Gendersite: Gender and the Built Environment Database** (2008). Gendersite is an online resource centre developed by the Women’s Design Service and intended to be used by decision-makers, architects, and planners to develop a deeper understanding about gender issues and the built environment. It provides international case studies to illustrate the link

between gender and the built environment. The site also contains a searchable database of resources (books, journal articles, theses) on gender, gender equality, and the built environment. Available in [English](#).

- **Capacity-Building in Family Violence Prevention, Charlottetown, Prince Edward Island, Canada.** “City of Charlotteotwn, Prince Edward Island: Violence Prevention Program” in **Women’s Safety – A Shared Global Concern: Compendium of Practices and Policies 2008** (International Centre for the Prevention of Crime, 2008): pages 15-16. In the city of Charlottetown, an educational entertainment and consciousness-building programme was instituted for municipal employees on family violence prevention. The programme offered sessions lasting from one to three hours, incorporating a video and four presentation modules that can be used individually or together, depending on the audience. This media programme is still being used and all new employees and elected officials follow this capacity-building program. It is now incorporated within the administrative practices and politics of the Charlottetown’s Human Resources Department, which means that its long-term sustainability is assured. To complement these resources, an additional information kit was designed and given to each employee. The kit contains a small yellow reference card with the names and telephone numbers of the local authorities that offer help to victims of violence. Currently, this kit is a permanent part of the uniform that many municipal workers are given (Travers et al., 15). Available in [English](#), [French](#) and [Spanish](#).

Police

- **Manual de Capacitación para la Guardia Urbana Municipal (Training Manual for the Municipal Urban Guard (GUM)** (CISCSA, 2008). This training manual was developed for community police in the city of Rosario, Argentina. It brings together information covered in different training workshops given to the Municipal Urban Guard on violence against women in cities. The manual is structured in four modules and two appendices. Main topics covered include the following: making the links between urban violence and violence against women, deconstructing myths and assumptions, international conventions, national and provincial laws, and responding to and preventing gender-based violence. Each module includes theoretical and informative content as well as practical exercises for reflection and analysis that can be used as tools to evaluate the training. The manual was developed within the framework of the UNIFEM Regional and Programme ‘Cities Without Violence against Women, Safe Cities For All’, implemented by the Women Habitat Network of Latin American and the Caribbean. Available in [Spanish](#).

Civil Society

- **Women's Safety: From Dependence to Autonomy: CAFSU’s Toolkit** (Michaud, A. in collaboration with M. Chappaz, 2001). Comité d'Action Femmes et Sécurité Urbaine, Canada. This is a toolkit for creating a comprehensive intervention model on women's urban safety. It focuses on

approaches that empower women to take charge of their own security and provides information about the causes and consequences of women' fear of crime, as well as the myths and prejudices that surround them. The toolkit covers: intervention approaches; specific activities for men, women, and the general public; community mobilization strategies; and planning and design tips. Available in [English](#), [French](#) and [Spanish](#).

- **ACTIVITY - “Good Leader/Bad Leader” (YWCA, 2006).** This activity can be used to increase leadership capacity among young women, by building self-confidence and recognising the positive leadership skills that they already possess. Participants discuss why they do or do not admire certain leaders and are encouraged to work collectively. Results can be connected to safer cities programming by talking about what leadership qualities are needed by different actors in order to make cities safer for women and girls. Available in [English](#), [French](#) and [Spanish](#).

- **Jóvenes al Ruedo (Young People in Action) Workbook** (Bruera, S. and M. González in collaboration with M. Bengoa. 2007). Red de Educación Popular entre Mujeres de América Latina y el Caribe: pages 35 – 55. This workbook can be for capacity-building with young men and women on the following themes: cities, insecurity and violence; different forms of violence in cities; young people in action; social (de)construction of (in)security; and living together in safe cities. Chapter 3 deals specifically with the different forms of gender-based violence in cities, and it includes practical activities for addressing the issue with young people. Developed by REPEM (Red de Educación Popular entre Mujeres de América Latina y el Caribe), under the UNIFEM Regional Programme “Cities without Violence against Women, Safe Cities for All” implemented by the Women and Habitat Network of Latin America and the Caribbean. Available in [Spanish](#).

- **Working with Men in Preventing Gender-based Violence in the Horn, East and Southern Africa: A Regional Dialogue** (Raising Voices and UN-HABITAT, Safer Cities Programme, 2004): pages 44–52. This chapter of a guide brings together the experiences of different African organizations who work with men on the issue of violence against women. Special attention is given to lessons learned and recommendations related to capacity development and/or sensitizing men and boys. In a safe cities for women and girls programme, it is important to organize activities with boys and young men in order to build more sustainable equal relations between the two genders. It is also essential for increasing respect for women's autonomy and for the non-violent resolution of conflict. Additional issues that must be addressed with men and boys are the deconstruction of traditional norms of masculinity and the greater involvement of men with the family, particularly as fathers. Available in [English](#).

Media

- **La Violencia hacia las mujeres en los medios de comunicación. Transformando las noticias. (Violence against Women in the Media: Transforming the News) (2007).** This tool, developed in Rosario, Argentina, is intended to help journalists accurately portray gender-based violence in the media. The tool includes a glossary of non-sexist language, a critical analysis of some news stories published in local newspapers, references to websites providing information on violence against women, and an appendix with tools aimed at avoiding the reproduction of gender stereotypes in journalistic work. Developed within the framework of the UNIFEM Regional Programme "Cities Without Violence against Women, Safe Cities For All", and implemented by the Women and Habitat Network of Latin America and the Caribbean. Source: 2007. **La Violencia hacia las mujeres en los medios de comunicación. Transformando las noticias. (Violence against Women in the Media: Transforming the News).** UNIFEM, AECI, CISCSA. Available in [Spanish](#).
- **Advancing a Prevention Frame Through Media ([Prevention Connection](#): The Violence against Women Prevention Partnership, 2006).** California Coalition Against Sexual Assault, USA. This tool is a short slide presentation to be used by any group of actors that wishes to ensure that the media accurately portray the seriousness of the issue of violence against women. The presentation outlines how organizations and the media can talk about violence against women in a way that communicates that the issue is important and harmful to society as a whole. Examples are given for "framing" stories about violence against women and girls in the news. Samples of different ways to approach stories are also provided. Available in [English](#); 14:43 minutes.
- **Decálogo para el tratamiento periodístico de la violencia contra las mujeres (Ten Norms for the Journalistic Treatment of Violence against Women) (PAR (Periodistas de Argentina en Red por una comunicación no sexista) (Network of Argentine Journalists), 2008).** This guide is designed for journalists and others who work in the media industry, and provides ten basic recommendations for covering stories about violence against women. Available in [Spanish](#).

Safe Public Spaces

Highlight the fact that space is not neutral.

Urban planners and other municipal officials tend to consider public space as "gender neutral". In other words, they consider public space as being experienced in the same way by women and men. However, to plan public spaces that are safe for everyone, space must be "de-neutralized". That is, public spaces cannot be considered to be the same for everyone everywhere (CAFSU, 2002). For example,

spaces which might seem safe and enjoyable for young men may seem dangerous and unpleasant for elderly women. Alternatively, spaces which seem fun and exciting for children may seem complicated and inaccessible to people in wheelchairs. Because space is experienced differently by different people (including men and women), people can create spaces that either promote or impede gender equality. For example, in spaces that are designed to be safer, easier to use and more accessible for men than for women, gender equality is impeded. Conversely, in spaces that are designed to be safe, easy to use and accessible for both men and women, gender equality is promoted.

Plan spaces to encourage equal social relations between men and women.

Urban planners and other actors involved in the design of public spaces need to think about how the spaces will be used and by whom. The characteristics of a space (i.e. whether it is cramped or spacious, well-lit or poorly lit, full of people or empty) actively contribute to how social relations will evolve in that space. In other words, the same space may be safe or unsafe for women and girls depending on who uses it and why. For example, if a confined space like an elevator is filled with people for only a short period of time, it might not feel threatening to a woman at all. However, if a woman is alone in the elevator with a man who is making sexual advances, the same restricted space may feel extremely threatening. Likewise, any small, isolated space could prove to be insecure for women and girls, depending on context. Designers of public space should be aware of how men and women use spaces together, and incorporate features that promote appropriate gender relations.

Integrate women's needs and interests when defining land zoning and city planning.

Often city planners organize space according to land uses and zones, especially in the industrialized world. Land use is designated by the city and is used to define what kind of uses can occur in a certain area. Within each land use, space is usually also divided into zones. A zone specifies exactly what can be built on the space. For example, a zone might specify that only three-storey apartment buildings and churches can be built within it. Or a zone might include by-laws that restrict the provision of essential social services such as emergency shelters.

As a result of most land use and zoning decisions, different types of spaces with different uses are kept far apart from each other. This approach is based on the belief that spaces work more efficiently if they are divided into separate areas for recreation, work and housing. Unfortunately, this kind of spatial separation has compounded the traditional division between the public and the private spheres. The separation of public and private spheres is problematic because it can limit women's abilities to move between different spaces in the city. For example, for women who are responsible for domestic tasks in the private sphere, including care-giving for children and/or elderly relatives, buying and/or growing food, maintaining the family home, and doing all number of errands and juggling resources, it can be virtually impossible to also squeeze in a trip to a separate part of the city for recreational

activities. As a consequence, women simply may not be able to enjoy leisure time in spaces designated for recreation. In another example, women may have to decline an employment opportunity if it is located in a public area that is far away from their other daytime responsibilities in the private realm (e.g. family-related chores, care-taking roles). Conversely, women may opt or be obliged to take a job (e.g. due to poverty, to make a living) even if it is inconveniently located, and are thus forced to take long journeys early in the morning and late at night through areas where they feel insecure and their safety is at risk.

In contrast, when land use and zoning allow for mixed types and uses of spaces, the division between the public and private spheres is not as marked and women are more able to use, enjoy and work within multiple spaces. They have easy access to everything they need, including childcare, work places, stores, health facilities and recreation. Therefore, plans should focus on increasing flow between home, work, school, health services, shopping and leisure. Safety planning and design should directly reinforce women's right (and everyone's) to a balance between work, family life and free time. In addition, employment initiatives at local, neighbourhood levels should be supported to allow women to work close to their home and families. Better planning favours a better quality of life for men and women. Consequently, planners should not simply focus on making women safer in their traditional roles as wives and mothers in the private sphere. Instead, planners and the community at large must work to make space accommodate the diverse realities of women's lives and socio-economic roles and to challenge outdated socio-cultural norms regarding gender roles.

Make sure that planning professionals identify all public spaces, both formal and informal, that may be unsafe or risky for women and girls.

All public spaces matter and must be considered important when planning and designing safe cities for women. Public spaces that are unsafe for women and girls are often overlooked by planning professionals. These sites, which may be small, dark, poorly lit, or unused, can be treated as invisible "non-spaces" by urban planners and designers who are focused only on a particular project or building. For example, abandoned lots between housing developments and highways, empty spaces between industrial zones and central business districts, alleyways, street corners, and spaces between buildings are usually ignored in the planning and design process. These areas, which connect formal and informal areas, are important parts of public space and should be considered in planning practice in order to ensure that all parts of the city are safe for women and girls.

Case Study: "Avoiding Entrapment"

This example comes from the *Plan It Safe Kit* by the Safe Women of Liverpool Project. The kit describes entrapment spots as small, confined spaces, often adjacent to well-travelled routes, and shielded on three sides by some type of barrier - for example, walls, fences or bushes. Examples of entrapment spots are elevators, stairwells, dark recessed areas that may be locked at night, and loading docks off a pedestrian route. Multi-level car parks and gas stations can also sometimes become

entrapment sites, especially if they are located next to a main walkway. In order to manage the problems associated with entrapment spaces (which can facilitate assault, including sexual assault of women and girls), the *Plan It Safe Kit* recommends that local councils and building or property owners be involved in the following actions:

'Plan and design out' entrapment spots, making sure that new designs do not contain small, confined and unused spaces which could provide the opportunity for entrapment.

Close off entrapment spaces or lock them up after hours - for example, when a building is closed, lock the entrance of the stairwell which leads to it.

Limit access to areas such as loading docks and storage areas.

Make sure the area is well lit.

Improve visibility with aids such as convex mirrors.

Clearly identify any dead end lanes by using clear signs and markers.

Source: Safe Women Project. 1998. **Plan It Safe Kit**. Pluto Press, Annandale, Australia: Section 5. Available online in [English](#).

Make sure that the planning process involves a gendered perspective.

A “gendered perspective” occurs when planners, designers, decision-makers and community actors look at problems with the needs of both women and men in mind. In the planning process, this means that all policies and design interventions should be reviewed by women and by officials in order to determine whether or not they will make women’s lives safer and more convenient.

Case Study: Gender-sensitive Park Design, St. Johann Park, Vienna, Austria

St. Johann Park is one of six parks to be designed or redesigned as part of the initiative “Fair Shared City: Gender Mainstreaming Planning Strategy in Vienna”. The objective of this design/redesign project was to ensure that parks were public spaces designed from a gender-sensitive perspective that drew on women’s and girls’ specific safety needs and desires. The project also aimed to promote the incorporation of gender mainstreaming within all levels of city planning (UN-HABITAT, 2008). The evaluations of what design features were needed to make these parks safe and useable public spaces for women and girls helped to establish gender-specific criteria for future planning decisions. Some of these gender-specific criteria include the following:

Sufficient lighting throughout the park and on park trails,

Adequate visibility around the area,

Some play areas close to adjacent to housing to permit social monitoring,

A clear spatial layout of the whole park and play zones,

Multifunctional play areas, i.e. special areas for activities favoured by girls, such as volleyball and badminton,

Hollows in the open field that can be used for ball games, as arenas, for gymnastics, for sitting together and for sunbathing,

Park keepers.

Sources: City of Vienna and UN-HABITAT. 2002. “**Gender sensitive park design Einsiedlerplatz & St.-Johann-Park, City of Vienna**” in **Platform for the Best Practices and Local Leadership Programme of the UN-HABITAT and the City of Vienna**. Available in [English](#); Harth, A. 2007.

- “**Open Space and Gender - Gender-Sensitive Open-Space Planning**” in *Deutsches Institut für Urbanistik* 46.1. Available in [English](#); and UN-HABITAT. 2008. “**Fair shared city: Gender Mainstreaming Planning Strategy in Vienna**” in **Best Practices Database**.



Caption: St. Johann Park, Vienna.

Image Source: www.koselicka.at; Picture: [Gisela Erlacher](#).

Plan and design spaces with attention to the different experiences of men and women

Women and men experience the city differently. This difference is due in part to the different roles in society that men and women are expected to fulfil. Actors involved in any planning project should consider what opportunities women have to use, enjoy and work in public spaces. These opportunities will define women’s perceptions of whether a place is safe or unsafe. In addition, women’s personal experiences with private and public forms of violence will influence their use of space. All of these points should be taken into consideration at the outset of any planning project. For example, **middle-aged men** might use a park with groups of other men on their lunch break from work. **Young mothers** might use the same park in the morning with their children and other young mothers. At night, **teenaged boys** might use the park with their friends as a social meeting place. For **older women**, the park might not feel like a safe place in the afternoon or evening because it is filled with men and/or teenaged boys.

People who plan and design public spaces need to be aware of all of the ways the space will be used. Planners and designers can take measures to combat space being used in ways that feel threatening to women and girls. For instance, in the case of the park, planners and designers might include different areas for different groups of people – by providing an area for men to get together with their friends that is separate from exercise equipment that could be used by women. This way men and women could use the park independently, but at the same time.

In order to avoid gender roles being prescribed by public space, spatial planning and design can be linked to the objective of achieving gender equality.

Example:

Las Mujeres por una Ciudad sin Violencia (Women for a City without Violence), Colombia.

This short animated video demonstrates how public spaces, such as parks, can be planned in a way that is safe and inclusive for all users, including women. Available in [Spanish](#); 0:36.

CASE STUDY: How can spatial planning be linked to gender equality? Royal Town Planning Institute, United Kingdom

Spatial planning can be linked to the objective of achieving gender equality by addressing issues of particular concern to women as well as men and taking into account the different social roles, access to resources, choices and aspirations of men and women of different ages, ethnicity, disability and sexual orientation. By recognising and valuing the differences and similarities between women and men and their varied roles, resources and aspirations, spatial planning can ensure safe, healthy, sustainable and enjoyable environments for all.

A gendered understanding of spatial planning highlights issues of safety and security, and ensures that the quality of places and spaces reflects everyone's needs.

A gendered understanding of how people use space and places improves our ability to achieve economic, social and environmental goals.

A gendered understanding of how people see their environment is important in developing policies to combat climate change.

A gendered understanding of design ensures that places and spaces work well for everyone.

A gendered understanding of what local facilities people need ensures that we create places that are useable by everyone.

A gendered understanding of how people want to live their lives ensures that places and spaces incorporate the facilities everyone needs.

From page 4 of Royal Town Planning Institute (RTPI). (2007). *Gender and Spatial Planning: RTPI Good Practice Note 7*. London: RTPI. Available in [English](#).

Case Study: Using Spatial Planning for Gender Equality, Royal Town Planning Institute, United Kingdom.

Gender relations and gender roles are embedded in space. When the planning and design process incorporates a gender perspective, the result will automatically tend towards gender equality, making spaces more safe, accessible and equal for women and for all. Good practices for ensuring the relationship between gender equality and spatial planning include the following:

Find out how women and girls in the area want to be involved.

Ask women directly what the environment is like for disabled women, women of different ages, minority ethnic women, lesbians and transgender people.

Ensure that there is a statement of community involvement that addresses the needs of women as well as men and that there is a gender balance and diversity on youth liaison groups, including gays and lesbians.

Ensure that all materials are gender-proofed, i.e. take gender into consideration, and that publicity material portrays women and girls as well as men and boys positively.

Produce child-friendly versions of policies and ensure child-friendly approaches to involvement, targeting girls and boys.

Use gender-neutral or inclusive language to communicate and avoid the risk of excluding and therefore offending people.

Ensure adequate resources are provided to allow equality of access to the planning processes.

When meeting with women, provide for childcare or eldercare needs, ensure that the timing of events is convenient and consider access to Information Communication Technology (ICT) is fully considered.

Involve women in the design of web-based approaches to ensure that websites are gender-sensitive and user-friendly.

Ensure that People's Panels and Citizens' Juries are sufficiently large for information to be disaggregated by equality categories including gender, race, disability and age.

Hold meetings with men and women separately as part of community consultation, acting on the differences in need that emerge.

Ensure timely feedback to different equality groups to encourage ongoing involvement.

From page 5 of Royal Town Planning Institute (RTPI). (2007). *Gender and Spatial Planning: RTPI Good Practice Note 7*. London: RTPI. Available in [English](#).

Make sure to involve women as active participants in the planning process. This means taking women's and girls' personal experiences seriously.

The best way for urban planners to understand the different ways in which women use public space is to actually consult with women. This is a key point within safe cities for women programming. Women and girls are experts on their own safety and use of the city. Therefore, women and girls themselves must participate in the planning process in order to provide information on safety issues and on possible solutions. There are many strategies that allow women to participate in the planning process, including public consultations, focus groups, and surveys. An important aspect of these strategies involves gathering baseline information before starting a safe cities for women programme, activity, initiative or project. See the section on identifying safety problems.

It should also be noted that, in order for the planning profession to properly understand and accommodate women, planning professionals must consider women's uses and experiences of public space to be legitimate and important (Davies et al., 2002). Professional urban planners and designers and local government officials should not only seek women's active participation and input in planning processes, but they should also ensure that this participation and input is valued and used. Sometimes, women and girls do not communicate in the same way that professionals and decision-makers do. Women and girls might talk about their emotions and reactions instead of just plain facts. This can be difficult for professionals and decision-makers to understand at first. However, this does not mean that women's and girls' use and experiences of public space are not legitimate and important (Davies et al., 2002).

Jagori Focus Group Discussion Presentation (2010). This PowerPoint presentation, produced by the Indian women's organization Jagori, provides an overview of the process and results of safety-related focus group discussions they have held with different groups of women in Delhi. *Insert file here (attached): [Jagori focus group discussions.pdf].*

Use women's concerns and fears as an input for planning and design. The fears and worries women experience will vary from community to community. The in-depth knowledge women possess about their accessibility to urban space provides important input for planners and designers who are unfamiliar with a particular space.

CASE STUDY: The Women's Safety Audit Tool and its Adaptations

What is a Safety Audit?

The women's safety audit is a tool designed for women to use in order to build their skills and make their communities feel safer. There are three main principles which guide women's safety audits. Firstly, in safety audits, women are considered experts on their own environment and security. Secondly, safety audits encourage local and context-specific

solutions to issues of insecurity. Thirdly, safety audits promote partnerships between women and their local governments.

Why is the Safety Audit a Useful Tool?

