

# HANDBOOK FOR Gender-Inclusive Urban Planning Design



THE WORLD BANK





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**“He’s just a baby... sometimes it takes a while before somebody offers me a seat. The bus takes too long and I have him in my arms, together with my purse, shopping bags... It’s all very complicated.”**

Woman from Recife, Brazil (ITDP, 2018)

**“It was about 7pm when I had gotten to the latrine only to encounter a group of four young men. I shouted, asking them to leave me, and I could feel them undress me and one of them say that they would teach me a lesson on why I should not be out at that time...”**

Woman from Nairobi, Kenya (Amnesty International, 2010)

**“I’ll go out to a park and I’m not trying to be the center of attraction, like they’re straight and they’re not really looking at you... so I feel really uncomfortable just trying to strike a conversation with a straight person because they don’t know where I’m coming from or they might take me offensive.”**

Transgender woman of color from Los Angeles, USA (Wendel, 2017)

**“In public spaces and in the street, the city is very dangerous. There are gangs, robberies, assaults; you can be kidnapped, followed, sexually harassed, [and] raped. Walking in the streets is dangerous, especially in desolate areas; it is more dangerous at night when there is low light.”**

Young girl from Lima, Peru (UN-HABITAT, 2013)

**“There are pay-and-use toilets built outside the Chawl which charge two rupees for each use. Sometimes, when we are sick, it becomes really difficult for us to pay every time. The open drainage flows right outside each hut, so small children use the drainage, but for me as a woman, it is very difficult at night, so we have to hold everything ‘till the morning arrives.”**

Woman from Jai Bhawani Chawl, Mumbai, India (COHRE, 2008)

**“I have no house now. Everything was lost to river erosion... I could not afford to buy food. He [my husband] left us, telling us that he was going abroad... he never returned. This kid was in my womb back then while he left us.”**

Woman from Dhaka, Bangladesh (Joungn, 2019)

## LETTER FROM WORLD BANK

Closing gaps between men and women, boys and girls is central to the sustainable development goals, and achieving gender equality is a core tenet within the World Bank Group’s mission of achieving prosperity for all. However, across development sectors, progress in closing gaps has been uneven and in some sectors, such as financial inclusion, even stagnant. Grasping and grappling with the complexities of gender norms, outdated institutional policies, and discriminatory laws and regulations — as documented, for instance, in *Women, Business, and the Law* — can be a daunting challenge. Urban planning and design practitioners are not immune to these issues — in fact, their disciplines have historically helped reinforce unequal gender roles and responsibilities, with adverse consequences on mobility, access to key assets and public spaces, and safety for women, girls, and sexual and gender minorities in cities around the world. Nonetheless, the role that today’s urban planners and designers, alongside cities and community members, can play in promoting gender equality is significant. After all, urban planning and design decisions shape the very environment we live in.

This handbook aims to illuminate the relationships between gender inequality, the built environment, and urban planning and design; and to lay out a menu of simple, practicable processes and best practices for urban planning and design projects that build more inclusive cities – for men and women, for those with disabilities, and for those who are marginalized and excluded. The work is the result of a collaborative process between experts from the Urban, Infrastructure, Social Development, and Gender units within the World Bank Group, and external experts with extensive experience in participatory urban planning and design. Covering a comprehensive array of plan and project typologies and providing case studies from diverse contexts around the world, we hope this handbook will be an invaluable source of practical guidance and inspiration for World Bank Task Team Leaders as well as consultants and clients across all World Bank regions.

***Caren Grown, Senior Director of Gender***

***Sameh Wahba, Global Director for the World Bank’s Urban, Disaster Risk Management, Resilience and Land Global Practice***



# Executive Summary

**Urban planning and design quite literally shape the environment around us — and that environment, in turn, shapes how we live, work, play, move, and rest.** As such, the processes of planning and design have a direct relationship with the structures and behaviors that define our societies, often both reflecting and reinforcing the inequities within them. While it is almost universally understood that women, girls, people with disabilities, and sexual and gender minorities face significant social and economic disadvantages when compared with able-bodied, cisgender, heterosexual men, what is still not fully understood and accepted among many planning and design practitioners is exactly how conditions in the built environment — and the lack of diversity in the voices shaping it — feed into and perpetuate gender inequity.

**In general, cities work better for heterosexual, able-bodied, cisgender men than they do for women, girls, sexual and gender minorities, and people with disabilities.** Key aspects of the built urban environment — related to access, mobility, safety and freedom from violence, health and hygiene, climate resilience, and security of tenure — create disproportionate burdens for women, girls, and sexual and gender minorities of all ages and abilities, thus exacerbating and reinforcing existing gender inequities. Faced with challenges ranging from transportation services that prioritize commuting over caregiving, to the lack of lighting and toilets in public spaces, many feel inconvenienced, ill-at-ease, and unsafe in the urban environment. These issues stem largely from the absence of women, girls, and sexual and gender minorities in planning and design decisions, leading to assumptions around their needs and the encoding of traditional gender roles within the built environment.

**Over the past few decades, theorists and practitioners have begun to ask: how might we design and plan cities that work well for everyone?** What would such a city look like, and how would we go about creating it? However, with women and sexual and gender minorities still largely excluded from both the professional fields of planning and design, and from public decision-making processes around urban development, answering these questions in practical terms continues to pose a significant challenge.

**The Handbook for Gender-Inclusive Urban Planning and Design aims to fill the gap between gender-inclusive policy and practice, and respond to the historic exclusion of women, girls, and sexual and gender minorities from the processes of urban planning and design.** It clearly presents the economic and social case for gender inclusion in urban planning and design and provides practical guidelines on how to implement gender-inclusive planning and design projects. In particular it seeks to fulfill the following objectives:

## Why Gender-Inclusive Urban Planning and Design Matter

- Demonstrate the ways in which gender inequities intersect with urban planning and design, with clear, digestible summaries of the negative impacts for women, girls, and sexual and gender minorities of all ages and abilities
- Make the clear economic case for addressing inequity and incorporating gender inclusion into urban planning and design
- Highlight the need to consider gender inclusion in an intersectional way, especially taking into account sexual orientation and gender identity, ability, and age

## How Gender-Inclusive Urban Planning and Design are Done

- Set out overarching commitments to guide gender-inclusive planning and design processes toward meaningful, effective outcomes and long-term improvements in the status of women, girls, and sexual and gender minorities
- Provide practicable methodologies, activities, and good practices for incorporating and elevating the voices of women, girls, and sexual and gender minorities in participatory planning and design processes
- Give clear, specific design guidelines, appropriate for and adaptable to all regions, for a range of planning and project typologies carried out by the World Bank

**The handbook has been written to support World Bank staff, clients, contractors, and consultants involved in implementing projects within the Bank's urban development portfolio.** It may also be a valuable resource for external practitioners seeking to take concrete steps toward a more gender-inclusive approach.

**Gender biases in the built environment contribute directly to gendered social and economic inequities,** feeding into the systemic oppression of women, girls, sexual and gender minorities, and those with disabilities. Faced with such a built environment, women, girls, and sexual and gender minorities of all ages and abilities often:

- Struggle to access gainful employment, education and other basic human endowments
- Struggle to accumulate wealth and achieve economic independence
- Spend more on basic services
- Have fewer social freedoms — hindering them from building social networks to cope with risk, stress, and shock
- Struggle to exercise agency in public decision-making, including decisions that shape the built environment

**However, the social and economic costs of gender inequity in the built environment also point to a critical opportunity.** If planning and design processes become more gender-inclusive, and the built environment more accessible, connected, safe, healthy, climate resilient, and secure, then women, girls, and sexual and gender minorities of all ages and abilities will make significant economic and social gains — and contributions to sustainable development — around the world.

**The ultimate goal of gender-inclusive urban planning and design is to advance gender equity and unlock more inclusive economic and social development.** To achieve this goal, urban planners and designers must include women, girls, and sexual and gender minorities of all ages and abilities in planning and design decision-making processes, and work to combat the gendered imbalances in the built environment that prevent their full social and economic inclusion. Meeting these goals requires a fundamental shift in thinking and approach, and in particular a commitment to participatory processes, integrated approaches, Universal Design, building knowledge and power among under-represented groups; and financial investment. These commitments, summarized below, are a direct answer to the historic exclusion of women, girls, and sexual and gender minorities from planning and design, and form the starting point for the practical planning and design guidelines in this handbook.

**GENDER-INCLUSIVE PLANNING AND DESIGN ARE...**

- Participatory: actively including the voices of women, girls, and sexual and gender minorities
- Integrated: adopting a holistic, cross-cutting approach that centers gender throughout and promotes citizen-city relationship building
- Universal: meeting the needs of women, girls, and sexual and gender minorities of all ages and abilities
- Knowledge-building: seeking out and sharing robust, meaningful new data on gender equity
- Power-building: growing the capacity and influence of under-represented groups in key decisions
- Invested-in: committing the necessary finances and expertise to follow through on intentional gender equity goals

**GENDER-INCLUSIVE PLANNING AND DESIGN ARE NOT...**

- Prescriptive: designing and planning for women, girls, and sexual and gender minorities instead of with them
- An add-on: considering women separately from other beneficiaries and project goals; failing to connect the dots or the actors involved
- Exclusive: being concerned with the needs of able-bodied women or female persons alone
- Uninformative: operating in a vacuum without engaging with and contributing to broader knowledge on gender
- Disempowering: repeating or reinforcing historical imbalances in representation and agency
- Uninvested-in: assuming gender goals are achieved if women are among beneficiaries without investing the required time and resources to follow through

**The Handbook for Gender-Inclusive Urban Planning and Design presents clear and practical guidelines for both (i) implementing gender-inclusive planning and design processes; and (ii) creating gender-inclusive plans and projects.** The aim of this breakdown is to provide guidance on both “process” and “product”. The Process Guidelines give guidance on flexible, adaptable actions and activities that can be applied throughout the course of a plan or project development in any context, with a focus: on establishing gender principles; monitoring, evaluation, accountability, and learning; community participation; and considerations for project implementation. Included is a menu of seven gender-inclusive engagement activities that will enable project teams to garner community buy-in, gather qualitative and quantitative data, and co-design solutions with project beneficiaries. The “Planning and Project Guidelines” provide guidance — including good practices and, where possible and applicable, minimum design standards — for the implementation of the following types of plan or project:

- |   |   |
|---|---|
| • Urban Land Management Plans                         | • Neighborhood Development Plans        |
| • Metropolitan Development Plans                      | • Informal Neighborhood Upgrading Plans |
| • Master Plans and Integrated Urban Development Plans | • City Climate Action Plans             |
| • City Mobility and Transportation Plans              | • Disaster Risk Management Plans        |
|   | • Housing                               |



- Public Transport, Mobility Infrastructure, and Road Safety Interventions
- Streetscapes
- Public Spaces
- Basic Urban Services
- Energy
- Water, Sanitation, and Hygiene
- Solid Waste Management
- Communications and ICT

**Several cities around the world are making strides in gender-inclusive planning and design, providing valuable learning opportunities and sources of inspiration.** Case studies of gender-inclusive projects from these cities show how simple measures to improve access to land can dramatically increase agency and wellbeing; how increasing visibility and participation for disadvantaged groups can promote safety and access to the public realm; how proper planning with a gender lens can ensure the full participation of underrepresented voices; how better representation can yield innovative designs that serve everyone — not just women — better; and how short-term, “stop-gap” measures can complement and even enable long-term strategic efforts to improve gender equity. At the same time, the case studies reveal areas in which gender-inclusive strategies can come up short — from poor monitoring and evaluation to financial under-commitment and a failure to marry simple measures that improve convenience and safety with strategic efforts to challenge gender inequity. Lessons such as these point the way to how project processes and outputs can be improved in the future.

**Women, girls, and sexual and gender minorities make up more than half of the world’s population.** This handbook, a valuable and much-needed addition to the existing literature and resources on gender inclusion, seeks to bring their knowledge and skills, and their needs and desires, to the forefront of urban planning and design. By reimagining and reshaping cities in a more gender-inclusive way, community members, practitioners, and governments can unlock new economic and social opportunities to promote prosperity for all.

# CHAPTER 1

# Introduction

# Objectives of this Handbook

Urban planning and design quite literally shape the environment around us — and that environment, in turn, shapes how we live, work, play, move, and rest. As such, the processes of planning and design have a direct relationship with the structures and behaviors that define our societies often both reflecting and reinforcing the inequities within. In general, cities work better for heterosexual, able-bodied, cisgender men than they do for women, girls, sexual and gender minorities, and people with disabilities. Faced with challenges ranging from transportation services that prioritize commuting over caregiving, to the lack of lighting and toilets in public spaces, many women, girls, and sexual and gender minorities around the world feel inconvenienced, ill-at-ease, and unsafe in the urban environment. Although not discussed within the scope of this document, boys and men at risk of homelessness or urban gang violence also have particular vulnerabilities that are often overlooked in the process of urban planning and design. Over the past few decades, theorists and practitioners have begun to ask: how might we design and plan cities that work well for everyone? What would such a city look like, and how would we go about creating it?

The World Bank, United Nations, and other key development agencies have long been firmly committed to advancing gender equality. However, key challenges in addressing gender-related inequities in the urban built environment remain unsolved, with a clear gap between policy and practice. Many project managers, clients, and practitioners lack awareness of the importance of prioritizing gender in development, and do not have the specific, on-the-ground knowledge or tools to effectively implement gender-inclusive strategies. This is compounded by significant gaps in gender- and sex-disaggregated data to inform project design, implementation, and evaluation; and a tendency to assume, rather than ask, what women, girls, and sexual and gender minorities want. Even the most well-intentioned projects can, as a result of these challenges, end up treating the symptom rather than the cause — accommodating or even reinforcing existing gender inequities rather than challenging them (Moser, 1993; Larsson and Friberg, 1999).

This handbook is intended to help fill the clear gap between policy and practice, intention and action, by showing why and how to incorporate gender inclusion into urban planning and design. In particular, it aims to fulfill the following objectives:

## Why Gender-Inclusive Urban Planning and Design Matter

- Demonstrate the ways in which gender inequities intersect with urban planning and design, with clear, digestible summaries of the negative impacts for women, girls, and sexual and gender minorities of all ages and abilities
- Make the clear economic case for addressing inequity and incorporating gender inclusion into urban planning and design
- Highlight the need to consider gender inclusion in an intersectional way, especially taking into account sexual orientation and gender identity, ability, and age

## How Gender-Inclusive Urban Planning and Design are Done

- Set out overarching commitments to guide gender-inclusive planning and design processes toward meaningful, effective outcomes and long-term improvements in the status of women, girls, and sexual and gender minorities
- Provide practicable methodologies, activities, and good practices for incorporating and elevating the voices of women, girls, and sexual and gender minorities in participatory planning and design processes
- Give clear, specific design guidelines, appropriate for and adaptable to all regions, for a range of planning and project typologies carried out by the World Bank

Given the persisting critical gaps in gender equality around the world (World Bank, 2015) and the profound impacts of the built environment on everyday life and social relations, there is an urgent need — and opportunity — for urban planning and design to advance better, more equitable outcomes for people of all genders. This handbook is intended as a “go-to” guide that inspires and equips readers to not only commit to gender-inclusive urban planning and design, but also effectively incorporate it into the development, delivery, and evaluation of all World Bank urban planning and design projects.

This handbook has been developed through a series of consultations, focus group discussion, and desk-level literature and portfolio reviews. It is the product of a collaborative process between experts from the Urban, Infrastructure, Social Development, and Gender units within the World Bank Group, and external experts who have extensive experience in participatory urban planning and design.

## WHO IS THIS HANDBOOK FOR?

This handbook has been written primarily for three audiences with the aim of making a clear case for gender-inclusive design and urban planning and providing actionable guidelines for implementation:

- World Bank staff involved in designing, managing, delivering, and evaluating urban planning and design projects, particularly Task Team Leaders (TTLs)
- Government clients (municipal, regional, state, national) seeking to implement urban planning and design projects in their countries
- Contractors from all regions and at all stages of the project process, from concept note through to final evaluation

Additionally, external design and urban planning practitioners and project co-funders may find this handbook a useful resource.



# Important Definitions

## KEY SOCIAL CONCEPTS

### Sex

The biological categories of male, female, and intersex to which humans belong, based on sex characteristics and chromosomes.

### Intersex

An umbrella term that refers to people who have one or more of a range of variations in physical sex characteristics that fall outside of traditional conceptions of male or female bodies. Some intersex characteristics are identified at birth, while other people may not discover they have intersex traits until puberty or later in life. Note that intersex is not synonymous with transgender.

### Gender

Gender refers to social, behavioral, and cultural attributes, expectations, and norms associated with being male or female.

### Gender Identity

Each person's deeply-felt internal and individual experience of gender (e.g. of being a man, a woman, in-between, neither, or something else), which may or may not correspond with the sex they were assigned at birth or the gender attributed to them by other people. Note that this sense of self is not related to sexual orientation. Gender identity is internal; it is not necessarily visible to others.

### Gender Expression

The way we show our gender to the world around us, through things such as clothing, hairstyles, and mannerisms, to name a few.

### Transgender

Transgender refers to a person whose sex assigned at birth does not match their gender identity. The term “trans” is often used as shorthand.

### Cisgender

Cisgender or cis (meaning “in alignment with” or “on the same side”) people are those whose gender identity is in alignment with the sex assigned to them at birth.

### Sexual Orientation

Each person's enduring capacity for profound romantic, emotional, and/or physical feelings for, or attraction to, person(s) of a particular sex or gender. It encompasses hetero-, homo- and bi-sexuality and a wide range of other expressions of sexual orientation.

### Sexual and Gender Minorities

Persons whose sex, gender, sexual orientation, gender identity and/or gender expression differ from those of the majority of the surrounding society.

