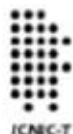# Tools for Gathering Information about Women's Safety and Inclusion in Cities

Experiences from the Gender Inclusive Cities Programme

Women in Cities International
2011

Gender Inclusive Cities Programme

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PART ONE: Introduction

About this toolkit

This toolkit provides guidance on how to collect information about women's safety and women's inclusion in public spaces in cities. You can use this toolkit to help answer the following questions in your city or neighbourhood:

- **Why do women feel unsafe and/or excluded in public space?**

- **How serious is the problem of gender exclusion in public space?**

- **In what public spaces do women feel most unsafe and/or excluded?**

- **Which groups of women feel unsafe/excluded in public space?**

- **What kinds of exclusion/harassment/assault do women commonly face in public space?**

- **What actions can be taken to improve women's safety and inclusion in public space?**

- **Who plays a role in making cities safer and more inclusive?**

- **What kinds of policies and programmes exist to address violence against women, gender equality and/or women's right to the city? Are they successful?**

- **Where are the opportunities for strengthening existing policies and programmes that address violence against women, gender equality and/or women's right to the city?**

Why is this toolkit important?

Across the globe, cities have the potential to provide valuable political, educational, healthcare, employment, cultural and recreational opportunities. All urban citizens have an equal right to access the opportunities that cities provide, including women and girls. Women and girls, like other citizens, must feel safe, comfortable and legitimate participating in urban life so that they are able to assert their right to the city. In order to achieve this, cities should be planned and managed in a way that responds to the distinctive needs of women and girls. It is equally important that the services women and girls use are tailored to address their concerns, and that community members take an active role in creating a secure and supportive social environment for all citizens.

Social understandings about gender and what is "safe" or "appropriate" for men and for women often shape people's behaviour. As a result, women and girls experience urban environments differently than men and boys. Of particular concern is gender-based violence, which disproportionately affects women and girls - at least one out of every three women will experience physical abuse, forced sex, or another type of abuse within her lifetime[1]. As a result of the prevalence of gender-based violence, experiences and fear of violence restrict how women and girls are able to live their everyday lives. The issue of women's safety in public spaces exemplifies this point. Many women and girls do not feel free to go out alone in public space or use public transportation (especially after dark) because they fear being attacked or harassed. Moreover, many women and girls do not feel safe or legitimate using public spaces because of socio-cultural beliefs about women belonging only in the home and other private spaces.

In order to understand how to create, plan and manage urban environments so that they are safe and inclusive for women and girls, the experiences of women and girls in cities must be understood by decision-makers and the general public. Any person planning, managing or governing cities should have accurate information about women's and girls' experiences and how they are able to use (or not use) public space. The best way to understand how women and girls experience the city is to consult women and girls themselves and make them an integral part of urban decision-making processes.

This toolkit is important because it provides guidance and tools for the collection of information on women's safety and inclusion in cities from women and other stakeholders, so that urban decision-makers and the general public alike can understand how to create environments where women and men can equally access their right to the city.

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1. Amnesty International. (2011). Stop Violence against Women Campaign. Available online at http://www.amnesty.ca/campaigns/svaw_overview. php.

Who should use this toolkit?

This toolkit can be used by many different actors who are interested in learning about where and why women feel unsafe/excluded in public spaces. Some examples of actors who might find this toolkit useful include:

- **Municipal or local governments**
- **Regional and national governments**
- **Urban planners and designers**
- **Architects**
- **Women's organizations**
- **Community organizations**
- **Youth or young women's organizations**
- **Police**
- **Academics and researchers**
- **Land developers**
- **Healthcare providers**
- **Social service providers**
- **Education providers**
- **International development workers**

How should this toolkit be used?

This toolkit contains guidance on three primary data collection strategies: focus group discussions (FGDs); street surveys; and women's safety audits (WSAs). In addition, information is also provided on two other data collection strategies: policy listings and policy reviews. Any one of these strategies can be used on its own to collect information on the state of women's safety/inclusion in a particular locale. However, each strategy collects a different kind and level of information. For example, street surveys are useful for collecting a large amount of quantifiable information – such as the number of women who have experienced sexual harassment in a given area within the past year. By contrast, women's safety audits provide more detailed and specific information – such as what places feel unsafe for certain groups of women and why. When used together, the strategies in this toolkit provide a more complete and accurate understanding of women's safety/inclusion in cities.

Once this toolkit has been used to gather information on women's safety, the information can be used in the planning and management of virtually all urban spaces, amenities and services. Ideally, information on women's safety/inclusion in cities should be gathered on a regular basis (every three or four years) in order to assess whether or not recent changes have been beneficial.

What is the Gender Inclusive Cities Programme?

The Gender Inclusive Cities Programme (GICP) is a three-year programme that is funded by the United Nations Trust Fund to End Violence against Women (UNTF). The goal of the GICP is to enhance women's inclusion and "right to the city". In order to achieve this goal, the programme has three objectives:

- **To identify and map the "geography" of gender exclusion in public space and its interaction with other marginalized identities such as race, religion, and economic status**

- **To identify the activities, tools and public policies that act as enablers of or barriers to greater gender inclusion and equality**

- **To identify and pilot good practices related to gender inclusion.**

The GICP is being coordinated by Women in Cities International (WICI), based in Montreal, Canada. GICP activities are being implemented by partners on the ground in four different cities: the Information Centre of the Independent Women's Forum (ICIWF) in Petrozavodsk, Russia; the International Centre for Network and Information on Crime – Tanzania (ICNIC-T) in Dar es Salaam, Tanzania; Jagori, in Delhi, India; and the Exchange and Services Centre, Southern Cone, Argentina – Coordinator of the Latin America Women and Habitat Network (CISCSA) in Rosario, Argentina.

Each of the strategies presented in this toolkit was developed or adapted for use by all GICP partners. The information provided here is based on the programme's collective experience of working with these strategies in four very different country contexts, with diverse groups of women. To find out more about the GICP, please visit the Women in Cities International website at http://www.womenincities.org.

An important note about researching women's safety and gender inclusion

Research on the topics of gender inclusion in cities and women's and girls' safety will necessarily touch on the topic of violence against women. Those who use this toolkit must be aware that discussing this topic can pose a several threats to the safety of both researchers and research subjects, including the threat to research subjects of revictimization. It is imperative that any researcher who conducts focus group discussions, street surveys or women's safety audits understands and is familiar with ethical research guidelines concerning the topic of violence against women. Researching violence against women: a practical guide for researchers and activists by the World Health Organization and Programme for Appropriate Technology in Health is a very good reference. It can be downloaded for free from http://www.who. int/reproductivehealth/publications/violence/9241546476/en/index.html. The World Health Organisation has also published Ethical and Safety Recommendations for Research on Domestic Violence against Women, which can be found at: http://www.who.int/gender/documents/vawethics/en/.

PART TWO: Focus group discussions

A focus group discussion (FGD) is a guided (or facilitated), structured conversation among a specific group of people. The purpose of a FGD is to discuss experiences, opinions and ideas about women's safety and inclusion in the city. It is especially helpful to hold a series of FGDs with different groups of women, (e.g. elderly women or young mothers) in order to understand in detail what experiences, opinions and ideas about safety and inclusion are particular to different groups.

FGDs are beneficial because they provide:

- a great deal of detailed information on women's safety and inclusion.

- the opportunity to engage with and understand the perspectives of different groups of women (e.g. disabled women, poor women). This is particularly useful when other methods of data collection, such as street surveys, are unable to reach a specific group.

- a setting in which women, once comfortable, are more likely to be able to discuss sensitive topics, such as sexual harassment and assault.

- the opportunity to discuss, clarify and raise awareness about the issue of women's safety and inclusion in cities.

- the opportunity to share and debate ideas about potentially difficult or contentious topics.

- the opportunity for participants to discuss solutions for improving women's safety and inclusion.

FGDs do not provide:

- quantitative or statistically representative information that can be easily used to make comparisons between different groups or sites.

- information about the experiences and perspectives of large segments of the population.

Lessons learned from the GICP:

- When a FGD refers to a particular physical space (such as a public square), make sure that the boundaries of the space are clearly understood by all participants. It is easiest to talk about physical spaces which have boundaries that are obvious, visible or generally recognized (e.g. the boundaries of a school yard or a space which is bounded by a main road or rail yard). Remember that some people find it difficult to read and understand maps, so the provision of additional visual or verbal information can be helpful.

- If you want to focus specifically on sexual harassment and/or assault in your discussions, make sure that everyone has the same understanding of what is meant by these terms. It will be useful to provide a definition of what constitutes these types of violence[2].

- It is likely that the conversations held within FGDs will expand beyond the topics provided by the FGD guidance below. This is a normal part of holding FGDs and this should be expected as the subject of women's safety and inclusion is very large and means different things to different people. Part of the rich experience of holding FGDs is learning how other people understand the issue.

- It can be difficult to hold a FGD if the participants are from different 'groups' (e.g. bus drivers and street hawkers). They may hold contradictory opinions based on their group membership and this can cause unhelpful conflict in the conversation. To avoid this kind of conflict, hold separate FGDs with different groups.