The first women's safety audit was created in Toronto, Canada, in 1989 by the Metropolitan Action Committee on Violence Against Women and Children (METRAC). Since then, many groups of women all over the world have used the women's safety audit in their communities. Moreover, several versions of guides for women's safety audits have been created by different organizations (see the resources at the end of this section). Some of the benefits that have been reported by those using the women's safety audit tool include: changes to the physical environment to make it safer for women and the community as a whole, changes to local programmes and policies to make them better at promoting safety for women and the community in general, more funding and positive publicity for organizations and communities involved in women's safety audits, more skills and confidence for women who participate in audits, and greater public awareness of women's safety issues (Lambrick and Travers, 2008). The safety audit has been evaluated and is internationally-recognized as a 'best practice'.

How to Implement a Safety Audit

Usually, a women's safety audit starts with a group of women and possibly other community members, who meet together and discuss spaces in their community that feel unsafe. Safety audit groups usually work best when member viewpoints represent a variety of safety concerns (i.e. young and old women, disabled women, women from different ethnic backgrounds) (WISE, 2005, 13). Unsafe spaces to be considered by the group might include parking lots, pathways between residences and water sources, or public housing developments. After the safety audit group has chosen the unsafe space that they wish to audit, they go together to that space and note the factors or characteristics that they think make it unsafe (usually with the help of a premade checklist). See the "[Identifying Safety Problems](#)" of the "Programme Planning and Design" section for examples of checklists that are used. Factors or characteristics that make a space feel unsafe might include: poor lighting, negative graffiti messages, or an isolated location (Rodigou; Nazar; Monserrat, 2009). Once a safety audit has been completed, the group makes a series of recommendations to their local government and other community members to try and improve the space.

For detailed instructions and tips on conducting a women's safety audit, please refer to the guides and materials in the resources section below.

Source: Women in Cities International, 2009.

Resources:

- **Walking our Neighbourhoods, Building Cities Free from Violence: Training material for neighbours to conduct participatory baseline assessments of their neighbourhoods so as to improve their habitability and social ties** (Rodigou, M., with the collaboration of M. Nazar, 2008). CISCOSA - Centro de Intercambio y Servicios Cono Sur – Argentina. Resources included: Guide available in [English](#) and [Spanish](#); Safety Audit Checklist available in [English](#) and [Spanish](#); [Workshop](#)

[Photos/Fotos Taller](#); Video available in [English](#), [Spanish](#) and [French](#).

- **Women's Safety Audit Guide: Safety for Women, Safety for Everyone, Let's Act on It!** Women's Initiatives for Safer Environments (WISE) (WISE, 2005). Available in [English](#).
- **Cowichan Valley Safety Audit Guide**, Cowichan Women Against Violence Society (Cowichan Women Against Violence Society, 1999). Available in [English](#).
- **Guide d'enquête sur la sécurité des femmes en ville (Guide for Investigating Women's Safety in Cities)**, City of Montreal (Ville de Montréal, 1993). Available in [French](#).
- **Guide de réalisation d'un marche exploratoire (Safety Audit Guide)**, Town of Lévis, Québec (Ville de Lévis, Québec, no date). Available in [French](#).
- **METRAC's Safety Audit Kit**, Metropolitan Action Committee on Violence Against Women and Children (METRAC, no date). Available for purchase in English, French, Spanish, Chinese, Punjabi and Tamil from [METRAC](#).
- **Making Safer Places: A Resource Book for Neighbourhood Safety Audits**, Cavanagh, S. (Women's Design Service, 1998). Available for purchase in [English](#).
- **La marche exploratoire... Une façon simple d'améliorer la sécurité dans votre milieu (The Safety Audit... A Simple Way to Increase Security in your Area)**, Women's Commission of the City of Quebec (Commission Femmes Ville de Québec, no date). Available in [French](#).
- **Sécurité des Lieux: Guide d'évaluation (Secure Places: Evaluation Guide)**, Fédération des Infirmières et Infirmiers du Québec (2003). Available in [French](#).

For information on how the safety audit tool has been adapted to suit the needs of different groups of women, see the section on [identifying safety problems](#) for more information.

- **Plan It Safe Kit (New South Wales, Australia, 1998)**. This is an online toolkit for creating safer public spaces for women. It is produced by the Safe Women Project. This toolkit outlines the issue of women's public

safety in terms of perceived risk and everyday experience. It also discusses creating partnerships for women's safety among community groups, municipal governments, and public services. The toolkit also provides a guide for creating a local safety committee and working with urban planners on safe urban design. Raising awareness about and lobbying for women's safety is also discussed. Australian case studies and women's personal comments are included throughout the text. Available in [English](#).

- **Surveys (2002) in Women and Community Safety: A Resource Book on Planning for Safer Communities.** (Cowichan Women Against Violence Society, 2002). Cowichan Women Against Violence Society: Chapter 4, pages 53 - 55. Surveys are tools that can be used by planners and others in order to learn about how women and girls feel in the spaces they use. This tool provides information on the steps involved in doing a survey, and also provides sample survey questions on women's safety. Available in [English](#) and [French](#).
- **'Fearometer'.** ([Royal Town Planning Institute](#), no date): Section GPN7, page 10. The Women's Design Service developed a [Making Safer Places](#) programme in Bristol, Wolverhampton, London and Manchester in the United Kingdom, using an exercise called a 'fearometer'. This exercise is used to find out what makes women afraid by having women rate different elements on a scale which moves from "safe" at one end to "afraid" at the other end. Women then conduct audits of their local neighbourhood, estate or park to identify features of the physical environment which encourage crime or the fear of crime and make recommendations for improvements such as moving or removing vegetation, rerouting paths or installing fences. Available in [English](#).
- **Cuaderno de Propuestas. Más Mujeres en las calles sin miedo ni violencia.** [Proposal Workbook: More Women in the Streets without Fear or Violence] (2008). This publication was produced by the UNIFEM Regional Programme "Cities without Violence against Women, Safe Cities for All", implemented by the Women and Habitat Network of Latin America and the Caribbean. It provides a description of the places that women identified as "unsafe" and details the reasons why women feel unsafe in these places. The workbook includes proposals for local government officials on neighbourhood improvements. This material can be used by community-based and women's organizations, as well as by public officials. Available in [Spanish](#).

Case Study: Plazas nocturnas (Night Squares) Project, La Pintana, Santiago, Chile.

In a neighbourhood of Santiago, the "Night Squares Project" enables women to create or reclaim safe public spaces for themselves and their community. While still in its early stages, project has been focusing its efforts within poor areas on the outskirts of Santiago. The initiative is dedicated to improving public space through planning and design processes which include input from local women. The spaces

that result from these actions are called “night squares”. A “night square” is a public square that is transformed from an unsafe and unwelcoming space for women at night into a space that is safe and appealing for women at night. Common interventions include the addition of lighting, open-air markets, movie nights, and exercise equipment. Once a “night square” is transformed, it represents an expression of women’s right to the use public spaces in the city. Developed in the framework of the UNIFEM/Red Mujer y Habitat Regional Programme “Cities without Violence against Women, Safe Cities for All”. Available in [Spanish](#).

Case Study: Women and Accessibility in Town Centres, Open Sesame Project, United Kingdom

The Open Sesame Project is a joint project that caters to the needs of women through the town planning system. It seeks active community involvement in bringing about positive changes to the built environment. A lack of awareness of women’s needs has been highlighted as a reason for the ‘insensitive design’ of town centres. The lack of involvement of women in planning and the decision-making process was also identified. The project had, therefore, the following aims:

> To highlight the access problems of women as primary care-givers and to raise the awareness of planners and shop-owners on this issue.

> To encourage the business community to redress the problems of access by way of giving one-to-three-star awards to those shops which provide better access and basic facilities.

> To develop ways of involving women living and working in Greater London in all aspects of environmental improvements.

> Various women’s community groups in Haringey participated at all stages in the implementation of this project, as well as in the decision-making process. The project resulted in the development of access guidelines for shops and facilities in town centres for the use of planners.

From MOST Program. (no date). “Women And Accessibility In Town Centres: Open Sesame Project United Kingdom”. On *MOST Clearing House Best Practices*. Available in [English](#).

Use map-making as a way to express personal experiences and feelings of safety or insecurity.

By using maps to visually express personal experiences and daily knowledge of the city, women can document and communicate how they use space and where they feel unsafe. Usually, when different women make maps of the same space, the maps will look different. This is because people living in the same neighbourhood can have very different experiences of their immediate surroundings, as well as the city in general. For example, a woman and a man will draw very different maps of the same city because they follow different routes through the city, have different uses of time, have different roles within their households, and have different feelings of

insecurity and experiences with violence. Maps made by women and girls capture their subjective and lived experience of the city. In turn, this provides a very clear and accessible way of sharing information with decision-makers and other women. The mapping strategy is most effective when:

- The language used to explain how to make maps is straightforward and free of technical jargon;
- The maps and graphics are simple and user-friendly for different groups of women and girls; and,
- There are eye-catching pictures, colourful drawings, models and well-known symbols.

Example:

HARASSmap (2010). This mapping programme allows Egyptian women and girls to send an SMS message on the type of harassment they experience and the location where it occurred. This information is collected and displayed on a public website. The website also provides space for user feedback and strategies for dealing with sexual harassment. Arabic and English (<http://harassmap.org/main>).
INSERT IMG02.jpg here.

Maps from *Gender Safety Audits for Public Spaces and Proposals for Safe Urban Spaces* (2010) by the Municipal Corporation of Delhi and INTACH, Delhi Chapter.



Kibera Map (2009). The *Kibera Map* project began in 2009. The purpose of the project is to map Kibera, Kenya's largest slum. Before *Kibera Map*, the area appeared as a large blank spot on most maps. Project implementers

argue that, “Without basic knowledge of the geography and resources of Kibera it is impossible to have an informed discussion on how to improve the lives of residents.” Now, residents and other people who use the area can go online and add roads, important landmarks and other factors which they think are significant to a map of Kibera. Young people are the project’s main audience. Themes on the map include health, education, water/sanitation and security. Available in [English](#).

STOP Street Harassment Global Map. This user-generated world map allows women to mark places on a map where they have been sexually harassed or assaulted on the street. Each marker on the map is accompanied by a story about the harassment that the woman or girl experienced. See the [map](#).

Map of the Locality of Kennedy in Bogota, Colombia (2010). This map was created as part of the UNIFEM/Red Mujer y Habitat Regional Programme “Cities without Violence against Women, Safe Cities for All”.



Image source: [Red Mujer y Habitat Lationamerica](#).

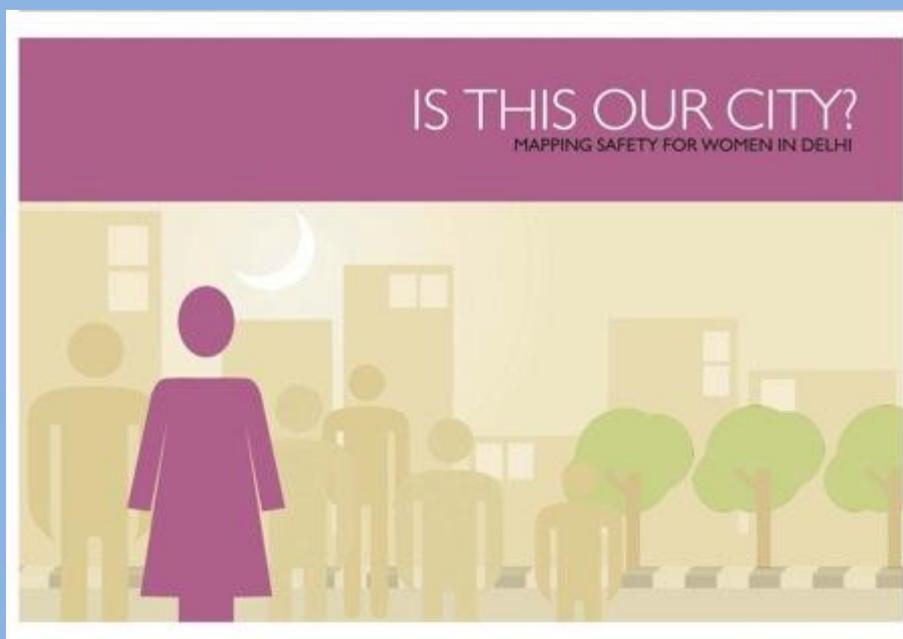
Case Study: ‘Map of the Forbidden City’, Office for Equality of the Basauri City Council and the Urban Women’s Collective of Madrid

In 2001, 20 young people were brought together to participate in the development of a “Map of the Forbidden City”. The workshop participants were divided into two groups, and each group identified spaces in the city that scared them. These places

were then marked on a map. When the two groups came together to discuss their maps, it was discovered that there was consensus regarding which places produced fear. For example, both groups described isolated high schools, parks and sports fields surrounded by highways as unsafe areas. This discovery generated discussion about how to connect neighbourhoods and how to obtain subsidized public transit at night for young people.

Source: Aldasoro, E.; Sanz del Pozo, A. (2002). *Mapa de la Ciudad Prohibida para las Mujeres. Una experiencia de participación con las mujeres jóvenes (Mapping the Forbidden City for Women: An Initiative for Young Women's Participation)*. Basauri: Basauri City Council Department of Equality. Available online in [Spanish](#).

Case Study: Is This Our City? Mapping Safety for Women in Delhi (Jagori)



This book features a series of maps that women in New Delhi, India, have created. Each map documents elements which make them feel secure or insecure in their city. These maps are based on women's conceptions of their physical space and include information found in previous women's safety audits. Market areas, residential areas, transit areas, and university campuses are all mapped. Symbols are used to indicate different land uses, different kinds of businesses and public institutions, dark areas, dirty and unpaved areas, toilets, ATMs, etc. The maps are used to represent a clear relationship between insecure areas and the everyday spaces women inhabit (JAGORI, 2007). Available by contacting [JAGORI](#).

Resources:

- **Activity: “Mapping” Activity (1998).** This activity is located on pages 13–16 of *Making Safer Places: A Resource Book for Neighbourhood Safety Audits* by Sue Cavanagh. It focuses on how to use maps, create mind maps, read plans, and use models. Available for purchase in [English](#).
- **Community Mapping: A How-to Handbook for Grassroots Women’s Organizations.** (Huairou Commission, 2007). This tool was developed to help grassroots women’s groups assess the needs of their community. Activities focus on women working with their communities to produce maps, surveys, focus groups, and interviews on common problems. Examples in this guide focus mainly on basic service issues, such as sanitation and housing provision. In some cities or communities, this might be an appropriate first step in diagnosing women’s insecurity (i.e. lack of shelter). In other cities or communities, where basic services are not a major issue, groups can adapt the community mapping technique to more explicit safety-related concerns, such as public violence. Available in [English](#).

Use existing information to make new connections regarding the relationship between violence against women and the characteristics of public space.

In many communities, a great deal of data is recorded about public space and about violence (different forms of violence, who perpetrates violence against whom, where and when violence occurs). However, this kind of information is usually not collected for the purpose of clarifying the relationship between public spaces and violence against women. Safe cities for women programme partners can work with urban planners and designers to analyze already-existing information in order to explore these connections. Obviously studies that specifically address the gendered and spatial dimensions of violence are an invaluable resource for the planning and design process; however, since there is not an abundance of this sort of study, planners should be flexible and creative in terms of the data they consult.

Example: An Approach to Violence against Women in Urban Ghettos [Una Aproximación a la Violencia hacia las Mujeres en los Guetos Urbanos, Santiago, Chile] (2008)

In this example, two maps of Santiago, Chile, are superimposed. One map depicts the locations of social housing complexes (built between 1980 and 2001) and the other map depicts the locations of places where crimes were reported in 2004. By comparing these two maps, a connection is made between social housing complexes and urban violence, specifically violence against women. (Rodríguez, Rodríguez, Saborido and Salas; 2008). Study available in [Spanish](#).

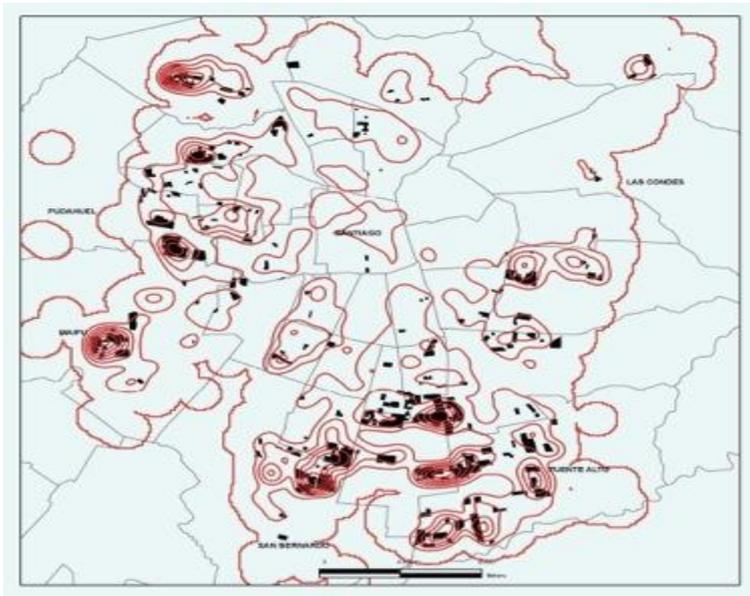


Image Caption: Locations of Social Housing Complexes and Concentrations of Complaints of Intrafamily Violence. This map illustrates the superimposition of georeferenced data corresponding to the locations of social housing complexes constructed in Santiago, Chile between 1980 and 2001 and the concentrations of complaints of intrafamily violence in 2004 archived by the Ministry of the Interior. Image Source: [SitoSur](#).

When planning and designing public spaces, consult with different kinds of women and different kinds of actors.

Just as men and women experience space differently, there is no such thing as a homogeneous group of women and girls that share one common experience of the city. Different women may face different risks to their security based on a host of overlapping characteristics that make them vulnerable. For instance, there are various barriers in public places that only affect disabled women. Instead of approaching accessibility as a medical issue, safe cities programme partners can think of accessibility as an inclusion issue. From this perspective, planners and other actors can identify factors in the urban environment that stop disabled women from being included in urban life. Specifically, they can highlight the importance of universal design principles that make access to the city a standard right, and not a special benefit (Haniff-Cleofas and Khedr, 2005).

The planning and design process must take into account different needs and interests, resulting in safety solutions that are suitable for everyone. As a result, the participatory design of public spaces can give voice to the needs and aspirations of different groups of women according to, for example, their age, level of ability, level of mobility, sexual orientation, political perspectives, ethnicities and socio-economic status. Thus, in contrast to public spaces designed with only one kind of person in mind, public spaces themselves can physically represent a **diversity** of women's needs and visions (Segovia, 2008). In order to ensure a participatory and inclusive practice, safe cities planners and designers should [consult various groups](#).

Case Study: The Observatory on Gender-based Violence in the City (Santiago, Chile, 2007)

This observatory was created by SUR Corporación de Estudios Sociales y Educación (SUR Corporation of Social Studies and Education) within the framework of the UNIFEM Regional Programme “Cities without Violence against Women, Safe Cities for All”, implemented by the Women and Habitat Network of Latin America and the Caribbean. The steering committee of the observatory is made up of three non-governmental organizations: the Centro de Estudios para el Desarrollo de la Mujer – CEDEM (Centre for Women’s Development), Cordillera and SUR. The observatory is a space for exchange, debate and analysis of diverse experiences of the city, developed by different actors at distinct scales. Discussions focus on gender, violence and urban space, with special attention given to the issue of violence against women.

The priorities of the observatory are the following:

- To promote discussion between actors from different sectors (civil society, the state, etc.)
- To spread awareness and discussion of the issues through tools and materials (publications, editorial competitions, workshops, research)
- To link the activities of the observatory to the creation of participatory methods for social action on violence against women in Latin American cities and neighbourhoods.

The observatory approach focuses on different actors in the community “living together” with harmonious relations as opposed to living separately with increased security. Discussions using this approach seek to answer the following questions:

- How can we address the all of the kinds of violence that affect women and men differently, and result in unequal opportunities for development and integration?
- How can we promote a democratic coexistence in poor settlements?
- Is it possible to reclaim poor neighbourhoods as territories?

More information on the observatory on gender-based violence is available in [Spanish](#).

Case Study: Colectiva Lesbica Feministas Mafalda (Chile) [The Mafalda Lesbian and Feminist Collective].

The Mafalda Collective, based in Concepción, Chile, is an organization that works to raise awareness of the issue of the invisibility of lesbian women in mainstream city life, which contributes to acts of violence against lesbians not being considered punishable crimes. For example, the Law of Intra-Family Violence does not consider victims of violence within lesbian couples. Consequently, lesbian victims of partner violence have no recourse to the law. Additionally, in relation to the various types of

violence lesbian women experience, the Malfada Collective highlights 'lesbophobia' as a form of hetero-normative violence that frequently goes unnoticed. More information is available on the organization's blog in [Spanish](#).

