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Guide for Using the Tools

Objective: The primary objective is to provide brief, relevant, and practical tools for World Bank task teams and their country counterparts to facilitate their work in addressing gender issues in urban development policies and projects. This responds to the need, expressed by task teams, to repackage and condense existing gender and urban tools in formats more relevant to urban operations. These tools can also be used for training on gender and urban development. The term “tool” was selected to convey the notion that these materials are nuts and bolts resources to be used when needed; and to emphasize that they are not requirements or directives.

Organization: Responding to the multi-sectoral nature of urban development, the tools are organized in three parts to address both general and sector specific areas of urban development policy and operations. Part one includes tools for integrating gender and other social dimensions into urban development policies and the project cycle. Part two includes tools targeting specific sectors within Urban Development. Urban transport, and water supply and sanitation are not included here as these are part of the Transport and Water Supply and Sanitation tools. Part three provides resources, including good practice case studies, web-based networks, and suggested reading.

Suggested Use of the Tools

Introduction: (a) Why Gender is an Urban Development Issue and (b) approaches to integrate gender in operations. The introduction provides (a) key gender issues and rationale for addressing gender in its broader social context in urban policies and programs; and (b) approaches to integrate gender in urban sector operations. The introduction can also serve as a resource for dialogues with clients as well as urban development colleagues that attention to gender can reduce risks and enhance benefits to marginalized groups and steps needed for gender integration.

Part I: Integrating Gender and Other Social Dimensions in Policy and Projects

1. Entry points for Gender in Urban Development Policy Dialogue.
   The first tool is a checklist for entry points for mainstreaming gender and other social dimensions in urban development policy dialogue for PRSPs, Partnership Strategies, Country Assistance Strategies and Country Urban Sector Strategies. While all of the items may not apply to a given policy or strategy, they provide suggestions for key entry points and actions to take.

   The second tool provides a list of questions for task teams to consider when assessing whether and the extent to which gender, in its broader social context, is likely to be an issue in the project. Not all questions apply to all projects. If the review identifies gender-based risks, constraints or opportunities for greater development effectiveness by addressing gender, further gender analysis during the preparation phase can be undertaken to identify actions for reducing gender-based constraints and disparity and increasing equitable benefits.

   The third tool provides sets of questions that can be used during the urban project cycle for mainstreaming gender and other social dimensions. While all of the items may not apply to a given project, they provide suggestions for key entry points and actions to take.
4. Developing Effective Project Gender Plans/Frameworks.
The fourth tool describes the purpose of gender plans/frameworks when gender is a significant factor that needs to be addressed in an urban development project. Where the preceding checklists assess whether or not gender is an issue and flag areas needing attention, the gender plan provides a blueprint for implementing gender-targeted interventions within project components. It presents key steps for quality plan development and also provides a good practice example of a gender plan, linked to the gender-relevant urban development project components that can be adapted to other projects. The example also illustrates that these plans need not be complex to provide a valuable tool for tracking planned gender activities in urban development project.

5. Inclusive Involuntary Displacement and Resettlement Checklist.
Tool five provides a checklist of considerations so that affected women as well as men are consulted about their needs and priorities, and receive fair compensation for loss of livelihood and property.

6. Urban Results: Examples of Gender-Responsive Indicators.
The sixth tool provides examples of gender-responsive indicators that can be used to measure progress towards reducing gender-based risks and promoting gender equity in urban development project benefits. The list is illustrative not exhaustive.

Part II: Integrating Gender and Other Social Dimensions in Sector-Specific Areas of Urban Development

7. Gender Considerations in Housing Projects.
The seventh tool provides suggestions for overcoming obstacles in addressing gender and other related social issues in urban housing projects.

8. Gender Considerations in Solid Waste Management.
Tool eight provides a checklist for gender and related social dimensions of solid waste management.

9. Gender Considerations in Market Rehabilitation.
Tool nine provides a checklist of considerations in conducting inclusive, gender-responsive feasibility studies, financial diagnoses, and institutional assessments, planning and implementing market rehabilitation projects.

10. HIV / AIDS and Gender Considerations: Role of Local Government.
Tool ten summarizes HIV/AIDS and vulnerability factors of women and men, and identifies ways in which municipal leaders can combat the HIV/AIDS threats in cities.

11. Gender Considerations in Urban Disaster Assessment.
Tool eleven provides questions and suggestions for integrating gender and other social issues in urban disaster assessments.

This participatory tool enables groups of women and other vulnerable groups to identify risky areas in their environment that need to be addressed.
Part III: Resources for Integrating Gender in Urban Development

13. **Good Practice Cases and Innovative Approaches.**
This tool includes a gender and urban development good practice case that illustrates the use of effective approaches for mainstreaming gender and improving project effectiveness and sustainability. It also includes highlights of other projects that applied innovative approaches to address gender in urban development.

14. **Web-based resources.**
This Tool provides web addresses for web-based groups with useful resources and initiatives on gender and urban development. This list is not exhaustive. Additional site suggestions are welcome.

15. **Suggested Reading.**
The final tool provides a list of a few outstanding reports and articles addressing various aspects of gender and urban development issues. This also is not exhaustive. Additional suggestions are welcome.
Introduction:

(a) Why Gender is an Urban Development Issue

Growing urbanization can be harnessed to promote women's opportunities: Urbanization is a formidable global challenge, as more than half the world’s population now lives in cities and this trend is growing fast. This also creates a significant opening for enhancing women's access and opportunities with the sustainable development agenda. Cities offer significant opportunities for economic growth, service delivery, and social mobility, with women being key contributors to the economic vibrancy of cities. Yet, urban poverty, environmental health, informality, crime and other ills are major problems, with the effects being particularly pronounced for disadvantaged groups, especially women. If managed in the right way, the benefits of sustainable urbanization can be harnessed to empower women and increase livability in cities.

Gender-based differences in roles and existing gender disparity: In most developing countries, girls and women have less access to health, education, infrastructure and other services.; They also lack ownership of asset/resources due to inherent social and structural constraints, which result in low level of literacy and skills, malnutrition; and less social and economic opportunities. Women also have primary responsibility for domestic tasks which commonly include fetching water and collecting fuel-wood for their families, cooking meals, and caring for children, the sick, and the elderly. Time-use surveys revealed that women are severely time-constrained, having to work longer hours than men. The arduous, time-intensive tasks of collecting fuel-wood and water consume much of women’s energy and take their toll on women’s health.

Gender differences urban service priorities: Women and men experience cities differently due to their gender-based roles and responsibilities, including the nature of their participation in the labor market as well domestic tasks. The lack of basic services and infrastructure affects women more than men in cities because women are the primary collectors, transporters and managers of domestic water and fuel, as well as the promoters of home and community sanitation activities. Women also play a primary role in waste disposal and environmental management. Women in cities depend more heavily on public transport than men and use transport in different ways, such as off-peak travel and trip chaining to multiple destinations. Thus male and female priorities are often not the same for basic services such as urban housing, water and sanitation, solid waste management, and public transport.

Gender differences in informal economy: In many countries women predominate in the informal urban economy that is unmeasured and unrecognized. In general, women make up the majority of vendors of low value-added products, working in unhealthy conditions in the most poorly equipped and managed sections of markets. They may have to pay more service charge than wealthier, high value-added businesses because of the informality of their situation. Market management committees usually tend to represent the affluent businesses, and women are underrepresented. Women and men sell different products, work in different parts of markets, and have differential access to finances. As a result, women and men may have different market rehabilitation and support service needs.

Gender-based risks in urban areas: One-fourth of the world’s poor live in urban areas. Often, there is social and physical exclusion of the poor and women in informal settlements with crowded living conditions, environmental hazards, social fragmentation, higher risk of crime and violence, higher unit charges for utility access, low social mobility, higher risk of HIV/AIDS and other epidemics, and greater vulnerability to evictions, demolition and natural disasters. Poor migrant women are more vulnerable due to lack of social networks and support and face increased violence. The majority of poor women lack education and skills and have to take jobs with low salaries.
Within neighborhoods, gender roles and relations also shape the way that women and men engage in community management and collective action. Women play a major role in building, maintaining and providing a safe, clean environment in human settlements. The poor often live far from sources of employment and have limited access to public transport. In developing countries, less than half of the population has access to solid waste removal services.

**Urban violence** against women is closely linked to issues of housing and shelter. Women often remain in abusive relationships as they have limited rights to land or property except through their husband. Marriage provides shelter and protection from outside violence for women living in urban slums, even though they may face domestic violence. Women are often excluded from secure tenure due to inequities in cultural norms, legislation, and policy. Secure tenure is a key factor in the ability of poor households to access credit, earn income, and protect themselves from the threat of forced eviction. Secure tenure also factors significantly in their willingness to invest in improving their living conditions.

**Lack of women’s voice in urban agenda:** Despite the important differences between women’s and men’s needs and priorities in urban development, women’s priorities are rarely taken into account in urban policy, settlement planning, or the design of urban programs. In most countries women are not well represented in local government.

**Involuntary displacement and resettlement:** Gender inequalities in compensation for involuntary displacement and resettlement resulting from land acquisition and slum upgrading may have negative impacts on family well-being. As land titles are mostly held by men, cash compensation for land or other assets is usually given to the male head of household who may not share it equitably with other family members. Women and others with use rights to land may not be compensated for loss of livelihood.