### People with Disabilities

People who have mental or physical impairments that adversely affect their ability to carry out everyday activities on a substantial, long-term basis. These impairments can be visible or invisible. Disabilities can affect a person's mobility, manual dexterity, physical coordination, continence, ability to lift or carry objects, speech, hearing, eyesight, memory, and ability to concentrate, learn, or understand. Around 15% of the global population has some sort of disability, and prevalence is higher in developing countries (WHO, 2011).

## KEY SOCIAL DEVELOPMENT CONCEPTS

### Gender Equality

Equal rights, responsibilities and opportunities for people of all genders. Equality between women and men is seen both as a human rights issue and as a precondition for, and indicator of, sustainable and people-centered development. Here it should be stressed that gender equality implies equality for all genders, not just men and women.

### Gender Equity

Equal outcomes for people of all genders. Where gender equality implies people of all genders should have the same starting point of equal rights, responsibilities, and opportunities, gender equity implies that they should be enabled to reach an equal end-point through the provision of benefits, resources, and opportunities that meet their specific needs. These benefits, resources, and opportunities may be the same or different depending on the specific needs and challenges faced by people of a certain gender, especially when also taking into account other factors such as race, ethnicity, age, ability, income, and class.

### Gender Mainstreaming

Gender Mainstreaming is a process that systematically integrates gender perspectives into legislation, public policies, programs, and projects. This process makes women's concerns and experiences an integral dimension of the design, implementation, monitoring, and evaluation of policies and programs in all political, economic, and societal spheres with the goal of achieving gender equality (United Nations, 2002). The World Bank Group's Gender Group highlights gender gaps as a good practice version of Gender Mainstreaming.

### Gender-Inclusive

An approach that takes an inclusive view of gender, considering people of all genders and sexualities as well as intersections with factors such as race, ethnicity, income, class, age, and ability, to ensure the voices of people of all genders are heard and integral to project design, delivery, and evaluation, with the goal of promoting gender equity.

### Productive Work

The production of goods and services for consumption or trade, in both employment and self-employment (Moser, 1993).

### Reproductive Work

Reproductive work is seen as the chief and “natural” role of women in many regions and cultures. In addition to physical childbearing, it includes the care, socialization, and maintenance of individuals throughout their lives to ensure the continuation of society to the next generation (Edholm et al., 1978). Reproductive work is often invisible, not seen as “real” work, and does not have a clearly defined start and end (Moser, 1993).

### Practical Gender Needs

A concept defined by Caroline Moser (1993) relating to gender equality and development. Practical gender needs are the needs women identify within their socially accepted roles in society. These needs arise from the gendered division of labor and women's subordinate position in society, and meeting these needs does not challenge this subordination. Practical gender needs are a response to immediate perceived necessity, identified within a specific context (Moser, 1993).

### Strategic Gender Needs

A concept defined by Caroline Moser (1993) relating to gender equality and development. Strategic gender needs are the needs women

identify because of their subordinate position to men in their society. Strategic gender needs vary according to particular contexts. They relate to gender divisions of labor, power, and control and may include such issues as land rights, domestic violence, equal wages, and women's control over their bodies. Meeting strategic gender needs helps women to achieve greater equality (Moser, 1993).

**Gender-Based Violence (GBV)**

An umbrella term for any harmful act that is perpetrated against a person's will and stems from socially ascribed (i.e. gender-based) differences between males, females, and people who do not conform with gender norms. GBV includes acts that inflict physical, mental, or sexual harm or suffering; threats of such acts; and coercion and other deprivations of liberty, whether occurring in public or private life (IASC Guidelines, 2015, modified).

**KEY URBAN DEVELOPMENT CONCEPTS**

**Urban Development**

An economic, social, and cultural process in which an area becomes more urbanized and less rural (Henderson, 2003). Urban development may include shifts in employment that rely less on physical labor and more on ministerial/administrative labor, widespread use of technology and industry, and larger, denser human settlements.

**Urban Planning**

A multi-disciplinary approach to deciding where things get build and why. Urban planning is concerned with the relationship between people and the built environment and ensuring the protection of people's

general health, safety, and welfare. Planning does this by creating and assessing plans for the preservation and development of commerce, the environment, transportation, housing, parks and public spaces, and urban design.

**Urban Design**

The physical shaping of the built environment beyond the scale of individual buildings. It is a multi-disciplinary practice at the intersection of architecture, landscape architecture, and urban planning that is concerned with enhancing the quality and functionality of urban life, while addressing environmental and economic needs (Wall and Waterman, 2010; McHarg, 1992).

**Built Environment**

The built environment constitutes the human-made, physical spaces in which human activity takes place. This can include buildings, streets, public spaces like parks and plazas, transportation systems, and land use patterns. The built environment is a system that can influence physical and mental health, public safety, commerce, and traffic patterns (Frank et al., 2003; Handy et al., 2002).

**Informal Settlements**

Residential areas where inhabitants are deemed by the authorities to have no legal claim to the land they occupy and the system of occupation ranges from squatting to informal rental housing. In most cases, the housing is insecure and poor quality and does not comply with current planning and building regulations. Informal settlements are also often situated in the most precarious urban areas where basic services and infrastructure, including public or green spaces, are limited (UN-HABITAT, 2013b).

**Participation**

Citizen or community member involvement in decision-making processes, which enables the “have-not” citizens, who are typically excluded from political and economic processes, to be intentionally included in shaping the future in order to share in the benefits of an affluent society. It is the strategy by which the “have-nots” join in determining how information is shared, goals and policies are set, tax resources are allocated, programs are operated, and benefits like contracts and patronage are parceled out (Arnstein, 1969).

**Participatory Planning and Design**

The participation of citizens or community members in decision-making, joint analysis, visioning, and design of the changes in the built environment that affect their lives. It involves the “co-development” or “co-design” of plans and physical interventions with community members and technical experts to ensure the results meet the needs of the end users.

**WHO DOES “GENDER-INCLUSIVE” REFER TO?**

This handbook has been written to assist in the inclusion of women, girls, and sexual and gender minorities of all ages and abilities in urban planning and design processes across all World Bank regions. These are groups that have been historically under-served and under-represented in the urban planning and design fields, resulting in urban environments that do not serve them well. The handbook is intended to equally address the inclusion of:

- girls and women of all sexualities, ages, and abilities
- boys and men belonging to sexual minority groups and of all ages and abilities
- people who do not identify with or fall outside of the gender binary, including transgender, nonbinary, queer, and intersex people of all ages and abilities

It is important to note that men and boys can also face specific challenges in the build environment. In the interest of focusing on the systemic inequities facing women, girls, and sexual and gender minorities in particular, the needs of men and boys are not explicitly discussed in this document. However, the good practices, engagement techniques, and design guidelines presented in Chapter 4 can also be applied to engage men and boys in identifying both challenges and design solutions.





## How to Use This Handbook

Readers of this handbook are likely pressed for time and keen to quickly locate the information they need. The handbook tries to accommodate such constraints, with each chapter intended to work well in a standalone way and to provide key information in a concise and navigable format. In particular, readers can approach Chapter 4 and Chapter 5 in the second half of the handbook as a mix-and-match menu of good practices, design standards, and case studies that can be retrieved, combined, adapted, and applied as relevant to projects across a range of contexts and issue areas.

At the same time, gender is a cross-cutting issue that cannot be meaningfully addressed if projects and disciplines remain siloed. One of the core principles of gender-inclusive urban planning and design is cross-sectoral integration (see Fainstein and Servon, 2005, and Chapter 3 of this handbook). With this in mind, the reader is strongly encouraged to take the time to read this handbook, chapter-by-chapter, and digest its concepts in order to form a deep, overarching understanding of gender-inclusive urban planning and design.

# CHAPTER SUMMARIES

## Chapter 1: Introduction

This introduction has sought to lay out the need for and objectives of the handbook, definitions of key terms referenced throughout the handbook, and how to get the most out of each chapter.

## Chapter 2: Why Gender-Inclusive Planning and Design?

Go to this Chapter for a brief history of modern urban planning and design, and to understand how gender biases have been built into the urban realm. A conceptual framework lays out the relationship between urban planning and design, gender, and social and economic inclusion. Detailed summaries of key "issue areas", with key points and useful statistics, help build deep knowledge and provide a resource for sharing with clients and consultants. At the end of this chapter, readers will find concise information about the economic and social costs — and opportunities — at stake.

## Chapter 3: Foundations of Gender-Inclusive Planning and Design

Turn to Chapter 3 to understand the goals of gender-inclusive planning and design, followed by a set of core commitments that enable practitioners to make the necessary fundamental shifts in approach towards a more inclusive, equitable process. These commitments serve as methodological guideposts for World Bank staff and consultants embarking on a gender-inclusive project.

# CHAPTER SUMMARIES

## Chapter 4: Process, Plan, and Project Guidelines

This chapter contains in-depth guidelines to help World Bank staff and consultants both implement a gender-inclusive planning or design process, and develop gender-inclusive plans and built projects. Part one sets out a series of good practices and activities to ensure each project fully incorporates the voices and priorities of women, girls, and sexual and gender minorities of all ages and abilities into planning and design. Covering 16 plan and project typologies, part two offers clear, practicable design guidelines that will help plans and projects meet higher standards for gender inclusion. The contents of this chapter are meant to directly inform the drafting of Terms of Reference documents and overall project design and delivery.

## Chapter 5: Case Studies

Chapter 5 serves to demonstrate how other cities have addressed the goals of gender-inclusive urban planning and design, and aims to inspire readers to test similar approaches. It comprises a list of 10 case studies of projects and plans from a range of typologies, issue areas, and regions, complete with clear information on the contexts, activities, and outcomes.

## Chapter 6: Conclusion and Further Resources

Turn to the final chapter to find closing comments followed by an extensive list of further resources, including similar toolkits and guides; links to World Bank gender training materials and a directory of "gender champions" willing to provide one-on-one support on this topic; and further reading. A full bibliography of sources from this handbook is also given for reference.





## CHAPTER 2

# Why Gender-Inclusive Planning and Design?



# History of Gender in Modern Urban Planning and Design

Before the advent of modern planning, European cities were largely designed and planned by civil engineers, architects, and public health experts — fields dominated by men (Greed, 1994). Most productive work during these years took place within or close to the home alongside reproductive work (Arendt, 1958), and city growth was largely governed by private interests and commerce. However, throughout the European Industrial Revolution, productive work shifted from the domestic sphere to factories, and crowded urban slums formed nearby. Modern urban planning and zoning were conceived in Western Europe in the late 19th century in response to the unsanitary conditions in these neighborhoods and the consequent public health issues (Talen, 2012).

Some theorists have noted how modern planning continued a centuries-old tradition of ghettoizing certain groups (see, for e.g. Meck, 2005). In the context of European colonialism and Jim Crow in the US, urban planning was closely aligned with racial and ethnic segregation (Njoh, 2007; Nightingale, 2016; Silver, 1997). Moreover, in the patriarchal Western societies of the late 19th and early 20th Centuries, planning and urban design continued to be fields dominated by wealthy men. As such, cities were, in many ways, delineated along the lines of gender as well as race and class.

Taking the able-bodied, working male as the “neutral” user of the city, male planners and designers — whether intentionally or unintentionally — created urban spaces that catered to their needs, while reflecting and perpetuating the patriarchal gender norms of their society: one that designated men as breadwinners, with full access to the public realm, land, and housing; and women as caregivers, relegated to the private realm of the household and deprived of land-based assets (Fainstein and Servon, 2005; Moser, 1993). Through colonization, gendered norms such as these were imposed upon and adopted by colonial territories throughout the world, with the resulting policies and practices sometimes replacing markedly different norms such as collective land ownership, as seen in Australia and Kenya (Watson, 2009; Guyo, 2017), and matrilineal inheritance as seen in Ghana (Selase et al., 2015).

In this way, urban environments around the world became both products and drivers of patriarchal gender roles and inequities, with workplaces separated from housing; male workers’ mobility prioritized over that of female caregivers; and women (and sexual and gender minorities) left feeling that they do not belong in the public realm: that the space is not theirs. Ingrained in planning and design theory and practice, these heterosexist assumptions were not recognized and challenged in a significant way until the 1970’s, when feminist scholars from the US and Europe began to analyze the ways in which planning and design had excluded the needs of women (Fainstein and Servon, 2005).

Over the next two decades, numerous developments in urban planning and design theory helped shed light on gender gaps in the built environment. Scholars such as Dolores Hayden, Gerda Werkerle, and Gwendoline Wright published numerous articles and books on the gender inequities that had been built into the urban environment, studying issues of mobility, safety, land ownership, and access to services and employment. The concept of Crime Prevention through Environmental Design (CPTED), put forth by C. Ray Jeffery

(1971) and Oscar Newman (1972), raised awareness of how design features can either facilitate or help prevent crime, including gender-based violence (GBV). At the same time, the emergence of the Women in Development movement and similar initiatives (discussed in greater detail opposite) centered the inclusion of women in decision-making, data collection, and development processes (Moser, 1993).

In response to these theoretical developments, cities such as Toronto and Vienna led the way in incorporating gender considerations into their planning and design processes during the 1980’s and 1990’s. Important projects such as the Frauen-Werk-Stadt (Women-Work-City) development in Vienna (completed in 1997, see case study in Chapter 5) and the Women in Safe Environments (WISE) report in Toronto (1987) explored how urban planning and design can help ease the burden of caregiving for women and promote their safety in the public realm. In more recent years, scholars such as Ki Namaste (1996) and Petra Doan (2007) have begun to expand studies of gender and the urban realm, highlighting how sexual and gender minorities face related challenges to safety and access in cities.





FROM WOMEN IN DEVELOPMENT  
TO GENDER AND DEVELOPMENT

The “Women in Development” (WID) movement originated in the early 1970’s, when several female development professionals began to challenge the assumption that economic development impacted women and men in the same ways. Focusing on the critical potential of women’s productive labor in economic development, and how their oppression limited economic growth, they sought to demonstrate the “missed opportunity” of women’s empowerment. Significantly, they highlighted the need for gender-disaggregated data and the importance of women participating in development rather than being seen as passive beneficiaries (UNDP, 2003).

Women and Development (WAD) began to emerge in the second half of the 1970’s, largely in response to the WID movement’s failure to acknowledge women’s existing role in development, and the fact that women’s subordinate position in society was a barrier to successful development. They suggested women-only development projects could be a solution to overcome patriarchal imbalances. However, WAD was criticized for continuing to only consider women’s productive labor, and for conceptualizing women as a homogeneous group.

WAD eventually gave way to Gender and Development (GAD), a framework that for the first time focused on the social construction of gender relations, rather than considering women in isolation. GAD proponents conducted gender analysis to understand the systemic oppression of women, emphasizing cultural context, the impacts of colonialism, and the need to transform adverse masculinity norms that perpetuate violence by promoting more positive models of male identity. Focusing on the gendered division of labor and the balance of productive and reproductive work, the GAD movement highlighted the role of men as key actors in advancing more equitable gender norms. GAD proponents such as Caroline Moser argued that gender was a cross-cutting issue that should inform development policy and planning at the highest level.

GENDER AND DEVELOPMENT IN THIS HANDBOOK

Given that the oppression of sexual and gender minorities stems from the same socially-constructed gender roles as those that oppress women, this handbook follows an expanded definition of GAD. In this definition, GAD considers and addresses not only the inequalities between women and men, but also between sexual and gender minorities and majorities. In this way, “gender” becomes a concept that is cross-cutting, intersectional, and inclusive.

(Sources: Moser, 1993; Miller and Razavi, 1995; Rathgeber, 1990)

Gender in Urban Planning  
and Design Today

Although some cities have made progress in addressing gender biases in the built environment over the last three decades, much work remains to be done. There is far less understanding of how the built environment works for sexual and gender minorities (Forsyth, 2001; Doan, 2016) and an ongoing assumption that “gender inclusion” simply means “women’s issues” — without taking into account the relationships between genders or the cumulative impacts of gender, sexuality, ethnicity, race, income, class, ability, and age.

Many urban planning and design fields continue to be dominated by men, and as such, continue to reflect a one-sided perspective on the urban realm. Women occupy just 10% of the highest-ranking jobs at the world’s leading architecture firms (Fairs, 2017) and in the US, comprise only 13.6% of architects and engineers (CES, 2018). According to the US Bureau of Labor Statistics, women make up only 20% of engineering graduates, and nearly 40% of these either quit or never enter the profession (Sibley, 2016). These figures reflect the general lack of agency and representation for women and sexual and gender minorities in decision-making the world over, with women making up only 24.3% of all national parliamentarians as of February 2019 (Inter-Parliamentary Union, 2019) and only 0.1% of US elected officials identifying as LGBT (Victory Institute, 2018). Meanwhile, data on people with disabilities in public office is extremely sparse.

In addition to severe underrepresentation in the planning and design professions, women, girls, and sexual and gender minorities of all ages and abilities are also routinely excluded from participating in community planning and design *processes*. This happens for an array of reasons — many of them relating to deficiencies in the urban environment that are explored in detail in the following section. More broadly, these groups are excluded through economic pressures and both externally-enforced and internalized social norms, with Moser (1993) stating “because of the way that women are so effectively excluded from real decision-making, they often choose to withdraw rather than participate in planning processes.”

As a result of this lack of representation, women, girls, and sexual and gender minorities of all ages and abilities struggle to make their voices heard and their priorities count in planning and design decisions all over the world. The impacts of this ongoing and historical bias in who makes planning and design decisions are far-reaching, and ultimately affect nearly every aspect of day-to-day life for these groups

# Gendered Challenges in the Urban Environment

It is almost universally understood that women, people with disabilities, and sexual and gender minorities face significant social and economic disadvantages when compared with able-bodied, cisgender, heterosexual men. What is still not fully understood and accepted among many urban planning and design practitioners is exactly how existing conditions in the built environment — and the lack of diversity in the voices shaping it — facilitates, feeds into, and perpetuates these inequities.