Case Study: Music about women's safety, Delhi, India. JAGORI, a women's organization based in New Delhi, India, has produced several songbooks and cassettes based on the belief that songs are a part of the everyday lives of women and have been a medium of expression for sharing many unspoken and silenced emotions. By capturing these songs and their tunes in songbooks and cassettes, JAGORI has facilitated their outreach to every part and corner of the country. Many songs have also emanated from the very struggles of the women's movement in India and other people's movements. This approach can be adapted to issue of sexual harassment and other forms of violence against women in public spaces. The materials are available from [JAGORI](#).

Resources:

- ***Mujeres transformando los espacios publicos (Women Transforming Public Spaces) Video. Rosario, Argentina, 2009.*** This video documentary was created as part of the UNIFEM and AECID Regional Programme "Cities without Violence against Women, Safe Cities for All", implemented by the Latin America Women and Habitat Network. This documentary shares the experiences of women in the West District of Rosario, Argentina as they work to assert their right to public spaces in their community. In particular, this video documents several different transformative actions the women took, as well as showcasing proposals and concrete activities carried out through participatory management with the local government. Available in [Spanish](#).
- **"What to Do About Women's Safety in Parks".** ([Women's Design Service](#), UK, no date). This book details the findings of women's focus groups and women's safety audits in a number of parks and green spaces. A range of women were involved in the process, including women with different disabilities and women from varied ethnic backgrounds. The publication summarises the issues and design features that contribute to women's actual and perceived safety in parks. It contains a series of extremely useful and practical "What to Do....." sheets on topics such as "What to do about lighting" and "What to do about youths". Available for purchase in [English](#).

Use qualitative data as an important source of information about public spaces. Qualitative data is information that is based on experience rather than on scientific fact. Examples of qualitative data include stories, songs, poems, interviews, letters, community discussions, focus groups, and surveys of community members' perceptions, knowledge, attitudes and practice (for example, about violence and sexual harassment against women and girls in public spaces)—as well as findings from safety audits and related methodologies. Usually, records and documentation on women's experiences of space and security are considered qualitative. This type of information is important for planning and designing safer cities because it contains

women's personal knowledge about the city. Urban planners and other decision-makers should prioritize the use of qualitative data when assessing whether public spaces are safe and accessible for women.

For more detailed guidance and tools on qualitative (and quantitative) data, see the [Monitoring and Evaluation Section](#) in the Programming Essentials Section of this site.

- **Make sure that public sector/government entities prioritize gender equality and violence against women in policies and programmes.**

The availability of programmes and services that prioritize gender equality can ensure that women are not exposed to violence in their lives. These kinds of policies are designed especially so that women and men have equal access to public goods. Some programmes and policies are aimed specifically at combating sources of gender inequality, such as violence against women. Urban planners, designers, architects and engineers often have a great deal of influence over policies and programmes which affect women's and girls' safety. For example, policies related to housing can have a serious effect on whether or not women and girls are safe in their communities. A recent study on Argentina, Brazil and Colombia has shown that housing policies can have an impact on the safety of women who are facing domestic abuse – in cities where affordable housing is rare or non-existent, many women who are economically dependent on their abusers feel they cannot leave the relationship because they do not have any realistic options for housing (COHRE, 2010, 5). The same study noted that women can feel unsafe in their community simply due to the fact that they are single – a fact that highlights that no policy or programme can work in isolation with larger social change,

“In Colombia, women also recounted that the insecurity of their neighborhoods was part of the equation for women when deciding to stay in a violent relationship, as single women were not well regarded in their communities, and at the same time were more prone to attacks by strangers, especially sexual assault. This reality of insecurity and vulnerability to violence within the community forced women essentially to have to choose between maintaining their violent relationship or suffering the consequences of being a woman alone in their homes” (COHRE, 2010, 6).

More information on policies and programmes related to creating safe cities for women and girls is available in the [National and Municipal Policies and Laws](#) .

Allocate resources for safety in public spaces and prevention of sexual harassment and assault of women and girls.

When planning and designing safe public spaces for women it is important to allocate resources specifically for this purpose. When developers and municipal governments provide resources for the creation of safe spaces for women, this sends an important signal to the public that women's rights to the city and to freedom from gender-based violence are priority issues. Budgets can include money for building new or improving existing public spaces; as well as specifically for developing policies and programmes that address violence against women and girls

in public spaces, such as prevention campaigns on sexual harassment in public transportation, or instituting zero tolerance policies and programmes in schools, universities and their vicinities, and so forth.

Gender-responsive budgeting is a particularly useful methodology for encouraging governments to allocate resources for the creation of safe public spaces for women and girls.

Example:

Los Presupuestos Sensibles al Género en el Municipio de Villa El Salvador, Peru [Gender-Sensitive Budgeting in the Municipality of Villa El Salvador, Peru] (UNIFEM, 2001). This initiative, carried out since 2001 within the framework of the UNIFEM project, “*Strengthening Democratic Governance at the Local Level: Gender-Sensitive Budgeting Initiatives in Latin America*”, centres on incorporating a gender perspective into municipal plans and budgets in Villa El Salvador. The activities are designed to raise awareness, provide capacity building, and encourage collaboration with other women’s organizations, NGOs, community kitchens, community health workers, among others, in a participatory process. (Presupuesto y Género en América Latina el Caribe, no date). More information is available in [Spanish](#).

Resources:

- **Gender-Responsive Budgeting in Practice: A Training Manual** (United Nations Development fund for Women and United Nations Population Fund, 2006). Gender budgeting is a tool used to review and understand government budgets with special consideration for gender. This tool allows women to point out where more public funding is needed to support gender-based initiatives, such as safer cities and communities for women and girls. This manual is a 69-page guide which details how to teach gender budgeting to local women. Available in [English](#), [French](#) and [Spanish](#). Also see the UNIFEM Gender-Responsive Budgeting [web site](#) for related tools and materials.
- **¿Por qué el presupuesto participativo es una herramienta para pensar una ciudad más segura? (How can Participatory Budgeting be used as a Tool for Imagining a Safer City). (2008)**. This booklet was developed for counselors working on the Participatory Budget of the City of Rosario to raise awareness on resource allocation for gender-sensitive projects. Developed within the framework of the UNIFEM Regional Program "Cities Without Violence against Women, Safe Cities For All", and implemented by the Women and Habitat Network of Latin America. Available in [Spanish](#).

Encourage the adoption of a community safety plan that addresses the needs and rights of women and girls.

Usually, urban planners and urban designers are employed by a city planning department (or a regional planning department in rural areas). This planning department is responsible for setting out the guidelines for the planning and design of public spaces. The planning department is bound by any initiatives or commitments the city makes on increasing gender equality or improving community safety. Safe cities for women programme partners can encourage the creation of safe public spaces for women by demanding that their city planning department adopt a community safety plan that includes the needs and rights of women and girls. Once adopted, all urban planners and designers are obligated to follow these policies while working for the city.

In addition to the community safety plan, all other city plans should have as a stated objective a commitment to community/user involvement, noting that this includes the involvement of women, both as citizens with equal rights to the city and as planning professionals (RTPI, 2007).

Community plans and policies can address community safety by:

- Establishing criteria and guidelines to ensure that the type and location of development projects promote individual and community safety, and that all such development projects are accessible to all segments of the population.
- Encouraging partnerships with other departments and levels of government, private sector companies and businesses, and community groups in the provision of facilities and amenities that can foster affordable housing, parks, recreational facilities, day care and other social services.
- Ensuring that public areas, services and facilities being developed are equally accessible to all population groups. For example, by recognizing that recreation is essential for youth and healthy life styles as well as to support crime prevention, more facilities and programmes can be prioritised in areas where families face affordability and related accessibility issues.
- Engaging input from specific and diverse population/user groups to ensure adequate representation in decision-making processes.
- Prohibiting exclusion of certain types of land-uses in by-laws to reduce barriers to provision of essential and other social services such as shelters and transition houses.

From pages 3-27 and 3-28 of Cowichan Women against Violence Society. (2002). *Women and Community Safety: A Resource Book on Planning for Safer Communities*. Duncan, Canada: Cowichan Women Against Violence Society. Available in [English](#) and [French](#).

Case Study: Gender Audit of Local Planning in Plymouth

The gender audit for the local plan review in Plymouth was the first of its kind in the UK. The audit provided a gender profile for Plymouth, using readily available statistics as well as the findings from a series of consultations with individuals undertaken as part of the 2000 audit. Using this information, the audit demonstrated how this understanding could be used to 'gender proof' the development of local policies, specifically, the Planning Strategy for Plymouth. The audit was conducted according to the following steps:

1. Creation of a gender profile for Plymouth through analysis of how men and women engage with the city using readily available statistics (e.g. how many public transit users and pedestrians are female vs. male, street crime rates by sex, etc.) and the findings from a series of interviews and consultations.
2. Development of a Gender Issues Matrix based on the findings, with implications for planning (see table).
3. Gender-proofing of the Planning Strategy for Plymouth, identifying the gender dimensions of the objectives and some key outputs related to the gender issues identified in the information and data-gathering process.
4. A survey of planning staff involved to assess Plymouth's capacity to implement gender proofing, i.e. skills and gaps related to the implementation of the policy.
5. Recommendations for the development of a gender-sensitive policy.

From page 14 of the National Development Plan (NDP) Gender Equality Unit (2001). *Gender Equality in Urban Development*. Dublin: NDP. Available in [English](#).

Gender Issues Matrix Used in the Plymouth Gender Audit

Planning Policy or Proposal	Relevant Gender specific data	Ongoing community feedback	Gender Implication	Planning Implications	Policy Recommendations
Relocate office development beside motorway outside town	60% of office workers are female 80% of public transport users are female, with only 30% of women having potential daytime use of car	Existing complaints about journey times Lack of support facilities More children suffering from asthma	Lack of access to new site for those without cars Reduces female employees job opportunities so affects economic viability of town	New scheme not linked to schools, shops, public transport Reduces proximity for trip-chaining of journeys, increases time of travelling Acts as magnet for further decentralisation	Ideally do not proceed with this proposal If other factors require progression, then improve public transport links and seek to co-ordinate future policy on adjacent location and access to schools, shops, housing, local centres Implement by means of tariff system and planning agreement
Pedestrianise key central area streets as part of urban design programme	Check gender of pedestrian users, street crime rates and reasons for using these routes	Check feedback on what local people want as well as consultants	Decrease in access, reduction in safety, longer distances to bus stops	Check that scheme meets user needs Avoid design features that are anti-social such as lumpy paving stones and steps	Specify detailed requirements, possibly back up by revised Central Area Design Guide Consider allowing cars back in during evenings to increase surveillance and provide better lighting, toilets and bus stops

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From page 19 of Royal Town Planning Institute (RTPI). (2007). [Gender and Spatial Planning: RTPI Good Practice Note 7](#). London: RTPI. The Plymouth Gender Audit is available in [English](#) for purchase.

Case Study: Universal Design Guiding Principles, City of Winnipeg, Canada.

These principles include safety design features for accessibility in the city for all user groups. Each principle is based on the specific needs of different groups, including women. The Universal Design Guiding Principles are a keystone of Winnipeg’s “Plan Winnipeg 2020” and the “City of Winnipeg’s Universal Design Policy”, passed in 2001. The four guiding principles for universal design – inclusive design, easy and clear design, safe design and comfortable design – aim to ensure the following:

- That all people in a community must be considered and understood when providing an integrated public service. Diverse and inclusive communities are what make us an exciting and vibrant community.
- That providing people with choices that help them use their environment in a functional and respectful way creates an inclusive city.
- That ensuring our environment is easy to navigate and clearly understood creates a welcoming city.
- That safety is integral in an accessible city.
- That Winnipeg is a comfortable place for everyone to live, visit, do business and play in.

Taken from *Universal Design Guiding Principles*, City of Winnipeg (January 2006). Planning, Property and Development Department, Planning and Land Use Division. Available in [English](#).

Case Study: El Cabildo de la Red Comunal por la No Violencia, San Pedro de la Paz, Concepción, Chile [The Town Hall Meeting with the Community Network for Non-Violence]

In 2008, representatives from women's organizations and civil society groups joined together in San Pedro de la Paz to hold a town hall meeting with local and regional authorities. The meeting was organized by the Community Network for Non-Violence in order to provide a local-level opportunity for citizens to influence public policy. The town hall meeting attempted to link civil society actors with state actors together in analysis and debate on the effectiveness of public policies related to violence against women. The meeting revealed that public policy on gender-based violence was weak and that the state had retreated from the issue. The meeting also revealed that the state was providing little support to civil society groups actively working on gender-based violence. The town hall meeting helped correct these issues by creating the opportunity for face-to-face relationships between representatives from women's organizations and local authorities.

From Valdés, X. (2008). "Haciendo frente a la violencia de género: intervenciones desde la sociedad civil". In Ediciones SUR, 65. Available in [Spanish](#).

Resources:

- **Planning for Safer Communities: A Guide to Planning for Safety of Women and Children in Small and Rural Communities** (Cowichan Women Against Violence Society, 1999). Although it is directed at rural and small communities, this guide can be used by cities as well. The guide gives clear instructions for including women's safety concerns in planning policies. It also outlines the main areas that can be targeted for safety in community plans (fear of crime and violence, limitations to activities, factors that affect safety and sense of safety). In addition, step-by-step suggestions are provided on how each area administered by a community plan can include provisions for safety (i.e. residential areas, industrial areas, etc.). Part [one](#) and part [two](#) are available in English.
- **Re-Moving the Goalposts** ([Women's Design Service](#), 2002). This guide is designed to be a useful working tool for all those involved with regeneration and renewal partnership boards and other decision-making bodies connected with urban regeneration and renewal. It is intended to promote inclusive working practices and encourage the continuing development and practice of processes that harness local skills and knowledge. The guide is primarily based on community research and development work carried out by the Women and Regeneration Project, with local women in three London regeneration areas between 1999 and 2001. It seeks to generate understanding of the barriers faced by the diverse communities of women living in regeneration areas and to suggest ways in which those barriers can be overcome. The guide includes checklists to assess to what extent decision-making bodies are working inclusively. These tools for practical steps towards inclusiveness aim to assist partnerships in their work. The guide is available in [English](#) for purchase.
- **Inclusive Consultations to Increase Women's Participation Guide in Increasing Women's Participation in Municipal Decision-Making:**

Strategies for More Inclusive Canadian Communities (Purdon, C., 2004). Federation of Canadian Municipalities: pages 39 – 43. This guide outlines how public bodies and women’s organizations can strategise, act and discuss issues with women in ways that encourage participation. Available in [English](#) and [French](#).

- **Access Guide in Increasing Women's Participation in Municipal Decision-Making: Strategies for More Inclusive Canadian Communities** (Purdon, C., 2004). Federation of Canadian Municipalities: page 21. Through worksheets, checklists and examples, this tool outlines how both municipal governments and women’s organizations can work to increase women’s participation in public decision- and policy-making processes. This guide can be used to work with governments on safe cities programming. Available in [English](#) and [French](#).

Make sure all professional urban planners and designers are aware of women’s safety needs.

It is important that *all* actors involved in community planning and design are trained on the gendered nature of public services and spaces, and on women’s and men’s different experiences of the city and their different needs. This is a necessary prerequisite to creating safe cities and communities for women and girls. This kind of training will avert the tendency to plan and design public spaces from a solely male or “gender neutral” point of view. For more information on training professional urban planners and designers about safe cities for women, see the [capacity development section](#).

The issue of planning toilet facilities (both in homes and in public) is a good example of how women are more insecure due to poor (or non-existent) infrastructure planning than men. In informal settlements and slums in Nairobi, Kenya, lack of access to toilet facilities is a pressing issue for women and girls,

“Women and girls living in these informal settlements are particularly affected by lack of adequate access to sanitation facilities for toilets and bathing. Not only do women have different physical needs from men, (for example, related to menstruation) but they also have greater need of privacy when using toilets and when bathing. Inadequate and inaccessible toilets and bathrooms, as well as the general lack of effective policing and insecurity, make women even more vulnerable to rape and other forms of gender-based violence” (Amnesty International, 2010, 5).

Watch the Kenya Television Network (KTN) [video report](#).

Case Study: Gender-Sensitive Housing Design. Frauen-Werk-Stadt, Vienna.

This pilot housing project in Vienna aimed to increase the participation of women experts in planning and construction projects. At the same time, the project also aimed to draw attention to women's housing needs. The Frauenbüro in Vienna launched this project in 1993 with an architectural competition. Project submissions were assessed according to how well their design incorporated women's needs. The jury was composed mainly of women architects and landscape architects. The housing that was created on the site in 1997 was based on the winning entry and built according to gender-sensitive guidelines. As a result of the experience, a guide was published which outlines criteria for creating housing projects adapted to women's needs and everyday life ('Guidelines for a safer city'). The planning principles outlined are intended to be transferable, with the aim of increasing the consideration of women's everyday requirements into planning. From page 13 National Development Plan (NDP) Gender Equality Unit (2001). *Gender Equality in Urban Development*. Dublin: NDP. Available online in [English](#). More information is available via the UNESCO [website](#).

Key components of the design include the following:

- Links are made between the interior and exterior of the building, between flat spaces, staircases, garden-type courtyards, squares, and streets.
- Often neglected arrangements such as rooms to store bicycles and strollers are located in easily accessible areas on the ground floor while laundry rooms are on the roof and are combined with a common roof terrace.
- Social space is created—on average there are only four units per storey in order to avoid anonymity and to encourage community development.
- Staircases are transparent and well-lit to address safety and security issues. In addition, the staircases are designed as pleasant places where tenants can spend time and communicate with each other.
- Attention is given to the kitchens as a central place for families. They are large, with natural light, and face the courtyards or street.
- Almost all flats are equipped with some individual outdoor space.

List taken directly from page 22 of *Design Consideration in Developing Alternative Housing: A City of Toronto User Guide*. Levitt Goodman Architects Ltd., Gloria Gallant, Joyce Brown and Sheila Miller. Available in [English](#).

Resources:

- **“Getting More Women into the Field Operations” list in Politics of the Possible: Gender Mainstreaming and Organizational Change: Experiences from the Field.** (Mukhopadhyay, M., G. Steehouwer and F.

Wong, 2006). Oxfam and KIT-Royal Tropical Institute: page 89. This list provides extensive examples of ways in which different organizations have made their operations more woman-considerate. This list can be provided to planners to help them include more women staff (and more women's opinions. Available in [English](#).

- **The London Women and Planning Forum.** The Forum is an information network for planning officers, architects, academics, students and community and voluntary organizations involved with urban environment and gender equality issues. It aims to change and improve the position of women in relation to planning issues; to provide a productive opportunity to share experiences of problems and difficulties encountered by women in the field; and to promote feminist thinking in planning organizations and urban studies. From London Women and Planning Forum (LWPF). (no date). *LWPF Background in London Women and Planning Forum*. Available in [English](#).
- **Gendersite: Gender and the Built Environment Database** ([Women's Design Service](#); [Queen Mary, University of London](#) and [UrbanBuzz](#) 2008) . This online resource site was created to help decision-makers, architects, academics and planners develop deeper understanding of gender issues and the built environment. The site contains international case studies and a searchable database of resources (books, journal articles, theses) on gender, gender equality, and the built environment. Available in [English](#).
- **Build safety directly into city projects.**

When plans for city projects are made (i.e., new shopping plazas, transit stops or parks), they should consider and include measures to make the urban environment safer for women and for everyone. These measures can be included as safety standards. Issues that could be addressed by safety standards include lighting, signage, pedestrian paths, public transportation accessibility, toilet facilities, etc. (Cowichan Women Against Violence Society, 1999). Such standards can mean the difference between a city that is labyrinth-like, (i.e. alienating and difficult and stressful to navigate) and a city that promotes friendly relations among neighbours and is easy to navigate (i.e., a place women and girls can move through confidently).

Make sure projects incorporate design features that prioritise safety. The list below explains the most common design features that can create safer public spaces for women and girls. Safe cities programme partners should work with urban planners, designers, developers, and architects to make sure that these features are built into all city spaces.

- Ensure that spaces are planned so that users can easily understand where they are. Women can feel insecure if they are lost or confused. Women and girls will feel safer in a space if they know where they are and how to get out. Maps, directional signs, good lighting and a clear design concept can all help make a space easy to navigate.

- Keep visibility in mind. Women feel safer if they can see their surroundings and others can see them if they need help. For example, glass shelters at bus stops allow women to monitor what is going on around them and, likewise, ensure that they are visible to passers-by, motorists, shopkeepers and residents.
- Try to make public spaces lively and full of people as much as possible so that women do not feel isolated or alone. Multi-use spaces ensure that a variety of user groups have a presence at different times of the day.
- Provide easy access to emergency equipment and services. If women are isolated and do experience violence, danger or fear, access to emergency phones that connect directly to the police and sexual abuse hotlines are extremely important.
- Make sure public spaces are accessible to people who are less mobile (the elderly, the very young, people with canes or wheelchairs, blind people, mothers with baby carriages, etc.)

DESIGN CHECKLIST

The following questions have been drawn and adapted from Safety Audit Checklists regarding design of places related to personal safety.