**Value added by a gender-integrated approach:** Studies indicate that when women are elected and have effective roles in local government, they have often had a positive impact in curbing local violence and corruption. Women’s interests in solving problems in their communities make them effective agents to catalyze urban development project activities. Women have shown greater interest in preserving new facilities and have been more effective in mobilizing the community to carry out maintenance tasks, resulting in greater sustainability of project outcomes. Evidence indicates that participation of women contributes to cost savings through better use of materials and staff time resulting in more efficient, higher quality work. Women’s organizations have played a critical role in mobilizing urban communities for resettlement and providing savings groups and micro-finance to enhance livelihoods in new settings. There is evidence that targeting women as individual customers, rather than a non-targeted approach, increases the number of connections to water and sewage services as well as cost recovery.

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2 UN HABITAT 1995, Women in Human Settlements Development: Getting the Issues Right

(b) Approaches to integrate gender in operations\textsuperscript{4}

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**Definitions of key terms: Gender, Inclusion, and Empowerment\textsuperscript{5,6,7,8}**

**Gender is not another word for women:** Gender refers to the socially constructed roles, and socially learned behaviors and expectations associated with males and females. It is about women and men, their socially defined roles, responsibilities, and the power and other relations between them. Like race, ethnicity, and class, being male or female shapes individuals’ opportunities to participate in the economy and society.

**Gender equality** refers to equality under the law, equality of opportunity (rewards for work, equality of access to human capital, and other productive resources), and equality of voice (ability to influence and contribute to the development process).

**Empowerment refers to change in relationships among individuals and groups.** Empowerment is a process of enhancing an individual’s or group’s capacity to make strategic choices and transform those choices into desired actions and outcomes. This involves improving their assets and their capabilities so they can become agents of positive social change on their own behalf.

**Social inclusion refers to change in institutions.** Social inclusion refers to the development of inclusive institutions, policies, social norms, and behaviors that provide an opportunity for previously marginalized groups to increase their voice and access to assets.

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**Social analysis and sustainability:** Social analysis is an integral part of the project cycle, especially during preparation and appraisal, as it helps task teams to understand the inherent differences between social groups, constraints and risks. It also identifies possible actions that can be taken to reduce disparity and enhance opportunities that can facilitate improved social and economic impacts of investments, and makes development more equitable and sustainable. Social analysis is often informed by a social assessment undertaken by client country as part of project design, especially when social safeguards are triggered. If there is no project social assessment, this analysis relies on other upstream work by the Bank or other agencies.

**Gender analysis:** Women and men are the largest social groups and gender analysis is usually undertaken within social analysis; and includes examination of gender-based roles, responsibilities, access to resources and power relations, as well as needs and constraints. This is carried out through a number of instruments, including desk review, survey and consultation with women and men; and contributes to the social sustainability of operations by

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\textsuperscript{4} Adapted from World Bank (2003), Social Analysis Sourcebook: Incorporating Social Dimensions into World Bank Supported Projects.


\textsuperscript{6} World Bank (*2006), Gender Equality as Smart Economics: A World Bank Group Gender Action Plan


\textsuperscript{8} OECD/DAC (2004), Why Gender Matters in Infrastructure. DAC Working Group on Gender Equality.
facilitating (a) equal participation and “voice” of both women and men; (b) reduction of gender specific risks, if any; and (c) enhanced social and economic opportunities for poor and marginalized women.

In World Bank operations, gender integration is usually undertaken in the following way that is aligned with the project cycle:

**Step 1: Rapid gender review of the proposed operation at the identification or concept stage.** The project task team conducts this review supported by a social development specialist with gender expertise. A checklist (Tool 2) helps the team to undertake this review and identify key gender issues, potential risks and benefits. Consultations with women and men can also provide in-depth information. If the review identifies substantial gender-based risks and constraints in accessing project benefits, further gender analysis can be undertaken during the preparation phase for identifying actions for mitigation. If there are no significant gender-based constraints and risks, further steps on gender analysis and actions may not be necessary. The findings of the rapid review can be documented in the project concept note (PCN).

**Step 2: Gender-responsive social analysis:** The counterpart government usually undertakes social and/or environmental assessments, especially when safeguard policies are triggered. The Bank task team comments on the TOR and supports the field survey and gender-inclusive consultative process. Findings of gender analysis identify possible actions and indicators; and can be incorporated into the project design and Bank’s Project Appraisal Document (PAD). Consultations with women and women’s groups can help prioritize key gender actions. A gender plan or framework, with activities, budget and targets can also be developed that helps monitoring progress and getting results. In an urban development project, providing lighting in public spaces to ensure the safety of women and girls is considered a gender-responsive activity. Projects can also take targeted activities such as a quota for women’s employment in slum-upgrading project.

**Step 3: Implementation Support:** Bank team provides regular implementation support to activities and monitors progress using the indicators established in the Results Framework, which are usually recorded in the ISR. If needed, capacity building support can be provided to counterpart governments and implementing agencies.

**Step 4: Completion and Impact assessment:** Bank team can support a gender-responsive mid-term review and end project evaluation; which helps document gender-based outcomes in the Implementation Completion Report (ICR).

Part I:
Integrating Gender and Other Social Dimensions into Urban Development Policies and Projects

The first set of tools support the integration of gender and other social dimensions into urban development policy and the urban development project cycle. The information gathered using these tools can be incorporated into environmental and social assessment, poverty and social impact assessment, social development frameworks, project implementation plans, monitoring and evaluation plans, and other mechanisms used routinely during project preparation, supervision/monitoring, and evaluation.
1. Entry Points for Integrating Gender in Urban Development Policy Dialogue

This checklist provides suggestions to identify entry points and actions needed for integrating gender and other social dimensions of urban development into country policy dialogue (PRSPs, Country Partnership Strategies, Country Assistance Strategies, and Country Urban Development Sector Strategies) in order to reduce gender inequities and increase development effectiveness and sustainability. Each of the points listed can provide an entry point for dialogue if it is in place in the client country. If not in place, some of the points (such as attention to gender in sector strategy and procedure) could provide the basis for dialogue on actions needed, depending on the stage of development of sector policy and procedures. It could also lead to discussion of possible capacity building needs of the client agency. Any dialogue would tap only some of the entry points and actions, not the entire list.

- Does the country have a gender equality (or Women in Development) policy? What are the country requirements? Does it have strong support at the executive level?
- Is there a ministry focal point or unit (e.g. Ministry of Women) responsible for advocacy and gender inclusion at the policy and project level?
- Is there significant gender disparity in social sector indicators (health, literacy, education), labor force participation, wage rate, ownership of asset, business etc?
- Does the country have an urban sector strategy? Does this strategy address gender issues, especially in the following areas?
  - Do labor policies provide opportunities for women in labor based work and women contractors?
  - Is the participation of women promoted or required in the prioritization and design of works?
  - Are there measures to eliminate discriminatory labor or contracting practices?
- Do urban policy and planning procedures explicitly take gender into account?
  - Are gender gaps and gender specific needs, capacities, constraints and opportunities identified?
- Is socioeconomic empowerment an integral element?
- Have women and men from the civil society been consulted on urban policies and reforms? Are they included in teams analyzing policy and strategy? Are they included in decision-making?
- Is privatization of utility services under consideration? What are the implications of pricing for poor women and men?
- Are there other policy reforms with significant social and gender impacts (e.g., increased water or electricity levies, increased connection costs, downsizing of service sector workers)?
- Is there a system for monitoring the implementation of gender and other components of sector policies and strategies?
- Does the local government budget include resources for:
  - Sex disaggregation of beneficiary data and key gender indicators?
  - Outreach and capacity building on gender and other social dimensions?
2. Rapid Gender and Urban Development Review Questions

This tool was developed in response to requests from task teams and it emphasizes the importance of assessing the extent to which gender may be an issue at the beginning of the project cycle, rather than an afterthought. The tool provides a series of questions from which task teams select those most relevant. If the review identifies gender-based risks and constraints in accessing project benefits, further gender analysis during the preparation phase will identify actions for reducing gender-based risks; and providing equitable benefits. If there are no significant gender-based constraints and risks, further gender analysis and actions may not be necessary. The findings of the rapid review are documented in the project concept note (PCN) and inform the design of environmental and social assessments and other studies conducted during project preparation and appraisal.

**Country Social and Institutional Context** *(If responses are mostly positive, the proposed project can design gender-responsive actions to support national mandates, assist reducing disparity, and promote equitable benefits.)*

- Does the country have policies or laws related to gender equality or equity (labor laws, property and business ownership, opening a bank account, obtaining passport, holding public office)?
- Do urban development and its subectors have country or municipal strategies or policies that address gender and other social issues?
- What are the key social, cultural or legal constraints of female compared with male mobility and access to different types of urban development services and jobs? Do these vary by other social characteristics (ethnic, minority, rural/urban, age)?

**Urban Development Needs** *(If there are gender-based differences in needs, better understanding and targeting of urban development services can improve project benefits)*

- Do women and men have different urban development needs (housing, water and solid waste management, transportation, energy, personal security)?
- Do women and men use these urban development services differently? Does this vary by social characteristics (ethnic, minority, rural/urban, age)?