- Holding FGDs in the same space as other community meetings is often convenient and comfortable for participants.

- Remember that it takes time for participants to feel comfortable in FGD settings. If a setting feels too formal and it seems to be making participants feel uncomfortable, try a new seating arrangement or change rooms, if possible. Arranging chairs in a circle can be helpful.

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2. Definitions of sexual harassment and sexual assault vary by region and institution. Some examples of definitions of sexual harassment/assault can be found in the United Nations Economic and Social Council's Integration of the Human Rights of Women and the Gender Perspective: Violence against Women (2003) available online from: http://www.unhchr.ch/Huridocda/Huridoca.nsf/0/d90c9e2835619e79c1256ce00058c145/$FILE/G0310100.pdf; or on the Jagori Safe Delhi website at: http://safedelhi.jagori.org/understand-the-issue/faq/#q1.

Focus group discussion tool

Overview

A FGD is a moderated conversation/discussion held to increase understanding of a particular issue and explore ideas about how a problem might be addressed. It involves sharing specific experiences, presenting opinions and exploring ideas. The group needs to be large enough to include different points of view and to generate discussion, but not so large that some participants are unable to contribute. FGDs are more likely to work well when participants have similar backgrounds or experiences, so it is recommended that several focus groups on a particular theme are conducted to gather different perspectives. FGDs usually last one and a half to two hours.

Aim

The aim of a FGD is to increase understanding of what makes women feel safe or unsafe in public spaces in cities, and how their safety could be improved.

Participants

- Each group should comprise individuals thought to have similar backgrounds or experiences of safety in public spaces. Groups therefore may be made up of young women, young men, women with disabilities, older women, women from a particular ethnic minority, etc.

- It is best to identify individuals who are likely to make a useful input and invite them personally. Provide written details of where and when the group will meet. A reminder shortly before the event might be worthwhile.

- It can be advantageous to recruit participants through a 'notice' but this should only be used to invite anyone interested to get in touch and ask for the meeting place. If the notice gives details of the time and place of the FGD it could result in too many and inappropriate people turning up.

- The ideal number of participants is between 8 and 12.

- Participants should be informed about the issue and the nature of the discussion.

- Participants should be reimbursed for travel expenses incurred and can be paid a small amount or can be given a small gift as seen as appropriate. Literature and other informational material on violence against women or safety can also be distributed.

- Child care should be arranged if needed.

Facilitator/moderator

- The facilitator should be knowledgeable on the issue.

- She should encourage each participant to speak and encourage diversity of views.

- She should make sure that one or two people do not dominate the discussion.

- She should be careful not to impose her views, direct the discussion, or express positive or negative reaction to any comments or views expressed.

- She can summarize when necessary

- She must make sure that the discussion stays focused on the issues and does not get carried away.

Venue

- The meeting place should be accessible, comfortable and private.

- Room layout should be informal and inclusive (not classroom style).

- It would be useful to have flip charts, paper, and pens.

- There should be an opportunity for participants to meet informally and 'break the ice' before the discussion starts.

- A snack and drink can be provided either at the beginning or end.

- There should be a signup sheet with emails or other contact information, so that you can contact these people for safety audits or other activities. If the focus group comprises people who are not fully literate, someone can note down names and contact information.

Introduction to discussion

- Facilitators and participants should briefly introduce themselves.

- Welcome the group and explain why you are conducting research on women's safety and gender inclusion.

- Explain that the purpose of the FGD is to collect experiences, hear views and exchange ideas. The aim is to hear everyone's opinion not reach a consensus or conclusion.

- Explain how information will be used. If you are either audio or video recording it, please inform the participants. Explain to them clearly what the recording will be used for. It is important to get people's consent for the recording and for its possible uses.
- Agree on 'ground rules': respect each participant, no right or wrong answers, everyone will be given a chance to speak, privacy of the discussion.

Conducting the discussion

- It is a good idea to have a large-scale map of the city for the FGD. The map can be used to add a visual dimension to the discussions. You can use pins, post-its or markers on the map to illustrate issues related to safety or exclusion.

- For groups that are from the community or area where an initiative on women's safety and gender inclusion is taking place, questions can relate directly to the area itself. For others, the questions can be more general. For a group of young men, the questions could focus on their experience of safety also.

The following questions can be used to conduct a focus group discussion on women's safety and exclusion:

1. Do you think that public spaces in the city are safe for women and girls of all ages to move about freely? Are there some specific places which you think are particularly unsafe? Why are these places unsafe? What has influenced your views – your own experiences, others' experiences, media reports, stories, etc.? Share some concrete experiences or stories of safety in public spaces.

2. Are there any places where you feel particularly safe or unsafe? What is it about these places that make you feel this way?

3. Do you take any precautions when you go out? For example, do you carry something for protection, or avoid certain areas, etc.?

4. Have you ever asked for help in an unsafe or dangerous situation? Did you go to the police? Did you approach anyone else for help? Did you feel the response met your needs? Why or why not? (If you have not actually done this, who are you most likely to ask for help?)

5. What do you think are the three most important women's safety issues in the city/this area? Why? (Probe if there is any information such as reports or incidents).

6. How could women's safety and feelings of safety in public spaces be improved? This could be by changes of policy, changes in design, changes in services, changes in (men's) behavior, etc. Encourage concrete suggestions.

Recording and reporting

- It is important to record carefully the views and ideas expressed in the discussion for later analysis and reporting.

- Before discussion starts, participants should be asked how they would like any comments attributed in the subsequent report. Comments could be attributed personally (by name), by position (eg "the director of an organisation representing women with disabilities said ") or made totally anonymous (eg "one participant said…").

- Recording can be done by taking notes during the event and/or by making an audio/video recording. Unless notes are taken, an audio/video recording will need to be transcribed, which can be demanding. However, it would ensure an accurate record is available and a video recording could be extremely useful in subsequent presentations about the project (but participants must give permission for it to be made and used in this way).

- A second person should be present at the FGD to do the recording, so that the facilitator can concentrate on the discussion.

- The record of the meeting should be written up soon after the meeting while it is still fresh in the memory.

PART THREE: Street Surveys

A street survey is conducted by interviewers who ask a sample of women a series of questions whilst they are in a public space. Street survey interviews usually take about ten minutes and are designed to gather general information, such as what places women fear most, and how and when women use public spaces. They can also be used to gather specific information about the area in which the survey is conducted.

Street surveys are beneficial because they provide:

• information from a large sample of the population, potentially enabling the collection of more reliable and accurate data.

• the opportunity to engage with women while they are using public space.

• standardized quantitative data which is easy to assimilate and compare.

• "hard evidence" to stimulate public discussion about the issue of women's safety and inclusion in cities.

Street surveys do not provide:

• in-depth qualitative information on women's feelings, experiences and knowledge.

• the opportunity for participants to discuss solutions for improving women's safety and inclusion.

• information from women who do not use public spaces such as streets regularly (due to fear or other reasons).

• questions that are tailored to different groups (survey questions must be fairly general in order to apply to the entire survey population).

Please note: This survey was designed to be administered to adult women and not to adolescents or girls. Surveys that target girls should be designed specifically for that purpose and should account for additional ethical and safety precautions associated with working with that population.

Lessons learned from the GICP:

• It is very important to hold pilot surveys, in order to help interviewers and survey managers understand whether or not women understand and respond to questions properly. Sometimes adjustments in the phrasing/ terminology of questions are needed so that all interview respondents have the same understanding of what is being asked. Pilot surveys also help interviewers familiarize themselves with the questions and survey process. Pilot surveys can also provide an opportunity to gain input from relevant stakeholders or local women who would not otherwise be involved in the survey design process.

• If possible, all interviewers should have a cellular phone with them in order to call a resource person for clarification or for help, if needed, at any time during the street survey interview process.

- If it is necessary to translate the street survey into a different language, provide extra resources and time to ensure that questions are translated in an accurate and easy-to-understand manner.

- Some GICP partners found that Question 19 (What is your occupation?) was not satisfactory for collecting information about women's overall contributions to local and family economies. Future street survey interview designers may want to rephrase this question or add a supplementary question to more accurately determine the economic role of survey respondents. For example, if a woman states that she is a housewife, the interviewer may still want to ask if the woman performs any economic activities within the domestic context.

- It may be necessary to adjust questions to suit local circumstances. This is easiest if surveys are being conducted in one city only and do not need to be compared across different contexts. For example, in certain cities, it may be appropriate to add questions which refer to women's experiences accessing water and sanitation services.

- Interviewers should be aware that if a woman is accompanied by her husband or a male companion, she may be less willing or able to respond to street survey questions.

- Street survey interview designers may wish to include a question that gives respondents the opportunity to share their ideas about what factors make the community or immediate area safe for women. It could be useful to conduct focus group discussions before designing such a question in order to determine what options are likely to be applicable to respondents.

- In some contexts, women are not used to giving personal information to interviewers on the street and may not be willing to participate in the survey. In such contexts, it can be difficult to conduct high numbers of surveys. Focus group discussions and women's safety audits are good options for collecting supplementary information on women's safety and gender inclusion in these circumstances. It should be noted, however, that street surveys were an effective tool for gathering information on women's safety and exclusion in three out of four cities where GICP research was implemented.