1. OVERALL DESIGN

Is it easy for someone who is not familiar with the area to find their way around?

Is there adequate signage and other information that tells people where they are and how to find services, who to call in an emergency?

Is information provided visible and legible to someone in a wheelchair, someone who is visually impaired?

Is the area/building accessible?

Is the area served by public transportation? If so, does transit meet the needs of users?

If not, what other assistance is available?

Are buildings, sidewalks, streets and crossing areas well-placed and accessible, particularly for people with disabilities? How has this been determined?

2. ISOLATION

Is / will the area, building (or parts of the building) be subject to isolation? If so, are there practices in place to enhance personal safety and security of people who must use the area during those times?

Do the surrounding land uses encourage people to be there?

How far away are the nearest emergency services?

Is the area patrolled by security, police, neighbourhood watch?

Would someone hear a call for help?

3. VISIBILITY

Does layout of the site and building(s) provide for maximum visibility of the street and parking areas, paths and walkways?

Does the building interior contain sharp corners, isolated areas?

Are there any structures, landscaping, vegetation, corners, ditches, vehicles, signs that would impede visibility?

4. LIGHTING

Is the lighting adequate? How has this been determined?

Is the lighting bright enough (without being too bright or causing glare), is it evenly spaced and unobscured by landscaping or fences?

How well does lighting illuminate parking lots, pedestrian walkways, sidewalks, directional signs and maps? Is lighting adequate for someone to see another person 20 metres away?

5. SIGNAGE

What signage is planned? What signage is needed to serve all users? Does it provide necessary information?

Does signage direct people with disabilities to accessible entrances?

Is it located properly? (e.g., so that it is visible to someone in a wheelchair?)

Is the lettering large enough to read, easy to understand? Visual symbols?

Are transportation points clearly indicated? (Taxi stands, bus stops, paratransit?)

6. MOVEMENT PREDICTORS AND ENTRAPMENT SITES

Are there small, confined areas, such as alcoves, solid staircases, between garbage bins, alleys, lanes, parking spots where someone could hide or be hidden from view?

How easy would it be to predict someone's movements along a route?

Is there more than one main route/ exit through well-traveled areas, into buildings?

7. MAINTENANCE

How will the area/building be maintained?

Who will be responsible for removing graffiti, repairing vandalism? Will this be done promptly?

Will there be information posted to tell people how to report problems?

8. MANAGEMENT AND SECURITY

How is the area or building monitored? (police, security staff, etc.)

Are security staff and building managers aware of personal safety concerns for women and children?

Where buildings are used by businesses and services, are there safety measures and programs in place?

How far away is the nearest emergency service? (alarm, personnel, emergency telephone)

Are there areas that should be locked, fenced or barricaded?

Source: Design Checklist (2001) in Kelowna Planning for Safer Communities Workshop Report. (Dame, T. and A. Grant. 2001). Cowichan Valley Safer Futures Program: pages 30-31. This generic checklist to assess whether planning design policies meet safety requirements can be adapted to include a focus on women's safety concerns and used by women and women's organizations, planners, and public officials alike. Process considerations are given, as well as a detailed set of questions to ask. Available in [English](#).

Example:

“Adopt-a-Light” Programme, Nairobi, Kenya. As a result of women's safety audits being conducted in Nairobi, Kenya as part of the UN-HABITAT Safer Cities programme, local citizens recognized that there was a lack of lighting in many areas, which led to a sense of insecurity. Rather than approaching municipal and planning authorities to put up costly lighting infrastructure, responsible parties encouraged residents to put up lights on the outside of their own houses. This inexpensive solution increased lighting on Nairobi's streets while at the same time empowering residents to take charge of their own safety (UN-Habitat, 2010, 13).

Railway Lighting Campaign, Mumbai, India. As part of its “Gender and Space” Project, the Indian community organization PUKAR conducted interviews and focus group discussions on safety issues with women in Mumbai. As a result of these interviews and questionnaires, it became apparent that lighting was a major factor that contributed to women feeling unsafe. Project representatives went to all Central Railway rail stations in the city and assessed the state of lighting around entrances and exits, ticket counters, foot bridges, stairways, platforms and toilets. After completing their assessment, representatives presented a full report on each station to authorities from the Central Railway. The following

recommendations were made for all suburban stations, they are presented here as an example of how observations about the urban environment can be turned into concrete proposals for improvement.

- Wherever possible tube-lights should replace existing yellow lights (other than halogens) as these provide better lighting.
- Every entrance and exit should have a light at the edge illuminating the outside area/ road, thus making entry to and exit from the station safer. Special care should be taken to illuminate exits off FOBs as these are particularly threatening zones.
- Foot-Over-Bridges (FOBs) are areas that are often seen to be threatening and these need to be brightly lit.
- Staircases that lead to and from FOBs should have at least three tube lights so that even if one light is not working the staircase is adequately lit.
- On platforms lighting should be augmented under the FOB as this area tends to be in shadow and is often badly illuminated.
- Open platform areas should be lit even when the EMU does not halt there as these areas are seen as potential threats.
- Un-used platforms at a station are supposed to have 30% illumination - we noticed that often illumination is far below this standard. We recommend that care be taken to ensure that this 30% illumination is maintained on all unused platforms” (Gender and Space Project, n.d.).

See more information on the [campaign and the Gender and Space project](#).

EXAMPLE:

Nanna Car Park, Umeå, Sweden:

In Umeå, Sweden, a parking lot has been designed to provide attractive parking for both men and women. Umeå Parkerings AB (UPAB), the company responsible for public parking in the city, has been renovating the Nanna parking lot since 1999 in order to make it safer and more enjoyable for a variety of users. Men and women from different social groups in the community identified several problems with the parking lot area, such as experiencing a sense of entrapment in staircases and a general sense of insecurity. Based on this information, the physical design of the parking lot space was modified. Changes included graffiti removal, the installation of new lighting and the installation of glass walls in the place of brick walls. For more information, see the [Nanna Car Park](#).

Resource:

- **Design Checklist (2001)** in **Kelowna Planning for Safer Communities Workshop Report**. (Dame, T. and A. Grant. 2001). Cowichan Valley Safer Futures Program: pages 30-31. This generic checklist to assess whether planning design policies meet safety requirements can be adapted to include a focus on women's safety concerns and used by women and women's organizations, planners, and public officials alike. Process considerations are given, as well as a detailed set of questions to ask. Available in [English](#).

The design of public development projects should address women's safety during different times of the day and year.

The security of a space may change during the day or during the year. For example, a local beach may feel safe for women and girls during the summer and in the middle of the day when it is filled with many people and children playing. However, late at night and/or during the winter, when the same beach is isolated and has no facilities, it may feel threatening for women and girls, as well as for other members of the community. Therefore, urban planners and designers should understand that women's security needs change over the course of time in a given space. Project designs should include considerations of how spaces feel and how spaces are used during daytime and nighttime, as well as different seasons.

EXAMPLE:

Las Mujeres por una Ciudad sin Violencia (Women for a City without Violence), Colombia.

This short animated video demonstrates how the incorporation of lighting in public spaces can offer safety and freedom for women at night. Available in [Spanish](#).

Case Study: The Czech Network of Mother Centers.

The Centers provide inclusive and collective spaces where mothers can come together, and/or temporarily leave their children in a safe environment. The accessibility of these support facilities provides opportunities for mothers to go to work, school, meetings, or to fulfil other obligations.

What are Mother Centers (MCs)?

In most cases established by mothers on maternity leave, who share the leadership and create the program at the same time.

MCs enable mothers with babies to come out of the isolation of their daily care duty at home.

MCs are founded on the principle of family self-support.

Provide community feeling, solidarity and are open to all generations.

MCs are places where children are welcome. There is a natural company of children of similar ages. A child can observe his/her mother in another role, different from her role at home.

MCs are created by the voluntary will of citizens and support the development of civic society.

MCs support the maternal role of the women while helping them to maintain their professional orientation and build up their self-confidence.

MCs are run on an informal basis and encourage the formation of new friendships.

From Mateřská Centra. (2007). "Main Tasks of the Network". In Mateřská Centra. Available in [English](#).

Case Study: Gender-Sensitive Toilet Design, "Girls Education Project", UNICEF/DFID. Nigeria, Africa.

It is important that planners, developers, designers and architects take women's concerns and interests into consideration when designing, locating and building public toilets. These considerations affect the dignity and privacy of women, as well as the performance of their religious rites and other societal obligations. Respect for women in the design and location of public toilets can make the difference between toilets being used frequently or not being used at all.

In Purdah, (the practice of preventing women from being seen by men), religious injunctions restrict Muslim women from appearing in public and from participating in public activities, except those permitted by their spouses. Because of this, women require a high degree of privacy, especially when it comes to the use of public facilities, like water points and toilets. In many African traditional Muslim communities, women rarely make use of public toilets that lack privacy.

In many parts of Borno State in north-east Nigeria, men used to dominate decision-making about the type, design and building of toilets and latrines in homes and public places. Responsibility for use and maintenance of toilets was delegated to women, since cleaning the house and toilets are regarded as women's work.

This approach changed with the introduction of a school WASH project by UNICEF/DFID in 2006, as part of the "Girls Education Project" (GEP). The aim is to create a child-friendly school learning environment for increased enrolment, retention and completion of primary education. Clean and convenient toilets are known to increase school attendance by girls, so toilets were designed taking into account the needs and interests of girls.

GEP school toilet designs are being replicated in Nigeria during 2008, the International Year of Sanitation. In a nationwide project, gender-sensitive public toilets are being constructed in schools, health facilities, car-parks, markets and other public places. Text taken directly from IRC International Water and Sanitation

Centre. (2008). "Gender-sensitive toilet design meets cultural needs of girls and women in north-east Nigeria". In [IRC International Water and Sanitation Centre](#). Retrieved 20 May 2009.

More information on the Unicef WASH Project is in [English](#). More information on the Girls Education Project is available in [English](#).

Resource:

- **"Together we can make a difference", Safe Delhi for Women Campaign. (JAGORI, 2009). [JAGORI](#).** This film depicts how the safety of city spaces can change radically depending on the time of the day. In this case, a narrow street is depicted as dark and threatening at night because it is a space where men catcall and berate women. The same street is depicted as friendly and accessible during the day because it is a space that is well-trafficked by many different user groups. The film demonstrates how, by incorporating key design features such as lighting, a space can be transformed from one that causes women to feel annoyance and fear into one that women can confidently use. The film is available in Hindi with [English](#) subtitles: 60 seconds.

Public amenities for women should be considered as important as other facilities.

Women frequently use public facilities – often more than men. These facilities include payphones that allow toll-free calling to abuse hotlines or police, clean and private public toilets with room for changing diapers, childcare services, secure parking spaces with room for strollers and carts, and shaded bus shelters. Urban planning and design projects work better for women and girls when they include or are located near these facilities. In cities where public facilities do not exist or are difficult to access, women and girls are forced to be less comfortable than men, or to use unsafe alternatives such as strangers' bathrooms or telephones.

Safe Public Transit

- **Recognise the barriers to women's safe, efficient and affordable travel.**

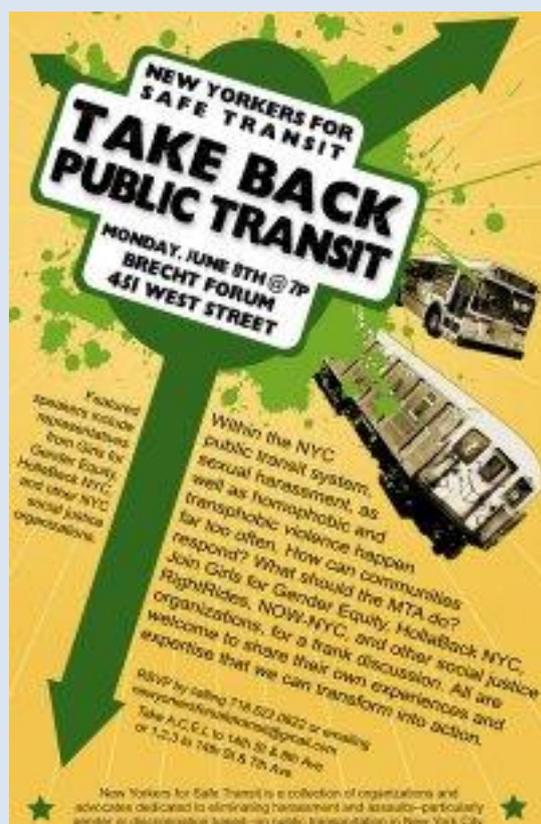
It is important that transit planners and operators identify and accept the specific safety needs of women and girls. Many times, women cannot afford or do not have access to private modes of transportation such as cars and taxis. Thus, women's choices for safe and accessible means of transportation are frequently limited. Economic power imbalances and socio-cultural constraints may increase women's dependence on public transit, yet the public transit available may not meet their needs. Furthermore, these imbalances and constraints increase women's insecurity and vulnerability in relation to their movement throughout their environments. For instance, while using public transit, women's feelings of insecurity stem from their experiences of and fear of sexual harassment and violence while waiting for public transportation, or while walking to and from public transportation stops. The recognition of the distinct types of barriers that women face while moving throughout their environment is a fundamental first step to making transit safe for women and girls.

Specific examples of barriers to safe public transit for women and girls include:

- Experiences and fear of sexual harassment and violence while walking to and from transit, while waiting for public transit, and while using public transit.
- Overcrowding, lack of space and the fact that women are often carrying things (children, parcels, merchandise, etc.), make female passengers more vulnerable to harassment (Peters, 1998, 3).
- Difficulty getting to and from public transit due to distance and/or unsafe routes/transit locations.
- Difficulty paying for transit passes, especially when trips with multiple destinations require multiple transit fares.
- Inability getting to and from destinations due to inadequate transit routes.
- Eliminated, reduced or more expensive service to less-lucrative routes and connections upon which women depend as a result of the privatisation of public transit (Peters, 1999).
- Limited access to private motorized forms of transportation, e.g. cars, and intermediate modes of transport, e.g. bicycles, whether because of economic power imbalances, socio-cultural constraints and/or lack of time (Peters, 1999).

CaseStudy: New Yorkers for Safe Transit (NYFST)

New Yorkers for Safe Transit is a group of like-minded organizations who are working together to make public transportation in New York City more inclusive and safe for women and other groups who face discrimination. NYFST runs a [website](#) which documents press coverage of sexual harassment and similar crimes on the city's transit system. In addition, the website provides readers with information and resources on taking action against violence and discrimination. NYFST has also organized media campaigns to raise awareness about safety on public transit.



Caption: NYFST Poster

Moreover, NYFST has developed a series of activities to generate information about violence and discrimination in New York City transit. For example, in September 2008, NYFST members presented a testimonial to the Metropolitan Transit Authority (MTA) and the New York Police Department (NYPD), requesting that systems be developed to receive and track information about complaints related to sexual harassment on transit. The testimonial also suggested that gender be included as a question on passenger feedback forms, so that the MTA could assess whether women feel more insecure using transit than men.

In January 2010, NYFST held its first focus group discussion with survivors of harassment and assault on the New York Transit system. The focus group

discussion allowed participants to talk about their experiences and make suggestions for eliminating such incidents in the future.

Case Study: Blank Noise “Eve Teasing” List.

In India, sexual harassment is often referred to as ‘eve teasing’, which only serves to trivialize the issue. The Blank Noise Project invited women to share their personal experiences of sexual harassment on the city’s public transportation. Based on the responses they received, the compiled an extensive list of the different manifestations of ‘eve teasing’ experienced by the women as they move through the city. The responses yielded a number of examples ranging from: whistling, staring, talking to breasts, passing comments, ‘accidentally’ touching, flashing, stalking, tickling, masturbating, unsolicited photography, spitting, honking, and being followed. The response that Blank Noise received from this activity served to demonstrate the type and extent of harassment barriers women face on public transit in India.

See Blank Noise. (no date). Blank Noise Blog. Available in [English](#).

Resources:

- **The Public Transport Gender Audit (2002).** This checklist tool allows public employees, researchers, government officials, and women's organizations to assess how their public transportation performs in relation to women's needs. A series of 135 questions cover a range of topics from personnel policies to women's participation in planning services. The checklist is based on experience in the United Kingdom, but could be adapted to other contexts. Available in [English](#).
- **Incorporate safety services and design features specifically for the needs of women and girls in public transit systems**

Many features can be added to transit stops and within public transit vehicles to accommodate the needs of women and girls. These additions can aim directly at safety (e.g. emergency phones) or at convenience (e.g. comfortable benches). Either way, easier and safer public transit systems ensure that women and girls are not forced into situations which make them uncomfortable, vulnerable, or scared.

Promote the establishment of Designated Waiting Areas (DWAs).

One study found that women and girls feel more insecure while waiting for public transit than while using public transit (Halber, T., 2010). DWAs are areas designated specifically for passengers waiting for public transit. The creation of DWAs allows women and girls to wait comfortably and safely in locations where bus or subway services are infrequent. These areas are well-lit, serviced by intercoms, monitored by security cameras, and are in a location where a security guard or police person frequently patrols (TTC, 2009b). DWAs might include other features such as ample and comfortable seating (designed for those with wheelchairs/canes, shopping parcels, and baby carriages) and protection from the elements. When these waiting

areas are enclosed, it is preferable that walls are made of glass or another transparent material, so that women and girls can see what is going on around them, and others can see them if they are in danger (Drusine, 2002).



Image Source: [Toronto Transit Commission](http://www.ttc.com).

Ensure that there is equipment for emergencies on public transit and at public transit stops.

Women, girls, and other transit passengers will be more secure on transit and at transit stops if these sites are equipped with clearly indicated emergency telephones and intercoms on platforms, within public transit buildings and within easy reach in parks and other public areas (TTC, 2009b). In addition, passenger assistance alarm strips or bells can be installed on the interior of subway cars, buses, etc. These allow passengers to contact transit drivers immediately when there is an emergency (TTC, 2009b). The installation of cameras on public transit or in public transit waiting areas is another means of monitoring activities on the subway system, buses, streetcars, and trains, which may serve to deter cases of violence and harassment, and make these spaces feel safer.

Case Study: Designing Out Crime on Public Transit: Crime Prevention Toolkit

This toolkit, produced by the Crime Reduction Home Office of the UK, provides an in-depth exploration of design measures to reduce crime on public transit through a process called Crime Prevention through Environmental Design (CPTED). Case studies, such as those on the construction of the Washington Metro in 1976 and remedial measures introduced at the Port Authority Bus terminal in New York in the 1990s, provide detailed information regarding specific design features that contribute to preventing violence. For example, the following features were incorporated in the Washington metro in the interest of ensuring the safety of passengers:

- High arched ceilings to produce openness and reduce fear.
- Spacious platforms to increase feelings of safety.
- Long, straight escalators, to avoid mezzanines where criminals might lurk.
- Overhead crossovers between platforms rather than dark frightening tunnels below the tracks.
- Restful lighting designed not to cast alarming shadows.
- Recessed platform walls and easily-cleaned surfaces for trains to discourage graffiti.

- Closed Caption TV (CCTV) on platform and at entrances to facilitate surveillance by staff and to make passengers feel safe.
- Two-way radios for all employees to summon help or be alerted.
- Attendants at platform entrances to provide assistance to passengers, to monitor CCTV and to deter fare evaders.
- Intercoms on trains and emergency phones throughout the stations.
- Electronic fare cards that open gates at entrance and exit.
- No restrooms as these facilitate prostitution or drug dealing.

In the Port Authority Bus Terminal, an enormous station with nine levels, the following measures were implemented in the 1990s to combat high levels of crime and violence:

- Install pushcarts and place them strategically.
- Renovate the food court.
- Avoid interior doors.
- Avoid direct access to extra stairwells.
- Keep stairs away from street entries.
- Close off areas under stairwells.
- Close in areas between columns.
- Bring walls out to columns.
- Close emergency stairs off-hours.
- Block off much of bus station off-hours.
- Use only saw-tooth gates off-hours.
- Centralise ticketing.
- Improve street entrances to the building.
- Put merchants in key places, and to fill in empty spots.
- Replace police cars with golf carts in parking structure.
- Use clear glass panels on waiting room walls.
- Wall up unneeded areas.
- Block walls around bus gates against transient take-overs.
- Block elevators from public use.
- Block off construction areas with plywood.

From the Designing Out Crime on Public Transport in the Crime and Prevention Toolkit, Crime Reduction Home Office of the UK. Available in [English](#).

Advocate for the creation of Care Units at transit stations.

Care Units can be located in key locations such as subway stations, bus stations and train terminals. These stations are designed to provide immediate assistance to women who have experienced violence in or around public transit. At a care unit, women can file a complaint, learn about her options for legal recourse, and receive counselling. (See the case study on “Viajemos Seguras en el Sistema de Transporte Publico de la Ciudad de Mexico” in [Spanish](#) for further information.

Mobilize private sector support to supplement limited governmental resources for safety design services and features related to public transit.