**Economic Opportunities** *(The proposed project can provide equal economic opportunities for both men and women)*

- Is the project expected to facilitate employment creation or income generation?
- Will the project use local labor for road, water, housing or other rehabilitation and maintenance?
- Are there barriers to women’s participation in planning and the labor force?
- Does the project include sector restructuring and reduction in the labor force?

**Access to health and Education** *(If responses are positive, the proposed project can improve health and education)*

- Are there high rates of maternal, infant and child mortality? Can urban development programs in various sectors help address this problem?
- Are there low rates of school enrollment and completion, particularly for girls? Can water and urban transport programs help to address the time constraint aspect of this problem?

**Personal Security and Safety** *(If responses are positive, the proposed project can take actions for reducing risks)*

- Are gender-based violence and other crimes widespread during travel (by foot, public transport etc.)?
- Is there a high rate of pedestrian and non-motorized vehicle accidents?
Gender-Related Risks *(If responses are positive, the proposed project can take actions for reducing risks)*

- Is there a high rate of HIV/AIDS infection in the general population? Among at risk groups such as commercial sex workers, intravenous drug users, long haul truckers?

Gender Aspects of Social Safeguards *(If there is difference, the proposed project can take actions for reducing risks)*

- What are the gender differences in effects of involuntary resettlement in urban development projects?

3. Key Questions during Urban Project Cycle for Integrating Gender and other Social Dimensions

This tool provides key questions for identifying potential entry points and actions for addressing gender and other social issues during each phase of the project cycle. This also includes suggestions to identify opportunities, risks and benefits for designing effective projects with positive distributional impacts. These questions can be answered through social assessments, environment and social impact assessment (ESIA), poverty and social impact assessment (PSIA) and/or other assessments. All points may not apply in a given project.

Project Identification and Concept Stage:
- Does the task team include a gender or social development specialist with experience in gender and urban development and/or consult with gender experts in the client country? Was a rapid gender and urban review (Tool 2) conducted to identify potential gender and other social issues and potential gender-based risks and benefits?
- If any gender or other social issues were identified in the rapid review, were they discussed in the project concept note?

Preparation and Design
(If the rapid gender review identified significant gender issues that need to be addressed, then the following are key question for undertaking gender-responsive design)
- Did the TOR of social assessment include key urban development gender concerns highlighted by rapid review, especially to identify the gender-based needs, constraints and opportunities?
- Were both females and males affected by the project included in stakeholder consultations?
- Were separate male and female focus groups used to enable women to voice their views separately from men?
- Was the prioritization of gender-targeted activities within project components done in consultation with both women and men who are expected to benefit from the project?
- Were gender related urban development issues that need to be addressed identified? Were approaches for addressing the gender-related issues identified developed?
- Were indicators developed to measure progress on gender–related issues within the relevant project components?

Appraisal
- If gender was identified as an issue, were approaches for addressing key gender issues incorporated in the Government project design and Bank’s Project Appraisal Document?
- Were adequate resources included in the budget for gender-related activities?
- Do the Project Operations Manual and Implementation Manual include the gender responsive activities, budget and indicators for implementation, monitoring, and evaluation of project components?
- Does the institutional capacity development component include ensuring that the implementing agency has the capacity to manage and monitor the gender responsive activities effectively?
- Is the beneficiary data disaggregated by sex in the results framework and include gender equality indicators where appropriate?
Do the resettlement action plans provide provisions to compensate women as well as men for loss of livelihood, and address gender issues in planning and establishing resettlement sites and ensure sustainability of rehabilitation?

Supervision

- If the project has included a quota for women in project jobs, do the contracts for labor based construction, rehabilitation, or maintenance include clauses that require contractors to hire local women?
- Does the project implementation team involve gender experts throughout the life of the project?
- Is the project team collecting, analyzing and reporting sex-disaggregated beneficiary data and other relevant gender information?
- Have gender-specific risks identified during planning been mitigated?

Monitoring and Evaluation

- Are sex-disaggregated beneficiary data and relevant measures of gender equality integrated into the baselines and other urban development monitoring and evaluation processes?
- Are gender-responsive data collection methods used to gather baseline and other data (e.g. is information collected from women as well as men, using female as well as male data collectors speaking in local languages)
- Are there measures for the impacts of the project components on women and men?
- Will the value added by women’s participation in the project be assessed?
- Does the mid-term review examine progress toward addressing gender issues identified in the project design? Are mid-term corrections needed to ensure that gender issues are addressed?
- Were the gender and urban development related results and lessons learned included in the Implementation Completion Report?
- Is there a plan to disseminate the evaluation findings and use them to inform other policy and projects about gender and urban development issues?
4. Developing Effective Project Gender Plans/Frameworks

Why Use Project Gender Plans/Frameworks?

Gender plans or frameworks are valuable roadmaps for project implementation when gender emerges as a significant issue requiring interventions in one or more project components. In contrast to checklists which identify gender problems and flag possible entry points that might occur across urban development projects, a gender plan charts the objectives, activities and indicators for specific gender-related activities within a project’s components, providing a means to monitor their implementation and make mid-course corrections. An Asian Development Bank gender assessment of programs it has financed found that well designed project gender plans contributed to the achievement of overall project objectives by reducing the vulnerability of women and their families to poverty and by enhancing the sustainability of benefits to the poor. Gender plans did this by identifying constraints to poor women and men as well as ways to address those constraints. This has resulted in more equitable access to project and program resources including skills training, technology, and government services. Gender plans also contributed to progress toward gender equality in decision-making patterns in the household, mobility, and leadership of community-based organizations.

Well Designed Gender Plans/Frameworks

Gender action plans are most effective at delivering results when they incorporate the following good practices. No single element by itself is a formula for success.

1. Counterparts are responsible for designing the gender plans
   - Counterparts may need technical support in developing a good social and gender assessment for designing the project.
   - A participatory social/gender assessment can facilitate practical gender plans with targets.
   - A social/ gender assessment will identify gender-based constraints that hamper equal participation of and benefits to women and men from the proposed project.
   - If there are constraints, counterparts need to design actions for projects to ensure that women and men can participate and benefit equally from project interventions.
   - Counterparts may need capacity building and/or technical assistance in developing these plans.

2. Integrate Gender Plans into the overall project design and project implementation process:
   - Gender plans need to be tested and reviewed early in implementation.
   - Realistic activities, targets, resources, and responsibilities for implementation need to be identified and incorporated into the project implementation plan and Manual.

3. Identify realistic gender targets linked to project objectives.
   - Targets and actions should enable step-by-step progress bringing incremental changes in reducing gender disparity.
   - Linking targets to project objectives helps all stakeholders to understand the rationale for focusing on enhancing women’s as well as men’s access to and benefits from projects.
   - Targets facilitate monitoring of participation and benefits by gender and other relevant social groups.

4. Include gender capacity building in the gender plan.
   - Both formal training and ongoing support and mentoring of project implementation staff are needed to develop skills, ownership, and commitment.
5. **Provide adequate skills and resources for gender plan implementation.**
   - Gender and/or social development specialists in the implementing agency and/or project team and adequate resources are essential to ensure that gender action plans can be effectively implemented.
   - Non-governmental organizations contracted to implement project activities should have a demonstrated gender capacity.

7. **Monitor and follow up gender-responsive targets and activities.**
   - Systematic follow up is needed to ensure that policy reforms and gender plans are implemented. Routine monitoring and reporting promotes good results.
   - Gender-responsive indicators and gender-related risks must be included in project results frameworks.

### Examples of Key Elements of a Gender Plan: Vietnam Central Region Urban Environmental Improvement Project

<table>
<thead>
<tr>
<th>Components</th>
<th>Gender Action Plan Elements</th>
<th>Outcomes</th>
</tr>
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</table>
| **1. Awareness and Pro-Poor Sanitation** | • Community management committee (50% women to manage component)  
• Training and focus group discussions on gender roles in environmental sanitation for Project Management Units, Women’s Union Chapters, sanitation workers, community management committees, and community members including girls and boys (50% women as motivator/trainers)  
• Training on occupational health hazards for urban sanitation workers and landfill scavengers  
• Grants for gender sensitive community based sanitation improvements  
• Household sanitation credits (75% women) female heads of households included. | • 75% of management trainees were women  
• 90% of the community management committee members and all directors were women  
• 89% of urban motivators were women  
• Over 75% of the credit recipients were women  
• 12,000 students trained in sanitation  
• Community sanitation and waste disposal improved  
• Community roads and drainage channels constructed  
• Opportunities for women to participate in ward and community decision-making increased  
• More men actively participated in meetings on sanitation |
| **2. Drainage and Flood Protection** | • Awareness and participation campaign for women and men on construction, use and management of drainage systems | • Women participated in consultations  
• Women’s Union participated in monitoring quality of construction  
• Women’s Union participated in resettlement planning and implementation to ensure women were equitably compensated as well as men |
| **3. Wastewater and Public Sanitation** | • Group discussions with women and men on needs will inform design, operation and management. | |
| **4. Solid Waste Management** | • Education campaigns to improve women’s and men’s awareness and practice of solid waste disposal, use of collection services, and payment of collection fees | • Gender training conducted for ward leaders and community  
• Handcarts and garbage cans redesigned for female garbage collectors  
• Women garbage collectors participated in gender, HIV and safety training |
| **5. Implementation Assistance and Institutional Strengthening** | • Local gender consultant hired to assist the Government and the executing agency in implementing the gender action plan | • Increased capacity for Women’s Union and increased role in community  
• Increased understanding of urban environmental, sanitation and health gender issues |

5. Inclusive Involuntary Displacement and Resettlement Checklist

Another important entry point for addressing gender and urban development issues is through the resettlement and livelihoods restoration process. Although women, the elderly, children and the handicapped are often recognized as vulnerable groups that need assistance, this does not necessarily translate into equitable allocation of compensation and livelihood rehabilitation. Too often compensation is provided to male heads of households assuming it will be shared within the household. There is ample evidence that this is often not the case. When empowered as decision-makers and mobilizers in the resettlement process, women’s organizations have facilitated equitable resettlement processes with minimum complaints or conflict. When gender is ignored in this process, women may lose access to resources and networks vital to the survival of their children and themselves and their role as mobilizers and mediators is lost as well. Key questions to guide attention to gender throughout the resettlement process (consultation and participation, resettlement planning, and resettlement and rehabilitation) are listed below.