- In some contexts, women may experience sexual assault or sexual harassment but do not recognize it as such and therefore will not report it as a problem. It will be useful to provide interviewers with a list of actions which are considered sexual harassment or assault. Interviewers can then share this list with survey respondents to clarify questions which refer to sexual harassment or assault.

- Street surveys may not reach certain populations of women who do not normally use public spaces or streets. For instance, in some communities it may be difficult to reach elderly women. Some GICP partners suggest supplementing street surveys with door-to-door surveys.

- When choosing locations for street survey interviews, be aware of any similar activities that have been conducted in the area in the past. Women may be less willing to participate in a survey if they have already done so recently or if they have done so in the past and experienced no positive changes as a result of giving their time.

- Choice cards may not be useful in areas where many people are illiterate.

Street questionnaire survey tool

Introduction

This note provides guidance on the conduct of street survey interviews (templates included below) to ensure that they generate high quality data, achieve their objectives and are conducted in a consistent manner.

Objectives

The objectives of the street survey interviews are:
- to gather place-specific data about women's concerns, experiences and responses to safety-related issues. This data can be used to inform the development of interventions to improve women's inclusion and access to public spaces.

- to construct a baseline against which change can be measured, so contributing to the evaluation of the subsequent interventions.

- to generate limited information about women's perceptions of the wider city in which the survey is taking place.

Survey management

One person should be designated as the "survey manager" to manage and assure the quality of the survey process. The key tasks for this person are listed in the "Action Checklist" provided separately.

Survey population

The population for the survey comprises all women aged 16 or over who use the public spaces in each actual or potential intervention area. (These areas are discussed further below - see "Where surveys are to be conducted"). Of course, only a sample of this population will actually be interviewed (see sections on sampling below).

The questionnaire

The survey instrument is a fixed format questionnaire. As well as the questions to be asked, the questionnaire includes wording and information for interviewers on how to introduce the questionnaire, how to link questions and how to end the interview.

At the top of the questionnaire spaces are provided to record the following:

Area code	If this street survey is being conducted before the beginning of a particular intervention(s) to address women's safety, the site of the intervention(s) should be coded 1, 2, 3, etc., and the code entered on the form.
Site code	Within each survey area, interviews will be conducted at several sites. A list of sites should be prepared and each site given a number code, which should be entered here.
Form no.	Completed questionnaires should be numbered consecutively so that an individual form can easily be matched to the database for checking, if needed.
Date	Record the date of the interview in dd/mm/yy format (eg for an interview on 13 August, record 13/08/09)
Interviewer	Record the initials of the interviewer. This will be useful if any clarification of answers is needed later.
Before/after dark	Tick one box to indicate whether the interview was recorded before or after dark.

The first survey question is a screening question to be used to ascertain a woman's willingness to take part in the street survey interview and to check that she is within the targeted age range.

The remainder of the questionnaire contains mostly closed (multiple choice) questions.

Interviewers need simply to "tick" the choice(s) selected by a respondent. Note that some questions allow for just one choice, while for others multiple choices are permissible.

It is estimated that most interviews will take about 10 minutes or more.

Choice cards

To make answering of multiple choice questions easier and to ensure all responses are considered, the list of choices should be printed onto a choice card which can be shown to the respondent when a question is asked. One choice card should be prepared for each question that involves selection from a list.

It needs to be recognized that respondents may have difficulty reading a choice card because of, for example, low literacy or lack of glasses. Interviewers therefore need to use such cards carefully. If they appear to be inappropriate, respondents should be helped by reading choices out aloud.

Ethical issues

The survey includes some questions about respondents' experience of sexual violence or crime. Interviewers need to be sensitive when inquiring about such matters to avoid "revictimization" that can occur when individuals recall what happened.

To minimize the risk of adverse consequences from such inquiries, respondents should first be asked if they are willing to speak about their experience. This question is included in the questionnaire. In addition, interviewers should offer information about services and organisations that can provide support.

The World Health Organisation has published *Ethical and Safety Recommendations for Research on Domestic Violence Against Women*, which also have some relevance to this study. These can be found at: **http://www.who.int/gender/ violence/womenfirtseng.pdf.**

Translation

The questionnaire has to be translated into local languages. To ensure that questions are not changed in this process, consult the "Guide for Interviewers".

Where surveys are to be conducted

Surveys must be conducted in each area selected for an intervention or (if a final choice has not yet been made) where an intervention is likely to be implemented. A map should be prepared that defines the boundary of the area in which the intervention is expected to make an impact. Questionnaires should be conducted in public spaces ("sites") within that boundary.

Each survey area is likely to include several different types of public space, and these can vary considerably from city to city. They may, for example, include public transport nodes, market places or shopping areas, the street, residential neighbourhoods or parks. Indoor shopping malls and cinemas should be considered private spaces and not within the scope of the survey.

Questionnaire interviews should be conducted at different sites within the survey areas at different times and on different days of the week to gather views from a broad range of the space users.

It needs to be recognized that sampling only within the location will mean that women who do not go there because of concerns about their safety will not be included in the survey. Unfortunately, there is not a practicable way to identify and interview such women. However, other interviewees and other research activities may give some indication of the extent of such avoidance and the nature of concerns.

Sampling methods and sampling planning

PROBABILISTIC V NON-PROBABILISTIC
It is recommended that 500-1000 interviews be conducted within a city. On the assumption that there are likely to be 2-3 areas for interventions in each city, it is expected that 250-500 questionnaires can be completed within each area.

The "best" way to select this sample would be to use "probabilistic" or random sampling. This would enable statistical estimates to be made from the sample about the population from which it is drawn. However, probabilistic sampling requires a "sampling framework", essentially a list of all the members of the population. Unfortunately, it is not possible to create this framework for many street surveys.

It is therefore likely that it will be necessary to use a non-probabilistic method. This can still be very useful but it is not possible to make statistical inferences about the population from samples selected in this way. Strictly speaking, the findings relate only to the sample.

However, if steps are taken to "engineer" a sample that is representative of the population, there is justification for assuming sample data will reflect population characteristics.

QUOTA SAMPLING
This engineering can be achieved by setting sampling quotas for sub-groups which, when added together, produce a sample with variation that mirrors that present in the population. For example, if age is considered a key variable that

needs to be reflected in the sample, then quotas can be set for different age bands proportionate to their size in the population. This is known as "proportionate quota sampling".

Clearly, it is impossible to ensure that a sample is representative in all respects. This would require setting quotas for numerous variables and for many the data needed will not be available. Quotas should therefore only be set for those characteristics considered most important (ie there is likely to be a significant relationship with the topic under study) and for which data is available or can be estimated.

QUOTA CALCULATION

For these street survey interviews the variable considered most important in ensuring representativeness is the age of the respondent. In each survey area a table should be drawn up that shows the proportionate breakdown of the age of women using the area. This proportion can then be used to calculate the size of the quota to be interviewed. The following table shows how the proportions can be translated into quotas for samples of various sizes, using the example of age.

Age band	Proportion (%)	Quota (sample=200)	Quota (sample=500)	Quota (sample=1000)
16 - 20	19	38	95	190
21 - 30	27	54	135	270
31 - 45	21	42	105	210
46 - 60	19	83	95	190
Over 60	14	28	70	140
Total	100	200	500	1000

Of course, it is necessary to consider how to establish the age proportions in the first place. It is unlikely that such statistics for the area in question will be readily available, so it will be necessary to make informed estimates. To do this it would be useful, for example, to review any census data for the city and for the survey area, and to take observations in the survey area. For example, the ages of persons passing a particular spot in a public space could be estimated over the course of an hour to help build a profile. It is not an exact science, it requires professional judgement.

In addition to the above, the survey should include interviews carried out before dark and after dark, since this factor may affect who is using the public spaces and also their feelings of safety. A minimum of 10% should be after dark/dusk, but a higher proportion is desirable.

How to monitor the "filling" of quotas as the survey proceeds is addressed below.

BOOSTER SAMPLES

A representative sample constructed using quotas will give some justification for suggesting that the findings reflect the views and experiences of the wider population of women from which the sample was drawn. However, there may also be a need to analyse and compare the responses from specific sub-groups. For example, it may be important to compare the views of women who have moved into the area within the past year with other women, or to compare the responses of those that have completed higher education with those that have attained lower levels of education.

To carry out such analyses, it is necessary to have responses from a sufficient number of individuals in each sub-group to capture the variation that exists within their group. There is no definitive figure that can be given for this requirement, but generally 25 should be considered the absolute minimum and 50 should be seen as desirable.

Quotas set to achieve a representative sample may be below this minimum figure. For other sub-groups of interest for which no quotas have been set, the number of responses may not reach these figures. In all these cases it is necessary to find and survey additional respondents from each of the sub-groups. The size of such "booster" samples will depend on the shortfall in each sub-group.

The sub-groups for which such analysis is likely to be required should ideally be identified in advance of the survey. Then progress towards the desired number of responses can be tracked as the survey proceeds (see below). However, it is also possible that lines of enquiry will emerge as the results come in and therefore some flexibility is needed in determining the scope and size of booster samples.