Government resources should be allocated to women's and girls' safety in public transit as a priority of public budgets at all levels. However, when a local government claims, for example, that there are insufficient funds in the municipal budget to create Designated Waiting Areas at all subway stops, outreach with private sector companies for resources can provide a viable alternative (Kunieda and Gauthier, 2003, 27). While not a substitute for sustained commitments from municipal budgets, these sorts of private sector initiatives and public-private partnerships represent a complementary strategy, also to bring about more immediate changes to the physical landscape. One way to make funding in this area more appealing to private partners is to incorporate advertising for their business on safety design features.

Case Study: Adopt a Light Limited

This programme was implemented in Nairobi, Kenya, after a company was inspired to work to provide better street lighting as a means for achieving safer cities. Using the motto '*Advertising with a Purpose*', this company has succeeded in installing over 185 streetlights along the major highways and in slums of Nairobi. The resources for this achievement were provided by various companies who were asked to 'adopt a streetlight'. In return for this donation, the business can use the streetlight as a place to advertise (Kuneida and Gauthier, 2003, 27). The difference between darkly lit highways and streets and those that have extensive lighting at regular intervals can mean the difference between a woman making it safely to her destination, and, conversely, a woman experiencing some sort of violence.

Encourage public and private transit bodies to incorporate consideration of gender issues into the everyday operations of transit services.

In addition to design features and alternatives, the actual operations of the transit system should be adjusted to meet the needs of women and girls. These kinds of changes require that transit authorities prioritize gender concerns as they develop and improve their services. Therefore, these kinds of changes may take longer to be implemented than other kinds of programmes, such as Care Unit programmes.

Example:

Las Mujeres por una Ciudad sin Violencia (Women for a City without Violence), Colombia.

This short animated video demonstrates how thoughtful public transportation planning can help women access their cities more safely. This video could be used to advocate for everyday consideration of gender in public transportation planning activities. Available in [Spanish](#) .

Adopt a Request Stop Programme.

Implementing a request stop programme is a great way for bus services to make transit safer and more convenient for women and other passengers. A request stop programme allows youth, elderly and female passengers travelling alone to request that bus drivers stop and let them off between bus stops. This allows passengers to walk shorter distances from the bus to their destination. Many cities implement this programme at night, when pedestrian routes are most isolated.

Case Study: The Request Stop Programmes in Toronto and Montreal.

The Request Stop Programme was implemented in Toronto by the Toronto Transit Commission in 1991. This inspired the Montreal “Entre deux arrêts” (Between two stops) Programme, which was implemented by the Société de Transport de Montréal in 1996. Both programmes are ongoing and allow women and girls to request that bus drivers stop in between designated bus stops between 9 p.m. and 5 a.m, or after dark. This allows women and girls to travel shorter distances alone to their destinations at night. More information available in [English](#) or [Montreal case study](#), in French and English.



Image Source: [Toronto Transit Commission](#).

Advocate for transport alternatives designed specifically to address the needs and safety of women and girls.

Affordable and safe alternatives to public transit should be made available to women and girls during times when service is not available or limited. This allows women to move around freely at off-peak hours. Mechanisms that could be put in place to accommodate such movement include rideshare programmes, specialized taxi programmes, community car rental programmes, and bicycle renting/sharing programmes.

Case Study: RightRides.

RightRides is a grassroots non-profit organization based in New York City that was founded in 2004. It provides free rides to women, transgender, and gender queer individuals on Saturday nights and early Sunday mornings (from 11:59 PM - 3 AM). Since 2004, RightRides has provided a safe ride home to almost 2000 people. The programme is run by volunteers using donated cars. RightRides also offers information and support to others wishing to start their own chapter (Reid, 2007). More information available in [English](#).

Case Study: The “Wheel Trans” Service of the Toronto Transit Commission (TTC), Toronto, Canada.

Women in general face greater transportation barriers than their male counterparts. For women with disabilities, inadequacies in terms of reliable, safe and affordable public transit services are intensified by a lack of accessibility to existing services and a dearth of alternatives designed to respond specifically to the needs of the disabled. Furthermore, given that women with disabilities are more likely to experience abuse and violence, a lack of access to transportation can impede them from leaving abusive relationships. “Wheel-Trans” is a public transport service offered by the TTC to people with disabilities. The goal of this programme is to make conventional services and facilities available to disabled people, as well as to providing them with other, more specialized services. As a result, disabled women have access to reliable, safe and affordable transportation on a daily basis, as well as emergency transportation in the event that it is needed (Haniff-Cleofas and Khedr, 2005).

Promote concerted efforts to reduce overcrowding in streetcars, buses and trains. Women and girls are more susceptible to insecurity when they are trapped on overcrowded transit cars (Kuneida and Gauthier, 2003, 10). Transit officials should make this problem a priority and work to lessen crowds through increased transit service at peak times, or the provision of women-only cars.

Consider the option of “women-only” vehicles, routes and time periods for subways, buses, trains and taxis when women cannot otherwise travel safely and when women themselves express the need and desire for this alternative.

Numerous versions of “women-only” programmes for subway, buses, trains and taxis have been adopted in cities such as Mexico City, Tokyo, Osaka, New Delhi, Lebanon and Rio de Janeiro. It is reported that as a result of these programmes, women and girls feel less threatened while on public transit and therefore more likely to use it. In spite of this advantage, “women-only” programmes also spark much public debate. There is concern that such measures will be considered by the public and decision-makers as a final solution, rather than as a temporary affirmative action meant to effect short-term change. The segregation of women does not ensure safe cities and communities. Rather, women and girls should be able to circulate safely through their environs anywhere and anytime, independent of whether men are

present or not. Furthermore, it is feared that “women-only” approaches single out women, rather than targeting those who commit crimes (Loukaitou-Sideris et al. 2009, 47).

Nonetheless, the benefit of being able to commute to work without having to tolerate harassment, or take a taxi home without having to worry about where the driver might take you, is clearly important both in terms of creating safe alternatives for women and girls and increasing public awareness regarding the gender-specific barriers that plague public transit.

Examples:

The Tokyo Metro System.

Even though it is one of the largest and most efficient urban rail systems, the Tokyo metro is sometimes 200% over capacity. These crowded conditions foster an environment in which women are often harassed or touched by men. The existence of this type of violence led to the introduction of women-only carriages in the Kanto and Kansai areas. (Kuneida and Gauthier, 2003, 14).



Image Source: [Life](#)

Banet Taxi, Beirut, Lebanon.

Banet Taxi, which means “Girls’ Taxi” in Arabic, is a taxi service exclusively for women that started in March 2008. These pink taxis are driven solely by women and are meant to provide a safe, affordable alternative for women who are uncomfortable travelling alone in regular taxis and other forms of public transportation, especially at night. Prior to this “Pink Revolution”, such alternatives were completely lacking in Beirut (Duncan, 2009).



Image Source: « [Marketplace](#) » programme, National Public Radio, USA.

Forshe, New Delhi, India.

There are many barriers to women's safe movement throughout the megalopolis of New Delhi: buses are infrequent, overcrowded and unsafe; the metro does not service the entire city; auto-rickshaws are not available at night and the railway system is a hotbed for harassment. Forshe, a radio taxi service exclusively for women, aims to counter these deficiencies by providing women with another choice: 24-hour taxis driven by women trained in the martial arts (Khullar, 2009).



Image Source: [Good.Is/Magazine](#)

Increase public transportation service based on women's needs. In order to accommodate women and girls who tend to make trips with multiple stops throughout the day (for child/elder care, employment, shopping, etc.), it is recommended that public transportation systems increase their service during off-peak hours and offer more transit stops at regular times. In addition, attempts should be made to better connect destinations located outside of main commuting corridors, where women may travel for the multiple reasons mentioned above (Kuneida and Gauthier, 2003, 12).

Represent men and women equally among transit staff and public officials. A larger and more gender-mixed staff presence among transport officials may encourage

women, girls and other people that experience harassment, abuse, robbery or any type of violent act to make a complaint. Likewise, the combination of more staff and the more equal representation of both women and men may help to deter violent acts in the first place. Thus, the presence of male and female staff on buses, subway cars, trains, and at stations should be promoted (Kuneida and Gauthier, 2003, 26).

Consider door-to-door safety.

Women's and girls' safety needs to be considered not only on public transit, but also travelling to and from public transit locations. Dangerous places en route to public transit could include dark streets, recessed doorways, dark spaces and deserted or abandoned buildings. Good lighting and landscaping are crucial on streets and around public transit terminals and stations. The promotion and development of mixed land uses is also a critical factor, as commercial spaces near to transit that are open consistently create a constant public presence (Kuneida and Gauthier, 2003, 26-27).

Case Study: Safe Women Project, New South Wales, Australia.

With the objective of promoting public responsibility for preventing sexual assault, the 'Safe Women Project' from New South Wales, Australia recommends that local councils adopt the following measures as a means to begin to "design out" sexual assault in public transit:

- > Ensure that areas where people wait for public transport are well-lit.
- > Ensure that main car parks are well-lit and supervised at night.
- > Ensure all streets are well-lit - both in town centres and residential areas.
- > Provide a walking path along main access routes which is well lit and has help access points.
- > If the park cannot be supervised or made safe, then provide gates or turn off lighting to discourage users at night.

From Section 5 of Safe Women Project, *Plan It Safe Kit* (1998). Available in [English](#).

Case Study: "Viajemos Seguras en el Transporte Público de la Ciudad"

(Women Travelling Safely on the City's Public Transit), Mexico City

History and Purpose of the Programme:

The programme, "Viajemos Seguras en el Transporte Público de la Ciudad" ('Women Travelling Safely on the City's Public Transit), was initiated in 2007 as a collaborative effort between the Mexico City Metro and the Citizens' Council for Public Safety and Legal Justice of Mexico City. Designed to integrate a gender perspective and coordinate institutional actions among all of the actors responsible for public safety in Mexico City, the programme's objective is to guarantee that women travel safely and free from violence to and from their destinations.

Specific Objectives of the Programme:

- To strengthen public and institutional safety mechanisms that guarantee women's protection, convenience and confidence while using public transit. This includes safeguarding their physical and sexual integrity.
- To promote respect for and the protection of women's human rights through actions oriented towards prevention and dissemination of information.
- To foster a culture of denouncing violence, i.e. filing complaints for any type of aggression and sexual violence against women.
- To guarantee access to legal recourse and the sanction of perpetrators through expeditious, simple and effective proceedings.

The General Law on Women's Access to a Life Free of Violence

The General Law on Women's Access to a Life Free of Violence, enacted by the Mexico City Government on March 8, 2008, serves as an important framework for the Programme. The Law recognises the community as one of five realms where violence against women takes place. As defined by the Law, community violence is defined as those actions that are "committed against individuals or groups and which constitutes a threat to their safety and personal integrity and can occur in the neighbourhood, public spaces or spaces of communal use and free transit or on public property". Article 23 of the Law specifies that the Public Transit System of Mexico City must create actions which address: prevention; identification of women who have experienced violence; research; public campaigns, among other items.

Strategic Lines of Action:

- The programme was designed to be implemented throughout Mexico City's Public Transit System, with eventual coverage spanning all routes and lines, using three strategies that are coordinated inter-institutionally:
 - *The institution of subway cars, buses and other modes of transit designated exclusively for women.* Currently, there are 67 women-only units serving 22 routes. From January until August 2008, 4 000 000 female passengers made use of this service.
 - A programme for the separation of women and men transit users during peak hours. "Women Travelling Safely" Care Units: the installation of five Care Units for women who have experienced violence.
 - Other initiatives that have been implemented as part of this programme include: the dissemination of information on sexual assailants on public transit; an increase of female police officers; and training for public officials, public transit authorities, police, public transit employees and operators, relevant public institutions and programme actors.

"Women Travelling Safely" Care Units

The five "Women Travelling Safely" Care Units are open from 8 a.m. until 8 p.m., Monday to Friday, and have women lawyers from the Instituto de las Mujeres de la

Ciudad de Mexico – Inmujeres DF (*Women’s Institute of Mexico City*) on staff. The Care Units provide women with the following services:
First response to women who have experienced some form of sexual crime upon their arrival.

>Legal advice from the lawyers from Inmujeres DF.

>Referral to the appropriate legal authority.

>Transportation to the appropriate legal authorities.

>Accompaniment through the entire process of initiating a complaint.

>Follow up on the verdict by a lawyer from Inmujeres DF and by the Citizens’ Council for Public Safety and Legal Justice of Mexico City.

>Written and verbal provision of basic information.

>Advice for women who visit the Care Unit for other materials, as well as links and/or referrals to competent entities.

From Instituto Nacional de las Mujeres México; Inmujeres DF (*Women’s Institute of Mexico City*). (2008). Powerpoint Presentation - *Viajemos Seguras en el Transporte Público de la Ciudad (Women Travelling Safety on the City’s Public Transit)*. Available in [Spanish](#).

Advocate for gendered safety considerations as important issues that complement and do not detract from other transit concerns.

Efforts to promote successful policies and programmes should take into account that because public transit is a service funded by the government, it is an inherently political topic that inspires public debate. Safe cities for women programme partners should work together to ensure that public transit resources are spent in ways that promote the needs and rights of women and girls, while pointing out the benefits for all (i.e. improving the reliability of local bus service will not only benefit women, but also all bus users). Moreover, increasing the reliability of bus services will likely lead to increased ridership, which will result in financial and environmental benefits for the whole community.

Coordinate all actions related to safe public transit initiatives.

It is important that community groups, local governments, and public transit actors not only participate in, but also coordinate actions for safety. Coordination is necessary in order for planning, policy and design decisions to work together towards the larger goal of women’s safety. Without coordination, actions may be duplicated needlessly or may cancel each other out. Some of the key individual and institutional actors who should coordinate their actions include: police, public safety groups, justice departments, public transit authorities, women’s organizations, urban planning departments, private architects and community organizations (Instituto

Nacional de las Mujeres México; Inmujeres DF (Women's Institute of Mexico City, 2008).

Case Study: Perspectiva de género en el plan de transporte comarcal (A Gender Perspective in the Regional Transportation Plan), Pamplona, Spain.

The objective of this initiative, which was included as a priority issue in Pamplona's Equality Plan drafted for the Office of Urban Affairs, is to incorporate a gender perspective in the design of the city and its urban development projects. A goal of this initiative was the creation of projects and plans that are better adapted to the needs of all citizens, thereby improving the quality of life in the city. The initiative was based on research regarding women's specific transportation/mobility needs in different neighbourhoods of Pamplona and Comarca. Proposals for design and planning were developed according to the following axes: connections between neighbourhoods, transit lines and routes, frequency of transit, the design of buses, the design of bus stops, payment systems and organizational culture. Every phase of this process was informed by the participation and input of a diverse cross-section of women living in, working in and using the two cities. Taken directly from Moya, A. (2000). "Perspectiva de género en el plan de transporte comarcal, Pamplona (España) ». In [CIUDADES PARA UN FUTURO MÁS SOSTENIBLE](#).

Emphasise the need for improved data collection on women's use of public transit.

Quality household and user surveys, with separate data on women and men, are needed to determine when and where women and girls use public transit. This is important because this information can be used to determine what factors encourage or discourage women and girls from using public transit. These surveys should take into account the complex constraints (e.g. lack of money) and unmet demands (lack of nearby grocery stores) that women and girls must face when travelling in the city. Sometimes, the routes women and girls take, and the reasons for these routes, are too complex to be recorded on a standardized survey response sheet. In such cases, open-ended interviews or focus groups might be a better data collection option. In fact, many deeply-embedded cultural, social, and mobility constraints can only be revealed through interviews and conversations (Peters, 2002, 18). In general, more research on the intersection between gender, transport and mobility is essential (Peters, 2002, 3). For more information on collecting data about women's use of space, see the section on identifying safety problems for women and girls.

Resources:

- **Gender and Transport Resource Guide** ([World Bank](#), 2006). This online tool constitutes a thorough guide on how to research gender mainstreaming in transport policies and plans. It is comprised of six modules: 1) Why Gender and Transport? 2) Challenges for Mainstreaming Gender in Transport, 3) Promising Approaches for Mainstreaming Gender in Transport, 4) Gender and Rural Transport Initiative (GRTI), 5) Tools for Mainstreaming Gender in Transport, and 6) Resources for Mainstreaming Gender in Transport. Each

module offers a combination of checklists, training manuals, reports and slide presentations, and case studies and best practices from around the world that can be used in the design and planning process, research, capacity building initiatives, advocacy work, and more. The guide provides useful analysis regarding the intersection of gender, transport and poverty and considers both rural and urban contexts. Available in [English](#).

- **How to Ease Women's Fear of Transportation Environments: Case Studies and Best Practices** (Loukaitou-Sideris et al., 2009). Mineta Transportation Institute, USA. This paper provides rich information on the intersections between gender, transport, mobility and violence. The authors examine numerous case studies on the implementation of gendered strategies in public transit, such as women-only transportation vehicles. The authors also document the findings from qualitative interviews with women regarding their fears in public transit settings, the kinds of public transit settings which produce fear, behavioural adjustments to cope with fear, and the distinct needs of women. Suggested actions and policies, design strategies and security technology are also addressed. Available in [English](#).

Produce and distribute materials about safety to public transit users.

Materials such as flyers, posters, stickers, and newsletters can be distributed on and around public transit. These materials could include safety strategies for women and girls to use while travelling, information on where to report sexual harassment or where to call for emergency assistance, or information about legal or policy provisions against these forms of gender-based violence. They could also include information on programmes already in place to improve public transit for women and girls. The process of distributing materials raises awareness about women's and girls' needs on public transit (Instituto Nacional de las Mujeres México; Inmujeres DF (Women's Institute of Mexico City), 2008). For more information see the [raising awareness section](#).

Example:

***No queremos ese apoyo* (We don't want that kind of support) campaign, Rosario, Argentina.**

In 2008, the *No queremos ese apoyo* (We don't want that kind of support) campaign was launched on public transit in Rosario, Argentina by the Regional Program "Cities without violence against women, safe cities for all". The purpose of the campaign was to raise awareness about women's experiences of sexual harassment on transit and to ensure that public transit users understood that sexual harassment was unacceptable. Posters with the campaign logo were placed inside transit vehicles. Posters also featured information and telephone numbers that passengers could call to make complaints or ask for further information. The campaign logo was also featured on bus tickets that were printed and used all over the city.



Example:

Anti-harassment posters on Boston Subway.

On the Boston subway system, the Massachusetts Bay Transportation Authority released a series of posters which encourage women to report incidences of harassment on public transit. As a result of the campaign, the number of groping complaints in the city increased by 74 per cent (Boston Globe, 2009).



Image source: Boston.com

See message stickers displayed on public transit in New York City, United States from: Transit Blogger

Ensure that training and capacity development on gender-specific issues is provided for public officials and public transit staff, including safety personnel, planners and drivers.

When public transit staff are trained about women's and girls' safety, they are better able to identify and fix safety problems within the transit system, and more likely to be responsive to women and girls who seek their help. Finally, given public transit in many places is a male-dominated occupation, men staff should receive tailored sensitisation aimed at transforming traditional notions of gender roles and masculinities [LINK](#) to transform harmful and unhelpful attitudes. For more information on training public transit staff, see the [capacity development section](#).

National and Municipal Policies and Laws

- **Develop safety policies with a gender focus.**

Highlight the fact that violence against women is a socio-cultural problem. Gender-responsive crime prevention policies must look at all of the factors that make women and girls feel insecure in their communities. Feelings of insecurity in cities and communities do not stem from crime and violence alone; these feelings are related to a combination of factors including social, economic, cultural and domestic issues. Poverty, unemployment, urban violence, criminal activity, inequality between men and women, racism, xenophobia and related obstacles that hinder access to justice are just some of the factors that foster gender-based violence and women's feelings of insecurity. It is important that public policies keep in mind that gender-based violence does not have one cause requiring only one response; but rather has multiple causes that require public policies to be comprehensive in order to address the multiple factors that allow for gender-based violence to continue.

Local governments should formally recognize women's rights and incorporate a gender perspective into their structures. Governments can formally recognize the rights of women to live in a city free from violence in public and private spaces by adopting municipal legislation. By incorporating a gender approach into the norms, institutional practices and procedures, and structures of the local government, it demonstrates commitment on the part of the government to addressing gender-based violence and equality.

Case Study: Constitución de la Ciudad Autónoma de Buenos Aires. (Constitution of the Autonomous City of Buenos Aires) Argentina.

Articles 36, 37 and 38 of the Constitution call for the incorporation of a gender perspective into the design and implementation of public policies, as well as the guarantee of equal opportunities for the treatment of men and women both in the public and the private spheres, and in relation to their access to and enjoyment of all rights through positive actions that enable them to be exercised effectively. Available in [Spanish](#).