Consultation and Participation

- Have women as well as men, representing all socioeconomic categories, been consulted about the project?
- Do women as well as men have any information about the proposed project?
- Have women as well as men been consulted on the resettlement plan?
- Were women as well as men involved in developing the resettlement plan? Were their inputs solicited?
- Have women as well as men been consulted in identifying affected persons?
- How will the plan be shared with affected women and men?
- Is there a mechanism for ensuring women’s as well as men’s participation at each stage of the project?
- Should there be separate meetings for women using female facilitators to solicit women’s views (especially on such sensitive issues as toilets, sanitation, water, and house plans)?

Resettlement Planning

Data Collection

- Is the socioeconomic survey gender-disaggregated?
- Has information been collected on women’s as well as men’s land and property status?
- Does the survey include questions on household division of labor, household decision-making on finances and resource use, women’s and men’s formal and informal income sources, extent of women’s and men’s dependence on livestock, home garden, and forest use, and women’s and men’s contribution to family income?

Determining Eligibility for Compensation

- Do women and men have legal title to land and property?
- What ownership, access, and control do women have over resources and property, compared with men? (Examine existing land and property laws to identify any provisions or entitlements for women.)
- Will women’s and men’s sources of livelihood be affected?
- What legal instruments apply?
- Do women and men have customary or informal rights to land, property, and other resources?
Developing Resettlement and Compensation Options

- How does the law for compensation define “persons eligible for compensation”?
- Does the law entitle women to compensation assistance?
- What are the compensation and resettlement options selected by women compared with men?
- Were women as well as men included in consultations on compensation options?
- Did the planners consider making payments or giving land titles in the name of both spouses?
- Did the planners consider providing separate compensation to women for loss of income, even from informal sector activities and loss of assets like ponds, forests, rivers, etc.?
- Did the planners consider developing separate options for livelihood restoration programs for women?

Rehabilitation and Resettlement

Site Selection

- Have affected women as well as men, representing all socioeconomic groups, been shown the alternative sites?
- How far is the site from their existing homes?
- Have women as well as men approved the site?
- What concerns have they expressed? Have these concerns been taken into account?
- Is the site close to the women’s and men’s current places of employment or income generation?

Housing

- Were women as well as men consulted on the structure and design of the housing? What are their specific needs?
- Do women and men prefer to undertake the construction on their own with money or materials from the government or do they want the government to provide the housing?
- Are women and men willing to contribute toward housing finance?
- What measures are being taken to address women’s concerns regarding housing?
- What are the women’s as well as men’s suggestions regarding settlement design?

Habitability and Safety

- Have issues of habitability and safety been addressed with both women and men?
- Are women more vulnerable to violence in the new settlement? How will this be addressed?
- Are there potential safety issues in the new settlement? How will these be addressed?
- Does the location and/or design of the new settlement restrict women’s mobility?

Infrastructure

- What infrastructure needs have women identified?
- What services will be needed for men, women and children?
- How will the site and services be maintained?

Sanitation

- Will there be bathing areas within the houses or common bathing spaces? How many families will use each common facility? What are the mechanisms for maintaining these?
• Is there a requirement for separate bathing places/toilet facilities/washing slabs for women? What is the best design and location for these facilities?
• Where are the community toilets located? How many families are there per toilet?
• Is there lighting in public spaces and around toilet facilities to ensure the safety of women and girls?
• What are the mechanisms for waste disposal and sewage disposal and what is the role of the community?

Education
• How many school age girls and boys are there?
• Are there existing facilities in the relocation site, such as an elementary or a high school?
• Is it physically accessible to the new settlers?
• Can existing facilities accommodate the children of the new settlers? If not, what are the requirements to meet their schooling needs?

Health Care
• What are the common diseases of women, men, children in the area? Are they related to existing living conditions?
• What health facilities are available at the new site? Will they be sufficient for new settlers?
• Are health facilities accessible to women and children?
• Is there any risk for introduction of new diseases in the relocation site?

Transition to New Settlement
• Have women been consulted on transportation and transit issues?
• Is transportation provided? Are women aware of the transportation arrangements?
• Have women and other vulnerable groups, who may need special assistance with transportation, been identified?
• Is ample time provided for dismantling and resettlement, especially for female-headed households and the elderly?
• What arrangements have been made for ensuring access to basic facilities and access to schools for children in the transit phase?

Compensation
• What form of compensation do women receive—cash, bank account, or check?
• Has the payment of compensation in joint names been considered?
• Do the women have bank or postal accounts in their name to receive compensation?
• Are there provisions to ensure that women have an account?
• Have men been consulted on payment of compensation in joint names?
• Is there any possibility of separate cash compensation payment for women?
• What is the likely risk to women of paying compensation and other cash assistance in joint names or wholly to women? Can the risks be minimized?

Security of Tenure
• Is the resettlement land allocated as ownership title or lease?
• Have women been informed about the nature of titles to the new land and housing?
What provisions are made for women as well as men who do not have ownership rights over land/property taken over by the project?

Livelihood Restoration
- Are the women and men being thrust into a cash economy from a rural subsistence economy? Does it mean loss of subsistence?
- Will women’s and men’s income sources be affected?
- How will women and men’s livelihoods be affected? Will there be total loss of livelihood source or a decrease in income only?
- Does the new site provide the same or alternative opportunities for both women and men to earn incomes?
- What are the existing levels of women’s and men’s skills and training?
- Is there a need to upgrade women’s as well as men’s skills; and are the facilities available?

Grievance Redress Mechanisms
- Is the grievance redress mechanism structured to address gender issues?
- Is the Grievance Redress Committee (GRC) gender sensitive?
- Does the GRC take into account special problems faced by women?
- Are there any women members on the GRC or related group that has been or will be constituted?

Resettlement Budget
- Does the resettlement plan identify the financial resources required for gender-targeted activities?
- Are specific provisions to address gender issues included in the budget line items?

6. Results Indicators for Urban Development: Gender-Responsive Examples

Gender-Responsive monitoring and evaluation is important to ensure that gender issues addressed in the project design are implemented, progress monitored and the impacts assessed. Indicators are linked to development objectives; and measure the outcomes of projects. Gender-responsive indicators track gender-related changes. The World Bank, especially the Sustainable Development Network (SDN) has established core indicators for monitoring progress. For IDA, the projects also need to report on the number of direct male and female beneficiaries. The following list provides examples of Gender-Responsive indicators for a number of common urban development project outcomes. **These are not the Urban Development core indicators.** These are suggested additional indicators that task teams can include in their Results Framework if these are relevant for monitoring gender outcomes. The list is not exhaustive. An urban development project with gender issues would only apply those indicators relevant to the gender actions taken and/or project development objective.

The following are Urban Development core indicators that can be divided and monitored by male and female

1. **People in urban areas provided with access to “Improved Water Sources” under the project (number)** (If possible, this can be divided by number of male and female with access to “improved water sources” under the project)

2. **People in urban areas provided with access to “Improved Sanitation” under the project (number)** (If possible, this can be divided by number of male and female with access to “improved sanitation” under the project)

3. **People in urban areas provided with access to all-season roads within a 500 meter range under the project (number)** (If possible, this can be divided by number of male and female with access to all season roads within a 500 meter range under the project)

4. **People in urban areas provided with access to regular solid waste collection under the project (number)** (If possible, this can be divided by number of male and female with access to regular solid waste collection under the project)

5. **People in urban areas provided with access to electricity under the project by household connections (numbers)** (If possible, number of poor female headed households connected to electricity access under the project)

**Implementation Monitoring Indicators**

- Proportion of urban poor women and men involved in project management, including key decision-making roles
- Proportion of urban poor women and other socially marginalized people participating in training, employment and other project activities
Other suggested indicators:

**Slum upgrading Indicators**
- Proportion of male headed and female headed households upgraded
- Proportion of households with tenure; proportion of households with joint tenure of husband and wife; proportion in which a woman holds tenure
- Time spent by men, women, girls and boys collecting water
- Satisfaction of male and female customers with water supply services convenience, affordability and effectiveness
- Numbers of males and females who experienced violence or crime in past year
- Number of males and females who experienced illnesses caused by unsafe water (e.g. diarrhea) and air pollution (e.g. respiratory infection)
- Change in rate of HIV/AIDS infection for males and females
- Time spent by males and females travelling to earn income; male and female time spent waiting for transport services