If booster samples are included, the sample is likely to become less representative of the population because certain groups will have been "oversampled". It is however possible to compensate for this distortion in the analysis stage by "weighting" the results of respondents from that group.

The following illustrates this point. If a particular sub-group comprises 5% of the population and it is planned to survey 200 people, on a proportional basis there should be 10 respondents from that sub-group in the sample. If that sub-group is of particular interest, it may be decided to add a booster sample and increase the number of respondents to (say) 50. This would enable a separate analysis to be conducted but would also result in them being overrepresented by a factor of 5 in the total sample. To restore the balance in the survey results, these respondents could be "weighted" so that each one only has one fifth of the value of other respondents. This is a simple arithmetical adjustment that can be made with conventional survey analysis software.

Putting the sampling plan into practice

When choosing potential respondents, steps need to be taken to avoid selection bias. One way to do this is for interviewers to be instructed to approach the (say) fifth person they see when seeking someone to interview. This systematic process removes interviewer subjectivity that can result in such bias.

Interviewers and survey managers need to keep a tally of the number of interviews completed for each age group, ethnic group or other group for which a quota has been set. Once a quota has been filled, interviewers need to select the first person after the (say) fifth who will fit into an unfilled quota group. In this way each quota will be filled and a representative sample interviewed.

Such targeting of respondents to fill a quota or build a booster sample will be possible for characteristics that are to some extent visible, such as age. If the defining characteristic is not visible, such a length of time the person has lived in the city, it will be necessary to ask additional screening questions at the start of an interview. Those fitting the required criteria can then be interviewed, while conversations with individuals from groups that are "not needed" can be ended immediately.

Respondents may decline or be unable to answer certain questions. In such cases, interviewers should move on to the next applicable question.

Non-response

No matter how effective interviewers are, some potential respondents will not be willing, old enough or able for some other reason to take part in the survey. It is important that a record is kept of these unsuccessful contacts. For each survey the number of "refusals", the number of "underage" women and the number of "other" cases of non-response should be counted. This data will be useful when assessing results for potential bias and for demonstrating that the survey was implemented rigorously.

Interviewers

It is extremely important to try to ensure the safety of interviewers, especially with regard to interviewing in any areas where there are few passers-by and interviewing in the evening or after dark. This might involve interviewers working in pairs. It may be appropriate to prepare local guidance on safety matters, including how to respond to situations where the interviewer feels at risk.

Interviewers should be female. This seems more likely to elicit honest responses to the questions from interviewed women.

Guidance and training should be given to interviewers on the conduct of the interview. They need to understand the context and purpose of the survey. They should practice using the questionnaire before starting the survey proper to gain familiarity with the questions and to ensure that all the terms and wording is understood. Emphasis should be placed on the need for interviewers to be objective and "neutral", not guiding respondents to any particular answer, whilst being able to provide clarification and ensure that questions are not misunderstood.

A question-by-question interviewer guide is provided below which can be used for training to ensure a common understanding of the rationale behind each question.

As there are questions about personal experiences of sexual assault and harassment, interviewers should be ready to offer respondents information on support services.

Checking of completed forms

The survey manager should ensure that forms are filled correctly as they are received. Checks should cover, for example, whether the number of options selected has not exceeded the maximum allowed.

Any questionnaire that shows the respondent was unwilling or unable to answer 10 or more questions should be "excluded". This means it will not be included in the final analysis but should be kept, numbered and counted. The record of such forms will assist post survey assessment of response rates and successful completion. Excluded forms do not count towards the target interview total and therefore additional interviews may be needed to replace them.

In addition to the first level checking, it would be useful if one more person does a random check of questionnaires before they are finally submitted.

Explanation for each question

These should be shared with the interviewers during the training process.

The interviewer must be clear about each survey question and each option to be able to answer any queries from a respondent.

Show the choice cards. If the respondent is not able to read, then each option will have to be read out to them.

It is a good idea to conduct the survey in pairs. This will help manage the situation if a crowd starts to gather. Try to conduct the survey alone with the respondent alone. If other people start gathering, try to move away.

In all questions, remember to ask if there are other answers. These should be recorded as they say it. Do not interpret their words.

Do not tick an answer unless it has been given by the respondent.

1. How long have you lived in this city?

> This question will be used to understand whether living in a city for a shorter or longer period has any impact on feelings of safety and coping with lack of safety.

> Only one option should be ticked.

2. Why are you in this area today? Tick all that apply.

> Show the map of the area as this is the area for which all following questions must be answered.

> If the respondent lives and works in the area, both can be ticked.

> The option of visiting or shopping should only be ticked if she is not living or working in the area.

3. How often have you been to this area in the last one year?

> If the respondent lives or works in the area, then option 3 can be ticked. If she is visiting, then she must choose one option.

> Only one option can be ticked.

4. What personal safety risks concern you most when you are in this area? Tick all that apply.

> This question will help figure out whether sexual harassment and other sexual violence are significant in this area. It will also help us understand what things women fear.

> Women can tick as many options as apply. Ask if there are any other options they want to add.

5. In this area which factors contribute to your feeling unsafe? Tick the three most important.

This is a general question to help determine priorities for planning interventions – whether interventions should focus on police, community, lighting, etc. If the woman gives only one or two, probe a bit more. It is okay if she gives less than three options. Respondents cannot select more than three options.

Respondents may ask questions about some options, such as 2 or 3.These may need to be explained further. Interviewers must themselves be clear about the meaning of each option and how it might affect feelings of safety.

Option 7 only refers to guards employed by the state and NOT to private guards.

Ask if there are any other options the respondents want to add.

6. Do any of these factors affect your personal safety in this area? Tick all that apply.

From Q6 to Q14, the focus is on women's experience of violence in this area.

This question is aimed at understanding to what extent ethnic identity is perceived to affect safety in a particular society or culture. If options 2, 3, 4, or 5 are ticked, it would be useful to note down the exact answer. This will help at the city level to understand and provide data on discrimination.

More than one option can be ticked. For example if they face discrimination or violence because of being a woman and because of any ethnic factor.

Ask if there are any options that they want to add.

7. What kind(s) of sexual harassment/assault have you faced in public places in this area in the past year? Tick all that apply.

The woman may have faced several incidents and thus can tick multiple options. Focus on the experiences in the past year only.

If the answer is option "8", then the interviewer should go to Q15.

8. How often have you experienced such incidents in this area in the past year?

Only one option can be chosen for the question.

9. At what time of day did these occur?

This question is meant to determine whether there are significant differences between women's experience of safety in the day and at night.

Only one option can be chosen for this question.

10. In which specific public spaces have you faced sexual harassment/assault in the past year? Tick all that apply.

Again keep in mind incidents over the past year.
Ask for the specific place or name of the place. This will be useful for each city when planning interventions.

If "other" is marked, please note the specific place. More than one option can be ticked.

11. On the occasions in the past year when you were sexually harassed/assaulted, what did you do? Tick all that apply.

Only if Option 3 (police) is ticked, the respondent needs to answer Q12 and Q13.

Since the respondent can give more than one option, if Option 3 is ticked at all, it must be followed up.

If options other than Option 3 are ticked, move to Q14.

12. What was the nature of the most recent incident you reported to the police?

This is the same as Q7. In this question, we want to find out which complaint was reported to the police.

If the respondent has reported more than once incident in the past year, then please ask her to answer on the basis of the most recent incident.

13. When you reported this incident to the police, what was their response? Tick all that apply.

In this question we want to find out whether the experience of reporting to the police has been positive or negative.

More than one option is possible.

14. In the past year, why have you not reported some/all incidents to the police? Tick all that apply.

Since many women do not report to the police, this question will help us understand the reasons why there is under-reporting.

Even in cases where respondents did report some incidents to the police, this question can be answered in relation to other incidents which they did not report. If they reported all incidents, then tick option "7".

More than one option is possible

15. When in this area, do you do any of the following to avoid sexual harassment/assault? Tick all that apply.

This question is a general one and not necessarily related to an experience of harassment or assault.

The purpose is to understand the different ways that women are controlled and control themselves because of the fear of violence.

16. What is your age?

Q16-Q20 are focused on getting a demographic profile of the respondent.

17. What is your level of education?

Tick the option that seems most appropriate. Option 4 indicates any education after school.

18. Which of the following best describes your household income?

If people seem hesitant to talk about income, show the choice card and tell them they only need to tick the band

and not give a figure.

If they do not know or do not want to share, it can be left blank and the interviewer can note CS/DK (can't say, don't know).

19. What is your occupation?

This question (combined with other data) will help in establishing respondent's socio-economic status.

20. If you are not the main earner, what is the occupation of main earner in your household?

Since some women may not be the main earners (if they are students or do not work outside the home), this question will help in getting socio-economic data of the family. If the woman is the main earner, this question does not need to be answered.

Street survey manager post pilot action checklist

The survey manager has a vital role in ensuring that the survey is successfully implemented and in quality assurance. The following is a list of key responsibilities and actions to be implemented after the questionnaire has been piloted. Further advice on each action is provided in the Survey Guide.