Policy Examples:

Building Inclusive Cities and Communities: Delhi Declaration on Women's Safety and Delhi Call to Action on Women's Safety (2010). Delhi, India. This Declaration and Call to Action was created as a result of the Third International Conference on Women's Safety, co-organized by Women in Cities International and Jagori. This document lays out the current context, challenges, best practices and way forward in relation to creating cities that are safe and inclusive for women. It also provides recommendations for different actors who should be involved in the creation of safe and inclusive cities for women, including: national and sub-regional governments; local governments, UN agencies and international organisations;

NGOs; businesses and the private sector; donors; the media; universities; and research and training institutions. Available in English [http://womenincities.org/pdf-general/delhi_declaration_call_to_action_web.pdf].

- **Plan de Igualdad de Oportunidades y Trato para Varones y Mujeres. 2006 – 2008. (Plan for Equal Opportunities and Treatment of Men and Women 2006-2008). Morón, Argentina.** The Plan was first implemented as a gender policy and was then institutionalized within the local government. The Plan for Equal Opportunities was developed with the general objective of promoting and monitoring actions intended to integrate women's opportunities and rights into the municipal structure, including those related to violence against women and safe cities. As a first step in developing the Plan for Equal Opportunities, a survey was conducted on gender roles and identified the issues considered to be problematic by the women and men of Morón. Building on the results of the survey, a series of assessment workshops, meetings and debates were held to identify strategies, goals and actions to address these problems. This resulted in the articulation of goals and actions in 2008. These were then grouped in seven thematic chapters: work and employability; health; communications and non-sexist language; violence and human rights; citizen participation; use of time; and urban management. The Plan is monitored by the Municipal Council of Women, a consultative and participatory body based on plurality, horizontality and democratic participation. Available in [Spanish](#).
- **The European Charter for Women in the City (1995).** The European Charter for Women in the City contains a series of concrete proposals, laid out in a 12-point Declaration. The Charter can be put into practice in order to take into account and to promote increasingly active citizenship by women in regional and town planning as a whole. The Charter focuses on five priority themes: Town Planning and Environment, Mobility, Social Safety, Housing, and Strategies (Heiler, et al., no date). Available in [Danish](#), [Dutch](#), [English](#), [Finnish](#), [French](#), [Italian](#), [Portuguese](#) and [Spanish](#).
- **The Montréal Declaration on Women's Safety (2002).** The First International Seminar on Women's Safety, held in Montréal in May 2002, culminated in the launch of the «Montréal Declaration on Women's Safety» on June 25, 2002. The Declaration is a call to all those concerned: women, men, community organizations, NGO's, cities and municipalities, governments and international organizations, etc., to take action. The Montréal Declaration was intended to serve as a yardstick for measuring progress in the coming years, on local and international levels (Women in Cities International, 2003). Available in [English](#), [French](#) and [Spanish](#).
- **Protocolo de Actuación Policial ante casos de mujeres víctimas de malos tratos de la Policía Local de Fuenlabrada** (Protocol for Police Action for Dealing with Cases of Mistreatment of Women Victims for the Local

Fuenlabrada Police) (Spain). In the framework of the “Fuenlabrada Programme for Comprehensive Attention to Female Victims of Maltreatment”, the Fuenlabrada Police Department drafted a Protocol to formalize and standardize the type of response and attention to be given to women victims of violence. It is hoped that the Protocol will help local police provide quality public service and be accountable to citizens. The Protocol calls for coordination between different municipal sectors and with other public entities. The person responsible for the Reports and Complains Unit will work with the victim to evaluate the specific situation and the potential danger for the victim. Based on this assessment, they will decide on the most appropriate protective measures for the police department to adopt. They will also inform the Justice Department and Social Services Department of the decisions made and action to be taken. This is an excellent example of a Protocol that has been implemented for many years with proven results. The Protocol put interdepartmental cooperation at the centre by explicitly outlining the actions that different government bodies are responsible for, which reflects the commitment of the government to ensuring appropriate support be given to victims of violence. In a safe cities for women programme, it is important to have the support of police staff. It is also important to make sure that they are aware of the different dimensions of gender-based violence since the police often provide assistance and support to women victims of violence, as this example demonstrates. Available in [Spanish](#).

- **Protocolo de Actuación de la Guardia Urbana Municipal (GUM) para prevenir y atender situaciones de violencia y maltrato hacia las mujeres en la ciudad (Protocol for Action of the Municipal Urban Guard to prevent and respond to situations of violence and abuse towards women in the city), Rosario, Argentina (2008).** The Municipal Urban Guard (GUM) has the objective of promoting better safety mechanisms in the city through prevention, education, citizen participation and the strict application of municipal regulations. Accordingly, the Municipal Urban Guard represents a strategic approach in the development of tools for preventing violence against women in cities and providing emergency attention and services to those who experience violence. It has a privileged institutional role regarding attention to violence, the containment and the resolution of conflicts that involve violence, as well as transgressions of existing regulations. In relation to this objective, and considering women’s experiences in the city as a specific issue, the City of Rosario made a commitment to preventing these situations of violence and to providing attention and services to women who experience violence. Taken directly from the Protocol for Action of the Municipal Urban Guard (GUM) to prevent and respond to situations of violence and abuse towards women in the city. Available in [Spanish](#).

Consider the responsibility of different actors in the design and implementation of safety policies.

Politics is interaction between societal and state actors, each with particular interests and key resources that can be used to respond to specific questions (Repetto, 1999). These actors participate in many stages of policy development and

implementation. In the implementation phase, actors are neither neutral nor passive, rather they play active roles and intervene (Buriyovich; 2005). An urban safety policy should consider the responsibilities of these different actors in the design and implementation of public policies. Specific actors that should be included in a policy process include local governments and their different departments (guaranteeing the inclusion of women's affairs departments or gender department), civil society organizations, and women's organizations. Local governments must include a gender approach in all parts of the policy-making process: baseline assessment, collection of sex-disaggregated data, goal formulation, and programme and project implementation.

For instance, the Municipal Urban Guard (GUM) in Rosario, Argentina, are a group of actors who are trained in human rights and [conflict mediation](#). GUM agents do not make policies about women's safety or violence against women, but they do help to implement these policies. For example, if a GUM agent hears an instance of violence against women occurring, he or she is trained to respond. If violence occurs within a home, GUM agents are authorized to respond by knocking at the door. If the situations of violence escalate, GUM agents contact the police (Panzerini, 2010).

Case Study: Capítulo 3: "Uso de la Ciudad desde la Perspectiva de Género". Segundo Plan de Igualdad de Oportunidades y Trato para varones y mujeres. 2005 – 2009. Rosario, Argentina. (Chapter 3: "Use of the City from a Gender Perspective". Second Plan for Equal Opportunities and Treatment of Men and Women 2005-2009).

The Second Plan for Equal Opportunities for Men and Women is a set of actions that aims to prevent and stop discrimination against women in the city of Rosario. More broadly, the Plan contributes to building a more democratic society that is increasingly more inclusive, just and equitable. The Plan identifies the following municipal actors as being responsible for and committed to its implementation: the Municipal Council, various municipal instances and departments, civil society organizations, political parties, women's groups, and others. In Chapter 3, Use of the City from a Gender Perspective, specific issues are assigned to a designated municipal body, notably: 'Women in the city and access to housing' (Public Housing Service); 'The democratization of public space' (Ministry of Public Works); 'Environmental Improvement' (Ministry of Public Services); 'Preservation of the Urban Environment' (Ministry of Public Services, Bureau of Environmental Policy).

Available in [Spanish](#).

Case Study: Prevención Maipú: Una comuna segura para todas y todos - Ilustre Municipalidad de Maipú, (Maipú Prevention: A Safe Community for Everybody) Santiago, Chile. 2005.

Maipú's 'Safe Family' Programme assists victims and potential victims of family violence by providing support for young and adult women confronting situations of

violence in both public and/or private spaces. The commitment of different municipal departments, notably the Citizen Security Unit and the Community Liaison Unit, helped to inform and engage the community and women in particular, in the programme's implementation. This community engagement was essential in contributing to its effectiveness. One of the accomplishments of the programme is that it forges strategic alliances between various partners, including women's networks, community organizations, and local government agencies, ensuring a comprehensive and multi-sectoral approach. The initiative takes a rights-based approach and encourages citizens to know and fully exercise their rights to live in a safe city. The creation of Prevention Committees helped to organize the community around safety problems affecting women and girls. Through the programme, the women of Maipu have been empowered to overcome some of the challenges they face in what is largely a male-dominated space, and actively work to enhance their safety in the city. Women are now able to influence local authorities' decision-making processes. One area in which they have been especially effective has been influencing policy related to urban management of the district, and appropriate safety infrastructure in particular. This programme was named one of the three winners of the IV Regional Contest on Safer Cities for Women and Girls 2008, organized by UNIFEM.

Available in [Spanish](#).

Resource:

- **Gender in Local Government - A Sourcebook for Trainers** (Khosla, P. and B. Barth, 2008). United Nations Human Settlements Programme, Nairobi, Kenya. This manual is a resource for experienced facilitators to use when they are leading capacity building activities for local government. People who are likely to attend activities to develop capacity around women's rights and gender equality include elected officials, administrators, staff, and partner organizations. The book provides an introduction to its conceptual framework and purpose; a conceptual overview of equality and gender analysis; and a gender analysis of specific human settlements issues, including local government and violence against women. Section 3, "Women, Gender and Local Governance", identifies different actors and instances of local government, such as urban planners and public services, whose work is crucial to create safe cities for women. The sourcebook uses case studies and workshop exercises to complement training programmes. Available in [English](#) and [Portuguese](#).

Empower women and create participatory spaces and mechanisms for them to voice their perspectives and demands with respect to public policies aimed at making cities safer for women and girls.

The 'public' in public policies implies incorporating citizen participation with equal opportunities for all (Buriyovich; 2005). These spaces and mechanisms foster a new governance framework in which citizens participate in and make decisions related to public affairs. They enable women's voices to be heard and give them a say in decision-making for public policy issues related to the promotion of their rights, the

prevention of and responses to gender-based violence, and the building of safe cities. Because women know what does and does not affect them, they are in the best positions to advise on what can be done and inform the process of making cities safer. Local women should be invited into decision-making processes to hear their concerns and interests first-hand. Since some women may not feel comfortable engaging with public officials, resources for capacity-building for groups of local women should be allocated so that they are able to fully participate in the decision-making process. Engaging with local women's organizations can also serve to identify what kinds of information tools and training they need to participate effectively. Creating women-only advisory groups is another strategy that can be used to ensure that women feel safe and confident in expressing themselves on safety issues, and is also a way of ensuring that their voices translate into municipal policies.

Case Study: Agenda de Incidencia. Grupo Focal de Mujeres de la Localidad de Suba. Colombia. (2008) (Advocacy Agenda Developed by the Suba Women's Focus Group, Suba, Columbia)

This document outlines the participatory mechanisms that led to the development of the Advocacy Agenda by the Suba Women's Focus Group. It describes the process by which leaders from community organizations in Suba were trained to identify unsafe places and the causes and consequences of this lack of safety. These were then used by the women to develop proposals for subsequent political advocacy to address these issues. The Advocacy Agenda resulted in seven proposals for different interventions and advocacy strategies for making Suba safer for women. Each proposal clearly defines objectives, actions, and responsible parties, and is intended to inform public policy, ensuring that it encompasses a gender perspective. Specifically, the seven proposed strategies are:

At the local level:

> Ensure safe public spaces for women (block off unused and vacant land, lighting, maintenance, signage, and surveillance, among others).

At the district level:

> Ensure safe public transport for women;

> Put forth an agreement between the district and the national government to create and confer a mandate to the community, civic, and environmental police for the prevention and control of violence against women in public spaces;

Include the problem of violence against women in public spaces in the different government departments and services that provide assistance to women who have experienced violence;

> Expand women's autonomy and empowerment of local women's organizations.

At the national level:

> Support and follow up on the Holistic Violence Bill;

> Create alliances and agree upon initiatives for the development and implementation of a law on non-sexist media and advertising.

The Advocacy Agenda was developed within the framework of the UNIFEM Regional Programme “Cities without Violence against Women, Safe Cities for All”, implemented by the Women and Habitat Network of Latin America and the Caribbean. Available in [Spanish](#).

Case Study: Advisory Council of Women. Bogotá, Colombia.

The Advisory Council for Women is a technical and political entity that represents the needs and interests of women who live in the capital city. The Council acts as a coordinating body between women’s organizations in Bogotá and the district-level administration. The Advisory council was organized in accordance with a public policy framework focused on women and gender. The Council is made up of 25 representatives of local women’s groups and 11 members of political and administrative authorities of the city. The Council aims to serve as a space for conceptual analysis on issues related to public policy focused on women and gender aimed at eradicating the inequality and discrimination that women experience based on their gender. Available in [Spanish](#).

Case Study: Atlanta Women’s Agenda. Atlanta, Georgia, United States of America.

The Atlanta Women’s Agenda (AWA) is an initiative of Mayor Shirley Franklin. It was organized to bring to light issues affecting women and to mobilize the community for change. AWA gives voice to the women of Atlanta by emphasizing the problems they face and by working to develop solutions to the problems in the community. AWA requests support from strategic partners, such as the League of Women Voters of Atlanta/Fulton, who can contribute to the development and implementation of responses to these problems. The Atlanta Women’s Agenda receives support from the Advisory Council, which is made up of a cross-section of the community. The Mayor invites individuals to serve on the Council and engage in planning activities, generating ideas, developing resources and sustaining monitoring and evaluation efforts. The Advisor to the Mayor of Atlanta on Women's Affairs Policies is in charge of coordinating and developing the Atlanta Women’s Agenda.

Available in [English](#).

Case Study: Mapa de la ciudad prohibida para las mujeres. (Map of the Forbidden City for Women) Municipality of Basauri, Spain.

The Map of the Forbidden City for Women was developed as part of a campaign against violence against women, organized by the Equal Opportunities Unit of the Municipal Government of Basauri, Spain. The empowerment and participation of young women is one of the main goals of the campaign. The Map of the Forbidden City is an innovative tool used to engage local women and girls to identify the main problems or challenges they face in the city. It was women's and girls’ perceptions of safety and insecurity in public spaces in Basauri that informed the development of

the map. A major focus was to identify those places and routes where young women feel unsafe at night. To this end, meetings and workshops were held to develop the map, thus allowing for the visual representation of those places. Available in [Spanish](#).

Resources:

- **Women's Lobby Kit: Diverse Women Influencing the City of Ottawa** (City for All Women Initiative/Initiative; une ville pour tout les femmes, Canada, 2004). The goal of this guide is to help women to influence municipal decision-making. It explains the structure of a Canadian city council and how a municipal budget works. It details the lobbying process and provides tools for women to lobby their own representatives. It provides a step-by-step description of and simple recommendations for the process through which women can participate in decision-making with their local government. Available in [English](#) and [French](#).
- **Guide for Municipalities to Increase Women's Participation in Consultation Processes in Increasing Women's Participation in Municipal Decision-making Processes: Strategies for More Inclusive Canadian Communities. A Resource Kit.** FCM, Canada. Through a series of recommendations directed at local government, this guide seeks to strengthen the mechanisms that guarantee the participation of women in decision-making processes. It states that women's participation must be meaningful, relevant, inclusive, and supported by policy for it to be effective and taken seriously. It also details a series of actions for municipalities and women's organizations to take into account when including women in policy processes. Available in [English](#):
- **Our Views Matter! Diversity of Women Influencing the City of Ottawa** (City for All Women Initiative, 2007). City for All Women Initiative, Initiative – une ville pour toutes les femmes and City of Ottawa, Canada. This brochure provides women and women's organizations with advice on how to participate in municipal life. Topics covered include municipal government structure, possibilities for women's contributions, strategies for voicing opinions, instructions for presenting to a standing committee, instructions for meeting with a city councillor, and other tips for communicating with and influencing local government. This brochure focuses specifically on the city of Ottawa, Canada; however, safe cities for women programme partners can use the information to influence municipal officials on issues of safety in any city. Available in [English](#), [French](#), [Spanish](#), [Kinya-rwanda](#), [Somali](#), [Arabic](#) and [Chinese](#).

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Involve vulnerable groups and consider different forms of violence in public spaces when developing public policies.

Examples of various vulnerable groups include girls; sex workers; women with disabilities; ethnic or racial minorities and immigrants; and lesbians, transgendered, etc. Members of these different groups experience crime and violence differently than other women, and the intersections of these different factors can increase their vulnerability. Building safe and inclusive cities for women and girls means considering how to make cities safer for women in all of their diversity. It is important to engage members of these different groups in developing policies for safe cities for women and girls.

Resource:

- **Unidad de Diversidad Sexual (Sexual Diversity Unit). Bogotá, Colombia.**
This Unit is part of the Sub Department of Gender and Women's Affairs of the District Department of Planning of the Municipal Government of Bogotá. Together with other district-level public agencies, the Sexual Diversity Unit guides and coordinates the monitoring and evaluation of public policies related to sexual diversity in the capital city. It also manages and implements plans, programmes, projects and mechanisms that contribute to the recognition of the gay, lesbian, bisexual and transgender population, and that adopt comprehensive and focused approaches for ensuring that all of their rights are respected. Available in [Spanish](#).
- **Ensure that safety policies are implemented using a gender approach.**

Implement actions to provide services for women who have experienced violence in addition to actions aimed at preventing violence and promoting women's rights.

For women to feel safe in cities, it is essential that governments ensure that women and girls who are victims of violence can access treatment services. Examples of victim assistance services include: the provision of assistance centres, specialized health services, legal support and access to justice, among others. It is essential that strategies be comprehensive and consider not only the provision of treatment, but also the prevention of violence and the promotion of women and girls' human rights.

Under the rubric of 'safe cities' advocacy initiatives in some cities, governments have instituted expanded services for survivors and perpetrators'. Some illustrative examples are provided below. For information on services for survivors in general, see other modules on this site and also search the tools database.

Case Study: Programa de Violencia de Género – Área de la Mujer, Rosario. (Gender-based Violence Programme, Department of Women's Affairs – Rosario, Argentina).

The main goal of the gender-based policies developed and implemented by the Women's Affairs Department of the Municipality of Rosario is to work towards

eliminating family violence as soon as possible. It is an example of a holistic policy that simultaneously addresses the response to survivors and prevention of violence. The City of Rosario has expanded the services provided to women and girls who have experienced violence, with the government offering primary care services provided by an inter-disciplinary team in the six districts of the city, and two shelters for women and their children. Furthermore, a free telephone service, called the Green Phone, has been introduced and allows women and girls to report abuse. The service is operational Monday to Friday from 8 AM to 7 PM. Professionals from the Department of Women's Affairs of the Municipal Government of the city of Rosario (psychologists, lawyers), all of whom have received training in violence against women, are responsible for answering the calls. The Green Phone provides advice as well as legal and psychological support to women who have experienced violence through direct assistance. These same skilled professionals also provide follow-up support. Additional initiatives related to violence prevention and women's rights were carried out in the framework of the programme: massive information campaigns focusing on specific issues around gender-based violence; workshops; seminars; and training sessions for civil society, women's organizations, public officials and technical staff working for the municipality. Page 55 – 59 of *“Construyendo Equidad. 20 años del Área Mujer”*, by Área de la Mujer. Municipio de Rosario. Argentina. 2008. (Women's Affairs Department: “Building Equality. 20 Years of the Women's Affairs Department”. Municipality of Rosario. Argentina. 2008. Available in [Spanish](#)

Case Study: Programa el Valor de las Mujeres. Municipalidad de Solidaridad, Estado Quintana Roo, México. Programa de Atención integral a receptores de violencia y rehabilitación a los agresores (The Women's Value Programme, Municipality of Solidaridad, Quintana Roo, Mexico.

Programme for the comprehensive care of women who have experienced violence and for the rehabilitation of aggressors). This municipal programme established different actions aimed at responding to violence, violence prevention, and the promotion of women's rights. Staying within an empowerment approach, the municipal initiative *Calle por calle y ciudades educadoras* (Street by street and educational cities) works to improve the quality of life for women and the broader community by assisting women in obtaining professional qualifications, providing employment opportunities and/or funding opportunities, and importantly, it creates space for women's action and decision-making. In order to offer comprehensive care for women who have experienced violence, two Women's Care Centres were established. Specific services offered in the Care Centres include psychological counselling, legal advice, help with procedures in social units, medical attention, provision of a safe place to stay, training courses, workshops on personal development and art therapy. With inter-institutional support, two supplementary programmes called “Women's Safety” and “Opportunities for Women” were implemented in the Women's Care Centres. These programmes aim to build the capacities of women who have experienced violence by enabling them to break the cycles of silence and violence by freeing themselves from associated risks. This comprehensive programme was named one of the winners of the IV Regional Contest. “Safer Cities for Women and Girls” organized by UNIFEM in March 2008.

Source: From pages 23-24 of *Women's Safety. A shared global concern. Compendium of Practices and Policies* (2008). Available in [English](#), [Spanish](#) and [French](#).