The following section explores six key issues

in the built environment that exacerbate and reinforce gender inequity, or that represent areas in which women, girls, and sexual and gender minorities face disproportionate burdens thanks to existing social and economic inequities. In other words, these six issue areas in the built environment combine with gender inequity to constrain, inconvenience, and even endanger women, girls, and sexual and gender minorities of all ages and abilities.

## KEY ISSUE AREAS WHERE GENDER INEQUITY INTERSECTS WITH THE BUILT ENVIRONMENT

### 1. ACCESS

Using services and spaces in the public realm, free from constraints and barriers

### 2. MOBILITY

Moving around the city safely, easily, and affordably

### 3. SAFETY AND FREEDOM FROM VIOLENCE

Being free from real and perceived danger in public and private spheres

### 4. HEALTH AND HYGIENE

Leading an active lifestyle that is free from health risks in the built environment

### 5. CLIMATE RESILIENCE

Being able to prepare for, respond to, and cope with the immediate and long-term effects of disaster

### 6. SECURITY OF TENURE

Accessing and owning land and housing to live, work, and build wealth and agency



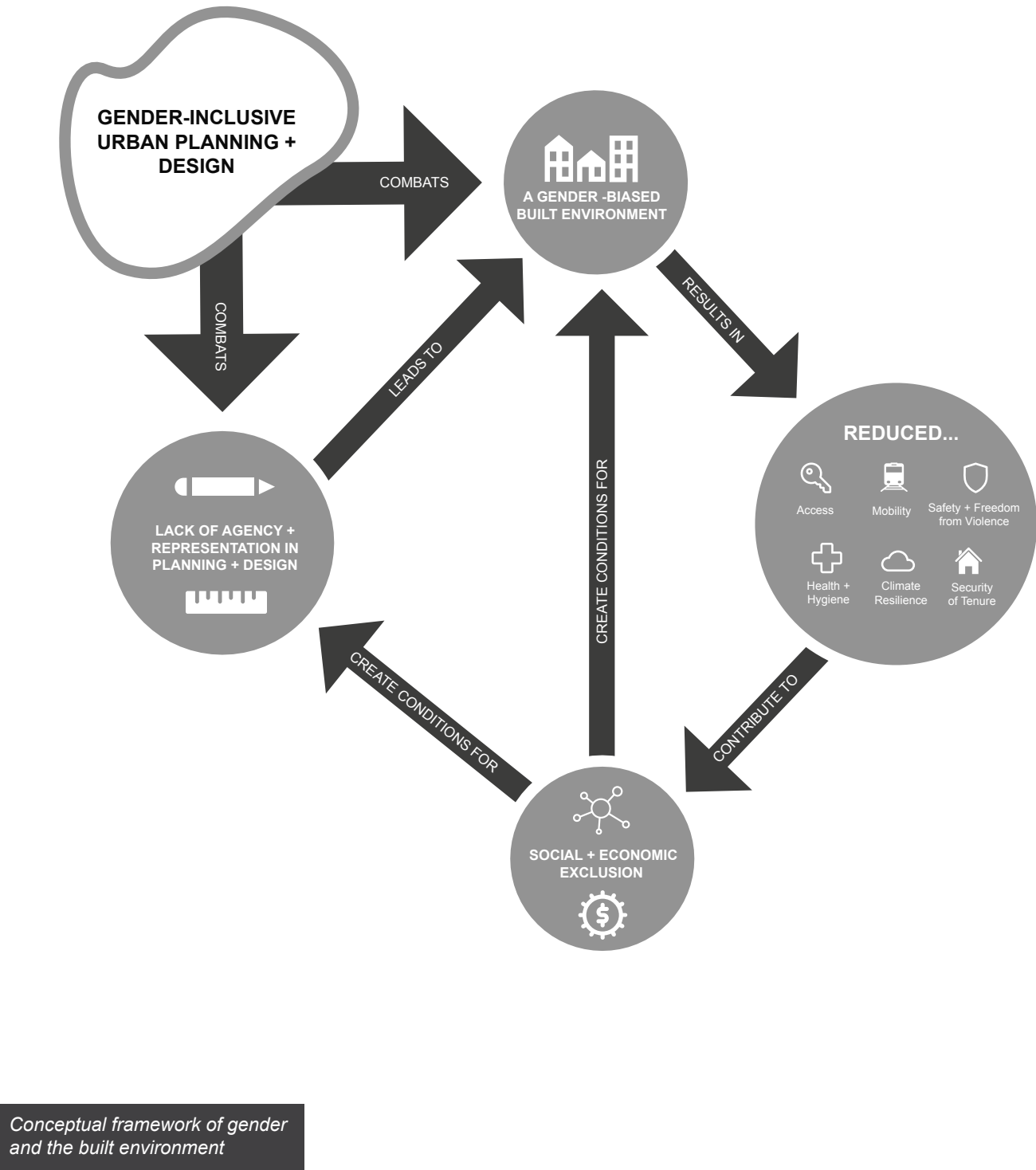
It is important to understand these issue areas as being profoundly interconnected. Clearly, each issue touches on the others: for example, poor health will affect mobility and access, while increasing risk of death during a climate disaster; loss of tenure will impact climate resilience and safety; becoming a victim of violence can affect health as well as reducing mobility, and so on. However, this chapter addresses the issue areas one by one in order to build a deep understanding of the mechanisms by which the built environment interacts with gender inequity.

CONCEPTUAL FRAMEWORK

Just as these issue areas are related to each other, they are also key drivers in a wider system of social and economic exclusion. The conceptual framework opposite illustrates the connections between issues in the built environment, gender bias in planning and design processes, and systemic social and economic exclusion.

Although this feedback system between the built environment, social and economic exclusion, and the disciplines of planning and design is complex and entrenched, it also reveals how urban planning and design can do better. Each of the six issue areas — access, mobility, safety and freedom from violence, health and hygiene, climate resilience, and security of tenure — has profound economic and social consequences for women, girls, and sexual and gender minorities of all ages and abilities. As such, each represents a key opportunity to make substantial advances toward gender equity. The final section in this chapter presents a summary of these opportunities — and envisions what the possible gains could be if cities were gender-inclusive.

The guidelines in Chapter 4 are categorized by plan and project types. Every plan and project entry will include a diagram of the issue areas shown here. Presented as a “wheel”, these diagrams will be color-coded to quickly highlight which issue areas are of most importance for a given type of plan or project and should therefore be the focus of Monitoring, Evaluation, Accountability, and Learning (MEAL).



## KEY POINTS

- **Cities have been planned and designed to reflect traditional gender roles and the gendered division of labor, especially through modern zoning**
- **The consequent separation of public and private spaces contributes to restrictions on women's, girls', and sexual and gender minorities' access to the public realm**
- **Spatial segregation and inadequate infrastructure create a disproportionate time burden for caregivers, who are primarily women**
- **Public spaces often cater primarily to straight, able-bodied men and are less accessible to women and sexual and gender minorities, especially those with disabilities, as well as men and boys affected by urban violence**

Cities around the world have been designed, planned, and built along the lines of traditional gender roles. Typical spatial planning, zoning, and land use policies and practices create legal divisions between “industrial” and “commercial” zones of production, commerce, income generation, and public life; and “residential” zones of homemaking, reproduction, care, and private life. These spatial divisions are deeply rooted in gendered divisions of labor — the distinction between “productive” income-generating work, typically seen as male, and unpaid “reproductive” work, considered the realm of women (See Benston, 1969; Federici, 1975 and 2018; Kerber, 1988; Ferguson and McNally, 2013; Fraser, 2016). However, the view that “work” solely constitutes the set of activities that generate income, and that “home” is a private place of respite from those activities, is a deeply biased view that overlooks and devalues the hard labor and unpaid care work that often falls on the shoulders of women and girls (See Greed, 1994; Bhattacharya, 2017; Pojani et al., 2018). A study in Cordoba, Argentina, for example, found that although men and women spent about the same total amount of time working, women's contributions went unpaid and unrecognized because domestic tasks — which they spent three times more time than men doing — were considered their traditional role (Falu and Rainero, 2002).

The spatial division of public and private realms also creates additional burdens on women's time and energy. Women often devote more time, about 5-13 hours a week, to caregiving activities (Lee and Waite, 2005), essentially creating a second job or “double shift” in addition to any income-generating work (Hochschild, 1989). In many cities, commercial, residential, and industrial zones are not only formally segregated, but often physically far away from one another, further burdening women with greater distances to travel for multiple duties. For women and girls in informal settlements, often located on the periphery of cities, inadequate infrastructure and the distance between key resources and housing increases time spent on caregiving chores, directly reducing access to employment and educational opportunities. Several studies have linked time spent collecting water and fuelwood with decreased school attendance, with Nauges and Strand (2013) noting that in Ghana, halving the amount of time spent fetching water increases girls' school attendance by 2.4 percentage points on average. In this way, the built environment is often “stacked against” women and girls rather

than working to accommodate their needs.

Furthermore, even seemingly minor design deficiencies can prevent women, girls, and sexual and gender minorities from fully accessing or feeling welcome within the public realm, despite the fact that women have been shown to use streets and public spaces more frequently and for a greater variety of purposes than men (UN-HABITAT, 2015). Many women around the world have internalized feelings of discomfort in public spaces, as documented in Ranade's 2007 study in Mumbai, which found that women and girls rarely linger in public spaces — instead using them to get from one point to another and often fabricating a sense of purpose to do so. Furthermore, Ranade found that women avoided certain places, like bars and lottery shops, both out of safety concerns and in order to not be seen as “loose” women. Another study in Kampala found that “children and women face special challenges in accessing open spaces for recreational purposes; football takes up much of the space and is dominated by male adults — especially in the afternoon and evening hours.” Respondents underlined the lack of amenities such as toilets as an issue for women, the elderly, and those with children, and also “stressed that children and women were sometimes intimidated when trying to reserve space for sports, and may have difficulty defending themselves in disputes regarding use of the grounds.” Women were 15% less likely to use public spaces as a result (APS, 2015). Such barriers occur both in the physical public realm and the virtual: in Indonesia, girls aged 15-24 are half as likely as boys and young men to use the internet, with parental restrictions on girls' use of public space limiting their access to internet cafés (Khosla, 2009; Perrons, 2004).

For sexual and gender minorities, the sense of discomfort in public can be even more acute due to their perceived transgression of gender roles and norms. The 2015 U.S. Transgender Survey found that in the previous year, 31% of respondents who visited a place providing a public service where staff thought they were transgender were denied equal treatment, harassed, or physically assaulted. Twenty per cent of all respondees did not use at least one type of public service in the past year because they feared they would be mistreated as a transgender person, and 46% had been verbally harassed in the past year for being transgender (James et al., 2016). Evidence from 7 countries in Southeastern Europe demonstrates that LGBTI people tend to stay away from where there is a greater probability of being surrounded by many unknown people including streets, squares, public transport, cafes, restaurants, clubs, public premises, building, parks, and other public places (World Bank, 2018). In Latin America, the Inter-American Commission on Human Rights reports that same-sex couples showing public displays of affection are a frequent target of police abuse and arbitrary detention by state agents because of what is considered “immoral behavior” in public spaces (IACHR, 2015). This can compound with the challenges posed by disability: disabled sexual and gender minorities were found in a US study to be more likely than non-disabled sexual and gender minorities to avoid public spaces (20.4% versus 9.1%); avoid getting services they or their families needed (14.7% versus 2.9%); and make specific decisions about where to shop (25.7% versus 15.4%) (Singh and Durso, 2017). This pervasive yet often under-perceived lack of comfort within public spaces leaves many women and sexual and gender minorities, especially if they have a disability, invisible and voiceless in the public realm.



**IMPORTANT STATISTICS**

- In 17 countries, married women cannot travel outside the home in the same way as married men (World Bank, 2016)
- 104 economies around the world have some form of restriction on women's work, with about 2.75 billion women denied access to the same opportunities as men (Iqbal, 2018)
- In the US, 1 in 5 transgender people avoided using a public service for fear of harassment (James et al., 2016)
- Across Europe, 50% of LGBTQ individuals surveyed reported avoiding public spaces because of fear of harassment (FRA, 2013)

**Mobility**

**KEY POINTS**

- **Transit and transportation systems are often shaped by male-dominated commuting patterns that do not serve the complex needs of female caregivers**
- **Women are more likely to walk or use transit, and to have physically limited mobility**
- **Women and sexual and gender minorities face considerable safety concerns on public transport**
- **Women often spend longer traveling and pay more for transit due to the complexity of their travel needs and safety concerns**
- **Limited mobility is directly linked to reduced economic opportunity**

Transportation planning is ostensibly demand-driven, but the demands of men, especially as relating to their commuting patterns, have historically taken precedence over those of women. Transit routes are therefore primarily designed to move workers from the “private” household — often on the urban periphery — to the “public” realm of the workplace at peak hours, in sync with the typical work day (see Wekerle, 1980). Women are often more likely to work in the informal economy (Bonnet et al., 2019) and usually devote substantially more time than men to domestic tasks and reproductive work (Ferrant et al., 2014). They are also less likely to have access to a car (Kunieda and Gauthier, 2007) and more likely to use public transportation

(CIVITAS, 2014, Nurdden et al., 2007, IDB, 2016), often combining multiple stops and tasks into more complex trips (Peters, 2001; McGuckin et al., 2005; Skinner and Borlaug, 1980) and making shorter journeys at more variable, off-peak times (Ng and Acker, 2018; Kunieda and Gauthier, 2007). These needs are often excluded from transit planning in terms of routes, timetables, and payment options, because conventional research trades conventional transit research tracks employment-related trips as a discrete category, with care-related trips concealed across several categories like “shopping,” “leisure,” “escorting,” etc. Fortunately, new approaches to segmenting trip-demand data may be paving the way for more inclusive, flexible transit that accommodates primarily female caregivers when grouping care-related tasks into one category, these often rival employment-related trips, as seen in Spain where 30% of trips — of all modalities — were employment-related and 25% care-related (Sánchez de Madariaga, 2013), or in the US, where just 16% of trips are tied to work commutes (AASHTO, 2013).

As well as being more likely to use transit, women are more likely to walk (Peters, 2001), and to be slower walkers for a number of reasons — meaning poor infrastructure such as uneven paving or a lack of crossings and curb cuts can disproportionately limit their mobility. Around the world, women are more likely to reach old age and are more likely than men (38% versus 27%) to report mobility difficulty (Mechakra-Tahiri et al., 2012) and to have a disability (Okoro et al., 2016). These physical mobility challenges are often not catered for in the built environment, likely contributing to the high levels of social isolation reported by these groups. For example, in a US survey of 800 disabled and elderly people and 500 caregivers in California, 10% said they got out “almost never” and the majority left home less than once every 3 days (Decker, 2006). Moreover, as primary caregivers, women often walk with bags, children, or elders in tow which can create an additional challenge in navigating infrastructure and transit (Kunieda and Gauthier, 2007; Hoai and Schlyter 2010). Factors such as these can make journeys on foot take up to three times longer (see Meschik, 1995).

Women's and sexual and gender minorities' access to transportation is perhaps most restricted by safety concerns, with research consistently underscoring the many ways in which these limit mobility. For example, women are more likely to consider not going out after dark (Hsu, 2011), not walking alone (Keane, 1998), not using public transit (Lynch and Atkins, 1988), and not choosing specific routes (Machin and Lucas, 2004) in order to avoid putting themselves at risk of violence. In a multi-country study from the Middle East and North Africa, 40-60% of women said they had experienced street-based sexual harassment and 31-64% of men said they had carried out such acts (El Feki et al., 2017). Evidence from Mexico City for example indicates that 1 in 2 Mexican women have been victims of harassment on public transport (Fraser et al., 2017), and that 3 in 4 women feel insecure when travelling through the city (INEGI, 2011 and 2014), rising to nearly 9 in 10 on public transport (CDMX, 2016). In Sri Lanka, 90% of women reported being subjected to sexual harassment in public transportation (UNFPA, 2017). According to the 2015 Violence Against Women Survey in Bangladesh, the third most likely location for sexual violence after their place of work and their husbands' home was vehicles/roads/streets (Bangladesh Bureau of Statistics, 2016). In a US study, 45% of transgender travelers have reported fearing physical or verbal abuse/harassment while traveling (Community Marketing, 2014). Customs around “appropriate” behavior for women and sexual and gender minorities can also restrict mobility. In Dhaka, where the “purdah” custom of female seclusion curtails women's access to public spaces and services, a ban on cycle rickshaws to improve conditions for motorized transit severely reduced women's mobility. This was because unlike rickshaws — primarily single-occupancy vehicles that maintain privacy — buses are a public form of transport; bus drivers and other passengers often simply refused to let women board (Zohir, 2003).

These limitations on mobility have marked repercussions on women’s economic status, including their ability to access education and employment. In Delhi, studies have indicated that women choose lower-quality universities over higher-rated programs and pay significantly higher transportation costs in order to take perceived, safer routes to reach them (Borker, 2018). In developing countries, lack of access to and safety of transport reduce the probability of women’s participation in the labor force by 16.5% (ILO, 2017).