Survey Locations

1. Prepare separate maps of each survey area for use by interviewers and allocate a code to each. ☐

2. Identify sites within each area where interviews will be conducted and allocate a code to each site. ☐

Sampling Plan

3. Estimate the age profile of women who use the public spaces in each survey area and calculate quotas to build a representative sample. ☐

4. Select any other variables for which it is considered important to set quotas and identify groups of special interest which might need a booster sample. ☐

5. Calculate quotas for the other variables and determine booster sample sizes, if needed. ☐

6. Agree how individuals will be selected to avoid interviewer bias (eg every fifth person). ☐

7. Decide how to keep track of numbers and reasons for non-response (eg under age, refusal, other). ☐

8. Consider how and how many interviews can be safely conducted after dark. ☐

9. Recruit and train interviewers, ensuring they understand the form, know how to select respondents and how to complete the form. ☐

10. Ensure interviewers know how to record non-response. ☐

11. Ensure adequate arrangements are in place to ensure the safety and security of interviewers. ☐

12. Ensure interviewers have appropriate information about support services that can be given to respondents, if needed. ☐

Implementation

13.   Monitor completion of the questionnaires as the survey proceeds to ensure consistency and completeness. ☐

14.   Monitor completions against quota and booster sample targets and manage respondent selection to ensure quotas are filled. ☐

15.   Monitor proportion of interviews conducted after dark to ensure any set target is achieved. ☐

16.   Ensure interviewers record numbers and reasons of non-response. ☐

Completed forms

17.   Check forms are completed correctly and "exclude" any in which 10 or more applicable questions have not been answered, replacing them with additional interviews, if necessary to fill quotas. ☐

18.   Scan or take a photocopy of all forms to be held as a backup in case of loss. ☐

Choice card examples

QUESTION 1

1. Longer than 5 years
2. 1-5 years
3. Less than one year
4. Just visiting the city

QUESTION 2
(Choose all that apply)

1. Live here
2. Study/work here
3. Visiting, shopping, other

QUESTION 3

1. Just once or rarely
2. Occasionally
3. Frequently/daily

Street survey questionnaire

City code		Form no.		Before dark	
Survey area code		Date		After dark	
Interview site code		Interviewer		Checked by	

Interviewer: "I am conducting a survey about women's safety in public spaces. By safety, I mean safe from being harassed, assaulted or attacked because you are a woman. Do you feel you can answer questions on women's safety in this area? It should take less than 10 minutes."

If respondent does not feel able to answer, thank her and end interview.

If in any doubt whether respondent is old enough, say "Can you please confirm that you are over 16?"

If not 16, thank her and explain that survey is for women over the age of 16 only. End interview.

1. How long have you lived in this city?

Longer than 5 years	1
1 - 5 years	2
Less than1 year	3
Just visiting the city	4

Interviewer: "The next few questions relate only to the area around here which is marked on the map". *[Show map and point out boundaries].*

2. Why are you in this area today? *Tick all that apply.*

Live here	1
Study/work here	2
Visiting, shopping, other	3

3.How often have you been to this area in the past one year?

Just once or rarely	1
Occasionally	2
Frequently/daily	3

4. What personal safety risks concern you most when you are in this area? *Tick all that apply.*

None, I have no concerns	1
Sexual harassment, hassling, "eve teasing", stalking, touching, "flashing", staring	2
Sexual assault or rape	3
Robbery or having money or possessions stolen	4
Murder	5
Other (specify)	6

5. In this area which factors contribute to your feeling unsafe? *Tick the three most important.*

Poor lighting	1
Lack of/poor signage or information	2
Poor maintenance of open public spaces	3
Crowded public transport/bus stops/stations	4
Lack of clean and safe public toilets	5
Lack of vendors or stalls/people in the area	6
Lack of effective/visible police or civil guards	7
Men dealing with or taking alcohol/drugs	8
Lack of respect for women from men	9
Other (specify)	10

Interviewer: **"If it's okay with you, I would now like to ask about your personal experiences of sexual assault or sexual harassment in this area."**

If respondent does not agree, go to Q15.

6. Do any of these factors affect your personal safety in this area? *Tick all that apply.*

Being a woman	1
Being of a certain religion	2
Being of a certain race	3
Being from another state/region	4
Being from another country	5
Sexual orientation	6
Other (specify)	7

7. What kind(s) of sexual harassment/assault have you faced in public places in this area in the past year? *Tick all that apply.*

Verbal (comments, whistling etc.)	1
Physical (touching, feeling up etc.)	2
Visual (staring, leering)	3
Flashing	4
Stalking	5
Violent physical attack	6
Other (specify)	7
None	8

Interviewer: If option "8" is chosen, go to Q 15.

8. How often have you experienced such incidents in this area in the past year?

Just once	1
2 - 5 times	2
More than 5 times	3

9. At one time of day did these occur?

Day time	1
After dark	2
Both	3

10. In which specific public spaces have you faced sexual harassment/assault in the past year? *Tick all that apply.*

Type of place	Name of Specific Place
Roadside	1.
Using public transport	2.
Waiting for public transport	3.
Marketplace	4.
Park, square, beach	5.
Public toilets	6.
Other (specify)	7.

11. On the occasions in the past year when you were sexually harassed/assaulted, what did you do? *Tick all that apply.*

Nothing	1
Confronted the perpetrator	2
Reported it to the police	3
Reported to municipal guard or agency	4
Asked bystanders for help	5
Reported it on a helpline/to another service	6
Told/asked for help from family	7
Told/asked for help from a friend	8
Other (specify)	9

Interviewer: If "3" in Q11 not chosen, go to Q14.

12. What was the nature of the most recent incident you reported to the police?

Verbal (comments, whistling etc)	1
Physical (touching, feeling up etc)	2
Visual (staring, leering)	3
Flashing	4
Stalking	5
Violent physical attack	6
Other (specify)	7
None	8

13. When you reported this incident to the police, what was their response? *Tick all that apply.*

They blamed me for the incident	1
They minimized/trivialized it	2
They did not do anything	3
They recorded the incident	4
They investigated the incident	5
They caught the offender	6

14. In the past year, why have you not reported some/all incidents to the police? *Tick all that apply.*

Not serious enough to report	1
Afraid to approach the police	2
They would not do anything anyway	3
They would blame me	4
The process is too tedious	5
Other (specify)	6
Not applicable - I reported all incidents	7

15. When in this area, do you do any of the following to avoid sexual harassment/assault? *Tick all that apply.*

Avoid certain public spaces completely	1
Avoid going out along completely	2
Avoid using public transport	3
Avoid going out alone after dark	4
Avoid going to crowded places	5
Avoid going to secluded places	6
Avoid wearing certain clothes	7
Carry items to protect myself	8
No, I don't do anything	9
Other (specify)	10

Interviewer: "Finally, would you tell me a little about yourself?"

16. What is your age?

17. What is your level of education?

Did not attend/complete primary school	1
Completed primary school	2
Completed secondary school	3
Completed/going through college/university	4

18. Which of the following best describes your household income?

Below average band [below $XXX]	1
Average band [$XXX - $XXX]	2
Above average band [$XXX]	3

19. What is your occupation?

20. If you are not the main earner, what is the occupation of main earner in your household?

Interviewer: **"That is the end of the interview. Thank you very much for your time. If you would like any more information…"**

PART FOUR: Women's Safety Audits

Women's safety audits (WSAs) are a participative methodology intended to (1) provide detailed information on issues related to women's safety within a given space; (2) generate recommendations for improvements to enhance women's safety within a given space; (3) empower women to work with local decision-makers for positive community change. Usually, a WSA is conducted by a group of women in a space with which they are familiar (eg a market, a neighbourhood street or a school yard). Any space can be audited – results are about the factors which make environments unsafe, rather than the kinds of spaces which are or are not considered somehow inherently unsafe. WSA participants spend one to two hours in their chosen space with a pre-designed checklist and, ideally, a camera, noting factors which make the space feel safe or unsafe. Common factors which are noted include high usage of space by men and low usage of space by women, lack of lighting, the presence of garbage, or lack of proper public amenities, such as toilets. After WSA participants have recorded their observations, they formulate recommendations for improving the space. These recommendations are then presented to local government officials and other relevant decision-makers.

WSAs are beneficial because they provide:

- concrete recommendations for improving safety.

- a great deal of detailed information on the factors which create or detract from women's safety within a specific area.

- the opportunity to engage with and understand the perspectives of different groups of women (eg elderly women, poor women). This is particularly useful when other methods of data collection, such as street surveys, are unable to reach a specific group.

- the opportunity for women to act as experts in relation to their own safety, which can be a very empowering process.

- the opportunity for women to partner with local decision-makers.

- the opportunity to publicly discuss, clarify and raise awareness about the issue of women's safety and inclusion in cities.

WSAs do not provide:

- quantitative information that can be easily compared amongst different groups or sites.

- information about the opinions and experiences of large segments of the population.

Lessons learned from the GICP:

- Try to time WSAs so as to avoid unpleasant weather conditions and to avoid conflicts with large public events, women's events, etc in order to ensure maximum participation.

- In the WSA Guide, it is recommended that tasks be divided among participants, ie one participant takes notes, one participant takes photographs, and so on. While this strategy worked well for some GICP groups, other groups felt that the process worked better if each participant had her own map and checklist and recorded her own observations. If this strategy is used, all observations will have to be consolidated after the initial safety audit walk has taken place.