Case Study: Clínica Móvil para víctimas de violencia sexual. Médicos Sin Fronteras [Mobile Clinic for Victims of Sexual Violence. Doctors without Borders] (Guatemala)

This project emerged within the framework of the National Protocol for Attention to Victims of Sexual Violence, developed by the Ministry of Health of Guatemala. The initiative is being carried out in Area 18 of Guatemala City, one of the neighbourhoods most affected by violence, drug trafficking, and organized crime. Sexual violence against women increases as a result of their greater vulnerability to urban violence and poverty. The team offers access to psychological services and reproductive health services in a mobile primary attention and maternity clinic made available by the Health Ministry to women and girls who have experienced sexual violence. In collaboration with other local NGOs, Doctors Without Borders provides services to the entire city from a mobile unit located on the street, thereby ensuring easy access. The initiative also works to raise awareness and sensitize the community about violence and the importance of ensuring that victims of violence receive specialized attention. This example shows the importance of taking into account the multiple factors involved in addressing women's safety and taking a holistic approach to addressing the problem. Available in [Spanish](#).

Case Study: The Glove Project, 'Making Links..Public Private Violence' Victoria, Australia.

The Glove Project is a research project that was carried out in Victoria, Australia from 2006 to 2009. Its aim was to develop policies for Australian local governments that take an integrated approach to violence prevention in both public and private spaces, using a gender mainstreaming process and a community-government partnership model. Researchers from the University of Melbourne analyzed local government community safety policies in relation to international good practices on violence prevention, and worked with four local government/agency partners in Victoria to develop and evaluate integrated violence prevention programmes. In the final phase of the project, lessons from these case studies were used to inform training materials and workshops for local government officials, community agencies, urban planners and health professionals.

More information is available in [English](#) from [Jagori](#).

Resource:

Bogotá sin violencia hacia las mujeres: Un desafío posible: Retos de las políticas de seguridad ciudadana y convivencia desde un enfoque de género (Bogota without violence against women: A possible challenge: policy challenges for public security and coexistence from a gender perspective) (2010). This publication outlines and discusses the challenges of developing and implementing policies to prevent and eliminate violence against women, within the context of Bogota. The paper outlines 5 key challenge areas, including: cultural understandings of gender and violence against women; urban planning and design; institutionalizing and mainstreaming gender and security policies; gender

mainstreaming statistical data; and incorporating a gendered approach within the judicial system. Available in [Spanish](#).

Use affirmative action to promote departments, resources and services dedicated to addressing violence against women.

Affirmative action is intended to neutralize, correct and eliminate direct and indirect discrimination against women. They are corrective actions aimed at overcoming situations of discrimination and inequality faced by women in regards to their needs and rights. Means for prioritizing and addressing situations of discrimination against women can include the allocation of resources for specific programmes for women, or the establishment of quotas for accessing certain benefits or services (Rainero; Rodigou; Pérez. 2006). An example of an affirmative action is the establishment of quotas in public housing programmes that guarantee a minimum number of housing units for women who have experienced violence and who have dependent children. Through affirmative action, municipal governments should promote resources and any other type of prevention and assistance services that address the specific nature of violence against women. It is important that all organizations, departments and people responsible for carrying out these efforts receive training on violence against women and safe cities and communities. Examples of resources that can be made available to confront violence against women are police stations staffed by women, emergency telephone services, shelters for at-risk women and support centres.

Case Study: Family Violence Prevention Programme - Charlottetown, Prince Edward Island, Canada.

Jointly developed by the police department, the municipal administration, and the city council of Charlottetown, the Family Violence Prevention Programme of Charlottetown was recognized by Women in Cities International as a best practice in the 2004 Women's Safety Awards. The City of Charlottetown aims to be an ambassador in consciousness-raising, education, prevention, and intervention in family violence at the municipal level. The overall goal of all of the activities related to the Family Violence Prevention Programme is to impart knowledge to managers, supervisors, and other municipal employees regarding their role and responsibility in stopping family violence in their community. This analysis resulted in the creation of the Turning the Tide on Family Violence Programme. This programme emphasizes adopting a holistic approach to consciousness-raising and community education around issues of family violence. It works to facilitate associations between government agencies and the volunteer sector, strengthen the regulatory framework and the municipality's human resources, and draw on citizen support and feedback through presentations made accessible to the community via the Internet and other media. Available in [English](#).

A gender-based approach must cross-cut the municipal agenda.

Include and involve different municipal departments in the design and implementation of programmes and actions that address violence against women. Gender-responsive municipal policies require commitment from all municipal sectors.

Different actors representing different sectors should therefore come together to discuss the development and implementation of such strategies. It is important for these actors and sectors to work together in order to avoid segregating and isolating issues of concern to women within a specific department and branch. This also ensures that a comprehensive approach to making cities safer and more inclusive of women and girls is taken by the municipal government. Specific branches of government that should be involved include those dedicated to urban safety, social issues, public works and transportation, housing and urban planning, justice, health, education, and employment. It is important that when considering gender-responsive policies, each of these departments take steps to improve women's access to and use of their services.

Example

Montreal Charter of Rights and Responsibilities, Montreal, Canada. In Montreal, the municipal government has adopted a Charter of Rights and Responsibilities. This charter outlines the rights and responsibilities of all people living in the city. The document binds citizens as well as public workers to these rights and responsibilities. The charter specifically acknowledges that women have unique needs in the city, including safety needs. As such, the city, its public and all of its departments are required to acknowledge women's and girl's unique experiences of the city and to respect these experiences in all decision-making processes. The Montreal Charter of Rights and Responsibilities is available in [English](#) and [French](#).

Resource:

- **The Town for Equality: A Methodology and Good Practices for Equal Opportunities Between Women and Men** (Council of European Municipalities and Regions, 2005). European Commission – DG Employment and Social Affairs. This guide, directed mainly at municipal officers, provides suggestions for municipal policies and actions to increase equal opportunities between men and women in several areas of urban life. These areas include local decision-making, municipal administration, statistical information, municipal budgets, urban planning, transportation, housing, education, employment, health, sports, and more. Tips and suggestions are given based on research. Chapter 3, *“Taking equality into consideration in all areas of municipal action”*, describes how to mainstream gender into different local government units (organization, spatial planning, intra city transport and housing, education, integration of minorities, security and responding to all forms of violence). It also includes different actions and policies adopted by governments of various countries worldwide. Available in [English](#), [French](#), [German](#), [Spanish](#) and [Italian](#).

Coordinate action between different government branches.

The effectiveness of local policies on furthering gender equality requires communication and collaboration between various branches of the local government, as well as between different levels of government (e.g. local, provincial/regional/sub-

national, national). This ensures that the action will benefit from optimal coordination and deployment of full institutional capacities available. This also means that there will be more resources for coordinated municipal action, since the municipal actions will be grounded in a larger government framework. To make sure that these different branches are building off of the work of one another, it is important to create mechanisms to ensure ongoing communication and coordination between the various departments. The different departments involved will benefit from the sharing of experiences and knowledge. Different departments that will likely be included are: urban planning, women's affairs or gender departments, transportation, social development, and others. Ensuring ongoing communication and coordination means that the concrete actions for addressing violence against women carried out by the different branches and offices of the municipal and state structures are linked and strengthen one another, thereby ensuring a holistic approach to the issue.

Example:

Registro Central de Abuso Sexual. (Central Sexual Abuse Registry). Bogotá, Colombia. The Registry consolidates official information on sexual offences in general and, in particular, on convictions for crimes against the freedom, integrity and the sexual development of girls, boys and teenagers. Information is continuously organized and updated in the database. The objective of the Central Registry is to characterize these crimes as a means to develop better-informed public policies for preventing and responding to sexual violence. Available in [Spanish](#).

Case Study: L'Observatoire départemental des violences envers des femmes
(Departmental Observatory on Violence against Women) Seine-Saint-Denis, France.

The Observatory was created in 2002 and it is the first of its kind in France. It supports the collaborative work of its partners and seeks to raise awareness on the importance of ending violence against women. As an initiative of the *Conseil général de la Seine-Saint-Denis*, the Observatory serves many functions. Specifically, it is a place of exchange and reflection, an analytical and statistical tool, and a vehicle for communication and the dissemination of information. It was created to respond to the lack of communication and coordination between the many organizations and departments in France that work on issues related to violence against women. It is hoped that the Observatory will lead to more coordinated and better-informed actions to prevent and eradicate gender-based violence. The Observatory has resulted in greater visibility of the problem of violence against women in France and has resulted in better resources being provided to organizations and departments working on these issues. In addition to assessing the scope of the phenomenon, the Observatory proposes concrete actions and solutions to address the problem. An example of this is the creation of a protocol to help victims of forced marriage. A

strategic system for providing support to the victims was implemented in the department with the assistance of specialized associations, national educational professionals, professionals from the municipal health and education offices, crown attorneys and family court judges. The Protocol became law in April 2006. This new law explicitly recognizes that consent is a prerequisite for marriage, as well as for all sexual relations, including those between married couples. Available in [French](#).

To view additional observatories from different parts of the world, see the tools database check the observatories box under the filter for categories.

Resource:

- **“Local Government and Women’s Voices”** in **Women and Community Safety: A Resource Book on Planning for Safer Communities** (Cowichan Women Against Violence Society, 2002): Section 3, pages 17-36. This chapter highlights the importance of the role of local government and public policy in building safe cities for women and girls. It contains recommendations, examples, and a questionnaire directed at local government to evaluate how different municipal departments address safe cities for women in their actions, politics, and programmes. Available in [English](#) and [French](#).

- **Monitoring and evaluating gender-responsive safety policies**

Make clear what the objectives of the evaluation of a gender-responsive safety policy are.

The evaluation stage is important because it permits establishing whether or not public policies, and the programmes and actions within these policies, were effective in promoting women's safety in the city and whether or not the objectives and results identified in the design of the policy have been met. Evaluation also permits analyzing how the policy has really been implemented, identifying critical points, gaps, promising practices and choosing alternatives for improvements in the public policy, and obtaining information about the results of the policy. Evaluation permits, on the one hand, that the government be informed about the effectiveness of actions in achieving proposed results, and, on the other hand, that civil society obtain the information, training, and means to follow up on state actions.

Resource:

- **Manual de Diseño de Políticas Públicas Locales con Enfoque de Género. Técnicas de facilitación y proceso metodológico (Manual for Designing Local Public Policies with a Gender Perspective: Facilitation Techniques and Methodological Processes)** (Apoyo a la Descentralización en Espacios Rurales (APODER), 2008). Red de Municipalidades Rurales del Perú (REMURPE), Peru. This manual is organized into four chapters that establish the link between public policy and a gender focus and provide methodological guidelines in order to promote the process of incorporating a gender perspective in municipal policies with specific strategies for implementation. The final part of the document centres on the evaluation and monitoring of public policies, and establishes different tools and procedures for evaluating them. A matrix model is developed to evaluate the process of implementing a public policy, which includes the following aspects: public policy objectives, timeframe required, advances to date (considering the indicators), what remains to be done, responsible parties, and observations. Available in [Spanish](#).

Develop indicators that can be used to evaluate the results of public policies.

Indicators are tools used to measure changes, such as changes to gender relations. As with all comparative measurements, these indicators serve to compare similar objects or situations at the same moment or the same object across a span of time (Cepal, 2006: 22). While several recommended indicators in the field of violence against women are now more widely available and endorsed by experts, the field of Safe Cities and gender-based violence against women and girls is especially incipient and emerging. As such, adaptation and testing of monitoring and evaluation methodologies and indicators specific, for example, to sexual harassment and sexual violence in public spaces may be more experimental and the advice of data and research experts would be advisable whenever possible.

Evaluate the level of participation of different actors, including women’s organizations, in the development of public policies and their implementation.

Public policies should result from the interaction between different state and societal actors. As such, in formulating a gender-focused safety policy/programme/action, it is important to return to the relevant actors, including women’s organizations, in order to evaluate the level of involvement each has had in developing and implementing the policy and programmes - the roles they assumed, the actions they developed and to what extent their proposals were incorporated into the different programmes and interventions. The following box provides an example of possible dimensions and indicators to take into account when evaluating the level of participation and involvement of each programme partner.

DIMENSIONS	INDICATORS
Actors involved	Actors that have participated in the design and implementation of policies/programmes/actions regarding violence against women and girls, including women’s organizations.
Weight and degree of the contribution of each actor	Proposals made by key actors, including women’s organizations, that have been incorporated in the policy/programme/action.
Participation, strategies and alliances	Inter-institutional alliances between different municipal departments to address the problem of violence against women in a holistic manner (ex. women’s affairs, health, justice, social development.)

Adapted from: Jacinta Burijovich (no date) *“Revisión y Aportes Metodológicos al Programa Regional Ciudades sin violencia hacia las mujeres, ciudades seguras para todos/as”* (Review and Methodological Contributions to the Regional Programme Cities without Violence against Women, Safe Cities for All, executed by UNIFEM with the support of the Government of Spain/AECID, implemented by Women and Habitat Network of Latin America and the Caribbean). Unpublished material.

Make an Achievement Map of the results of a policy/programme/action aimed at promoting a safer city for women and girls.

An Achievement Map is a participatory methodology that is used to evaluate policies/programmes/actions. Achievement Maps allow local governments to be held accountable to citizens regarding the results achieved in relation to violence against women, and at the same time provide the opportunity to incorporate lessons learned about accomplishments and necessary adjustments to consider in order to reach desired results.

What are the central concepts in an Achievement Map?

The central concepts in this methodology are:

- The achievements
- The direct actors
- The signs of progress

The **achievements** can be defined as changes in behaviour, in relations, activities, and/or actions of people, groups, and organisations with whom a programme works directly. These achievements can be understood as desired changes that indicate advances towards large-scale goals; goals towards which a project can contribute, but which also depend on the contributions of other actors and can be exposed to the influence of unexpected and/or uncontrollable factors. This is especially important when reality's dynamic character is considered.

Direct actors are people, groups, and organisations with whom direct interaction is maintained and with whom opportunities for exercising influence are foreseen.

Signs of progress are a set of graduated indicators of changes in direct actors' behaviour that are used to follow achievements.

The following box details an example of Signs of Progress in an Achievement Map. This refers to the achievements expected of local governments through the implementation of the *Regional Programme Cities without Violence against Women, Safe Cities for All*:

Signs of Progress	
Local Governments	
DESIRED ACHIEVEMENTS: The intervention model sought for local governments to define, in participation with societal actors, specific lines of action to confront gender violence in the framework of a public policy to promote a safer city for women and girls.	
IT IS HOPED THAT:	
1	Public officials participate in trainings where they acquire skills to incorporate a gender perspective and understand its relation to violence.
2	Public officials get to know the reality of the city and women with respect to lack of safety.
3	Mechanisms are established for participation, exchange? [articulation], and coordination.
4	Public officials consult and coordinate [articulate] with societal actors.
5	Women's safety is treated as a relevant topic.
6	Policy-makers lead the process to promote safer cities.
7	Public officials inform citizens regarding their rights.
8	Sex-segregated information is created regarding violence.

Source: From *Mapeo de Alcances. Alcances y Señales de Progreso en los Actores del Programa (Achievement Maps. Achievements and Signs of Progress in Programme Actors)*. Consultancy by Jacinta Burijovich. "Revisión y Aportes Metodológicos al Programa Regional Ciudades sin violencia hacia las mujeres, ciudades seguras para todos/as" (Review and Methodological Contributions to the Regional Programme Cities without Violence against Women, Safe Cities for All, executed by UNIFEM with the support of the Government of Spain/AECID, implemented by Women and Habitat Network of Latin America and the Caribbean.) Unpublished material.

PROGRAMME MONITORING AND EVALUATION

Create mechanisms for monitoring

Safe cities for women programme partners should keep track of the positive or negative changes, achievements, challenges, and new information that result from their actions. This can be done through a combined use of monitoring and evaluation. Monitoring is the process of tracking the progress of safe cities for women actions as they happen, in order to (a) determine if they are successful and (b) learn from their outcomes. Monitoring is important because it helps partners to decide what actions have been the most helpful and what actions have been the least helpful for women in the community. This information can then be used to focus resources on continuing successful actions, and improving or stopping less-successful actions. In order to monitor programme actions, partners should agree on a set of indicators that will show whether or not expected changes are occurring as a result of their actions. An indicator is a piece of information that can be recorded and measured to show how close one is to achieving one's goal – it is a kind of measure to show change. It is very important to choose indicators that truly apply to the kind of changes a safe cities programme is aiming to effect. Some examples of success indicators relevant for a safe cities for women programme, depending on the specific approach, are: use of public space by women and girls, coverage of women's safety concerns in the local media, or women's participation in urban planning initiatives. Remember that even though women and girls in different cities face similar problems, the specific indicators might be quite different from one place to the next.

It should be mentioned that measuring social change associated with gender relations is extremely challenging and necessarily requires monitoring over several years. Mechanisms for both monitoring and evaluation have to be well-designed and innovative in order to capture the processes of how change happens and/or how gender relations have been altered (Batliwala and Pittman, 2010).

Identify indicators.

It is helpful for all safe cities for women partners to discuss and reach agreement on the changes that they expect to see in relation to each action that is taken. Once this is decided, indicators can be identified and developed. The indicators chosen should be the ones that remain most important and meaningful to measure change within the particular initiative or programme, and easy to gather throughout its duration. Consider whether it is feasible to use **indicators at more than one scale** (Whitzman 2008b, pp. 192-199). (Different scales include: the individual level, the inter-personal level, the household level, the neighbourhood level and the city-wide level, the short-term level and the long-term level). For example, if safe cities for women programme partners are focusing on community awareness, some indicators they could use to measure the impact of their actions include:

- Proportion of individuals who know any of the legal rights of women;
- Proportion of individuals who know any of the legal sanctions for violence against women and/or girls;

- Proportion of people who have been exposed to messages about public violence against women and girls;
- Proportion of people who believe that women provoke attacks in public based on how they act or dress, or where or when they travel;
- Proportion of people who believe that sexual harassment is acceptable and/or not harmful to women;
- Proportion of people who believe that women and men experience the same level of safety in public space;
- Proportion of people who believe that men and women use public space in the same fashion;
- Proportion of people who say that men cannot be held responsible for controlling their sexual behaviour.

Adapted from page 33 of Bloom, S. (2008). *Violence against Women and Girls: A Compendium of Monitoring and Evaluation Indicators*. Chapel Hill, North Carolina: MEASURE. Available in [English](#).

Resources:

- **Observatorio ciudades, violencias y genero (Observatory on cities, violence and gender) (2010)**. This online resource centre, developed by the Women and Habitat Network with support from UNIFEM and AECID, aims to produce and disseminate information on gendered violence and women's insecurity in cities; to monitor and analyse the effects and impact of urban policies and programmes related to gender; and to produce new knowledge on women's safety that contributes to social and public policy agendas, particularly at the local level. The Observatory features a four-part indicator matrix on gendered violence in cities. Specifically, the indicator matrix addresses the following thematic areas: institutional context; diagnosis and measurement of the impact of gendered violence; policies and actions to prevent and eliminate violence against women; and communication and information on violence against women. Available in [Spanish](#).
- **2005 - 2009 Gender Sensitive Indicators in Seoul (2010)**. This publication, created by the Seoul Foundation of Women & Family, presents a set of indicators used in Seoul, South Korea, to measure and monitor the status of women's lives. Indicators are divided into four categories: Women's Economic Empowerment; Social Integration of Minority Women; Expansion of the Social and Cultural Rights of Women; and Enhancement of Women's Political Participation and Representation. Within these indicators, women's feelings of safety and security in the city are included. In the publication, the significance of each indicator used is presented, as are the method of measurement and results of each indicator. English (File sent - Gender Sensitive Indicators Seoul.pdf)
- **Methodologies to Measure the Gender Dimensions of Crime and Violence** (Elizabeth Shrader, 2001). The World Bank - Latin American and Caribbean Gender Unit. This guide outlines different methods for measuring gender-based crime and violence. The methods covered include the following:

homicide rates, crime statistics, victimization surveys, prevalence surveys, service statistics, knowledge, attitude and practice (KAP) studies, opinion polling, victim interviews, focus groups, participatory appraisal (rural and urban), and more. Each methodology is explained and its benefits and drawbacks are discussed. Available in [English](#).

- **Indicadores Urbanos de Género Instrumentos para la gobernabilidad urbana (Instruments for Urban Governance: Urban Gender Indicators)** (Rainero, L. and M. Rodrigou, no date). CISCOSA – Women and Habitat Network of Latin America and the Caribbean. This article describes the process of building urban gender indicators, including a discussion of motivations and usefulness. It also describes the theoretical assumptions that support urban gender indicator development. The indicator-building process described in this document occurred while designing a survey that was given to women and men in different Latin American cities. Survey questions explored how women and men use public spaces differently and how feelings of insecurity and actual insecurity affect women more than men in public spaces. This article was developed within the Programme *Indicadores Urbanos de Género Instrumentos para la gobernabilidad urbana* CISCOSA – Women and Habitat Network of Latin America and the Caribbean. Supported by the Regional Office for Brazil and the Southern Cone – UNIFEM. Available in [Spanish](#).
- **“Developing Equality Objectives and Monitoring” guide in The Equality Standard for Local Government** (Improvement and Development Agency (IDeA), 2007). [IDeA](#), United Kingdom. This guide provides instructions for government bodies, including public planners, on setting standards for and monitoring equality in their practices. The publication is formatted as a step-by-step guide with background information, criteria, and examples provided for each step. Available in [English](#).