IMPORTANT STATISTICS

- In Latin America and the Caribbean, over 50% of public transport users are women (IDB, 2016)
- In the US, having a child under age 5 increases the likelihood of taking trips with multiple stops, also known as trip chaining, by 54% for working women but only 19% for working men (McGuckin et al., 2005)
- In developing countries, lack of access to and safety of transport reduces the probability of women’s participation in the labor force by 16.5% (ILO, 2017)

Safety and Freedom from Violence

KEY POINTS

- **The social-spatial division of public from private contributes to the violent “policing” of women, girls, and sexual and gender minorities in the public realm**
- **Non-intimate partner violence against women is higher in cities, and particularly informal settlements, than in rural areas**
- **Planning and design factors such as poor sanitation and lighting contribute to violence and fear of violence, curtailing mobility and access to the public realm**
- **The built environment may also contribute to factors correlating with domestic violence**

The spatial segregation of public and private spaces not only makes women, girls, and sexual and gender minorities often feel like they don’t belong in the public realm — for many around the world, being in public is also accompanied by a very real risk of violence. Although the majority of Gender-Based Violence (GBV) affects women in the domestic context, 7.2% of women around the world have been assaulted by someone other than an intimate partner (WHO, 2013), with this kind of violence tending to be higher in urban areas (McIlwaine, 2013; Tacoli, 2012) and especially informal settlements (Hindin and Adair, 2002). In 8 Eastern European countries, 10% of surveyed women reported the most serious incident of non-partner violence occurring in the street, a square, parking lot, or other public place (OSCE, 2018). Meanwhile, sexual orientation consistently ranks as the third-highest motivator for hate crime incidents around the world (Marzullo and Libman, 2009), with one study finding 90% of lesbian women in Quito, Ecuador had suffered abuse in their neighborhoods on account of “lesbophobia” (Benavides et al., 2007). In Europe, 23% of non-heterosexual women have experienced sexual or physical non-intimate partner violence compared to only 5% of heterosexual women (FRA, 2014). In 7 countries in Southeastern Europe, 18% of surveyed LGBTI people reported experiencing the most serious case of harassment in public places such as streets, square, car parking lot, etc (World Bank, 2018). Transgender people were almost twice as likely to be harassed in public places (30%). Violence in public institutions is also a serious concern for transgender people: a study of transgender women from four Latin American countries found 85.1% had experienced GBV in education; 82.9% in healthcare; 80% from police; and 66.1% in other state institutions (Lanham et al., 2019). These figures show that being in public can be very dangerous for women and sexual and gender minorities, particularly those seen to transgress “traditional” gender behaviors (see Namaste, 1996).

Although primarily a phenomenon driven by social norms, GBV in the public realm is enabled by a number of physical factors in the built environment. Violence against women in public has been found most likely to occur at and around toilets, at schools, in drinking bars, and in secluded areas such as narrow lanes and open fields (Tacoli, 2012). In Guatemala City, women living in one poor community reported being afraid to go near “cantinas” (bars) because they thought they would be raped or men would expose themselves to them or try and “touch them” (Moser and Mcilwaine, 2004). In informal settlements such as those in Nairobi (Amnesty International, 2010), Cape Town (Gonsalves et al., 2015), and Mumbai and Pune in India (Bapat and Agarwal, 2003), women and girls have been found to face significant risk of violence if they walk alone to use sanitation facilities, especially at night and if toilets are located far from dwellings. Where dwellings are flimsy and there are no security patrols, women may also be especially vulnerable to break-ins, theft, and rape in their own homes (Hughes and Wickeri, 2011). In addition, poor lighting, limited “sight lines”, overcrowded transit, deserted areas, enclosed spaces, and other design shortcomings may facilitate violence and also provoke feelings of fear for women, girls, and sexual and gender minorities, especially at night (Valentine,1990). Many studies have shown how this fear limits mobility and access in a significant way, with women and sexual and gender minorities less able to move freely within the public realm (see, for e.g., Ranade, 2007; APS, 2015; Hsu, 2011; Keane, 1998; Lynch and Atkins, 1988; Machin and Lucas, 2004) and more likely than men to make adaptations to their routines and lifestyles in response to crime-related fear (Keown, 2010). In Mexico City, for example, a survey found that 70% of women modified their daily routines in order to avoid harassment, including “missing, being late to, or having to change jobs or schools, and even moving from one neighborhood to another to avoid being catcalled or groped” (Singh, 2018).



Intimate partner violence (IPV) affects 30% of women globally (WHO, 2017) and an even higher proportion of sexual and gender minorities, while women with disabilities were found in one Australian study to suffer sexual violence at a rate three times higher than women without (Dowse et al., 2016). IPV has been found to correlate with low levels of women’s education and employment, possibly because of reduced bargaining power and agency within households (see, for e.g., Marium, 2014). In countries where women rely on male partners to access land and housing, it can be harder to escape IPV. One study in India found 49% of women who did not own property reported some form of long-term physical violence, compared to only 18% of women who owned land, 10% of those who owned a house, and 7% of those who owned both (Agarwal and Panda, 2007; for more information see case study in Chapter 5). As such, improving access and mobility to support economic opportunity, and above all, ensuring women’s and sexual and gender minorities’ security of tenure, are key strategies for combating IPV through urban planning and design.

GBV is one of the main reasons for persistent gender inequality and a severe human rights violation, threatening physical and mental health and drastically reducing the agency, freedom, and economic opportunity of women, girls, and sexual and gender minorities. Altogether, the UN has estimated that violence against women alone costs the global economy \$1.5 trillion per year — a figure that could be even higher when factoring in violence against sexual and gender minorities (UN-Women, 2016). Evidence from a study in India suggests that stigma and exclusion of LGBT people can lead to lower levels of human capital, decreased productivity, and lower economic output, with an estimated \$7.7 billion lost from GDP (World Bank, 2014).

**IMPORTANT STATISTICS**

- 35 per cent of women have experienced physical and/or sexual violence in their lifetime (UN Women, 2016), 7.2% by a non-intimate partner (WHO, 2013)
- Sexual orientation is the third-highest motivator for hate crime incidents (Marzullo et al., 2009)
- Violence against women alone costs around 2% of global GDP — equivalent to \$1.5 trillion, approximately the size of the economy of Canada (UN Women, 2016)

# Health and Hygiene

**KEY POINTS**

- **Reduced access to the public realm, and the spaces and services within, limit opportunities to lead a healthy, active lifestyle**
- **Inadequate sanitation infrastructure poses severe health risks for women and girls, especially if they have disabilities**
- **As primary caregivers who often carry water, cook indoors, and handle waste, women and girls are disproportionately affected by inadequate or poorly-designed infrastructure**

With reduced access to the public realm in general, women and sexual and gender minorities, especially those with disabilities, are often less able to lead healthy, active lifestyles and to access healthcare. In particular, public space and park access are consistently linked to lower rates of chronic disease and obesity, increased happiness and wellbeing, and longer lifespans (see, for e.g., Aspinall et al., 2015; Beyer et al., 2014; Roe et al., 2013; Thompson et al., 2012; Hobbs et al., 2017), but lack of mobility, access, and comfort in such spaces may explain why, globally, 32% of adult women are insufficiently physically active compared to only 23% of men (WHO, 2016a). Lack of access and mobility likely also contribute to disproportionate levels of social isolation among the elderly and people with disabilities (see Decker, 2006; Graciani et al., 2004) as well as sexual and gender minorities — which is linked to mental health problems (Semlyen et al., 2016) and an overall increase in mortality (Steptoe et al., 2013; Holt-Lunstad et al., 2015). More broadly, living conditions contribute to mental health and wellbeing, with recent evidence from Cape Town demonstrating a higher prevalence of Common Mental Disorders in periurban informal settlements (35%) compared with rural areas (27%), and that being female is one of the three most common correlates, along with unemployment and substance abuse (Harpham, 2009).

Twenty six per cent of people globally (WHO, 2019b) do not have access to basic sanitation services, creating severe health burdens for women and girls in particular. In Delhi, Meerut, Indore, and Nagpur, India, between one-third and one-half of poor households are forced to practice open defecation, where bodily waste is left exposed, including in uncovered pit latrines (Kar and Chambers, 2008). Sanitation “solutions” such as these raise the risk of diarrheal disease, parasitic infections, and urinary and reproductive tract infections (see, for e.g., Phillips-Howard et al., 2011). Many studies from Asia and Africa have shown that poor sanitation keeps girls from school, or interferes with their ability to learn, when they are menstruating (Sommer, 2010; McMahon et al., 2011; Long et al., 2015); while proper water and sanitation infrastructure are considered vital for reducing maternal mortality rates (Songa, 2015). Since girls and women need to use toilets more often for urination and menstrual hygiene, they often suffer an additional cost burden when accessing pay-per-use toilets and latrines in informal settlements, as noted by Kwiringira et al., (2014) in Uganda. Consequently, they may go without drinking and relieving themselves for long periods of time, or use plastic bags and buckets when they cannot access a toilet, putting them and their families at greater risk of illness (Winter et al., 2019). For women and girls with disabilities these burdens are even more severe, due to physical mobility issues, social

stigma, and various other challenges, contributing to drastically high rates of unemployment and school drop-out among these groups (Groce et al., 2011).

Girls and women also perform a number of caregiving tasks that carry severe health risks, often exacerbated by the built environment. Fetching water — a task carried out by women and girls the vast majority of the time — takes an average of 25 minutes in urban sub-Saharan Africa, 19 minutes in urban Asia, and longer in many other countries (UNICEF, 2016). This chore can lead to chronic fatigue, spinal and pelvic deformities, and reproductive health problems (see, for e.g. Geere and Paul, 2019) as well as taking up huge amounts of energy — 85% of a woman's daily energy intake in Kenya, for example (Duncan, 2007). Women and girls are also often those tasked with handling wastewater, which can expose them to infectious pathogens (Watts, 2004, Wendland et al., 2017). In many regions, indoor cooking with dirty fuels and poorly-ventilated housing contributes to chronic respiratory diseases and lower respiratory infections. In a survey in Accra, Ghana, nearly 30% of poor women reported respiratory problems in the two weeks prior, which was more than twice the rate among women of middling income, and ten times that of wealthy women (Sverdlik, 2011).

### IMPORTANT STATISTICS

- Globally, 32% of adult women are insufficiently physically active compared to only 23% of men (WHO, 2016a)
- 2.3 billion people worldwide lack even a basic sanitation service, affecting girls and women disproportionately (WHO and UNICEF, 2017)
- Girls and women make up 72% of those tasked with collecting water around the world (WHO and UNICEF, 2015)
- Respiratory infections are the leading cause of death for girls aged 10-14, who are often indoors and around dirty fuels (WHO, 2016b)
- In 2015, poor sanitation cost the equivalent of 0.9% of global GDP, with the figure rising to 5.2% of GDP for India (LIXIL, 2016)

# Climate Resilience

### KEY POINTS

- **Women, girls, and sexual and gender minorities are more susceptible to climate risk due to poverty and lower socioeconomic status, especially in informal areas**
- **Women and girls are more at risk of death during and following disasters due to caregiving responsibilities and their likelihood of being trapped in the home**
- **Climate disaster can cause women to lose tenure and give up economic assets, trapping them in a cycle of vulnerability**
- **The longer-term impacts of climate disaster are more deeply felt for women due to increased caregiving burdens and risk of Gender-Biased Violence (GBV)**

Women, especially if they have disabilities, are more susceptible to the effects of climate change and natural disasters as a result of gender inequality (Reckien et al., 2007; Gokhale, 2008). Several underlying factors — which interact with conditions in the built environment — exacerbate their vulnerability to the impacts of climate disasters, such as lack of means to recoup lost assets, limited livelihood options, restricted access to education and basic services, and in many cases, socio-cultural norms (Trohanis et al., 2012). Taking a sample of up to 141 countries over the period of 1981-2002, a 2007 study showed that natural disasters and their subsequent impact, on average, killed more women than men — and that this disparity directly related to women's lower socio-economic status (Neumayer and Plümper, 2007).

Perhaps the biggest factor is poverty (Romero-Lankao and Tribbia, 2009) which disproportionately affects girls and women of childbearing age, especially in sub-Saharan Africa (Sánchez-Páramo and Munoz-Boudet, 2018), as well as sexual and gender minorities (see, for e.g., Zweynert, 2015; Badgett, 2014) and people with disabilities (WHO, 2011). In particular, the link between poverty and climate vulnerability is heightened in informal settlements and other low-income neighborhoods where basic infrastructure is lacking, disproportionately impacting women, girls, and people with disabilities. In some informal settlements women even outnumber men, such as in the flood and typhoon-prone Tondo district of Manila, where they make up 80% of inhabitants (Brot für die Welt, 2009), and in India where, in informal settlements, there are 1.5 times more women over the age of 50 than men of the same cohort in informal settlements (Harriss-White et al., 2013). Houses in informal settlements are typically poorly-constructed and can be severely damaged by floods, landslides, storms, and other disasters (Trohanis et al., 2012). Within these already precarious settlements, rents are often cheaper along flood-prone riparian zones and may attract more female-headed households with lower incomes, as seen in Kibera, Nairobi (Mulligan et al., 2016) — putting women and their families at further risk. Women who do not own their housing may also be unable to make necessary home improvements to prepare for disasters.

Besides often being more likely to live in climate-vulnerable housing, women and girls can be at increased climate risk due to their primary caregiving responsibilities, and the consequent decrease in mobility and access. Since women are more likely to be at home caring for children and relatives when a disaster happens, they are often physically less able to evacuate, which can increase fatalities among women and especially those with disabilities (see for instance Bartlett et al., 2009; and Walter, 2006). These are contributing factors behind the fact that women made up



61% of fatalities in Myanmar after Cyclone Nargis in 2008, 91% after Cyclone Gorky in Bangladesh in 1991, and 70% after the 2004 Indian Ocean Tsunami in Banda Aceh, where women's mobility was further hampered by the fact that unlike men, they had not been taught to swim (Trohanis et al., 2012).

Disasters destroy housing and livelihoods, causing many women to lose income from home-based work, and often, to lose land tenure. Widowed women and orphans have been found especially vulnerable to losing land rights, especially in countries where land can be inherited by a man's brother or eldest son rather than his wife. Following the 2005 earthquake in Pakistan, many women were left landless while male relatives inherited land and collected compensation from the relief program (Real and Handmer, 2010). The 2015 earthquake in Kathmandu, Nepal resulted in nearly 1 in 4 female respondents to an Oxfam survey losing property papers (Oxfam, 2016). Compounding this, women and girls often give up economic assets more readily than male household members to act as "buffers" and protect the family following disaster (Oxfam, 2019). The burden of caregiving tasks following disaster also increases (Enarson et al., 2007), likely thanks to damages in basic infrastructure and the consequently reduced accessibility of key resources and services.

Finally, there is a clear link between increased GBV and disaster, often exacerbated by poorly-organized shelter, reduced access to key resources, and an overall atmosphere of chaos (Sullivan, 2017; Davis et al., 2005). After the Loma Prieta earthquake in California, US, reports of sexual violence rose by 300% (Commission for the Prevention of Violence Against Women, 1989); substantial rises in GBV have also been documented following Hurricane Katrina in Louisiana, US and other earthquakes, tsunamis, and eruptions around the world (Klein, 2008) and can cause women to avoid using shelters (Davis et al., 2005). Conditions in the built environment that facilitate violence and provoke a fear of violence likely increase following a natural disaster due to damages to infrastructure such as roads, powerlines, lighting, and buildings.

Climate disaster heightens existing gender inequities — especially in terms of access, mobility, safety, health, and security of tenure — and disproportionately affects women and girls, especially those with disabilities, as a result. Improving the built environment, especially in informal settlements, is critical to reducing the impacts of climate change on women, girls, and sexual and gender minorities.

### IMPORTANT STATISTICS

- Between 1981 and 2002, natural disasters killed more women than men or killed women at an earlier age than men (Neumayer and Plümper, 2007)
- People with disabilities are 2-4 times more likely to be injured or die in the case of a disaster (United Nations, 2019)
- In the US, GBV rates have been found to rise threefold following natural disasters (Commission for the Prevention of Violence Against Women, 1989; Anastario et al., 2009)

# Security of Tenure

### KEY POINTS

- **Women around the world do not have the same rights to property as men**
- **Tenure often relies on male relations, leaving women and sexual and gender minorities vulnerable to exploitation, gender-based violence, and eviction**
- **Land tenure is especially vulnerable in informal settlements**
- **Limited land rights bar women and sexual and gender minorities from accessing services tied to land ownership and limit their ability to generate income and accumulate wealth**
- **Insecurity of tenure prevents women and sexual and gender minorities from supporting their families' health and exercising agency in local decision-making**

Land serves as a key input for agricultural production, a requirement to access many financial resources or social services, an income generator, a means to establish safe and secure space for housing, and perhaps most importantly, a way to assert one's right to the city and to participate in planning and decision-making processes. However, despite the critical role of land ownership, many women across the globe are still excluded from this right. Close to 40% of the world's economies have at least one legal constraint on women's rights to property, limiting their ability to own, manage, and inherit land, while 36 economies have different inheritance rights for widows and widowers (World Bank, 2019), leaving many women dependent on the benevolence of a male relative, and sometimes homeless (COHRE, 2008). Furthermore, the specifics of marital and inheritance regimes matter greatly for the women's share of couple wealth. In Ghana and Karnataka, India, the marital regime of separation of property disadvantages married women, concentrating major assets in men's hands (Deere et al., 2013). Practices that evict women after the death of a spouse (Benavides et al., 2007) or bar them from accessing land or housing without a man's involvement (World Bank, 2019) pose particular threats to widows as well as single and homosexual women. A study in Quito, Ecuador for example, found that the majority of lesbian women rented single-occupancy accommodation and faced stigma that limited their ability to secure housing (Benavides et al., 2007). Even when women hold individual land titles, these are more at risk of being sold in times of crisis (UN-HABITAT, 2011).

Although land rights are mostly defined at the national level and may seem to be an issue primarily affecting women in rural areas, many women face specific challenges in urban and periurban contexts, especially in informal settlements. For example, land tenure in rural Ghana is customary by nature (owned and managed by tribes, clans, and families), whereas in periurban areas, the pluralistic mixture of customary and statutory acquisition processes are particularly difficult for women to navigate. In both Nigeria and Ghana, women in periurban areas have indicated lower perception of tenure security than those in rural areas (Chigbu et al., 2019; Gyamera et al., 2018). This is likely compounded by rural-to-urban migration, with women often arriving in cities without spouses or families, as single heads of household, and without effective decision-making influence in the community (FAO, 2002). As a result of this lack of social and economic capital, these women often end up joining the 1 in 8 urban dwellers who live in an informal settlement, where tenure is especially precarious due to these settlements' "illegal"

nature and the constant threat of eviction. Women living in slums without security of tenure also often lack legal protection, rendering the situation even more challenging (COHRE, 2008).