- Always consider participant safety. In some areas, participants can draw negative attention to themselves by writing down observations, taking photos, etc. It is sensible to speak with local people or organizations around the audit site before or during the audit to let them know what is happening and why.

- It is helpful to note whether or not a site is accessible by public transit and, if it is, how often public transit service is provided. Public transit access in areas that women regularly use is important for both comfort and safety.

- If it is appropriate and acceptable to participants, having local planners, government officials, the media, or police or urban guards participate as observers in WSAs can be useful. For example, participation in a WSA can help police or urban guards understand women's experiences of safety or insecurity in public space. At the same time, their participation may help other participants feel safe while conducting the WSA.

- It is ideal to hold WSAs at different times of day and in different seasons to understand how the security of a space changes due to environmental factors such as snow, flooding, foliage on trees, etc.

- Participants should remember that the checklist provided is only intended to be a guide. It is not necessary to fill out the entire checklist if there is not time or if certain topics are not applicable or are not a priority.

Women's safety audit guidelines

Introduction

A women's safety audit (WSA) is a participatory tool for collecting and assessing information about women's perceptions of urban safety in public spaces. It is a powerful tool for change, which can bring together an entire community to work to improve their quality of life. WSAs help create a safer and more comfortable environment for women and other vulnerable groups of people - for everyone . It is a process which brings people together to walk through a physical environment, evaluate how safe it feels, and identify ways to make it safer . This is based on the premise that users of a space are experts in understanding how they experience and feel about it.

The approach is based on the fact that in almost all countries, women are among the most vulnerable to sexual violence in public spaces including sexual harassment and assault. In addition to the violence they face, fear of violence often structures and restricts women's ability to access public spaces in the city.

A WSA is conducted by a group of women who are familiar with an area, and who feel especially concerned about safety (others who have safety concerns can also be invited to use this approach). Given that women will vary in the extent to which they feel vulnerable, it is vital to involve women from diverse groups in the community, in terms of class, age, disability, cultural or ethnic background and status, etc.

WSAs can be conducted in all kinds of spaces. In a neighbourhood it would include the streets, areas around residences, parks, market spaces, gathering areas, bus stops and other public transport points. The area may include educational institutions, hospitals, community centres etc. You will need to decide which areas should be included.

Factors that impact safety

The following are factors that will need to be considered while doing the safety walk.

PHYSICAL CHARACTERISTICS
There are six principles that underlie the process of assessing spaces from the perspective of women's safety:

1. **Lighting** – how well-lit areas are
2. **Signage** – knowing where you are and where you are going
3. **Visibility** - seeing and being seen
4. **Isolation** - how busy the area is, hearing and being heard
5. **Escape routes** – being able to escape and get help
6. **Maintenance** – how well looked after the area is

USAGE OF SPACES

In addition to these features, it is important to look at the usage of spaces in the area, as the nature of usage affects how safe and comfortable people feel. For example, the existence of shops or vendors often makes spaces livelier and therefore safe to use. If a park is frequented by drug users or dealers, it often feels less safe for others. Sometimes a crowded space is considered safer, while on other occasions crowds may lead to lack of safety. This may also depend on who makes up the crowd. The ways a space is used and who uses it have a significant impact upon how women experience it.

SOCIAL ORGANIZATIONS AND POLICING

In addition to the above, two sets of factors, the existence of local community groups and their ability to address issues of community concern, also impact safety. It is thus important to assess ongoing community processes and actions to see whether they play a role in making women feel safer.

Policing, both formal and informal, also play a role in creating safer spaces. Some spaces may feel safer because of positive police presence whereas in other spaces the police may be intrusive, or people may feel they are not trusted. Informal methods of surveillance are also an important part of community life. A mix of shops and eating spaces, offices, and houses that overlook streets, parks, and other public spaces, along with opportunities for all people to linger in a place (benches, food vendors, buskers, and activities for children are all examples of factors which encourage lingering) can effectively create safe environments. We need to understand what factors make people feel safer and able to access public spaces.

Steps of women's safety audits

PREPARATION AND TRAINING

• Define and delineate the area and the route for the WSA. Get maps of the area to be audited. These should be studied in detail before the walk. Explain why you are selecting this area.

• Identify key stakeholders and policy makers, and inform them that a walk will be taking place and will probably lead to recommendations (these include city officials, police, and possibly key private sector owners of land or buildings).

• Meet with local community members and community groups to share the WSA process. Try to involve many different sets of people including, for example, youth groups, so that their concerns can be understood.

• Train WSA participants.

• Read over and get familiar with the checklist.

• Prepare material that will be used prior to and during the WSA – maps, paper, pens, torch light, camera etc.

• Ensure the safety and transport of the audit team.

SAFETY WALKS (USING THE CHECKLIST)

• A walk should involve a group of around four to six women. If the area is large, you may want to have more, and split into groups that cover different parts of the area.

• If the women are in agreement, invite some elected local government, councilors, police or other key stakeholders (principal of a local school if you think that school is important, manager of a market etc.) to participate in the walk. You might consider inviting some members of the media too.

• Assign roles to members of the safety audit team. For instance, one person might be in charge of taking photos, another might take notes and a third might ask questions on the checklist.

• Carry paper and a pen to take notes. Note down everything. Do not leave it to memory.

• Carry a camera and take photographs.

• Use the checklist as a guide throughout the walk.

• Use the map to guide and to note down issues.

• You will need to do more than one WSA in each area at different times of the day, to get a full understanding of usage of space and issues that concern women. At least one safety walk should be done after dark, as there are specific issues related to lighting and safety at night.

• Speak to people in the area (including vendors, shopkeepers, a range of people using the street) to get their understanding and perceptions of safety.

• Ask women using the area about their experiences, if they are willing to share them. Ask them to point out specific areas where they feel safe or less safe. Note down incidents, stories etc. Note down which areas have more women users and probe the reasons.

RECORDING FINDINGS

• Immediately after the walk, the team should spend a little time discussing the walk and making notes. Make sure that all the points in the checklist have been looked into.

• Maps should be used to record the information about safety issues based on the checklist and reactions during the walk. Make sure that all the points from the checklist are noted down on the map also.

• It is important to note down not only places that are identified as unsafe and the reasons for the diaghnosis, but also areas that are seen as relatively safer and used comfortably by women.

FORMULATING RECOMMENDATIONS

• After the walk, ideally within a few days, the audit team should meet again to discuss the findings from the walk, and formulate appropriate recommendations.

• A set of recommendations needs to be drawn up based on the views, perceptions and experiences of the people who conducted the walk. These should be discussed further with the local community - perhaps in a public meeting - to make sure that the process is inclusive and to get more people involved.

- Recommendations can be related to:

  Design and planning - about the design of the built environment such as changing lighting and pathways, regulating traffic or improving surveillance or patrolling

  Usage of space - such as developing play areas to encourage more families to use an area, or policies regulating things such as opening hours of parks, and stall and vending areas, etc.

  Governance issues – such as the kinds of policies need to be addressed in order to bring about relevant change

  Crime prevention - such as providing resources for young people, or working to assist drug abusers, location of police, training of police, etc.

  Community-based initiatives – interventions and changes undertaken and monitored by the community or community-based groups, such as community events, informal mechanisms, etc.

- Organize and target the recommendations for different sets of stakeholders. For example, a recommendation about bus shelters or transport should be addressed to transport authorities, the need for more police presence directed to the police, and other urban planning and design interventions can be addressed to relevant civic bodies. Overall, however, it is important to present the recommendations as a whole to the local authority.

TAKING RECOMMENDATIONS FORWARD AND ENSURING IMPLEMENTATION
- Set up meetings with the relevant authorities to present your recommendations and encourage action.

- Keep in mind existing policies and programmes that can be used to support the recommendations.

- Ensure communities are informed, involved and support the recommendations.

- The WSA is the first step in the process. It does not end with the delivery of the recommendations to the relevant authorities. It will also entail regular community involvement, and ways to monitor and keep track of where recommendations have been addressed and acted upon.

- Have meetings with community and community-based groups to keep the process active and ensure their continued interest and involvement.

- Use media to advocate for changes, and to highlight positive changes when they occur.

Women's safety audit checklist

This is a template for noting down findings of safety audit walks. You can add different areas as required and note down observations. For example, if there is a beachfront or parking lot, school, etc., add a section and use the same points on the left column. A separate template should be completed for each audit conducted.

Name of Area:

Date:

Route audited:

Time and day of audit:

Weather:

Duration:

Names of people who participated:

Streets	Comments and findings
• Lighting – are they working? Distributed evenly? Do they light pedestrian ways? How long does fixing take? Mark on maps lights that are not working. • Sightlines (how far ahead can you see and be seen?) • Signage (maps, directions etc) • If there are footpaths? Are they wide enough? Are there obstructions or large cracks? • Are footpaths accessible for people with disabilities or with prams (dropped curbs, paved)? • Maintenance - garbage, graffiti etc.? Are there rubbish bins? • Access to any help in an emergency – phones? A lot of people around? • Do surrounding buildings provide informal surveillance (shops or restaurants with large windows, housing or offices with balconies)? • Any entrapment areas – recessed doorways, alleys, etc.? • Are there any demolished or unfinished buildings which could be unsafe? • Any visible policing? • Are there people on the street? • Are there groups who use the street that make women feel unsafe? • Is there an equal number of women and men using public space? Are they rushing through or lingering? • Are there reasons to linger (benches, shade, interesting things to see such as public art)? • Are there safe pedestrian crossings? • Are there children or youth playing? What age groups?	