**Solid Waste Management**
- Time spent by men, women, girls and boys disposing of trash
- Number of men and women employed in solid waste management
- Satisfaction of male and female customers with solid waste management services convenience, effectiveness, and affordability

Recognizing the multi-sectoral nature of urban development, the next set of tools targets specific urban sectors and issues including housing, solid waste management, market rehabilitation, HIV/AIDS, urban disaster management and combating gender-based violence.
7. Gender Considerations in Housing Projects

Suggestions on overcoming possible obstacles

- Acknowledge diversity (between women and men, within groups of women and men and among household structures). Check all assumptions about who does what work and who has which responsibilities relating to housing before moving ahead with an initiative.
- Use technology appropriate to women’s and men’s needs and capabilities, and to local materials, traditions, and the environment.
- Support the provision of infrastructure (potable water, sanitation and urban development) that meets women’s as well as men’s needs.
- Establish close contact with community organizations and CSOs promoting gender equality in the area.
- Encourage the active participation of women users in project design, implementation, and evaluation.
- Make provision to facilitate women’s involvement in the project, such as convenient hours, collective childcare and transportation.
- Minimize paperwork and bureaucracy to encourage the involvement of women and men who do not have formal education or who are not literate.
- Ensure that both women and men are offered training in project management, shelter design, construction and maintenance (skills transferable to the formal economy after project completion).
- Offer appropriate financing, including flexible down payment, repayment and collateral requirements.
- Publicize the project through information channels accessible to women, such as community centers, trade unions, and women’s groups.
- Promote collective organization and action by women to increase their bargaining power and leadership skills.
- Plan for a design that will allow women to build and improve their homes in stages as their incomes grow.
- Promote an architectural design that will provide women with adequate space for productive home-based activities, both cash earning and non-cash earning. The design should not assume that women are solely responsible for domestic tasks.
- Create mechanisms for ongoing monitoring and evaluation by female and male users, including communication channels with program planners so that the women users may continually articulate their concerns.

8. Gender Considerations in Solid Waste Management

This table provides a checklist for gender issues in solid waste management.

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Diagnosis &amp; Suggested Approach</th>
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</thead>
</table>
| Waste quantity estimates prove too low – there is more waste than predicted | • The activities of the informal sector may not have been reduced and changes may have disrupted their functioning.  
• Suggested approach is to use a broader definition of stakeholder and to solicit input from more parties, including women and men workers in the informal sector. |
| Waste quantity estimates prove too high – there is less waste than predicted   | • Information may have been collected from one sex, probably men, when women have more accurate information.                                                                                                                      |
| Waste is improperly prepared                                               | • Check the recipients of the information. It may be that one sex has received it but the other sex is expected to do the work.                                                                                                       |
| Waste is set out at the wrong times                                       | • First, check again on information delivery. Second, ask women and men about their schedules. It may be that the collection schedule conflicts with key personal or professional activities, preventing cooperation even when people want to comply. |
| Waste is set out in the wrong places                                      | • The designated set-out sites may be culturally inappropriate in general, or inappropriate for the gender or class who set out the waste.                                                                                          |
| Source separation protocols are not observed                              | • Those involved in handling waste at home – mainly women – may not have been consulted about their habits and preferences. More likely, they have been involved in the process of analyzing how and at what point in the disposal process to introduce a separation step.  
• The suggested approach is to invite women in small groups to analyze the situation and suggest changes that come from them, not from outside. |
| Litter baskets are not used and there is a concentration of litter in unwanted places | • The community has perhaps not been consulted about their ideas for the kinds of litter baskets to use, where to place litter baskets, how to service them, and how to publicize them.  
• Consult groups of children, especially teenagers, women, and men about their ideas.                                                                                     |
<table>
<thead>
<tr>
<th>Symptom</th>
<th>Diagnosis &amp; Suggested Approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>There is illegal dumping of a specific material or materials</td>
<td>• There may be no ‘legal’ or right option for dumping this material. Before introducing any kind of punitive approach, analyze the generation patterns for this material and identify the principal stakeholders who are responsible for generating and disposing of it. Then work with this group first to create a legal ‘disposal opportunity’ and/or ‘recycling opportunity’, combined with a gradual phase-in of strict enforcement and high fines.</td>
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</tbody>
</table>
| There is illegal dumping of unspecified materials                      | • It is likely that the legal option is either too expensive, too inconvenient, inappropriate to the community, or otherwise indicative of something created without participation of the stakeholders.  
• Suggested approach, as above, is first to analyze the generation patterns and especially whether the waste is ‘gendered’ or linked to some particular social or ethnic group. Then work first to create a legal ‘disposal opportunity’ or ‘recycling opportunity’, combined with a gradual phase-in of strict enforcement and high fines. |
| There are low payment rates for waste services, combined with official or unofficial attempts to ‘opt out’ of the waste system | • Explore the dynamics of level of service, willingness to pay, and ability to pay to see if there is a gender problem with the decision making process that produced the current system. If so, begin with single-sex groups to sort out service preferences and willingness to pay.  
• The information and education campaigns (IECs) in all probability do not address the priorities in waste management of the men and women residents.  
• Suggested approach is to discuss residents’ priorities in small neighborhood clusters and let these discussions determine the flow of these campaigns.  
• Mobilize influential women and men to organize waste management through the channels most likely to reach different groups of women, men, and children. |
| Low payment rates for waste services, combined with continued illegal disposal |                                                                                                                                                                                                                     |
9. Gender Responsive Actions in Market Rehabilitation

This tool lays out key gender and other related social considerations in market rehabilitation planning, feasibility studies, implementation and social impact monitoring. The tip sheet from which this was adapted was based on the gender diagnosis of market projects and other feasibility studies for Market projects in Benin, Burkina Faso, Chad, Gabon, and Guinea. Questions and actions need to be adapted to the socio-cultural market and enabling policy/regulatory environment for specific market rehabilitation projects.

### Gender Considerations in Market Rehabilitation Planning

<table>
<thead>
<tr>
<th>1. Project Objectives need to include:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Improvement of working conditions of all categories of vendors</td>
</tr>
<tr>
<td>• Protection for the activity of all vendors in the renovated market</td>
</tr>
<tr>
<td>• Equitable participation of all vendors in market management</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Infrastructure and institutional management measures need to ensure that the most vulnerable vendors (most of whom are women) have space after the market is rehabilitated.</th>
</tr>
</thead>
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<table>
<thead>
<tr>
<th>3. Develop a system for project information sharing and consultation with both women and men vendors throughout the project.</th>
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</table>

<table>
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<tr>
<th>4. Use human, financial and technical resources to strengthen gender equality in access to dialogue during planning, construction and after vendors return to the market.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>5. Conduct a poverty and social impact assessment to identify socioeconomic effects of displacement of all types of men and women vendors to ensure that their vulnerability is not increased and they are not excluded from the market after the project. Consider impacts of tariffs, infrastructure management.</th>
</tr>
</thead>
</table>

<table>
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<tr>
<th>6. Budget for an impact evaluation 2-3 years after the rehabilitation has been completed.</th>
</tr>
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</table>

### Integrating gender into the Feasibility Study for Market Rehabilitation

<table>
<thead>
<tr>
<th>1. Commercial and urban diagnoses needs to identify and analyze:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• All categories of male and female traders: how do they relate to the official market? Do they operate on different product lines? Do they belong to different categories of vendors?</td>
</tr>
<tr>
<td>• All categories of male and female vendors, their status and retail methods (daily or occasional, informal or registered, mobile or sedentary)</td>
</tr>
<tr>
<td>• Socioeconomic characteristics of women and men in different categories (age, number of dependent children, education level, years in market, sources of revenue, household income)</td>
</tr>
<tr>
<td>• Work-related constraints faced by women and men vendors in different categories; their access to storage, transport, credit training etc.; and violence or harassment, theft, health and sanitation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Financial diagnosis needs to identify and analyze:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Economic conditions (running costs and turnover) of the different categories of businesses by gender and product. This includes fixed costs and taxes (official and nonofficial), costs of services.</td>
</tr>
<tr>
<td>• Determine the profit margin</td>
</tr>
<tr>
<td>• Determine ability to absorb shocks and changes such as market rehabilitation</td>
</tr>
</tbody>
</table>
3. Institutional diagnosis needs to identify and analyze:
   - Internal organization of markets (ratio of male/female, poor/rich businesses in committees; collective initiatives of self-management run by male or female vendors (toilet and water management, cleaning etc) and those run by private operators to compensate for lack of municipal services)
   - Relationships and differences of opinion between committees and male and female vendors, between different categories of businesses, between committees and local authorities, between donors and local partners
   - Local organizations (NGOs and government bodies) working on the market which can be of potential assistance (social dialogue, conflict mediation/ resolution, microcredit, training, IEC)
   - Willingness and capacity of local partners to integrate socioeconomic, gender issues into planning (often this is the Municipality) including gender aware census of businesses and information campaigns to define gender-aware allocation of places in markets, train women and men vendors in market management

4. Diagnosis of equipment and services needs to identify and analyze:
   - Differences in infrastructure needs of different types of male and female businesses (tables, stalls etc
   - Differences in storage needs of different types of male and female businesses (temporary, permanent, tailor made) for different types of products
   - Priorities and preferences of women and men for public equipment and services (toilets, water, cleaning, solid waste removal)
   - Social needs of women and men vendors (personal and business security, health, childcare, training, information, credit)

### Implementation of Market Rehabilitation

1. How does the project involve male and female vendors in the dialogue to define the project and its management?

2. What resources are used to reinforce equitable participation and capacity building for women and men to manage project during and after rehabilitation?