Research demonstrates that access to property and security of tenure is one of the most important factors in protecting women and sexual and gender minorities from GBV and in particular, Intimate Partner Violence (IPV) (Caron, 2013). Land rights around the world often tie a woman's right to property to her relationship with a man, which can place her in a vulnerable position for abuse, exploitation, and eviction. For example, a study in Kerala, India found that 49% of women who did not own property reported physical IPV, compared to only 18% of women who owned land, 10% of those who owned a house, and 7% of those who owned both. Another study in Kerala found that in cases of IPV, 71% of women who owned property left the home, whereas only 19% without property left (Agarwal and Panda, 2007; for more information see case study on urban land management in Kerala, India in Chapter 5). Similar trends have been observed in South Africa, where women who were able to acquire their own property had significantly greater odds of escaping abuse and partners who refuse condoms, allowing them to better navigate risks of HIV infection (ICRW, 2007). Overall, when women and sexual and gender minorities have security of tenure, they face fewer pressures when choosing a partner and have the financial independence to leave abusive or unhealthy relationships (Habitat for Humanity, 2016).

If women and sexual and gender minorities do not have security of tenure, they are not only more vulnerable to GBV, but also unable to use land to generate social and economic benefits. Research has shown that when women have clearer land tenure, they are more involved in household decisions and, in turn, are more likely to prioritize spending on the family to reduce poverty (Quisumbing et al., 1999); more likely to favor healthier subsistence crops over cash crops (Catacutan et al., 2014); more likely to put funds towards education (Katz and Chamorro, 2002); and less likely to see high levels of malnutrition among their children (Landesa, 2012). Women's inability to make these decisions can thus have profoundly negative effects on cities at large.

### IMPORTANT STATISTICS

- Nearly 40% of the world's economies have at least one legal constraint on women's rights to property (World Bank, 2019)
- Only 37 countries out of 161 have specific laws granting women and men equal rights in land ownership (World Bank, 2019)
- In Kerala, India, reports of intra-marital violence dropped to 7% among women who own land and housing compared to 49% of women with neither (Agarwal and Panda, 2007)
- The odds that a child is severely underweight are reduced by 50% when a mother owns land (Allendorf, 2007)

# The Bottom Line: Why Should We Care about Gender in Planning and Design?

The preceding section has detailed some of the main mechanisms by which gender inequality intersects and interacts with factors in the built environment — from poor street design that heightens risk of GBV, to limited mobility that can reduce women's likelihood of escaping in a natural disaster. These have been categorized into six issue areas in order to facilitate both a broad and deep understanding of the economic and social costs of poor urban planning and design for women, girls, and sexual and gender minorities of all ages and abilities.

However, when it comes to the everyday lived experiences of people within these groups, challenges in areas such as mobility, health, and safety are not experienced in isolation. Rather, these challenges accumulate and compound one another, feeding into systemic social and economic inequities. If a single mother in an informal settlement doesn't feel safe walking home at night, she may have to work informally from home and only earn enough to afford a house in a flood zone, putting her livelihood and family at risk. If a transgender woman is assaulted on the bus back from her evening class, she may start to pay extra for a taxi, quit the class, or feel afraid to go out in public at all. If a retired woman with a visual impairment misses a health appointment because she gets on the wrong train, she might forego healthcare or ask her daughter to skip work and drive her to the hospital. If an 11-year-old girl has to fetch water and develops chronic back pain, she may be unable to socialize, get to school, safely walk to and from the latrine at night, or escape quickly enough when an earthquake hits. If a mother has to take her children to school, work a 6-hour shift on the other side of town, pick up the children, and do the housework, she might not be able to attend a planning meeting at the town hall, or squeeze in the time to vote in her local election.

These scenarios illustrate how deficiencies in how the urban environment has been designed and planned can compound one another to trigger severe economic and social impacts. Such deficiencies can be as seemingly innocuous and insignificant as a cracked pavement, a cancelled train route, or a broken water tap. But the bottom line is that the economic and social costs of such deficiencies are significant. Faced with such challenges, women, girls, and sexual and gender minorities of all ages and abilities often:

- Struggle to access gainful employment, education and other basic human endowments
- Struggle to accumulate wealth and achieve economic independence
- Spend more on basic services
- Have fewer social freedoms, hindering them from building social networks to cope with risk, stress, and shock
- Struggle to exercise agency in public decision-making, including decisions that shape the built environment

Ultimately, gender biases in the built environment contribute directly to the global systems that perpetuate damaging gender roles and oppress women, girls, sexual and gender minorities, and those with disabilities. Nonetheless, while we can link many drivers of gender inequality to the built environment, we can also understand the built environment, and urban planning and design, as key opportunities to promote equity.



# The Opportunity: What Could a Gender-Inclusive City Look Like?

“There is no tool for development more effective than the empowerment of women.”

— Kofi Annan, former Secretary-General of the United Nations

Cities are incubators of social change and have already driven significant improvements in gender equity around the world. By targeting the elements in the built environment that continue to socially and economically exclude women, girls, and sexual and gender minorities, we exploit a critical opportunity to accelerate gender equity across all sectors of development.

A city that works well for women, girls, and sexual and gender minorities of all ages and abilities, and that therefore supports their economic and social inclusion, is:

1. **Accessible** - Everyone can access the public realm freely, easily, and comfortably to use the spaces and services on offer.
2. **Connected** - Everyone can move around the city safely, easily, and affordably to reach key opportunities and services.
3. **Safe** - Everyone is free from real and perceived danger, in public and private.
4. **Healthy** - Everyone has the opportunity to lead an active lifestyle, free from environmental health risks.
5. **Climate Resilient** - Everyone has the tools and social networks to successfully prepare for, respond to, and cope with climate disasters.
6. **Secure** - Everyone can obtain or access secure housing and land to live, work, and build wealth and agency.

When access, mobility, safety and freedom from violence, health and hygiene, climate resilience, and security of tenure are assured for women, girls, and sexual and gender minorities of all ages and abilities, they have the same right to the city as straight, able-bodied men: the same freedoms, the same opportunities, and the same levels of participation. They are able to access a full range of public services, workplaces, schools, and other key amenities whenever they need or want, enabling them to combine reproductive and productive roles efficiently and unlock economic opportunity. They feel at ease and connected to others in the city, allowing them to stay mentally, physically, and emotionally healthy and build social networks to cope with the everyday stresses of urban life, as well as the shocks and disasters that can occur. They can build wealth and other assets to maintain security and agency for long-term prosperity, and have an equal voice in public decisions that affect them.

With cities home to more women-headed households and more women participating in the formal economy than ever, women are “a city’s greatest asset, and contribute heavily to sustainable urban development” (UN-HABITAT, 2012) — not to mention the contributions of sexual and gender minorities, who make up a significant proportion of the global population. A study by the McKinsey Global Institute (2015) shows that closing the gender gap in labor markets could produce as much as \$28 trillion – 26% – in annual GDP worldwide by 2025. The full social and economic benefits of assuring the right to the city of all women, girls, and sexual and gender minorities would be transformative.

## PRACTICAL VERSUS STRATEGIC NEEDS

Moser (1993) sets out a useful framework for understanding how to address both the immediate and longer-term needs of women through development initiatives. This framework of “practical” and “strategic” gender needs gives a good sense of what the “bare minimum” approach would be to ensure cities work better for women, girls, and sexual and gender minorities; and what would “go further” to address the underlying gender imbalances and broader social and economic impacts. Both have a critical role to play in addressing gender imbalances in the built environment and ensuring a gender-inclusive city. However, given how cultural and social contexts differ across regions, countries, and even localities, local data and community input must guide project design in order to meet an appropriate and culturally-sensitive balance between practical and strategic needs.

**PRACTICAL GENDER NEEDS** - Practical gender needs are concerned with the necessities and inadequacies that women and sexual and gender minorities identify within a specific development context. They can be understood as “symptoms” of gender inequality — in the case of the built environment, often symptoms such as lack of access, mobility, safety, health, climate resilience, or security of tenure. An example of meeting a practical gender need would be to promote mixed-use development and co-location of services so mothers can access childcare services closer to home, or to design public spaces with better lighting to help women and sexual and gender minorities feel safer at night.

Meeting practical gender needs does not challenge the gendered division of labor or the subordination of women and sexual and gender minorities; it is more like using a “band-aid” to alleviate the symptoms. However, addressing practical needs — which have severe day-to-day impacts on women, girls, and sexual and gender minorities — is critical and can provide a useful “way-in” to addressing deeper strategic needs.

**STRATEGIC GENDER NEEDS** - Strategic gender needs are the needs women and sexual and gender minorities identify because of their subordinate position in their society. They relate to gendered divisions of labor, power, and control, and encompass issues such as land rights, equal wages, and bodily autonomy. Meeting strategic gender needs cannot be achieved without the full and active participation of women and sexual and gender minorities, because strategic gender needs vary so widely by context and require “on-the-ground” knowledge, and because they directly relate to the need for increased agency in decision-making.

An example of addressing a strategic gender need could be using segregated focus groups to encourage transgender women to speak candidly about their safety in public toilets, and then co-designing a new sanitation block that the women operate, helping them earn income while increasing their visibility in the public realm. Meeting strategic gender needs challenges the social and economic subordination of women and sexual and gender minorities, promoting their agency and inclusion.

(Source: Moser, 1993, modified)





## CHAPTER 3

# Foundations of Gender-Inclusive Planning and Design



# Goals of Gender-Inclusive Planning and Design

As Chapter 2 has explored, the built urban environment does not work as well for women, girls, and sexual and gender minorities of all ages and abilities as it does for heterosexual, cisgender, able-bodied men. This inequity in the built environment — in no small part a result of women and sexual and gender minorities being underrepresented in planning and design processes — perpetuates wider social and economic exclusions that form the basis of gender inequity. The goals of gender-inclusive planning and design, then, are to:

1. Actively include and promote the agency of women, girls, and sexual and gender minorities of all ages and abilities in planning and design decision-making processes, *in order to*
2. Systemically combat the gendered imbalances in the built environment that prevent these groups from enjoying equal access, mobility, safety, health, climate resilience, and security of tenure to straight men, *in order to*
3. Create gender-inclusive cities that support the full social and economic inclusion of women, girls, and sexual and gender minorities of all ages and abilities, *in order to*
4. Advance gender equity and unlock more inclusive global economic and social development.

The following excerpts from the World Bank Gender Strategy, Gender Tag Guidance Note (draft), and Environmental and Social framework (ESF) provide further context for these goals and help situate them within the World Bank Group's mission of ending poverty and achieving prosperity for all.

## WORLD BANK GROUP ENVIRONMENTAL AND SOCIAL FRAMEWORK

The Environmental and Social Framework (ESF) enables the World Bank and borrowers to better manage the environmental and social risks of projects and improve development outcomes. The ESF offers broad and systematic coverage of environmental and social risks. It makes important advances in areas such as transparency, non-discrimination, public participation, and accountability, including expanded roles for grievance mechanisms, while bringing the World Bank's environmental and social protections into closer harmony with those of other development institutions. Its principal lists examples of vulnerable and disadvantaged groups and explicitly requires staff to assist borrowers in considering, mitigating, and managing related issues. These include climate change; disability; free, prior and informed consent of indigenous peoples; gender; human rights; labor and occupational health and safety issues; and land tenure and natural resources. It was launched in October 2018 after nearly four years of analysis and engagement around the world with governments, development experts, and civil society groups, encompassing nearly 8,000 stakeholders in 63 countries.

## GENDER-INCLUSIVE PLANNING AND DESIGN AND THE WORLD BANK GROUP GENDER STRATEGY

The 2015 World Bank Group Gender Strategy introduced a stronger focus on the frontier areas of more and better jobs as well as ownership and control over key financial and physical assets, but it also recognized that closing the remaining gender gaps in endowments, enhancing voice and agency, and engaging men and boys are critical to reducing poverty and boosting shared prosperity (World Bank Group, 2015). The Bank's strategy builds on the synergies and interconnectedness among these domains. For example, although human endowments such as health and education are important, they also contribute to women's ability to take advantage of economic opportunities, and their capacity to exercise voice and agency. Improvements in infrastructure (water and sanitation, transport, and energy) increase the time available for women to participate in paid employment and enable better access to markets and health and education services. Gender-based violence is a constraint to women's voice and agency, but it also affects economic opportunity — due to work absenteeism — as well as mental and physical health.

## GENDER TAG

The World Bank Group introduced the "Gender Tag", a corporate monitoring tool, to track operations that commit to narrowing key gender gaps by following a systematic logical chain of (i) carrying out a gender analysis and (ii) identifying the key project actions and indicators that will address identified gaps. The aim is to move beyond checking the box and do-no-harm approaches of the past, and to leverage project entry points to make a transformational impact on gender gaps. This is done by ensuring an indicator on gender is related to the project development objective; is linked to proposed actions to close a gender gap in the sector; and is included within the project results framework. In this way, the project moves from advocacy to specific action and measurable results.

For further resources on the gender tag, please see Chapter 6. Chapter 4.1 showcases indicators that are helpful for designing and monitoring progress in urban planning projects and that fulfill the gender tag criteria for monitoring and evaluation. The following excerpts are from the Good Practice Note for the Gender Tag (November 2019).

## ANALYSIS

- Is there an evidence-substantiated analysis of gender gaps identified in the Systematic Country Diagnostics (SCD), Country Partnership Frameworks (CPF) or elsewhere relevant to the Project?

All country-specific gender assessments and regional gender action plans (RGAPs) identify relevant gaps under Gender Strategy pillars that could be addressed by operations in a country portfolio. In addition, SCDs and CPFs can point teams to the most salient gaps to be addressed in a country context, while Global Practice (GP) Follow-up Notes articulate the gaps relevant to key sector operations (Box 3). Analysis in the Project Appraisal Document (PAD) should refer to these and/or other documents to identify relevant gaps in human endowments, jobs, assets (such as land, finance, technology), and voice/agency that can be addressed within the scope of the project.



## GENDER-INCLUSIVE PLANNING AND DESIGN AND THE WORLD BANK GROUP GENDER STRATEGY

### ACTIONS

- Does the project propose specific actions to address the gender gaps identified in the analysis?

The team should consider what actions during project preparation and implementation will address the identified gender gaps that are relevant to the project. Actions should be reflected in the project document and described in the relevant components. Mitigation actions are not sufficient to fulfill the Tag criteria.

Actions need to close gaps that directly address the four pillars of the Gender Strategy and are relevant to project objectives. Gender does not mean only rectifying female disadvantage; there can be a gap to the disadvantage of males, such as higher-than-female school drop-out rates or male morbidity (see Figures 2a and 2b for an example). Beyond disadvantage, it is also important to note that projects should consider men's roles as agents of change to improve outcomes for gender equality – for instance, in improving household nutrition and health outcomes, and in GBV prevention.

### MONITORING AND EVALUATION

- Are there indicators to monitor how the planned actions will be tracked in terms of closing the identified gaps?

Indicators should be linked to the project's Project Development Objective (PDO) or intermediate outcomes. The Results Framework (RF) can include quantitative indicators based on sex-disaggregated statistical data from surveys or administrative records (e.g., education attainment rates for boys compared to girls). Indicators may be at the process, output or outcome levels, as appropriate, and baseline data should be collected in order to set targets for the indicators. If baseline data are not available, the RF should provide an alternative way to track progress (e.g., starting from baseline of N/A or "0," the indicator could measure incremental changes/values throughout project implementation to demonstrate progress).

As good practice, all person-level indicators (e.g., youth employment rates, farmers accessing new technology, customers with new bank accounts, etc.) should be sex-disaggregated, so that potential differential outcomes can be tracked. However, sex-disaggregated indicators alone are not sufficient for the Tag; there should be explicit targets to measure improvement in the identified gap. Nor is the standard indicator "number/percentage of female beneficiaries" sufficient for the Tag, as it does not convey whether a gap has been closed or whether there is a differential effect for males and females. Citizen engagement indicators are also not sufficient to get the Tag, as standard practice should be to consult females and males. Survey questions about satisfaction are rarely reliable or specific enough to gauge sustainable improvement of a gender gap. For DPOs, indicators should be aligned with prior actions that government takes before disbursement (see Section IV). The RF should clearly define the methodology by describing exactly how progress toward closing gaps will be measured.

## Key Commitments for Gender-Inclusive Planning and Design

Gender-inclusive urban planning and design are a direct answer to historical and systemic failings in urban planning and design. These include:

- The lack of representation and agency of women, girls, and sexual and gender minorities of all ages and abilities in decisions that shape the built environment
- The way in which urban planning and design processes are often carried out in a disconnected, isolated manner that fails to acknowledge systemic injustices and barriers
- The tendency for traditional planning and design processes to assume, rather than ask, and consult, rather than collaborate
- The attitude that "gender" simply means "women" as an add-on, rather than an integral part of project design

In order to fulfill the ultimate goal of creating gender-inclusive cities that advance gender equity, designers and planners undoubtedly need to adopt a non-traditional approach. The following is a set of core commitments that should serve as a "north star" for project teams from design through to evaluation, helping them fully prepare for and execute a gender-inclusive process. Far from vague or disconnected from the on-the-ground reality, these commitments are the starting point for the practical Process, Plan, and Project Guidelines detailed in Chapter 4 and serve as a basis — perhaps even a checklist — for effective, gender-inclusive project design.