Residential areas	Comments and findings
• Is this a formal or informal settlement? • Lighting – are they working? Distributed evenly? Do they light pedestrian ways? How long does fixing take? Mark on maps lights that are not working. • Sightlines (how far ahead can you see and be seen?) • Gates? • Security guards? • Condition of the streets and pavements? • Informal surveillance from shops, stalls etc? • Vacant plots/ under construction plots? • Any entrapment areas – recessed doorways, alleys? • Any visible policing? • Any public toilets? • Open spaces or parks? • Are there people in the area? • Is there an equal number of women and men using public space? Are they rushing through or lingering? • Are there children or youth playing. What age groups? • Are there groups who use the area that make women feel unsafe? • Is there any drug or alcohol dealing/ usage?	

Parks	Comments and findings
• Lighting – are they working? Distributed evenly? Do they light pedestrian ways? How long does fixing take? Mark on maps lights that are not working. • Sightlines (how far ahead can you see and be seen?) • Overgrown bushes or landscape which hinders the view ahead? • Fences/ boundary walls? • Maintenance - are there rubbish bins? • Any public toilets? • Are there benches, play areas, shade? • Any visible policing? • Are there vendors or kiosks? • Are there people using the park? At what times? • Is there an equal number of women and men using public space? Are they rushing through or lingering? • Are there children or youth playing? What age groups? • Are there groups who use the park that make women feel unsafe? • Is there any drug or alcohol usage/ dealing?	

Markets	Comments and findings
• Lighting – are they working? Distributed evenly? Do they light pedestrian ways? How long does fixing take? Mark on maps lights that are not working. • Any entrapment areas – recessed doorways, alleys, vacant shops? • Access to phones? • Condition of pavements/ streets? • Any public toilets? • Access to public transport? • Car or bicycle parking area - Security? Lighting? • Any visible policing? • Do shops shut at the scheduled time? • Are there people in the market? At what times? • Is there an equal number of women and men using public space? Are they rushing through or lingering? • Are there groups who use the area that make women feel unsafe? • Is there any drug or alcohol usage/ dealing?	

Bus stops	Comments and findings
• Lighting – are they working? Distributed evenly? How long does fixing take? Mark on maps lights that are not working. • Is the bus stop well-maintained and clean? • Reliability of bus service? • Frequency of service at night? • Structures around – well-maintained? Well-lit? Actively used? • Area behind bus stop? • Any visible policing? • Emergency support such as phones, police booth? • Are there vendors or shops around? • Is there an even mix of men and women? • Are there groups who use the area that make women feel unsafe? • Is there any drug or alcohol usage/ dealing?	

In addition to the above checklist, note the following also:

• Find out about community organizations, resident associations, youth groups and other social or cultural groups that work in the area and locate them on the maps. Also note their activities, membership and other relevant information.

• Find out about local political/municipal representatives of the area. List down their names and positions.

• Make a list of existing service provision and map service gaps – for example electricity providers, municipal offices, etc.

• Is there a police station in the area? Are there any police booths/check posts? If so how many? Locate these on the map. What times do they operate? Are they regular in their activities?

• Survey and list the schools and other educational institutions in the area.

• Survey and list hospitals and other medical institutions in the area.

• Survey and list any other public buildings or institutions in the area such as a public library, community centre, recreation centre, etc.

• Note down any other issues that may be relevant for the area audited.

PART FIVE: Policy Listing

A policy listing is used to determine where interventions on women's safety and gender inclusion fit within the larger political and institutional context of the city, state or even nation. A policy listing provides general information about policies, plans, legislation, and initiatives/programmes that address violence against women, gender equality and women's right to the city.

Policy listings are beneficial because they provide:

- a relatively quick overview of the state of policies, plans, legislation, and initiatives/programmes that address violence against women, gender equity and women's right to the city.

- the ability to strategically assess where there may be opportunities to create initiatives or actions that strengthen current policies, plans, legislation, and/or initiatives/programmes.

- the ability to understand where there are policy, plan, legislation or initiative/programme gaps related to violence against women, gender equity and women's right to the city.

Policy listings do not provide:

- in-depth information on the state of individual policies, plans, legislation, or initiatives/programmes.

- explicit opportunities to engage with decision-makers in order to improve policies, plans, legislation, or initiatives/programmes.

- opportunities to suggest detailed recommendations in relation to policies, plans, legislation, or initiatives/programmes.

Summary information on policies and initiatives promoting women's safety and inclusion

	Public policies	Plans	Programmes
Goal	• Overall focus or purpose • Panoramic vision • Conception of the problem • Values and principles	• Strategies • Time frameworks • Funding • Resources • General goals	• Specific interventions • Activities • Budget
Establishment of priorities	Priority given to the problem of inequalities between men and women	Areas of action and strategy types	Specific focus identified for short-term priorities
Content areas	General definitions	Some priority contents	Specific
Duration	Long-term (between 5 and 10 years)	Medium-term (between 3 and 5 years)	Dependent on allocated budget (1 to 5 years)
Geographic area	A whole juristiction	A whole jurisdiction or in a specific area	A whole jurisdiction or local areas
Formulation processes	Related to the negotiation between political actors. Space for the interaction between society and State	Related to political and technical definitions	Related to political and technical definitions
Actions and omissions	It can be a State action or omission	They are actions	They are actions
Example	Definitions in the Government Platform around the transformation of gender relations	Equal Opportunity Plan	Women's Comprehensive Programme

This form is intended to provide a general overview of legislation, policies and initiatives that have or could have a positive (or negative) impact on the promotion of women's safety and inclusion in your city. These may be provided by local, state, or national government, non-governmental organizations, community-based organizations, or the private sector.

The matrix is divided into three sections:

1. The first covers policies, structures, plans and other initiatives that establish the framework within which stakeholders must operate and which also indicate intent.

2. The second section relates to existing legislation on women's equality, rights and VAW. This will also help to establish the context within which violence is viewed and will provide the basis for advocacy.

3. The third section relates to services, programmes and projects, activities that reflect the reality of what is actually happening "on the ground" now.

Section 1

Policies, structures and plans	Yes/no	Brief summary	National/ state/ municipal	Comments
Government policies on quotas for elected women in government				
Network of elected women representatives				
Public policies to increase women's participation in local government				
Gender mainstreaming in national/state/local budgets				
Equal opportunity requirement for hiring in government jobs				
Gender Equality Office or Women's Office at national/ state/local levels				
Annual gender equality plan				
Gender-disaggregated official data (eg victimisation, employment, health)				
Other (specify)				

Section 2

Legislation	Yes/no	National/state/municipal	Year passed	Nature of punishment/bail	Comments (Any review of law, critique, etc)
Gender Equality					
Domestic or family violence					
Sexual harassment/molestation at workplace					
Sexual assault/rape					
Sexual harassment/molestation in public places					
Pornography					
Prostitution/Soliciting					

Section 3

Services, programmes and projects	Yes/no	Brief summary	Provided by local/national government, private, NGO, other	Comments
POLICE SERVICES AND INITIATIVES				
Police guidelines and protocol covering police response to sexual assault				
Special cells or women police stations				
Community police initiatives on VAW				
Coordination among service providers in responses to VAW				
Other (specify)				
URBAN PLANNING INITIATIVES				
Design guidelines that promote women's safety				
Training for urban planners/architects on safety and inclusion				
Initiatives that promote inclusive public space				
Urban renewal providing economic and housing opportunities for women and other vulnerable groups				

Services, programmes and projects	Yes/no	Brief summary	Provided by local/national government, private, NGO, other	Comments
PUBLIC TRANSPORT INITIATIVES				
Initiatives to make public transport stations and stops safer, as well as the surrounding areas				
Training for public transport drivers and other service staff				
Campaign on safety in public transportation				
Women's buses or women's seats on buses				
Other (specify)				
PUBLIC AWARENESS CAMPAIGNS				
Campaigns on women's safety in public spaces				
White Ribbon Campaign or other male-led violence prevention				
Public education on harassment, sexual assault, intimate partner violence				

Services, programmes and projects	Yes/ no	Brief summary	Provided by local/ national government, private, NGO, other	Comments
INITIATIVES WITH EDUCATIONAL INSTITUTIONS				
Promoting respectful relationships				
Preventing violence and harassment by teachers				
Promoting social cohesion and preventing discrimination and violence				
Promoting girls' education				
Other (specify)				
COMMUNITY MOBILIZATION/LEADERSHIP INITIATIVES				
Community development grants for women				
Leadership development for residents' associations and other such groups				
Other (specify)				

Services, programmes and projects	Yes/ no	Brief summary	Provided by local/ national government, private, NGO, other	Comments
ACCESS TO SERVICES				
Women's courts				
Emergency health services				
Emergency police services				
Coordination between services to prevent and respond to victims of violence, especially VAW				
Other (specify)				

PART SIX: Policy Review

A policy review provides in-depth information about one or more policies or programmes that address violence against women, gender equality and women's right to the city. The purpose of a policy review is to determine what strategies appear to be more or less successful in addressing the issue of women's safety and gender inclusion within a given political and institutional context. As part of the policy review process, interviews should be conducted with key stakeholders and beneficiaries who are involved in the policy or programme that is being reviewed.