3. What strategies are employed to ensure representation of all categories of male and female vendors in the project (including different sectors, product categories, informal and formal)?

4. What measures are applied to achieve the socioeconomic objects (training, information, microcredit)? What can women and men expect as a result?

5. What infrastructure is provided to meet the social needs of vendors (training room, health and child care center)?

6. What measures/strategies are utilized to strengthen the capacity of local partners to integrate gender into project planning, implementation, monitoring and evaluation and to address gender issues (violence against women, childcare)?

### Social Impact Monitoring

1. What are the effects of displacement, temporary market site use and return to rehabilitated market on male and female vendors?

2. To what extent do socioeconomic measures soften the negative effects of the rehabilitation work of different categories of women’s and men’s businesses?

3. To what extent does the project contribute to the fight against poverty, promotion of gender equity, and empowerment of male and female vendors as well as local authorities?

10. HIV/AIDS and Gender: the Role of Local Government

Worldwide, more than 50 percent of the 42 million people infected with the HIV virus are male, but women’s infection rates continue to spiral upward. Women now constitute 50 percent of the infected in the Caribbean and 58 percent in Sub-Saharan Africa, where 68 percent of all young infected persons are female. Prevailing gender norms influence attitudes toward sex, sexuality, masculinity and femininity. These norms combine with power differences between women and men in sexual relations to determine gender-based HIV/AIDS risks and vulnerabilities. Key female and male vulnerabilities and risk factors include the following:

- The culture of silence around sexual matters
- Female roles as caregivers
- Women’s economic dependence on male earners
- The value placed on marriage and marital relations in many societies
- Gender-based violence, especially among intimate sexual partners
- Gender discriminatory legal and regulatory frameworks
- Risks associated with certain female-dominated professions such as commercial sex work
- Risks associated with certain male-dominated professions such as long distance trucking, mining, migrant work and the military
- Socialization of males and “tacit” condoning of male risk-taking, including multiple sex partners
- Stigmatization of men who have sex with men

Actions for Local Government Leaders

Local leaders can address the HIV/AIDS threat through policies and interventions that address the gendered nature of the pandemic. They can do this effectively using their understanding of the situations of people in their area. Some specific actions include:

- Emphasizing the crosscutting nature of gender issues regarding HIV/AIDS
- Challenging gender norms of masculinity and femininity that condone risky sex
- Identifying populations at risk or in need of HIV/AIDS prevention, testing, treatment, and care
- Mobilizing support for public information HIV/AIDS prevention campaigns that target different groups of males and females with gender specific, age-appropriate information
- Mobilizing public and private support for HIV/AIDS prevention, testing, treatment and care

11. Gender Considerations in Urban Disaster Assessment

The poor are generally the most vulnerable to the impact of natural disasters in cities. Poor women and children and the elderly are often the hardest hit. These impacts are amplified by the level of vulnerability of different social groups which in turn is affected by the socioeconomic patterns and conditions prior to the disaster. These same patterns and conditions affect survival and recovery of women and men after a disaster. The questions below and the vulnerability analysis matrix offer guidelines for analyzing the needs and constraints of women and well as men, taking into account women’s role as care givers, access to aid, specific privacy and other needs of women in the post disaster context, and vulnerability to violence.

Key Questions

- How are women and men, girls and boys differently affected by the disaster?
- What are the implications for the relief, rehabilitation, and reconstruction effort (in terms of needs, access to assistance, and contribution to community efforts)?
- Are there particular vulnerabilities/difficulties that result from the disaster for women, for children, for men?
- How do gender norms of the community affect aid seeking behavior and/or access to aid?
- Are women predisposed to have less access to aid/information due to cultural norms affecting mobility in public, illiteracy?
- Are local women and their associations being actively included in planning and implementation?
- Are there women and men involved in decision-making and employed as aid workers at all levels?

Women as caregivers

- Women are often primary caregivers for children, the elderly and sick/injured family members. For women who head households, do their child and other care responsibilities prevent them from accessing aid?
- Do their attempts to access aid place their children at increased risk (if they are left unattended or taken to a crowded distribution site)?
- Is the ability of women to care for their children affected by the effects of the disaster on their physical and mental health? How does the burden of care affect women's physical and mental health?
- Women must be provided with health resources, especially if they take care of the sick.

Access to Aid

- Are services addressing the needs of women, including pregnant and nursing women?
- Does targeting of aid distribution have the potential to exclude certain groups or increase opportunities for exploitation?
- Does the location of water-points or latrines put women at risk or pose an additional burden?

Specific post disaster needs of women

- Sanitary supplies are needed, as well as privacy to ensure that these can be used correctly. The need for other supplies related to women’s reproductive health (including contraceptives) must be assessed.
- Culturally appropriate clothing for women and girls may be required for those who have lost their clothing and are unable to access assistance or participate in recovery efforts.
Vulnerability to exploitation/abuse

- During displacement, including in shelters and sites for the internally displaced, the issues of exploitation and abuse of women and girls, including domestic violence, must be recognized. Children may be at risk of trafficking, and girls of early/forced marriage.

Principles of good practice:

- Involve women as well as men in all stages of decision-making. Make sure that information about the needs of the family and community are obtained from women and men
- Collect data disaggregated by sex and use this data for program planning and for documentation of short- and long-term effects
- Identify and provide for needs of both women and men
- Consider and assess the impact of all response activities on women and men
- Pay special attention to those who may experience social exclusion (female heads of household, women and men with disabilities, the elderly living alone)
- Ensure that distribution of assistance allows women access to supplies without placing them at increased risk for injury or abuse by including women as distributors

Source: Adapted from World Health Organization 2005. Gender Considerations in Disaster Assessment.
## Disaster Vulnerability Assessment Matrix

<table>
<thead>
<tr>
<th>RESOURCES</th>
<th>VULNERABLE GROUPS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Large households</td>
</tr>
<tr>
<td></td>
<td>Female Headed</td>
</tr>
<tr>
<td>PHYSICAL RESOURCES</td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Type/size housing</td>
<td></td>
</tr>
<tr>
<td>Access to electricity, water, waste removal</td>
<td></td>
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<tr>
<td>Access to cell phone, other ICTs</td>
<td></td>
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<tr>
<td>Access to transport</td>
<td></td>
</tr>
<tr>
<td>SOCIOECONOMIC RESOURCES</td>
<td></td>
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<tr>
<td>Education level, literacy</td>
<td></td>
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<tr>
<td>Income sources, Savings and credit</td>
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<tr>
<td>Property insurance</td>
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<tr>
<td>Food security</td>
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<tr>
<td>Gender power relations in household</td>
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<tr>
<td>Family size</td>
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<tr>
<td>Family health</td>
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<tr>
<td>Incidence of family violence</td>
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<tr>
<td>ORGANIZATIONAL RESOURCES</td>
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<tr>
<td>Kinship networks</td>
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<tr>
<td>Formal/informal social networks</td>
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<tr>
<td>Religious organization assistance</td>
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<tr>
<td>Professional, business networks</td>
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<tr>
<td>Access to emergency response</td>
<td></td>
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<tr>
<td>Level of municipal disaster preparedness</td>
<td></td>
</tr>
<tr>
<td>Political power, influence</td>
<td></td>
</tr>
</tbody>
</table>

12. Combating Gender-Based Violence in Cities: Personal Safety Audits

Personal safety and security in urban public areas are greater concerns for women than men. Women are generally more vulnerable to theft, harassment, sexual attacks, rape, and trafficking; and these risks often constrain female mobility, access to services and opportunities in cities. One way that women can feel and become safer is through collaboration with municipal authorities and other community organizations in personal safety audits. This approach was developed in Canada after a critical evaluation of the urban security environment and has been incorporated into the Safer Cities Program.

Safety Audit Process

A safety audit is a process which brings individuals together to walk through a physical environment, to evaluate how safe it feels to them, identify ways to make the space safer and organize to bring about those changes. Several steps are usually involved in safety audits:

- **Organizing the safety audit**: choosing the sites to be audited, involving other agencies, and recruiting participants.
- **Orientation to safety audits**: training for facilitators or team leaders as well as introducing participants to safety audits.
- **Safety audit walk**: groups of individuals walk through an area and use a safety audit checklist to identify where and why they feel uncomfortable and what other aspects of the area help them to feel safe.
- **Debriefing**: discussing what participants observed during their walk, writing down findings and developing recommendations for changes that would make the area safer.
- **Implementation**: sharing the results of the safety audit with community members, decision-makers and other people such as municipal staff. Strategies such as lobbying, negotiating for resources and developing partnerships may be used to help get the recommendations implemented.
- **Evaluation and follow-up**: reviewing at every step the goals and objectives of the safety audit; people's experience of the process; the effectiveness of the actions taken to improve safety; and what else should be done.
Safety Checklist (complete for each area audited)

Audited Area: 
Date: 

Note taker: 

| ☐ Lighting | ☐ Signage | ☐ Visibility | ☐ Possible Assault Sites |
| ☐ Maintenance | ☐ Accessibility | ☐ Behavior | ☐ Other concerns |

Specific concern
Why is this a safety issue?
________________________________________________________________________
________________________________________________________________________

Exact location:
________________________________________________________________________

Your recommendation:
________________________________________________________________________
________________________________________________________________________

In your opinion, who should be responsible for making these changes?
________________________________________________________________________

Safety Audit Evaluation Criteria

☐ Lighting
- Is the lighting too bright or too dark in any specific area?
- How well does the lighting illuminate the area?
- Do you know where/whom to call if lights are out, broken, not yet turned on,
- Can you identify a face 25 meters (75 feet) away?
- Is the lighting obscured by trees or bushes?
- How well does the lighting illuminate pedestrian walkways and sidewalks?