To achieve Gender-Inclusive Planning and Design, a project team must commit to:

### A PARTICIPATORY PROCESS

Gender inclusion means actively bringing the voices of women, girls, and sexual and gender minorities into critical decision-making, ensuring their input and agency is of as high quantity and quality as men's. Project leads must respect and understand that community knowledge and experience are as important in meeting gender needs as technical expertise and theory. Projects are driven by locally-identified priorities, whereby the priorities of women, girls, and sexual and gender minorities are of equal import to those of heterosexual, cisgender men. Women, girls, and sexual and gender minority beneficiaries must be involved as upstream as possible in the project design, and are engaged in Monitoring, Evaluation, Accountability, and Learning (MEAL), co-defining research questions and facilitating gender-disaggregated data collection.

### AN INTEGRATED APPROACH

"Gender-inclusive urban planning and design" incorporate cross-sectoral strategies to address gender needs holistically, based on the understanding that gender inequity is a cross-cutting issue that can only be addressed by working across different sectors, typologies, practices, and fields of expertise. In addition to this horizontal, cross-sectoral integration, gender inclusion must be vertically integrated — linking "on-the-ground" community expertise with government-level policy and action — to ensure sustainable impact as well as promoting vertical communication and collaboration on future projects. Community and government project partners should be brought together to co-define project goals and methodologies; carry out project activities; and evaluate project success.



### THE PRINCIPLES OF UNIVERSAL DESIGN

Gender-inclusive projects acknowledge how multiple disadvantages intersect and compound with each other. As such, gender-inclusive planners and designers must adopt the principles of Universal Design, which promotes a built environment that meets the needs of all people who wish to use it, regardless of their age, ability, size, ethnicity, race, income, class, sexuality, and gender identity. Centering in particular the diversity of needs that comes with differences in ability, Universal Design promotes equitable use, flexibility of use, simplicity and intuitiveness of use, accessibility of information, minimization of hazards, minimization of physical effort, and appropriateness of size and space for approach and use (NC State, 1997). By centering diversity throughout the design process, Universal Design promotes a built environment that works well for everyone.

### KNOWLEDGE-BUILDING

To help the World Bank and other actors continue learning what works for gender equity and build strategically on that knowledge, gender-inclusive urban planning and design must be properly evaluated with rigorous Monitoring, Evaluation, Accountability, and Learning (MEAL) processes based on relevant gender-disaggregated indicators. This data should be gathered in collaboration with women and sexual and gender minority beneficiaries, so that their experiences shape the MEAL framework, and so that they partake in learning and are subsequently able to advocate for their interests based on the knowledge that is generated. Learning must be proactively disseminated to internal and external audiences, including cities and communities, in the interest of refining and democratizing global strategies for gender equity.

### POWER-BUILDING

Gender-inclusive planning and design offer an important opportunity to build the capacity, know-how, and political capital of women and sexual and gender minorities so that they may collaborate more effectively with government actors and participate in further decision-making processes to shape the built environment. Rather than consulting women and sexual and gender minorities in discrete engagements that maintain them at “arms length” from key decision-making processes, projects should actively build the capacity of women and sexual and gender minorities to join, influence, and even lead such processes. This may take the form of capacity-building workshops and trainings, or the formation of leadership committees.

### INVESTMENT

Gender-inclusive planning and design are more than a series of adjustments or add-ons to the design and implementation process. They require a fundamental re-alignment of mindsets and resources to achieve results. Simply having female beneficiaries in the catchment area is not enough: additional time, expertise, and resources are essential to intentionally establishing gender principles and following through on goals in procurement and delivery of projects. Project teams developing work packages must incorporate these additional time and cost requirements from the very beginning of project scoping. Additionally, it is critical to incorporate universal accessibility into budgets in order to meet the needs of women, girls, and sexual and gender minorities of all abilities. It has been shown that making buildings accessible adds less than 1% to construction costs (UN-OHCHR, 2007).

### PRINCIPLES OF GENDER-INCLUSIVE PLANNING AND DESIGN

#### GENDER-INCLUSIVE PLANNING AND DESIGN ARE...

Participatory: actively including the voices of women, girls, and sexual and gender minorities .

Integrated: adopting a holistic, cross-cutting approach that centers gender throughout and promotes citizen-city relationship building.

Universal: meeting the needs of women, girls, and sexual and gender minorities of all ages and abilities.

Knowledge-building: seeking out and sharing robust, meaningful new data on gender equity.

Power-building: growing the capacity and influence of under-represented groups in key decisions.

Invested-in: committing the necessary finances and expertise to follow through on intentional gender equity goals.

#### GENDER-INCLUSIVE PLANNING AND DESIGN ARE NOT...

Prescriptive: designing and planning for women, girls, and sexual and gender minorities instead of with them.

An add-on: considering women separately from other beneficiaries and project goals; failing to connect the dots or the actors involved.

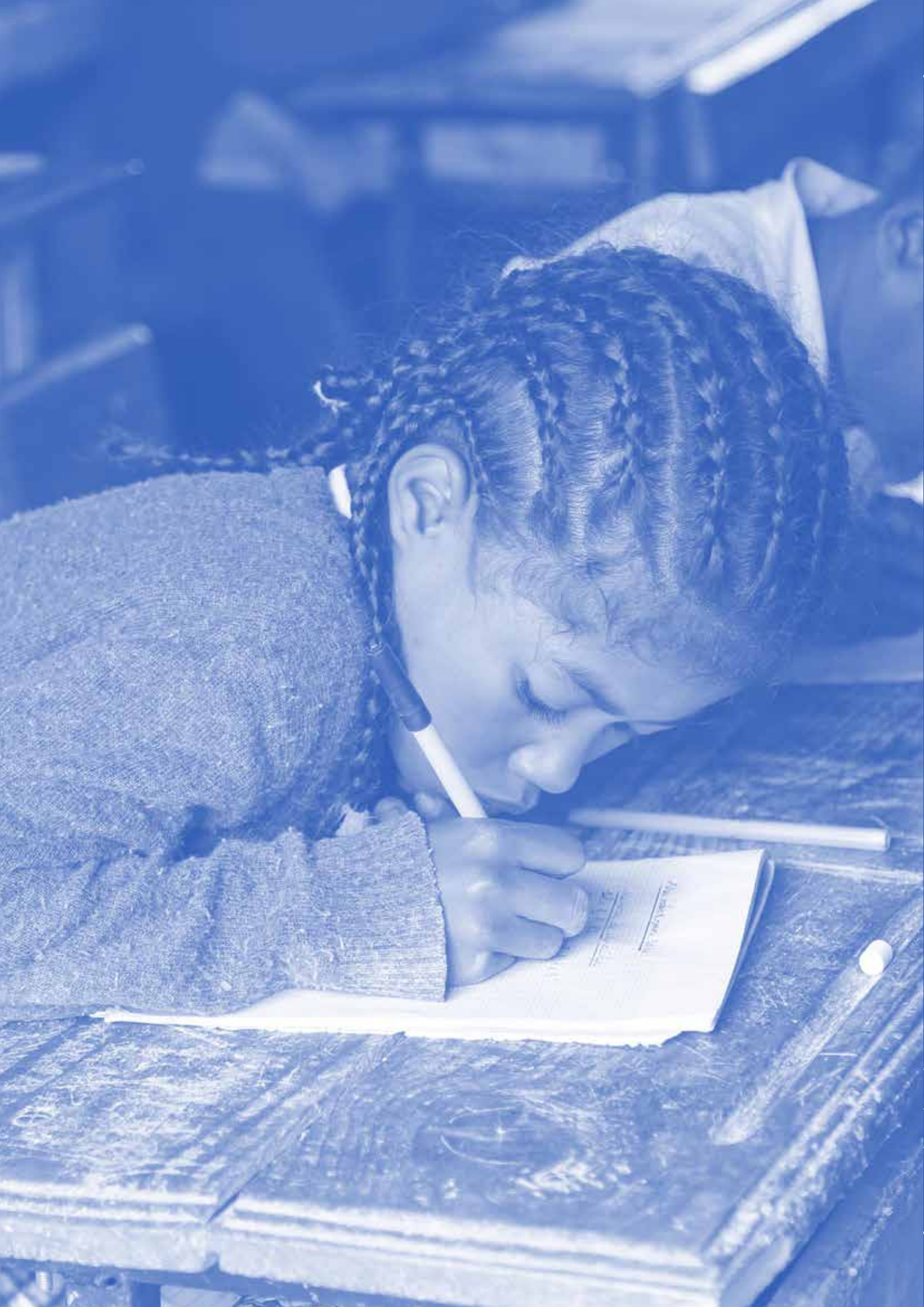
Exclusive: being concerned with the needs of able-bodied women or female persons alone.

Uninformative: operating in a vacuum without engaging with and contributing to broader knowledge on gender.

Disempowering: repeating or reinforcing historical imbalances in representation and agency.

Uninvested-in: assuming gender goals are achieved if women are among beneficiaries without investing the required time and resources to follow through.





## CHAPTER 4

# Process, Plan and Project Guidelines





# Introduction to the Guidelines

This chapter gives clear and actionable recommendations for implementing gender-inclusive urban plans and built urban design and infrastructure projects. These recommendations provide best-practice approaches in the planning, design, and implementation of built work, and show how to create a comprehensive process that is inclusive of, and tailored towards, women, girls, and sexual and gender minorities of all ages and abilities.

The intention of this chapter is to provide a set of flexible and open tools that can be used by World Bank staff, partners, and contractors leading project consultation processes. As such, while these guidelines have been informed by good practices and diverse case studies, each recommendation must be evaluated and adapted according to the physical, cultural, and regulatory context of the project and place in question.

The guidelines are broken up into three categories:

1. **Process Guidelines:** essential steps and activities for gender-inclusive processes in urban planning and design
2. **Planning Guidelines:** gender-inclusive strategies for key urban plan typologies
3. **Project Guidelines:** gender-inclusive design and implementation strategies for key built project types

The aim of this breakdown is to provide guidance on both “process” and “product”. The Process Guidelines give guidance on gender-inclusive and context-specific processes and activities that could be applied throughout the course of multiple plan and project types. The Planning and Project Guidelines provide practical guidance for design and implementation of gender-inclusive spaces, infrastructure, and urban planning processes. The Process Guidelines, and the Planning and Project Guidelines, are described in more detail in the following sections.

# Process Guidelines and Activities

While no two projects or urban plans are the same, some overarching recommendations can be made about relevant strategies and activities that will deepen engagement, emphasize gender equity, and bring gender analyses into urban planning and design in a meaningful way. The diagram to the right lays out this pathway, which was formulated based on global good practices, design experience and expertise, and from the results of successful participatory processes.

The process overview diagram is based around the phases in a project — from conception through implementation — that the World Bank and its partners would usually be engaged in.

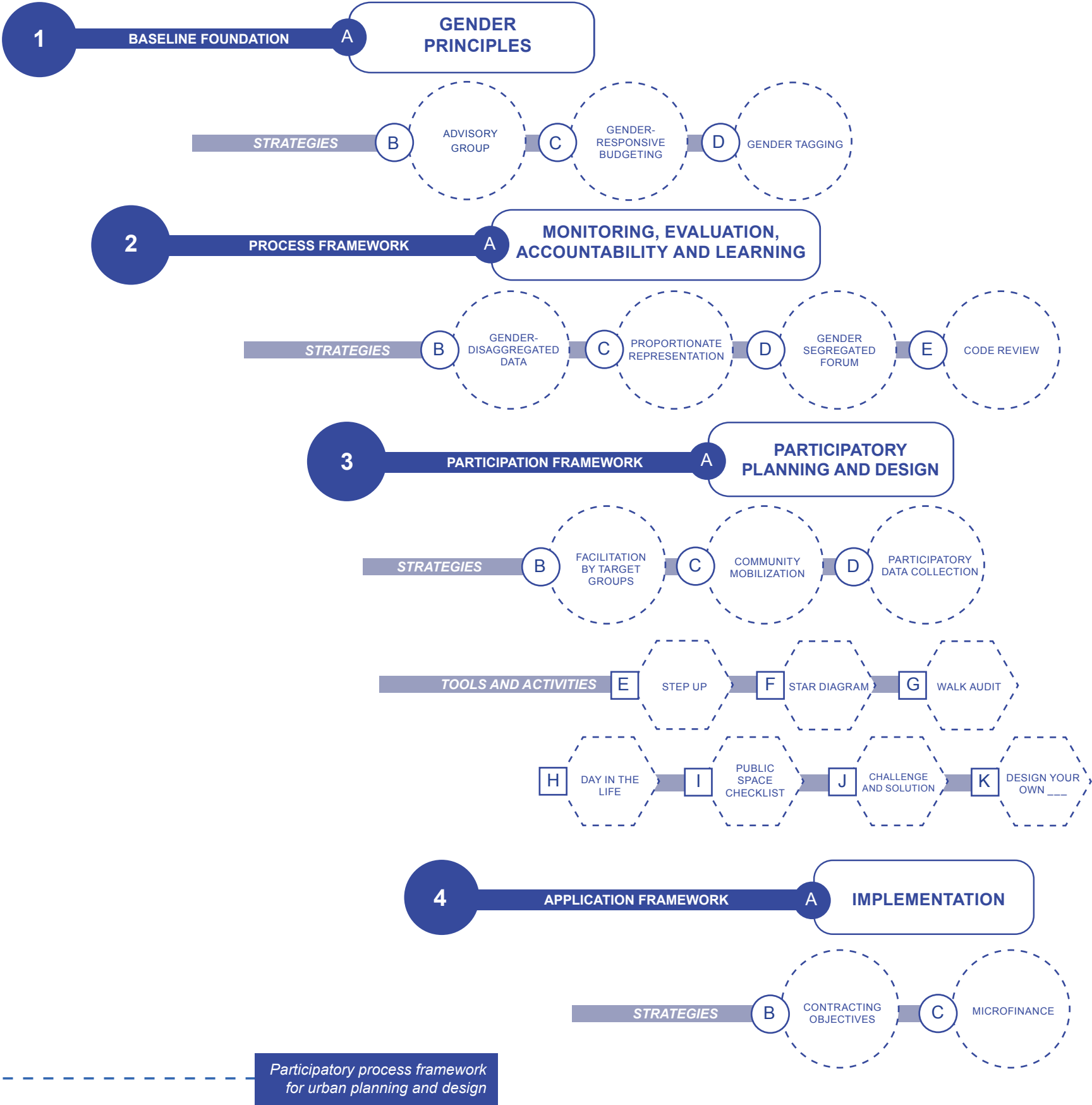
The four main steps are:

- **STEP 1:** Creating a **Baseline Foundation** by establishing Gender Principles
- **STEP 2:** Establishing a Process Framework that embraces Monitoring, Evaluation, Accountability, and Learning (MEAL)
- **STEP 3:** Designing a Participation Framework that creates buy-in, gathers data, and engages beneficiaries in design
- **STEP 4:** Creating an Application Framework for Implementation

While not necessarily or strictly chronological, these steps can be mapped onto most typical planning and design processes as a flexible template. In the following section, each strategy and activity is further described to provide more detailed guidance on how to incorporate gender inclusion into project processes.

## Note:

STEP 3: Participation Framework contains instructions for seven step-by-step activities that can be implemented to garner buy-in, gather data, and engage women, girls, and sexual and gender minorities in design. Each activity is described in detail, with guidance on key objectives and any materials needed. Suggestions on which of these seven activities will be most relevant or useful for each plan and project type are given in Chapter 4.2. It is important to note that each of these strategies and activities must be adapted to the project type, cultural context, and specifics of the community being served.





1

# BASLINE FOUNDATION

A

## GENDER PRINCIPLES

Establish gender principles or commitments that promote the right to the city for women, girls, and sexual and gender minorities of all ages and abilities in the pre-plan and pre-project phase. At this stage of the process, it's important to intentionally name these principles to allow for clarity among the project team. These principles can serve as a guide throughout the project to ensure gender inclusion remains central to the effort, and will inform the entire process — from the analysis of planning tasks and formulation of project goals, to the design and implementation of the project. The commitments detailed in Chapter 3 of this handbook provide a valuable starting point for formulating gender principles. In particular, a clear commitment to meaningful, authentic, and equitable participation, with the attitudes and policies to support decision-making that happens *with* women and sexual and gender minorities instead of *for* them, is essential. Including these principles from the start is also much more efficient, as it is more costly and difficult to retrofit a project to meet these needs after construction or implementation is complete.

B

## ADVISORY GROUP

Establish an advisory group of local residents and gender experts — and, where appropriate, representatives of sexual and gender minorities and people with disabilities — made up of at least 50% women to provide project oversight and ensure all activities and outcomes are gender-inclusive and equitable. This nimble set of stakeholders can vet ideas, offer guidance, and provide expert academic and community knowledge to ensure the project is context-sensitive and grounded in lived experience.

Below is a list of potential meeting activities for the advisory group:

- Project Kick-Off: Walk the group through the goals, scope, and intended outcomes of the project
- Monitoring and Evaluation Framework Development: Vet indicators, survey questions, and other data collection tools with the group
- Participatory Engagement Planning: Brainstorm good practices and context-specific activities that can be used to bring residents into the project development process
- Sharing Back: Present findings and evaluation results to the group, and ask members to brainstorm next steps for project adjustments and sharing lessons learned with a larger audience

C

## ADDRESSING GENDER GAPS IN BUDGETING

Design a project budget that intentionally and equitably allocates resources between all genders to address issues of inequity in the built environment. Gender budgeting is a “gender-based assessment of budgets incorporating a gender perspective at all levels of the budgetary process and restructuring revenues and expenditures in order to promote gender equality” (European Institute for Gender Equality, 2017). The purpose of this strategy is to achieve accountability and transparency in budget planning, and to improve representation of all genders in the budgeting process. This approach to budgeting can be used at multiple scales of project or planning processes.