Remember that indicators involving violence against women and girls can have ethical consequences.

Safe cities for women programme partners may use surveys, interviews or focus groups to determine whether or not their activities are producing the desired changes with respect to a specific indicator. If this indicator involves women’s or girls’ experiences of violence, it is likely that any personal responses on their part will be difficult and emotional. Additionally, interviews on such sensitive issues, if not done with proper training and care, can put interview subjects at risk of revictimization. For example, if a woman is suffering from partner abuse, and her partner finds out she has provided information about the abuse to a third party, this may anger her partner and cause him to abuse her more.

Partners should also be aware that the results of these kinds of interviews, surveys and focus groups may not be completely accurate because some women and girls will not report incidents of violence because they do not feel comfortable sharing such personal information. Alternatively, women and girls may not report violence they have experienced because they do not identify those incidents as abnormal or undeserved (Bloom, 2008, p.19). These facts should not discourage safe cities for women programme partners from using indicators based on women's and girls' experiences of violence – firsthand accounts are both useful and important because they provide women's perspectives on the local situation.

- The World Health Organization (WHO) has developed a set of ethical and safety guidelines for researchers working with women who have experienced domestic violence that should always be used by researchers involved in a safe cities for women programme. When working with indicators that involve women's and girls' personal experiences of violence: The safety of respondents and the research team is paramount and should infuse all project decisions.
- Prevalence studies need to be methodologically sound and to build upon current research about how to minimize the underreporting of abuse and violence.
- Protecting confidentiality is essential to ensure both women's safety and data quality.
- All research team members should be carefully selected and receive specialized training and ongoing support.
- The study design must include a number of actions aimed at reducing any possible distress caused to the participants due to the research.
- Field workers should be trained to refer women requesting assistance to available support. Where few resources exist, it may be necessary for the study to create short-term support mechanisms.
- Researchers and donors have an ethical obligation to help ensure that their findings are properly interpreted and used to advance policy and intervention development.
- Violence questions should be incorporated into surveys designed for other purposes only when ethical and methodological requirements can be met.

From World Health Organization (WHO). (1999). *Putting Women's Safety First: Ethical and Safety Recommendations for Research on Domestic Violence against Women*. Geneva: Global Program on Evidence for Health Policy, World Health Organization.

Resource:

- **Individual Consent Form from WHO Multi-Country Study on Women's Health and Domestic Violence against Women (2005)**. This example shows the kind of agreement any researcher must consider when using personal information from women and/or girls in her or his safe cities for women programme monitoring process.

BOX 2.3 INDIVIDUAL CONSENT FORM

Used in the WHO Multicountry Study on Women's Health and Domestic Violence Against Women

Hello, my name is [*]. I work for [*]. We are conducting a survey in [study location] to learn about women's health and life experiences. You have been chosen by chance (as in a lottery/raffle) to participate in the study.

I want to assure you that all of your answers will be kept strictly secret. I will not keep a record of your name or address. You have the right to stop the interview at any time, or to skip any questions that you don't want to answer. There are no right or wrong answers. Some of the topics may be difficult to discuss, but many women have found it useful to have the opportunity to talk.

Your participation is completely voluntary but your experiences could be very helpful to other women in [country].

Do you have any questions?

(The interview takes approximately [*] minutes to complete). Do you agree to be interviewed?

NOTE WHETHER RESPONDENT AGREES TO INTERVIEW.

DOES NOT AGREE TO BE INTERVIEWED

THANK PARTICIPANT FOR HER TIME AND END INTERACTION.

AGREES TO BE INTERVIEWED.

Is now a good time to talk?

It's very important that we talk in private. Is this a good place to hold the interview, or is there somewhere else that you would like to go?

TO BE COMPLETED BY INTERVIEWER

I CERTIFY THAT I HAVE READ THE ABOVE CONSENT PROCEDURE TO THE PARTICIPANT.

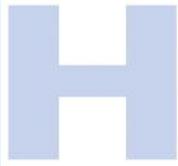
SIGNED: _____

Image Source: Ellsberg, M. and Heise, L.. 2005. *Researching Violence against Women: A Practical Guide for Researchers and Activists*. PATH and World Health Organization, Washington, DC, USA. Available online in [English](#).

Define who is responsible for monitoring indicators.

Assign a person or people to regularly monitor indicators in order to see how safe cities for women actions are progressing. The responsibility of monitoring indicators includes collecting indicator data (Has the target been met?), comparing indicator data to other sources (Does the information provided make sense?), assessing what indicators mean (Is the project meeting its goals? Could certain things be improved?), and reporting indicator results to other programme partners so that everyone can learn about what works and what does not.

Record actions in a variety of different ways.



activity report

activity report

Activity.....
 Completed
 By/Department.....
 Date and Time.....
 Location.....
 Attendance (number of people)
 Learning Materials Distributed (type and number).....

Objectives

-
-
-
-

Successes

-
-
-
-

Challenges

-
-
-
-

Lessons Learned

-
-
-
-

Follow-Up Needed (if any)

-
-
-
-

Image Source: Michau, Lori and Dipak Naker. 2003. *Mobilising Communities to Prevent Domestic Violence: A Resource Guide for Organizations in East and Southern Africa*. Raising Voices, Kampala, Uganda. Available in [English](#).

Strategy Summary Reports: *The team or individual responsible for each strategy can write a Strategy Summary Report at the end of each phase. This report provides*

a summary of activities conducted, identifies successes and challenges, and proposes recommendations for the next phase.

strategy summary report

Phase:

Time Period:

Activity	Number of Times Carried Out	Location	Number of Materials Distributed (by type)	Number of People Reached

Departmental Summary

Major Successes

Major Challenges

Additional Information / Notes

strategy summary report

Image Source: Michau, Lori and Dipak Naker. 2003. *Mobilising Communities to Prevent Domestic Violence: A Resource Guide for Organizations in East and Southern Africa*. Raising Voices, Kampala, Uganda. Available in [English](#).

Phase Reports: Phase Reports document the lessons learned in each phase. Strategy Summary Reports can be compiled by the Project Coordinator to create an overall, narrative Phase Report. These reports are important in documenting the Project's development.

Create mechanisms for evaluation

Evaluation happens after a safe cities for women programme, activity, initiative, or project has been operational for a period of time. The purpose of an evaluation is to look back at what has taken place and decide how it was successful and how it was unsuccessful. There are three main types of evaluation: process evaluation, outcome and impact evaluation. The first type of evaluation determines whether or not the process of creating and implementing a programme or initiative is successful. Process evaluation usually occurs over a span of time – before, during, and after the process. By contrast, outcome and impact evaluations determine whether or not a programme or initiative met its desired outcomes or goal. Ideally, both process and an endline evaluation (whether outcome or impact) should be used in safe cities for women programmes.

For more information on monitoring and evaluation, the terms and types of evaluation, see the [monitoring and evaluation section](#) of the Programming Essentials section of the site.

An evaluation is important for three main reasons. Firstly, it enables the public and safe cities for women programme partners to decide whether or not a strategy or programme was successful in meeting its objectives. Secondly, an evaluation helps programme partners learn from their experience and build on their successes in an ongoing process of improving their work. Thirdly, an evaluation allows programme partners to share what they have learned about successful practices, ideas and challenges with other people working in safe cities for women programmes elsewhere. This kind of sharing helps good approaches to be repeated and adapted, and bad ones to be avoided or improved. Information gathered during programme monitoring serves as the basis for evaluation. Safe cities for women programme partners should plan for evaluation from the beginning of any project because it requires them to take on special responsibilities and to allocate financial and human resources.

Gather baseline information before starting a safe cities for women programme.

Baseline information is information about conditions on the ground as they exist before programme interventions are undertaken. Baseline information is important because safe cities for women programme partners can use this information to compare what the community was like before and after their initiative. For example, if a safe cities for women programme aims to increase the number of women who feel safe in a particular public square, baseline information might be collected on how many women use the square, the activities women carry out in the square, and how women feel about using the square before the initiative begins. After actions have been taken to improve the safety of the square, this information is gathered again. Then, using the baseline information and the new information, programme partners

can compare their data and determine whether or not their work was successful, based on whether women use the square more, use the square differently, or report feeling safer while in the square.

Example - Survivors Speak: A Snapshot Survey on Violence against Women in Nairobi (2002).

This publication is produced by UN-HABITAT as part of its Safer Cities programme. *Survivors Speak* contains numerical data on the frequency and kinds of violent experiences women have had in the city based on results from a victimization survey. The methodology of the survey is covered, as well as survey information such as amount of economic, emotional, physical and sexual abuse; profiles of abusers and victims; the impacts of abuse; the services available for abused women in the city; and feelings of safety within different community spheres (home, work, public spaces). A sample of the questionnaire used for the victimization survey is included with the publication. Available in [English](#).

Example: This programme review was conducted by CISCOSA – Coordination of the Latin America Women and Habitat Network, as part of the Gender Inclusive Cities Programme. It provides a detailed analysis of the Equal Opportunity Plans for Men and Women in Rosario, Argentina. English. [Insert file (attached): *Policy Review Example.pdf*]. In order to understand the impact of the programme on beneficiaries, CISCOSA held focus group discussions with women who experienced gender-based violence and, as a result, sought services related to the Equal Opportunities Plan. The record of these discussions can be found here. Spanish. [Insert file (attached): *Focus Group Discussion Record.*]

Resources:

- **Summary Information on Policies and Initiatives Promoting Women's Safety** (Gender Inclusive Cities Programme, 2009). This tool was created to help safe cities for women programme partners identify legislation, policies and initiatives that have positive or negative impacts on women's safety. The tool provides programme partners with a policy review matrix worksheet that they can fill out with information such as the level of gender mainstreaming in local/regional/national budgets and the number of police initiatives on violence against women. Available in English.
- **Survey for Youth (2010).** This survey, developed by METRAC and the Youth Alliance Project, is designed to find out more about young women's experiences with the police when they report sexual assault, physical assault and stalking cases. The survey is designed for young women in the Canadian urban context. Available in [English](#).
- **Evaluating Crime Prevention through Social Development Projects: Handbook for Community Groups** (Public Safety and emergency Preparedness Canada, 2006). This is a comprehensive handbook that community groups can use as a guide through any crime prevention project

evaluation process. The handbook provides an overview of what evaluation is and the kinds of evaluations community groups should consider. It discusses preparing a logic model, creating an evaluation plan, collecting data, different options for designing an evaluation, and analyzing data. In addition, challenges and solutions, as well as case studies, are presented. Worksheets are given for different evaluation activities, as are resources for further research. Available in [English](#) and [French](#).

- **Researching Violence against Women: A Practical Guide for Researchers and Activists** (PATH and World Health Organization, 2005). The aim of this guide and toolkit is to help activists and other researchers determine the extent and type of violence women experience, so that policies and programmes can be put in place to address the particular kinds of violence women experience in local and regional contexts. The main focus of this guide is intimate partner violence. However, the methods used to collect data can be used for other types of violence against women, including violence against women in public spaces. Qualitative and quantitative research approaches are covered, including cross-sectional surveys, case control studies, in-depth qualitative studies and more. Tools are provided for several research steps, including formulating questions and collecting open-ended stories. Case studies are also given throughout the guide. Available in [English](#).

- **How Do We Measure the Prevention of Violence against Women?** ([Prevention Connection](#): The Violence against Women Prevention Partnership, 2008). California Coalition Against Sexual Assault, USA. This is a short, annotated slide presentation about measuring levels of violence against women in a given community. This presentation discusses the challenges of measurement. It also discusses several methods for measurement, considering the unit of analysis, social climate, norms, community capital, and more. Evidence-based analysis is a main focus. In addition, the presentation provides three case studies of different organizational approaches to measuring violence against women. The information provided will be most useful to government agencies and academic researchers. Available in [English](#): 12:11 minutes.

Ensure that evaluation methods are well-suited to the particular activities they are assessing.

There are different ways that safe cities for women programme partners can evaluate their work – conducting surveys, researching changes in crime statistics, monitoring use of public spaces or services, and reviewing meeting notes are some examples. Some methods, which require technical knowledge (such as analyzing statistical data), may only be appropriate for projects that are large-scale and involve

a number of different actors. For smaller projects, handing out an evaluation form for participants to fill out and return may be more appropriate.

Resource:

➤ ***Capturing Change in Women's Realities: A Critical Overview of Current Monitoring and Evaluation Frameworks and Approaches (2010)***. This document discusses the limitations within traditional approaches to monitoring and evaluation, as they apply to women's organizations. It details the reasons why some models of monitoring and evaluation fail to capture information about social change as it pertains to gender relations. This document also provides a feminist review of different M&E frameworks, including strengths and weaknesses. Available in [English](#).

➤ **“Evaluation Form: CAC Workshop 1: Understanding Domestic Violence”** in **Mobilising Communities to Prevent Domestic Violence: A Resource Guide for Organizations in East and Southern Africa**. Raising Voices, Kampala, Uganda: Appendix, page 296. This evaluation form has been created by Raising Voices for participants in a workshop on domestic violence. However, by changing the activities section to include activities used in a safe cities for women programme workshop, partners can use this form to find out whether or not their workshop was successful. Questions centre on how satisfactory the workshop venue, activities, and facilitators were. Available in [English](#).

Research participatory evaluation.

Participatory evaluation is a methodology that is particularly suited to safe cities for women programmes because it allows local women and safe cities for women partners to be involved in the evaluation process. This type of evaluation can be used on its own, or combined with other methods. Participatory evaluation is important because it is based on the opinions of the people who are affected by the programme and, therefore, know firsthand what works and what does not. Usually, participatory evaluation involves the development of a evaluation work plan (which serves as a tool to decide what information will be collected and how, e.g. interviews, surveys), holding meetings to discuss results, generating a report, and collectively reviewing and finalizing the report. If safe cities for women programme partners choose to use this kind of methodology for evaluating their programmes, projects, initiatives or activities, participants should be selected according to the focus of the work. For instance, if a project is designed to raise awareness about sexual harassment in subways, then men, boys, women, girls, and transit employees should all be involved in the evaluation. The following tips, which focus specifically on girls and young women, can be used as an example of making an evaluation process participatory:

- Provide training for girls in engaging and interactive styles that expand and deepen their understanding of the basics and uses of evaluation.

- Involve girls in the development of the evaluation and in making decisions about its focus, methods to be utilized, how data will be used, confidentiality issues and reporting.
- Be mindful of literacy and language issues in choosing training methods and data collection tools.
- Set realistic goals and expectations for girls' involvement in the process – agree ahead of time on support and resource needs and levels and means of accountability.
- Set realistic goals and objectives for the programme activities and for the evaluation, including a realistic timeframe that will be in line with the length of time girls are involved in the programme.
- Run interference with community or institutional partners who could potentially get in the way of the girls being able to complete their evaluation activities.
- Showcase the results of the evaluation in some way that involves family and community and provides validation for the girls and their involvement and ownership of the process.

From Fullwood, C. (2005). *Working with Girls as Evaluators*. Available in [English](#).

Resource:

- **Tools of the Trade: A CWIT Guide to Participatory Evaluation** (Center for Research on Women and Gender no date). University of Illinois at Chicago, USA., This guide and toolkit offers general guidance on methods of participatory evaluation, with a focus on involving women in the process. The guide breaks the evaluation process down into three stages: developing an evaluation plan, choosing data-evaluation methods, and writing an evaluation report. Step-by-step guidance is provided for each stage, as are worksheets and question-and-answer exercises. Available in [English](#).

Consider hiring an external evaluator.

Hiring a professional to come in and evaluate a safe cities for women programme can be a beneficial option for those groups that are able to budget enough funds for this purpose. External evaluators are hired at the programme's or project's inception and are helpful because they provide a thorough and comprehensive look at all activities from an objective perspective (their judgement is not influenced by personal biases or attachments). Professional evaluators may point out aspects of the programme that others failed to notice. Moreover, using an external evaluator makes programme results more legitimate (e.g. for policy-makers, donors, experts, other stakeholders) because others will know that a professional and objective process was used to determine successes and good practices (Whitzman, 2008b, 96). It should be noted that any external evaluator hired for a safe cities programme should have relevant background issue in community safety and gender issues.

Ensure ongoing internal evaluation once the programme, activity, initiative or project has been operational for a period of time, or draws to a close.

Throughout the duration of a programme or initiative, and at its conclusion, safe cities for women programme partners should ask themselves what they have learned and how successful their process was. When this information is obtained while the project is operational, findings can be used to improve upon work happening on the ground. All partners, including community decision-makers, community organizations, and, of course, local women and girls should be involved in this process. Some questions programme partners can use to evaluate their work are:

- Why was this action (programme, activity, initiative or project) started? Are the reasons that were given at the beginning still relevant?
- What have been the results (both positive and negative) of these actions?
- Were the original goals and objectives achieved?
- Was the effort and expense of implementing these actions worth the outcomes that have occurred?
- In retrospect, are their other actions and strategies that could have been more successful?
- What does the evaluation suggest about the actions that should be taken next?

Resources:

- **“Program Planning and Evaluation” Guide in Leading Community Change: A Workshop Guide to Build Women’s Volunteer Leadership Skills** (Status of Women Council of the Northwest Territories, Canada, and Women’s Voices in Leadership, no date). The guide provides workshop activities for facilitators to train women volunteers on how to plan and evaluate community programmes. Safe cities for women programme partners can use this guide to assess their strengths and needs, develop an evaluation framework, and hold practice sessions on planning and evaluation. Worksheets for activities (pages 79 – 100) and evaluation worksheets (pages 9 – 18) are included. Available in [English](#).
- **“Developing an Evaluation Plan” Activity (2001) in Outcome Mapping: Building Learning and Reflection into Development Programs** (Earl, S., F. Carden and T. Smuytlo, 2001). International Development Research Centre, Canada: Page 115. This activity in the toolkit is meant to be used by any programme or organization that wishes to evaluate its success based on changed attitudes and behaviors (as opposed to statistical impacts). This approach is particularly suited towards safe cities for women programmes because their aim is not only to prevent violence against women in cities and communities, but also to increase women's feelings of safety in public spaces. The “Developing an Evaluation Plan” Activity provides programme partners with an outline and worksheet to use to determine evaluation issues, audience questions, responsibilities and more. Available in [English](#), [French](#), [Spanish](#), [Portuguese](#) and [Thai](#).

Remember that some successes take a long time to manifest.

Safe cities for women programme partners should not be completely discouraged at first if they see few positive results from an initiative. Sometimes it takes years for positive changes to occur in a community. For example, programme partners may conduct a women's safety audit and recommend that the municipal government strengthen the relationship between its police force and its women's department as a result. This uptake and implementation of this recommendation, however, may take five years to materialize, or a change in administration may require programme partners to make the same recommendation during and/or after a mayoral electoral campaign to promote follow up on the recommendation.

Share your results.

The point of doing monitoring and evaluation is to learn from successes and mistakes. Sharing knowledge about successes and mistakes means that safe cities for women programme partners and other groups (community organizations, municipal governments, women's groups, and others working on women's safety) can find out what might work or what is ill advised for their own projects (Michau and Naker, 225). Moreover, sharing results can raise awareness about safe cities for women programmes and women's and girls' safety in general. Results can be shared in a report, in a media statement, on the Internet (on web sites, in emails or posted in discussion groups), in academic journals (especially in the case of rigorous external evaluations), in public community settings, in flyers, in plays – depending on the audiences, the objective/s of the dissemination effort (e.g. empowerment of community members, support for continuation at policy and budget levels, other) and what the programme team and partners determine.

Do not be afraid to admit that some elements of your programme were less successful than others.

Sometimes, women, girls and other safe cities for women programme partners will be disappointed when they realize that their project is not a complete success, or they are unable to report on concrete results. However, the purpose of evaluation is to provide insight into what might have been done differently and what could be improved during the next steps. This knowledge is helpful for everyone involved. Just understanding what does and does not make cities safer for women and girls can be a success in itself.

Resource:

- **Women's Safety Audits: What Works and Where? (2008).** This report, produced by Women in Cities International, UN-HABITAT and Sida, is an

example of a summary of evaluations to date on the women's safety audit tool. The report begins with a literature review of evaluation of women's [safety audits](#). The literature review covers practices that work and positive outcomes that have been recorded about the women's safety audit, as well as practices that do not work and negative outcomes. The literature review also discusses evaluation questions, and recommendations that have come up in material about the women's safety audit. In addition to the literature review, this report also gives the results of in-depth surveys with groups who have undergone the women's safety audit. Survey results provide further evaluation information on the successes and challenges of different aspects and adaptations of the tool. As a whole, the report is meant to provide information on how the women's safety audit tool has been used thus far, and possibilities for its use in the future. It is directed at any group or government wishing to initiate a women's safety audit in their community. The report is available in [English](#).

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