☐ Signage
- Is the lettering on the signs easy to read and large enough?
- Can you see signs directing you to emergency assistance?
- Are there visual symbols to represent important information such as emergency telephones, stairwells, etc.?
• Are the signs easy to understand for a person with low literacy or a monolingual minority?

Visibility
• Can you clearly see what is ahead?
• Can you tell what is at the other end of the path, tunnel, or walkway?
• Is your visibility obstructed by: pillars, sharp corners, walls, bushes, advertisement panels, snow-banks, ditches and others?
• What would make it easier to see ahead?

Isolation and possible assault sites
• Can you see and hear people around you and do you feel you could be seen and heard by others?
• Is there an emergency service such as an alarm, emergency phone close at hand?
• Is there a place nearby where I can get help from someone who is culturally sensitive to my needs (e.g. community center, Mosque or church)?
• Is the area patrolled by a community neighborhood watch program, security guards, police, or other?
• Are there any areas where someone could hide from view?
• Are there any specific areas in and around the building where you feel more vulnerable?

Maintenance
• Is there litter lying around?
• Is there evidence of vandalism?
• Are there any broken items?
• Is there graffiti on walls?
• Are buildings abandoned, unoccupied?

Accessibility
• Is the area/building easily accessible for persons with mobility disabilities?

Stairwells
• Is the lighting level adequate?
• Do you feel safe using the stairs?
• Would you use the stairs at night?
• Could someone hear you if you called for help?

Overall Design
• If you were not familiar with the area would it be easy to find your way around?

Behavior
• How easy is it to predict a woman's movements (e.g. her route)?
• Is there an alternative well-lit and frequently travelled route or path available?

Part III:
Resources for Integrating
Gender in Urban Development

This section provides several good practice cases, innovative approaches, web-based networks, and suggested additional reading on gender and urban development.
13. Good Practices and Innovative Approaches

Bolivia Urban Infrastructure Project (2006 to 2010)

Country/Gender Context

Bolivia is one of the poorest countries in Latin America, with a per capita income of $910 US. With 64 percent of the population living in urban areas, it is less urban than many other Latin American countries; however, the urbanization rate is increasing rapidly, leading to increasing poverty in urban areas. In 2002, over 50 percent of the poor lived in urban areas and 43 percent of the extreme poor were urban. Violence against women is high in Bolivia; spousal abuse is particularly prevalent. It is estimated that at least 50 percent of women have suffered violence at the hands of spouses and 90 percent of women have suffered violence in general, compared with only 10 percent of men. The minimum age for marriage is 14 for women and 16 for men; 12 percent of girls between 15 and 19 are married, divorced or widowed. While there is still discrimination with regards to land ownership and titling, discriminatory practices against women are declining, thanks in part to the 1996 Land Reform Act. However, inequitable land titling continues to be a problem in rural areas, mostly due to cultural traditions.

An interagency workshop on gender has developed instruments for gender sensitive public policy. Bolivian women were also promoting their rights and abilities in an ongoing graffiti project called Mujeres Creando (Women Creating). Another interagency process documented the World Bank experience in gender and infrastructure using methodology developed by UNIFEM and funding from DFID. A consultant reviewed all of the tools used by the projects, collected a sample of neighborhood works to assess the extent to which a gender perspective had been incorporated. The consultant also provided gender training to the technical and social team. An NGO association was formed to incorporate the lessons learned into infrastructure projects.

Project Development Objectives

1. To achieve sustainable improvements in the urban infrastructure and living standards in the poorest neighborhoods of La Paz through comprehensive urban upgrading and neighborhood participation in project implementation
2. To enhance mobility in the city of El Alto, removing infrastructure bottlenecks and introducing measures to modernize public transport services and urban transport management
3. To expand sewerage coverage in poor areas of Santa Cruz de la Sierra

Commitment

Total: US $30.4 million; World Bank: US $30 million; Municipality of La Paz: US $0.4 million; Beneficiary contribution in-kind: US $350,000; Cities Alliance grant: US $250,000

World Bank commitment included:
- $10 million for La Paz
- $10 million for El Alto
- $10 million for SAGUAPAC (Santa Cruz Water Utility)

Project Components

1. Urban upgrading in sixteen poor neighborhoods in La Paz includes low-cost road paving, construction of sidewalks and public transportation stops; street lighting; improvements to existing drainage infrastructure, new drainage networks, street drains; installation of sanitation facilities; environmental improvement through green area creation, reforestation and solid waste collection and disposal; and construction of community recreation facilities and childcare services. The commitment will also cover capacity building of community organization so that they are able to prepare and implement community driven initiatives.

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9 The interagency workshop on gender included DFID, UNIFEM, the World Bank and other development agencies.
2. Improvement of urban mobility in El Alto includes construction of trunk roads and associated drainage works to remove bottlenecks and enhance the links between the southern and northern parts of the city. The commitment would also cover typical ancillary works, such as improved road drainage and street lighting. Improvements to the public transport system would include paving streets that currently carry high volumes of public transport vehicles, as well as capacity building and technical assistance for a public transportation modernization strategy for the municipality. Access for pedestrian and bicycle traffic will be supported through financing strategically located bikeways and improved sidewalks in heavy pedestrian areas.

3. Sanitation improvements in Santa Cruz will involve the construction of secondary sewerage networks in the poorest neighborhoods of the city.

Project Results
The project is in its implementation phase and as yet, there are no published results. However, the first component for urban upgrading in La Paz is the third phase of the project, “Barrios de Verdad” (Real Neighborhoods) which has been implemented by DFID, the World Bank and UNIFEM.

Street lights and sanitation inside households reduced violence against women
Prior to the first phase of this project component, women were exposed to outside violence because their homes had no sanitation facilities. The project installed indoor sanitation facilities and street lighting to improve pedestrian mobility and women’s security, which decreased the violence against women.

Childcare facilities and community centers for enhancing women’s economic opportunities
The construction of childcare facilities, community centers, and recreation centers is expected to enable women to engage in human development and productive activities outside the home.

Empowering Women by providing land and asset titles
The project will ensure that women will have title of land and assets, as these are being registered. These will be in their own names if they are the head of household and married women will have joint property titles with their husbands. Title to property will enhance women’s social status as well as provide access to formal banking systems, credit and insurance.

Pedestrian-Friendly Infrastructure
The needs of women, elderly, and children were accounted for through the design of the sidewalks. Given the hilly terrain of the area, sidewalks were terraced and zigzagged with low walls in between the layers. The walls allow people to rest and provide a space for socializing in front of the houses.

Approaches that Worked
Approaches that facilitated positive gender impacts included:

- **A gender analysis** was conducted as part of the social analysis that identified gender-based constraints and needs. Actions were taken in the project design and budget allocated for addressing these needs.

- **Staff openness to gender inclusion:** Project staff and stakeholders within the World Bank and Government of Bolivia were open to gender inclusion in project planning; the implementing agency manager has expertise in social issues and the architect was aware of gender needs for the design of the infrastructure.
• **Gender, inter-generational, and intercultural approach.** The project approached community development with a three-pronged focus on gender, inter-generational, and intercultural relations and issues.

• **Consultations with women** led to their opinions and suggestions being included in the implementation plans.

• **Participatory approach.** The project ensured that women will have effective participation in the implementation and decision making of the community infrastructures.

• **Employment of women in the project.** Women have been hired at all levels of the project, although the proportion of women hired is higher in lower pay grades.

• **Building on traditional beliefs and customs** also played an enabling role for enhancing women’s economic opportunities. In the indigenous tradition, women always engaged in heavy labor and routinely worked in road construction.

Highlights of Innovative Approaches to Gender in Urban Development

**Egypt Integrated Sanitation and Sewerage Infrastructure Project, FY2008-2014**

The Integrated Sanitation and Sewerage Infrastructure Project aims to sustainably improve the sanitation and environmental conditions of resident communities as well as the water quality in selected drainage basins. The Community Participation Framework includes village participation criteria along with principles of community participation, responsibilities of stakeholders, social mobilization techniques, and plans for capacity building. The framework promotes community participation of both women and men. Potentially, credit mechanisms for poor families will increase their ability to pay for house sewerage connections.


**Jordan Cultural Heritage Tourism and Urban Development Project (FY2007-2012)**

The Jordan Cultural Heritage Tourism and Urban Development Project aims to develop tourism in historically and culturally important cities in Jordan to promote local economic development. The project awards loans and grants to entrepreneurs, investors, and community groups to encourage tourism and cultural heritage related business development. It also provides training on business development and access to management consultancy services. At the start of the project, the businesses at the targeted sites were micro-enterprises, many of which operated informally. Women made up the bulk of the informal labor force. One of the goals of the project is to bring women into the formal business sector to increase the productivity and profits of their businesses. Local NGOs and community groups provide training for women entrepreneurs on handicraft and food production, as well as business management and development.