Gender-equitable distribution of resources requires the analysis of budgets through a gender lens. This may include, for example:

- Assessment of adequacy of budget allocations for implementation of the project according to gender-inclusive principles
- Analysis of gender-disaggregated public expenditure
- Income analysis to understand potential gendered impacts (e.g. disproportionate impacts of changes to user fees on women and sexual and gender minorities)
- Estimation of personnel costs broken down by women and men

In addition to analyzing budgets to understand the links to overall gender goals, the following must be in place:

- Ability to restructure budgets and policies to align with a more gender-inclusive framework
- Monitoring and evaluation of the budgeting process and outcomes via gender-disaggregated data
- Participation of women and sexual and gender minorities (as appropriate) in the process through participatory budgeting

D

## GENDER TAGGING

Track all projects through the World Bank Gender Tagging system to better understand project outcomes and successes, and to systematically build knowledge. This system was developed by the Bank in order to identify projects that have clear actions related to the four pillars of the Gender Strategy. Projects are “tagged” if they do all of the following:

- Identify gaps relevant to the four pillars of the WBG Gender Strategy
- Aim to address these gaps through specific actions supported by the project

- Link the actions to indicators in the project's results framework

The aim of this system is to draw strong links between gender analysis, actions, and monitoring and evaluation (see the box on the World Bank's Gender Strategy in Chapter 3 for more detail).

2

## PROCESS FRAMEWORK

A

### MONITORING, EVALUATION, ACCOUNTABILITY AND LEARNING

Create a long-term Monitoring, Evaluation, Accountability, and Learning (MEAL) framework that guides the design, implementation, and adaptive management of a project and establishes targets for a project's success at the beginning of the planning process — not during the implementation stage. This framework will allow for evaluation of both successes and failures, as well as the opportunity to adapt a project during or following implementation to improve on delivered outcomes, based on resident feedback and relevant gender-disaggregated data. A set of core MEAL indicators related to gender inclusion must be developed in order to measure success, with a management plan for how to improve project performance if it is found that targets are not being met. These indicators can be based on the issue areas in Chapter 2 that are most relevant to a particular project, such as access or safety and freedom from violence (see the box at the end of STEP 2 for more detail and examples of indicators used in gender-tagged World Bank projects). Resources needed to ensure regular reflection and periodic evaluation throughout the lifetime of the project and adaptive management techniques should be factored into the overall budget. Data for this evaluation should be sourced from third parties, public data, and existing data.

B

### GENDER-DISAGGREGATED DATA

Collecting gender-disaggregated data is the first step toward gender-inclusive development.

Gender-disaggregated data is data that can be broken down by gender groups — men, women, and gender minorities — to allow for analysis of the different challenges they face. Gender-disaggregated quantitative and qualitative data should be collected at the start of any planning or development process to expose current gender-related inequalities, inform data-driven solutions, and enable the measurement of project success over time. It is worth investigating if any previous gender-disaggregated data has been collected that is relevant to the project. Once the project has been defined, a permanent MEAL framework should be set in place to include data collection at the baseline (pre-implementation and design), midway through design, and on a recurring basis, post-implementation, to measure improvements.

C

As part of baseline data collection, conduct an audit of the legal, social, and economic status of women and sexual and gender minorities, investigating land tenure laws, financing regulations, and cultural norms in order to anticipate challenges these groups might face in accessing a project once it is completed. While gender-disaggregated data is not sufficient for the gender tag, it must be collected regardless of whether the plan or project is intended to address gender inequities in order to track whether there are inadvertent or unintentional adverse impacts on women and sexual and gender minorities.

### PROPORTIONATE REPRESENTATION

Ensure that the gender makeup of the project stakeholder participant group is proportionally representative of the larger population. Analyze population data disaggregated by sex and/or gender to determine the sample size and appropriate demographic proportions for the participants within the sample size. If demographic data does not exist, strive for a 50/50 representation of men and women at a minimum. Ensure that the participants also represent the different ages, abilities, sexual orientation, gender identities, and ethnic groups of the larger population as much as possible. This is important because it prevents opinions, decisions, and solutions from being inaccurate reflections of the larger population, and thus ineffective and inequitable. Use a multi-pronged approach to engage hard-to-reach populations in planning and design, such as those who have limited mobility, caregivers, or individuals with non-traditional working hours. These populations are often predominantly women.

Below is a list of tactics to ensure proportionate representation is achieved:

- Offer a high number of meetings
- Conduct mobile meetings and engagement activities
- Vary the location and timing of engagement activities
- Provide monetary incentives
- Provide childcare, food, and translation services at all engagements

D

### GENDER-SEGREGATED FORUM

Provide gender-segregated forums where women, girls, and sexual and gender minorities can speak freely on gender-related challenges and solutions. Gender-segregated forums create a safe space for people to comfortably discuss their unique lived experiences and needs — which may be the result of planning and design failures — or safety concerns in public space and the home. Providing a safe space for women, girls, and sexual and gender minorities to participate ensures that practitioners and decision-makers have the most candid and accurate information possible to develop effective solutions.



It is useful to create multiple opportunities for gender-segregated forums throughout any planning or design process. Below is a list of engagements that particularly benefit from gender segregation:

- Data collection activities such as walk audits or safety mapping
- Workshops or group discussions on challenges and solutions
- Focus groups
- Evaluation committees

E

CODE REVIEW

Review all existing and relevant building codes, design guidelines, and policies to understand how they may promote or hinder the creation of gender-inclusive projects and plans. Many building codes, zoning laws, and other regulatory mechanisms have been created, directly or indirectly, with able-bodied men as their main authors and intended constituents. In order to implement new projects that meet gender goals, a systematic review and evaluation of all relevant regulations must be conducted in order to understand their effects on different users and groups. Using a gender lens to evaluate existing standards can be a mechanism and first step for suggesting, amending, testing, and instituting new, more equitable building codes. This is a process that was undertaken, for example, by planners in Vienna as they looked to create gender-inclusive guidelines for the city’s municipal planning bodies.

EXAMPLE INDICATORS FROM WORLD BANK FY17-19 GENDER TAGGED

Below is a list of example indicators drawn directly from projects in the World Bank FY17-19 portfolio that have been gender-tagged. Going beyond the basic measure of “number of female beneficiaries”, they demonstrate how the issue areas discussed in Chapter 2 can provide a useful framework for choosing specific project outcomes to measure (see Chapter 4.2 to understand which issue areas are “key” to different plan and project typologies, and should therefore be the focus of Monitoring, evaluation, Access and Learning (MEAL)). The indicators also show how other World Bank project teams are monitoring representation and inclusion of women in project decision-making processes, and assessing deeper economic and social impacts.

Often, the most useful indicators are those that reveal (i) changes in attitudes or behavior and (ii) levels of beneficiary/participant satisfaction with the project. These are much more meaningful than simply measuring the number of people “benefitting from” a project — which does not make it clear whose perspective regarding project “benefits” is being counted. For further guidance on how to develop quality indicators that are relevant, acceptable, credible, easy, and robust “RACER”, see DEVCO (2016).

The below indicators can be directly applied to other projects, or adapted to better suit the particular context in which a project is taking place. Note, however, that none of the indicators measure outcomes for sexual and gender minorities or people with disabilities, which are equally important. In many cases, “of which women” can be supplemented with “of which sexual or gender minorities” and “of which people with disabilities”.

ACCESS

- Number of people with improved access to basic services in disadvantaged neighborhoods (of which women)
- Percentage of users satisfied with quality of basic infrastructure constructed under the project (of which women)
- Percentage of surveyed project beneficiaries who rate municipal services satisfactory or better (of which women)
- Increase in number of visitors to improved public spaces (of which women)
- Increase in number of merchants or vendors in improved public spaces (of which women)
- Percentage of users satisfied with new or improved public spaces (of which women)
- Percentage users satisfied with childcare services provided (of which women)

MOBILITY

- Percentage of user satisfaction with new or improved roads under project (of which women)
- Number of people with access to all-season roads within a 500 meter range (of which women)

## SAFETY AND FREEDOM FROM VIOLENCE

- Percentage of residents showing lower tolerance towards gender-based violence
  - Percentage of participating Urban Local Bodies with active anti-sexual harassment complaint committees
  - Percentage of women who report feeling safe in public spaces in the selected neighborhood locations
  - Percentage of women who feel insecure in the neighborhood
- 

## HEALTH AND HYGIENE

- Number of people with access to improved water sources (of which women)
  - Number of people with access to improved sanitation (of which women)
  - Number of people with access to regular solid waste collection (of which women)
  - Number of people provided with improved housing (of which women)
  - Number of female-headed households with improved living conditions in precarious urban settlements
- 

## CLIMATE RESILIENCE

- Number of people with access to improved drainage (of which women)
- Number of people benefitting from improved flood protection (of which women)
- Percentage of beneficiaries satisfied with improved and maintained drainage (of which women)
- Number of people with access to multipurpose disaster shelters as a result of project (of which women)
- Number of people living in flood-risk areas who are covered by a shelter (of which women)
- Percentage of user satisfaction of weather information (of which women)
- Number of female-headed households with improved living conditions in precarious urban settlements
- Number of Disaster Risk Management committees with 50% female committee members

## SECURITY OF TENURE

- Number of land parcels with use/ownership rights for women recorded as a result of project
  - Number of housing subsidies allocated to female-headed households
  - Number of households receiving legal documents through the project (of which benefitting women or couples)
  - Number of people with use or ownership rights recorded as a result of the project (of which women)
  - Registered land transactions (of which by women)
  - Number of titles registered (of which under women's names)
- 

## REPRESENTATION AND INCLUSION IN PROJECT DECISIONS

- Number of participants in consultation activities during project implementation (of which women)
- Number of participants in community meetings (of which women)
- Number of citizen forums that meet target percentage of women attendees
- Percentage of beneficiaries that feel project investments reflect their needs (of which women)
- Percentage of women who consider that their views have been taken into account in project design
- Percentage of registered grievances appropriately resolved within two weeks (of which submitted by women)
- Percentage of project-financed capital expenditure on infrastructure and services which directly address constraints and needs identified by women
- Number of functional Neighborhood Development Committees where elected positions are occupied by target percentage of women
- Percentage of women participating in/leading management committees for project
- Number of training workshops carried out on construction good practices; workers safety and security; local and culturally adequate design; and/or participatory planning, especially towards women
- Number of Civil Society Organizations trained in gender equality, land rights and Monitoring and Evaluation
- Number of participating cities that have conducted a gender-based assessment of access to municipal services



ECONOMIC INCLUSION

- Number of workdays/jobs generated (of which for women)
- Number of locally-hired jobs (of which women)
- Number of community-led enterprises that improve economic livelihood (of which women-led)
- Land sector professionals trained by the project (of which women)
- Percentage of women working at project construction sites
- Increase in number of merchants or vendors in improved public spaces (of which women)
- Number of micro-projects for women’s organizations financed
- Number of beneficiaries of skills development training provided by the project (of which women)
- Number of people receiving business start-up advisory services (of which women)
- Number of people benefiting from line of credit (of which women)
- Number of workshops on gender issues in the workplace

SOCIAL INCLUSION

- Percentage of young males and females who report being actively engaged in community activities
- Community-led initiatives supported by project (of which women-led)
- Average percentage difference in the amount of time spent by local women as compared to local men on caring for children aged 3-72 months

Source: World Bank Standard Reports — Urban/Gender tagged

3

A

B

C



PARTICIPATION  
FRAMEWORK

PARTICIPATORY PLANNING AND DESIGN

Engage women, girls, and sexual and gender minorities of all ages and abilities in the planning and design process, not just as stakeholders, but as true partners with shared decision-making power. This implies a process where women, girls, and sexual and gender minorities are actively co-designing plans and projects alongside the project team, resulting in solutions that meets their needs and priorities. This promotes greater impact, equity, sustainability, and ownership among project beneficiaries, thereby fostering long-term community stewardship of the project outputs. Women, girls, and sexual and gender minorities should be involved in this capacity from the beginning of the project through implementation to have the most impact.

FACILITATION BY TARGET GROUPS

Select women and sexual and gender minorities of different ages and abilities — where appropriate — to facilitate participatory planning and design processes and activities. This helps beneficiaries who are women, girls, or sexual and gender minorities feel more comfortable to speak freely and engage deeply in the process. Comfort is critical to unearthing the unique challenges and needs of women, girls, and sexual and gender minorities, and subsequently co-designing effective solutions. Ideally, facilitators should be hired from the community in which the work is taking place, so that women, girls, and sexual and gender minorities can relate to the facilitator on multiple levels and further deepen their engagement with the process.

Below is a list of questions to consider when hiring facilitation staff:

- Does the facilitation staff include women or sexual and gender minorities of different ages and abilities?
- Would participating women, girls, and sexual and gender minorities feel comfortable and safe sharing personal or sensitive information with the facilitation staff?
- Is the facilitation staff effective at ensuring there is robust input from women, girls, and sexual and gender minorities during meetings, data collection or other engagement activities?

COMMUNITY MOBILIZATION

Hire resident leaders to help mobilize the larger community to be involved in the planning and design process. Local residents have the best understanding of their communities and are well-equipped to communicate the relevance of a project to the daily lives of residents. This will not only improve transparency and build trust with the community, but also ensure that all mobilization and engagement

methods are in line with the environmental and cultural context of the community. For example, the community mobilizer may have a better understanding of neighborhood safety after dark and can advise on whether evening meetings would be a practical form of engagement, particularly for women, girls, and sexual and gender minorities to attend.

Below is a list of good practices when hiring and training community mobilizers:

- Hire a diverse group of mobilizers including, women, men, sexual and gender minorities, people with disabilities, teens, older adults, and people with children
- Ensure that mobilizers are able to speak the language(s) commonly spoken in the community
- Co-develop talking points with mobilizers so they can accurately portray the project
- Set targets for the number of participants that are proportionate to the demographics of the community, for example if the community is 60% female, strive for a 60% female participant pool

D

### PARTICIPATORY DATA COLLECTION

Implement a participatory research design and data collection process to yield the most accurate qualitative and quantitative gender-disaggregated data. Because residents have the most in-depth understanding of the challenges faced in their communities, they can support a deeper and more strategic research process. Involving women and other residents in every step of the research process helps break down barriers and build trust and transparency between the data collectors and the wider community that will participate in the research. Participants may feel more comfortable sharing sensitive information to someone who intimately understands their neighborhood.

### ENGAGING MEN AND BOYS IN ADVANCING GENDER-INCLUSIVE URBAN PLANNING AND DESIGN

Men can play an active role in reducing gender gaps in the urban planning and design process. Given the power imbalances that benefit boys and men at the decision-making level, they can be agents of change by enabling women's agency and lifting limitations on meaningful participation of women, girls, and sexual and gender minorities. Evidence from recent studies in the health sector demonstrates that gender transformative interventions, which seek to change men's conceptualization of gender norms, can be effective in reducing violence perpetration and changing attitudes and behaviors (World Health Organization, 2007). WHO's Program H is an intervention for young men that aims to increase their gender equitable attitudes, healthy sexual behaviors, and decrease violent behaviors (Pulerwitz et al. 2010; Verma et al. 2006).

General lack of agency and representation for women and sexual and gender minorities in urban planning and design calls for more programming targeting men and training them to be allies in transforming gender norms and changing attitudes towards gender equality.



3E

Step Up

PROMOTING BUY-IN

**OBJECTIVE:** Create a shared understanding of why gender perspectives are being addressed in urban planning and design. Note: this activity can be used in mixed-gender or single gender groups.

**MATERIALS:** Profiles, nametags, masking tape, pens

2 min

Give each participant a nametag with a profile on it. Ask participants to begin the exercise by standing in a horizontal line marked on the floor with adhesive tape. Ask participants to read their name tags silently but to not display them.

Below is a list of potential profiles that facilitators can write on the nametags in advance of the meeting, as relevant and appropriate:

- Mother, female, 30 years old, accompanied by baby
  - Father, male, 30 years old, accompanied by baby
  - Grandmother, female, 64, traveling alone
  - Grandfather, male, 64, traveling alone
  - High school student, female, 17, traveling alone
  - High school student, male, 17, traveling alone
  - High school student, transgender female-to-male, 17, traveling alone
  - Police officer, female, 36, traveling alone
  - Police officer, male, 36, traveling alone
- Recent immigrant, female, 27, traveling alone
  - Recent immigrant, male, 27, traveling alone
  - Woman in a wheelchair, 32, traveling alone
  - Young woman, 21, accompanied by her boyfriend
  - Young woman, 21, accompanied by her girlfriend
  - Young man, 21, accompanied by his boyfriend
  - Transgender woman, 25, accompanied by a friend
  - School teacher, female, 25, accompanied by three students

10 min

The facilitators read different scenarios (described below) out loud. In the different scenarios, each participant thinks about how their profile would feel in that particular scenario, and either takes a step forward if they would feel comfortable, or a step backwards if they would feel uncomfortable. The participants continue to step forwards or backwards, without returning to their original position, until all scenarios have been read aloud.

The facilitator says "you are":

8 min

- Taking the bus home from work or school after dusk
- Walking around the neighborhood at night
- Exercising in a public space/plaza/park etc. in the morning (e.g. running, playing soccer)
- Walking to work or school by yourself
- Using a public bathroom after dusk
- Walking home at night from the grocery store, with grocery bags
- Visiting a police station to report a crime committed against you
- Walking down the street when you hear a woman screaming for help — do you go to investigate?

After the facilitators have finished reading the different scenarios, each participant puts their nametag on, says their profile out loud, and takes stock of what position they ended up in. Facilitators begin a conversation about why each character ended up in a certain position by asking the following questions:

- What was your character?
- Where did this character end up?
- How did you feel during the scenarios? Why?
- What can we learn about the experiences of different people given what we have seen here?



## 3F Star Diagram PROMOTING BUY-IN

**OBJECTIVES:** 1) Create a shared understanding of why gender perspectives are important to consider in urban planning and design and 2) evaluate feelings of safety in different parts of a neighborhood.