Policy reviews are beneficial because they provide:

- detailed information on the workings of a particular policy or programme, including information about how the policy or programme was initiated, how it has succeeded, and what kinds of challenges it faces within the local socio-political context.

- an indication of the kinds of successes or challenges that similar policies or programmes may encounter when being initiated and implemented.

- an indication of where there are opportunities for other initiatives to partner or supplement a policy or programme in order to more effectively improve women's safety and gender inclusion.

Policy reviews do not provide:

- an overview of the state of and relationships between all policies and programmes related to violence against women, gender equality and women's right to the city.

- explicit opportunities to engage with decision-makers in order to improve policies, legislation, or initiatives/programmes.

Policy/programme review guidelines

The purpose of this exercise is to conduct in-depth reviews of a few policies and programmes in order to have a deeper understanding of specific policies/practices that have had an effect on women's safety in the city. This review framework and tool that can be used by groups around the world who want to promote women's safety and gender inclusion in cities.

The purpose of the tool is to assess:

- What key policies/programmes are currently in place which promote women's safety and gender inclusion in cities - government and non-government initiatives

- How far these policies and programmes have been implemented

- How far they appear to be effective in achieving their goals

- What makes them effective or not

- Whether there are any major gaps

- What opportunities they present to enable them to be used or revised to promote women's safety concerns more effectively

We have defined policy and programme as follows:

Policy: A plan of action, usually developed by a government, to tackle a problem that has been identified as a priority (eg Crime Prevention Strategy 2006-2009). It is usually long-term and includes a range of strategies.

Programme: A specific time-limited activity undertaken by governments, police, NGOs and/or the private sector, often deriving from a policy (eg gender training of police force). They are usually short- or medium-term and tend to be focused on specific groups or areas and with specific objectives.

Selecting a key policy/programme to review in greater depth:

Keep in mind the following points while choosing a policy/programme that addresses women safety and gender inclusion:

- A good policy/programme comes from a vision of a safer (or at least, a better) city and community.

- A good policy/programme should be given a high priority (a long timeline, adequate funding and staff resources, is included in the city's overall strategic plan).

- A good policy/programme should present opportunities to promote women's safety and inclusion.

- A good policy/programme should promote community partnerships, with special focus on women's participation.

- A good policy/programme should have a clear evidence base, and regular monitoring and evaluation mechanisms.

You can focus on either a new initiative, or one that has been in place for some time. The initiative might be ongoing, or it might be time-limited. It might be led by local government or by national government or by other agencies, such as the police.

Use the following questions as a broad guide to reviewing the chosen policy or programme:

1. What is the policy/programme to be reviewed? Provide a short description.

2. Why have you chosen this policy/programme to review? Is it a priority/well-resourced, directly relevant to women's safety, clearly community-based, providing an opportunity to build upon or any other reason?

BACKGROUND:
3. Which level of government has initiated this policy/programme (or if NGO/other please state)?

4. When did it "begin"? Was there a particular context (or particular event) that triggered it?

5. Were there any public debates, for example in the media, when it was introduced or since?

6. Were there any public consultations? If so, did they consult with women?

7. Does it build upon any earlier policy/programme?

8. Is there an end date?

VISION:

9. What is the stated vision/ priorities?

10. What problems or needs does it address?

11. How does it address women's safety or building inclusive cities?

12. Is there any reference to international or regional conventions or initiatives?

STRATEGIES, PRIORITIES, RESOURCES:

13. Main strategies – short-, medium- and long-term?

14. How are these going to be delivered?

15. Is there integration/synergy with existing initiatives and with the city's overall strategy – if so, what is the seeming priority?

16. Who is putting in the resources? How much money has been allocated, and for how many years?

17. Is long-term sustainability addressed?

18. How does the policy take into account the diverse needs and perspectives of women and ensure their voices are heard?

BENEFICIARIES:

19. Who are the main beneficiaries? Are women explicitly mentioned?

20. Any there any secondary or unintended beneficiaries? Does this implicitly help women?

21. How do beneficiaries perceive the policy or programme initiative? Do they know about it? Have they benefitted from it?

STAKEHOLDERS:

22. Who are the main stakeholders responsible for delivering these strategies?

23. Is there dedicated staff for this initiative?

24. Has there been any training/capacity building for them?

25. Who are partners – government and civil society?

26. What are their roles?

27. Are there financial partnerships?

MONITORING AND EVALUATION:

28.   What are the expected outcomes of the policy?

29.   Is there an evaluation plan? If so, what are the expected results?

30.   Are there intermediate goals/monitoring mechanisms built in? If so what are the indicators?

31.   Are there baseline indicators provided?

32.   Who will be involved in monitoring - for example, are civil society groups included?

33.   How will the learning be shared and disseminated?

SUCCESSES:

34.   Have there been any successes in implementation so far? In what areas:
   - women's lives?
   - community safety and inclusion?
   - awareness/media reportage?
   - resource mobilization?

35.   Any unintended or unexpected results or successes?

36.   Any "spillover" effects?

37.   What are the key lessons learned from the development and implementation of the policy?

38.   Unintended consequences:

39.   Have there been any unexpected benefits?

40.   Have there been any unforeseen adverse consequences?

CHALLENGES/GAPS IN PLANNING AND IMPLEMENTATION:

41.   What challenges/gaps have there been in the following areas?
   - Financial
   - Implementation
   - Sustainability
   - Partnership building
   - Human resources
   - Evaluation

42.   How do you intend to work with this policy/programme?

Other useful resources

Building Safe and Inclusive Cities for Women: A Practical Guide (JAGORI)
http://jagori.org/safe-cities-handbook/

Community Mapping: A How-To Handbook for Grassroots Women's Organizing (HUAIROU COMMISSION)
http://www.huairou.org/sites/default/files/Community%20Mapping%20Handbook.pdf

A Handbook on Women's Safety Audits in Low-income Urban Neighbourhoods: A Focus on Essential Services
(JAGORI AND WOMEN IN CITIES INTERNATIONAL)
http://womenincities.org/pdf-general/idrc_hanbook_wsalow-income_compress.pdf (English)
http://womenincities.org/pdf-general/IDRC%20Watsan%20Handbook%20Hindi.pdf (Hindi)

Local-to-Local Dialogue: A Grassroots Women's Perspective on Good Governance (HUAIROU COMMISSION)
http://www.huairou.org/sites/default/files/L2L%20Grassroots%20Women's%20Perspective%20on%20Good%20Governance.pdf

Toolkit: Walking Our Neighbourhoods, Building Cities without Violence (RED MUJER Y HABITAT DE AMERICA LATINA)
http://www.redmujer.org.ar/eng/publications.html#Tolls (English)
http://www.redmujer.org.ar/publicaciones.html (Spanish)

Tools for Promoting Safe Cities from a Gender Perspective (RED MUJER Y HABITAT DE AMERICA LATINA)
http://www.redmujer.org.ar/eng/publications.html#Tolls (English)
http://www.redmujer.org.ar/publicaciones.html (Spanish)

Virtual Knowledge Centre to End Violence against Women and Girls: Safe Cities Portal (UN WOMEN)
http://www.endvawnow.org/en/modules/view/12-safe-cities.html

Women and Community Safety: A Resource Book for Planning Safer Communities
(COWICHAN WOMEN AGAINST VIOLENCE SOCIETY)
http://www.saferfutures.org/pdf/Women_and_Community_Safety_Manual.pdf

Women's Safety Audits: What Works and Where? (WOMEN IN CITIES INTERNATIONAL)
http://womenincities.org/pdf-general/Women%20Safety%20Audit%20Text%20FINAL.pdf (English)
http://womenincities.org/pdf-general/Women%20safety%20audit%20-%20FINAL%20FR.pdf (French)

List of abbreviations and acronyms

CISCSA   Exchange and Services Centre, Southern Cone, Argentina – Coordinator of the Latin America Women and Habitat Network, Rosario, Argentina

FGD   Focus Group Discussion

GICP   Gender Inclusive Cities Programme

ICIWF   Information Centre of the Independent Women's Forum, Petrozavodsk, Russia

ICNIC-T   International Centre for Network and Information on Crime – Tanzania. Dar es Salaam, Tanzania

NGO   Non-governmental organization

UNTF   United Nations Trust Fund to End Violence against Women

VAW   Violence against Women

WICI   Women in Cities International, Montreal, Canada

WSA   Women's Safety Audit

Women in Cities International
6465 Avenue Durocher, suite 309
Montréal, Québec
Canada, H2V 3Z1
www.womenincities.org
Tel/Fax: +1.514.861.6123