**Benin Second Decentralized City Management Project (FY2006-2011)**

The Benin Second Decentralized City Management Project aims to increase access to infrastructure and basic services for residents of primary cities (Cotonou, Porto-Novo, and Parakou) and selected secondary cities (Abomey-Calavi, Lokossa, and Kandi). Key activities include strengthening municipal management, rehabilitation and construction of basic urban infrastructure, finances for community participation and construction of schools, community centers, health centers and markets, and solid waste management in Porto-Novo. The project began in FY 06 with additional funds applied in FY 08. Women are involved in many decision-making activities. Women’s organizations play an important role in identifying poor households for service, managing water kiosks, agreeing to service levels and tariffs, and overseeing the private operator for water supply. Additionally, the project works closely with the Multi-Sectoral AIDS Program (MAP) to assess whether gender HIV/AIDS have been adequately addressed in project implementation.

Costa Rica Port City of Limon Integrated Infrastructure Project, FY2008-2014

The Port of Limon Integrated Infrastructure Project aims to improve the protection and management of Limon’s cultural and natural heritage; increase access to the sewage system and reduce urban flooding in the area of Limoncito; foster a more efficient, accountable and credible local government; create new employment opportunities through small and micro-enterprises; and support the port modernization process and improve freight transport access to the port terminals.

One of the project approaches to revitalizing the Port City of Limon is support for income generation for women and youth through small and micro-enterprises. This initiative taps into the growing cruise tourism and the historical and cultural richness of the city. Small and micro-businesses are a low risk way to stimulate entrepreneurship, increased income and productivity. Female-headed households are targeted because they tend to have higher levels of extreme poverty, especially Afro-descended females. Incentives to stimulate entrepreneurship by women and youth include technical assistance grants to access non-financial support services (such as on-the-job technical assistance and business support centers) a competitive, development market-place type fund for the promotion of new cultural businesses and small and micro-enterprises run by youth and women. Training includes topics such as: English, culinary arts, ecotourism, computerized business accounting, and handicrafts. There is also formal training in public universities for prospective entrepreneurs in strategic planning, business administration, legal procedures, financing, and website development.


Indonesia National Program for Community Empowerment in Urban Areas Project (FY2008-2011)

The overall objective of the project is to ensure that the urban poor benefit from improved socioeconomic conditions and local governance. The approach to achieve this objective is through the formation of elected, representative organizations that are accountable to communities; direct, transparent grants to communities for poverty alleviation activities; and enhancing the capacity of central and local governments to partner with community organizations in service provision. A gender mainstreaming strategy was incorporated in the project design to ensure women’s participation at the project and community levels. Within the community, activities to enhance women's participation include: conducting focus group discussions for women in project cycle activities; support for women as members of revolving loan fund (RLF) groups; and conducting training on gender awareness. The project requires a minimum of 30 percent women members in community groups and 35 percent women voters for the BKM (Badan Keswadayan Masyarakat [Community Boards of Trustees]).


The primary objectives of the Greater Baku Water Supply Rehabilitation Project were to: make emergency short term improvements in the water supply system to restore the water supply to Baku, in particular to the poorer elements of the population; improve the water supply system as a whole; and provide the basis for longer term planning and recovery. Prior to the project, the city of Baku faced a water supply crisis. Water quality was poor, system losses were high, and cost recovery inadequate. Although nearly all of the city’s 2.5 million people were officially connected to the public water system, many households received water only six hours a day, 14 days a
month. The poor suffered the most. Women spent hours each day locating and collecting water for their households. Women were also more likely to reduce the amount of water they consumed to cope with the shortage. In 1995, the World Bank approved assistance for a project to improve the quality, quantity, and reliability of Baku’s water supply. Several strategies were used to facilitate gender and social inclusion. A participatory social assessment to identify stakeholders, evaluate social impact, and design mitigation measures for groups experiencing negative impact (involving 800 households, neighborhood groups, the academic community and NGOs) was critical in building community ownership and increasing women’s participation. Involvement of the Women’s Committee, a large women’s NGO, in the social assessment, the evaluation of social and environmental project costs, the project design, and project implementation was also very important. The Women’s Committee identified approaches to alleviate the water burden on women and increase sustainability, and participated in the design of the consumer outreach program raising awareness and mobilize local communities for water conservation, repair and prevention of leaks and meter repair.


Caracas Slum Upgrading Project (CAMEBA) (1998-2006)

The Caracas Slum Upgrading Project aimed to improve the living conditions of people living in the barrios in Caracas through community driven infrastructure improvement. There was broad outreach to promote women's widespread participation. Women residents make up the majority of the people attending CAMEBA meetings, initiating proposals for infrastructure projects and serving on project-related activities. Women’s participation enhanced the project by improving the quality of public works through their supervision, guaranteeing the maintenance of these works, increasing the efficiency of field staff work, and enhancing project effectiveness. Women’s participation has helped build institutional capacity in the slums and increase receptivity to government programs. This participation has also improved household livelihoods and well-being through employment generation for women. Women have a more equal voice in household decision-making as a result of these activities.

14. Website Resources

**Aga Khan Trust for Culture** focuses on the physical, social, cultural and economic revitalization of communities in the Muslim World [http://www.akdn.org/aktc](http://www.akdn.org/aktc)


**Centre on Housing Rights and Eviction** is the leading international human rights organization campaigning for the protection of housing rights and the prevention of forced evictions [http://www.cohre.org/](http://www.cohre.org/)

**DFID Dynamics of Urban Change** A collection of resources organized in terms of a framework for inter-dimensional analysis of urban development, including gender [http://www.ucl.ac.uk/dpu-projects/drivers_urb_change/home.htm](http://www.ucl.ac.uk/dpu-projects/drivers_urb_change/home.htm)

**Gender and Disaster Network** hosts and maintains the Gender and Disaster and Disaster Sourcebook, a one-stop user-friendly electronic guide for gender equality and disaster risk [http://www.gdnonline.org/](http://www.gdnonline.org/)


**Global Land Tool Network** a global effort to facilitate the attainment of the MDGs through improved innovative, affordable, gender-sensitive land management and tenure tools for poverty alleviation [http://www.gltn.net/](http://www.gltn.net/)

**Grass Roots Organizations Operating Together in Sisterhood** is a network in poor rural and urban areas to nurture relationships and solidarity among women engaged in redeveloping their communities. [www.groots.org](http://www.groots.org)

**GTZ URBANET** is a virtual network for on municipal and urban development. Includes a searchable online library that with gender –related resources [http://www.urbanet.info/](http://www.urbanet.info/)

**Homeless International** supports community-led housing and infrastructure related development in partnership with local partner organizations in Africa and Asia [http://www.homeless-international.org](http://www.homeless-international.org)

**Huairou Commission** (Grassroots Women Land and Housing) is a global coalition focusing on Governance, AIDS, Disaster, Land and Housing, Peace Building [http://www.huairou.org/](http://www.huairou.org/)

**International Centre for the Study of the Preservation and Restoration of Cultural Property** promotes conservation of all types of cultural heritage, movable and immovable [www.iccrom.org](http://www.iccrom.org)

**The Land Tenure Center** works on issues of land tenure and land use [http://www.ies.wisc.edu/ltc/](http://www.ies.wisc.edu/ltc/)

**MIT Urban Upgrading Site** provides case examples, issues and tools, organizations and network links [http://web.mit.edu/urbanupgrading/upgrading/search.html](http://web.mit.edu/urbanupgrading/upgrading/search.html)
Shack/Slum Dwellers International establishes federations of slum dwellers, provides access to credit and savings managed by women and facilitates negotiations on secure tenure and housing construction
http://www.sdinet.co.za/

United Nations HABITAT http://www.unhabitat.org/

WASTE advises sustainable improvement of the urban environment by local people in low income areas with a focus on solid waste management and entrepreneurship http://www.waste.nl/

Water Engineering and Development Center is an education and research institute for improving access to infrastructure and services for the poor in low and middle income countries.
http://wedc.lboro.ac.uk/projects/new_projects3.php?id=19

Women in Cities International is an exchange network for various partners concerned with gender equality issues and the place of women in the cities www.femmesetvilles.org/

Women and Shelter International Network is a network of organizations that address the struggle of women in accessing land and housing and participating in all aspects of human settlements development http://www.hic-net.org/was/documents.asp

World Heritage Center UNESCO encourages the identification, protection and preservation of cultural and natural heritage around the world http://whc.unesco.org/
15. Suggested Reading on Gender and Urban Development

General Urban


Urban Planning and Governance

2008.a Gender in Local Government. Sourcebook for Trainers

Housing and Land Tenure


Upgrading Low Income Settlements
Ruiz-Abril, Maria Elena. 2002. Gender in Urban Infrastructure Projects: the Case of the Caracas Slum-Upgrading Project. World Bank, Latin America and the Caribbean Gender Unit.


Solid Waste Disposal

Scheinberg, Anne, Maria Muller and Evgenia Tasheva. 1999. Gender and Waste: Integrating Gender into Community Waste Management: Project Management Insights and Tips


Crime, Violence, and Conflict

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Disaster Mitigation and Recovery


HIV/AIDS