**MATERIALS:** Star diagram (example on the following page), pens

10 min

Give each woman a diagram and ask them to fill it out according to the questions in each category (home, public space, public transport, basic services, emergency services, welfare and safety, and social support).

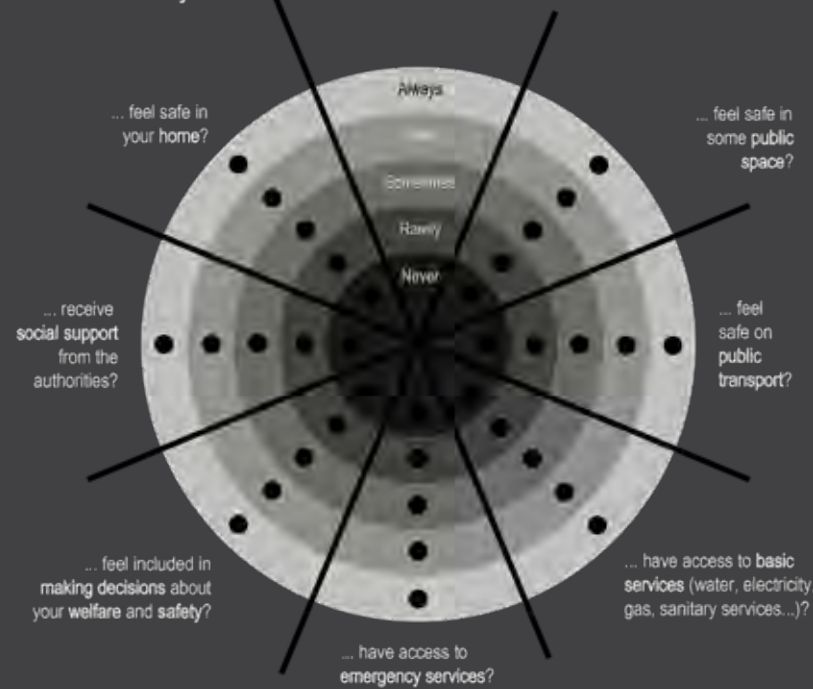
10 min

The facilitator(s) ask(s) the group to discuss how they feel in each category and why.

5 min

The facilitator wraps up the activity by discussing what the gender-inclusive aims of the project or plan are in relation to the focus area (public space, transit system, infrastructure amenities, housing development, etc.).

How often do you...



## 3G Walk Audit GATHERING DATA

**OBJECTIVE:** To document and examine the physical aspects and social uses of an area.

**MATERIALS:** Walk audit questionnaire, physical conditions list, study area map, clipboards, pens

5 min

Facilitators introduce the activity and review the overall steps.

10 min

Facilitators confirm the exact routes to be taken within a neighborhood the participants, and divide them into groups of 4-5 per route.

75 min

The groups go out to tour their routes and collect the information indicated below. Questions should be adapted where appropriate to include observations on sexual and gender minorities and people with disabilities:

- How many men and women can you see in the area walking or resting?
- What activities are being carried out and who is participating?
- Which of these activities makes you feel insecure? Which make you feel safe?
- Do you see people of any particular gender avoiding certain spaces in the area or the street?
- In which spaces (such as a public space) do boys and girls play together, if any?

1. Do you think that the area and its surroundings fulfill the functions for which they were built? Why?

2. How well maintained is the area?

Excellent   Well   Satisfactory   Bad   Very bad

3. What is your impression of the design of the neighborhood?

Excellent   Well   Satisfactory   Bad   Very bad

4. If you were not familiar with the neighborhood, would it be easy to orient yourself?



45  
min

Map the following elements on your neighborhood map:

- Facilities and services: police station, formal or informal markets
- Transportation routes: pedestrian walkways, sidewalks, transit hubs
- Infrastructure and services: traffic signals, bus stops, lighting, benches, and trash facilities
- Any informal activity areas to learn, meet, exercise, or play
- Issue areas: graffiti, damaged infrastructure, bad maintenance, dark or insecure spaces
- Greenery: trees, lawns, plantings, etc.

45  
min

The groups gather in the space where they began together and review what they saw on the map, making sure that everything is marked correctly and filled out completely. The whole group talks about what they observed and learned. Participants are asked the following set of questions:

- What are the five words that best describe the area and its surroundings?
- What aspects of the area make you feel 1) scared or unsafe and 2) comfortable or safe?
- Do you feel safe walking alone during the day? Do you feel safe walking alone at night?
- What is your experience using the area?
- What might be the experience of someone with a disability using the area?
- What might be the experience of a young boy or girl using the area?
- What might be the experience of someone with a stroller using the area?
- What would you change to make the area safer?
- What positive aspects have you found?
- What activities would you and other people like to do in the area but are unable to due to a lack of space or other challenge?
- What do you think women can do in the area to create a safer space for women and girls? What do you think men can do?

3H

# Day in the life

## GATHERING DATA

**OBJECTIVE:** Learn about an area through the daily experiences of women and sexual and gender minority participants from the community.

**MATERIALS:** Journal, pens, map(s) of the area

5  
min

Facilitators introduce the activity. Participants divide themselves into groups, ideally with their neighbors in the same group. The groups look at the maps to begin thinking about and identifying their typical daily routes. Facilitators join the groups as needed and feasible, and support with interpreting the maps. Maps may need to capture both neighborhood-scale and city-scale journeys.

40  
min

With help from the facilitators, each group outlines their daily routines using the steps that follow:

- Each participant fills out a schedule with their daily activities.
- Each participant locates all of the journeys, destinations, and activities that they do on the maps.

In conjunction with the previous steps or when completing the timetable and map, each participant should describe the challenges that arise in their daily life while navigating these journeys. The facilitators, or a group leader if facilitators are not available, take notes and ask additional questions, including:

- What is your favorite part of the day? What is your least?
- Where do you feel secure or comfortable during your day? Where do you feel insecure or uncomfortable?
- If there was one thing you could change that would make things more convenient for you, what would it be?
- Is there any activity you would like to do but you cannot do? For what reason?
- Do you use the (transit system, public space, cultural amenities, etc.) regularly or not? If not, why not? What would allow you to use it more often? (Consider issues of cost, safety, access etc.)

Based on these conversations, the facilitator and the participants determine key places to visit and observe, which are feasible to get to within the next hour.

60  
min

The groups visit the selected places and routes. The facilitator takes pictures and notes, and asks additional questions based on the observations made in the places and on the road, including:

- Is this the most direct way? If not, why do you take this road or path?
- Is there any alternative activity or route that you take under certain circumstances? What conditions or situations cause your route to change?
- Would you show me where you feel most secure or comfortable during your day?
- Would you show me where you feel most insecure or uncomfortable during your day?

Facilitators should ask the participants about their thoughts on what would improve the neighborhood and their ability to move through it.

15  
min

The groups reunite in the indoor space. Each small group shares their general observations with the larger group. Facilitators make detailed notes and provide feedback as appropriate.



Women lead city social workers through their daily routes in La Favorita, Mendoza

31

# Public Space Checklist

## GATHERING DATA

**OBJECTIVE:** To understand if a public space is well-designed and gender-inclusive. This checklist can be used to evaluate existing public spaces or new designs for public spaces.

**MATERIALS:** Public Space Questionnaire, site map, clipboards, pens

5  
min

Facilitators introduce the activity and review the overall steps.

20  
min

Participant group splits up into smaller focus groups in order to walk around the physical space. Each group is asked to answer the following questions (at a minimum to evaluate the level of inclusivity of the public space), and make notations on a map:

### INFRASTRUCTURE AND COMFORT:

- Are there well-maintained and adequate public toilets for both men and women?
- Are there rubbish bins throughout the public space?
- Are there places to sit and rest?
- Is there adequate shade?
- Are there vendors or kiosks?
- Note on map issue areas of infrastructure and comfort.

### CONNECTIVITY:

- Is the public space easily accessed from the surrounding neighborhood?
- Are there sidewalks surrounding the public space?
- Do the paths within the park take people where they want to go, or are people consistently walking off paths for more convenience?
- Are there transit stops located nearby for enhanced connectivity?
- Is there adequate directional signage or wayfinding within the space?
- Note on the map where the main points of connectivity are.

### PUBLIC SAFETY:

- Are there clear sight lines within the public space? Is the interior of the space visible from the street or entrances?
- Is there overgrown or non-maintained vegetation that hinders visibility?
- Are there fences or walls that block clear pathways to exits?
- Is there any visible policing? If so, when are they on duty?
- Are there people or groups of people within the park that make women feel unsafe?
- Is there the presence of alcohol or drug dealing?
- Note on map where there are areas that are perceived to have poor visibility and low levels of public safety.



**OCCUPANCY:**

- Are there people using the public space, and at what times?
- What types of activities are people engaged in? Is there a mix of physically active and more sedentary recreational opportunities?
- Are people using the space to stop and rest, or are they passing through it? What are the areas that people are using the most?
- Is there a mix of men, women, girls, and boys using the public space? What ages?
- Is the space accessible to people with disabilities or with special needs?
- Note the demographic breakdown of people using the space, what kind of activities they are partaking in, and where.

**LIGHTING:**

- Are the existing lights in working condition?
- Are the lights distributed evenly so all parts of the public space are well-lit?
- Are all pedestrian walkways lit?
- Note on the map areas where there are issues with lighting.

10 min

When the assessment is complete, each group shares their map and notes with all of the participants. Facilitators should ask follow up questions to further understand the observations.



Women using a public space checklist to evaluate their local plaza

**3J**

**Challenge and Solution**  
**ENGAGING WOMEN, GIRLS, AND SEXUAL AND GENDER MINORITIES IN DESIGN**

**OBJECTIVE:** Begin to analyze the various challenges women, girls, and sexual and gender minorities of different ages and abilities face in the urban environment.

**MATERIALS:** Sticky notes, markers, pens, poster or blackboard

10 min

Each participant receives 5 to 10 sticky notes and is asked to write challenges that women, girls, and sexual and gender minorities of different ages and abilities face in the local urban environment (one challenge per note).

5 min

After writing them down, each participant puts their notes on the wall or a poster. The facilitators organize the challenges by theme according to the issues that arise, such as public transportation, public space activities, economy, etc

25 min

The participants are divided into small groups according to the topics. Each group considers the following question:

What would you design or propose that would solve this particular category of problem?

Each participant can write or draw their answers. The participant's answers are then shared within their small group. The facilitators prepare a list of solutions identified by each group, and read the lists aloud, one group at a time, to all participants. Each participant votes three times on their preferred solutions, and then the facilitators add up the votes to identify the five most popular and important solutions within each list.



A woman shows potential solutions to neighborhood children to get their votes.

# 3K Design Your Own

## ENGAGING WOMEN, GIRLS, AND SEXUAL AND GENDER MINORITIES IN DESIGN

**OBJECTIVE:** Invite women, girls, and sexual and gender minorities to reimagine what a built project would look like if it served their needs and the needs of the community more fully (please note that this activity can be altered for different focus areas aside from a public space, such as a neighborhood zone, transit route or system, housing development, etc.).

**MATERIALS:** Aerial image of project site space, different colored markers, cut-out images of public spaces and people in them

10 min

Facilitators explain the activity. Each group receives an aerial map and a pack of images, markers, pens, glue and sticky notes. Facilitators ask:

What does your ideal public space look like, specifically one that takes your needs and the needs of other women and sexual and gender minorities of all ages and abilities into account?

20 min

Participants use their materials to show how they would design their public space, with the following prompts:

1. In the color\_\_\_\_\_, draw the sidewalks and pathways you would like to use to pass through the public space. The sidewalks may be the same as those that currently exist, be similar to what currently exists, or be completely different than what currently exists.
2. Choose materials from the following list that you would like the sidewalks to be built with. Label the sidewalks with that material.
  - Natural soil
  - Concrete
  - Brick
  - Natural stone
  - Grass
  - Rubber
  - Gravel
  - Mud
  - Cobble
  - Paved
3. Indicate where you want lighting to be located, using the color: \_\_\_\_\_.

4. Indicate where you want to have furniture/equipment, using different colors for each one.

- Bathrooms, using color: \_\_\_\_\_
- Water fountains, using color: \_\_\_\_\_
- Trash cans, using color: \_\_\_\_\_
- Benches, using color: \_\_\_\_\_
- Tables, using color: \_\_\_\_\_
- Sports fields, using color: \_\_\_\_\_
- Other, using color: \_\_\_\_\_

20 min

Participants use the materials to create a collage of their overall vision. Facilitators should encourage them to share their views on each image/amenity that informed their group's decisions. If the participants cannot find an image/amenity they are looking for within the printed images available, they can use the pens and sticky notes to draw or describe their vision using short sentences.

10 min

When they are done, each group shares their map with all of the participants. Facilitators should ask follow-up questions and encourage participants to do the same in order to further understand why certain decisions were made.



A plaza redesign envisioned by women in La Favorita, Mendoza



# Process Guidelines and Activities (continued)

4

## APPLICATION FRAMEWORK

A

### IMPLEMENTATION

Create inclusive strategies and frameworks for project implementation that allow for women and sexual and gender minorities to access multiple kinds of economic development opportunities. Though the construction industry is currently dominated by men, there are many opportunities for women and sexual and gender minorities to contribute to the implementation and long-term maintenance of design projects, either through professional avenues such as mandated contracting objectives, or through other options such as microfinancing. These strategies promote sustainable and gender-inclusive economic development, thereby strengthening the ability of women and sexual and gender minorities to be design stewards and decision-makers in their communities.

B

### CONTRACTING OBJECTIVES

Ratify gender-inclusive procurement and contracting procedures that integrate requirements, specifications, and criteria that prioritize women and sexual and gender minority entrepreneurship. These provisions improve both the short-term and long-term financial independence and stability of women and sexual and gender minorities, which can lead to improved education and health outcomes, among other societal benefits.

On the following page is a list of contracting procedures that support women and sexual and gender minorities:

- Hire research, planning, and design consultants owned by women or sexual and gender minorities
- Hire skilled workers, such as carpenters, metal-smiths, or contractors for the project construction, that are women or sexual and gender minorities
- Train and pay women and sexual and gender minorities to participate in the long-term maintenance and/or monitoring of a project
- Prioritize businesses owned by women and sexual and gender minorities

C

- for placement in permanent development projects
- Stipulate a quota of 50% or more women employees hired for a given project
- Hire women and sexual and gender minorities to hold highly visible jobs, such as public transit jobs or security guards, to promote safety, comfort, and access for others.

### MICROFINANCE

Ensure women and sexual and gender minorities who have participated in the development process have equitable access to and ownership of the completed project by making non-traditional financing mechanisms, such as microfinance, available. Around the world, women and sexual and gender minorities often face unequal access to traditional banking methods and land ownership, preventing them from establishing financial independence. Auditing these challenges as part of a MEAL framework (as described in Step 2) and providing microfinance opportunities such as affordable housing credits, community-based savings and loans, or long-term collective leases or land titles to community cooperatives, can improve the ability of women and sexual and gender minorities to gain financial independence. Microfinance provisions that enable equitable access should be set in motion early on in the project planning phase, so that resources can be utilized immediately following completion. Such resources can act as buffers against market forces and promote collective community structures and mechanisms to increase resilience.

# Planning and Project Guidelines

The guidelines provided in this section focus on how the design and implementation of urban plans and built projects can and should be done in a manner that is gender-inclusive. The plan and project types included in this section were defined in collaboration with World Bank staff, including senior specialists and TTLs. They refer to a broad set of project and planning typologies, many of which are often initiated, financed, and shaped by the Bank.

1. The Planning Guidelines put forward a set of strategic considerations and suggestions for each planning process.
2. The Project Guidelines focus on concrete design standards and implementation strategies for each sector and project type.

The guidelines themselves were developed based on extensive literature review and interviews with World Bank and other experts, as well as the practical experience of the consultant team. Where minimum standards are put forward, they emerge from a close cross-referencing of existing guidance specific to gender-inclusive design where there is a degree of universality in the approach.

## HOW TO USE THE PLANNING AND PROJECT GUIDELINES

### Key Issue Area Wheel

The Issue Area Wheel provides a quick visual summary of which gender-related issues discussed in Chapter 2 — access, mobility, safety and so on — would likely be the focus of a given plan or project type and form the basis of Monitoring, Evaluation, Accountability, and Learning. See overleaf for more detail on this graphic.

### Activities

Drawing directly from the seven activities described in STEP 3: Participation Framework in Chapter 4.1, suggested activities are given for each plan and project type to provide guidance on how to achieve a gender-inclusive process. These activities fall into three categories:

- Buy-in: Guidance on how to sensitize stakeholders to the topic of gender and encourage their commitment to and ownership over the project
- Data: Guidance on how to understand existing conditions and collect meaningful data that shows how gender inequities manifest in the built environment
- Design: Guidance on how to ensure equal representation and elevate the expertise of women, girls, and sexual and gender minorities of all ages and abilities in designing solutions to gender inequity

The selection of activities is not supposed to be exclusive or restrictive, but is intended to

spur creativity, further exploration, and innovation — helping inspire project and consultant teams, especially when they are unsure of how to begin. It is important to note that each of these strategies and activities must be analyzed and adapted based on the project type, cultural context, and specifics of the community being served.

### Guidelines

Each plan and project type has an individual section that dives more deeply into specific strategies and standards for creating a more gender-inclusive built environment. The guidelines are presented in bullet point format to prompt implementation teams to think about useful standards and considerations for gender inclusion. Urban design projects in particular (streetscapes, public space, and housing) put forward minimum standards for consideration in design processes, where appropriate. Short case studies are provided for each plan and project type to further illustrate some of the selected practices, and concrete examples are given throughout the guidelines themselves to provide context.

### Application and Further Resources

Following these guidelines and applying the minimum standards put forward for one plan or project type will influence progress in many other areas. Close coordination across sectors, plans, and project types, as well as collaboration with implementing agencies, will help ensure that broader needs are met, efforts are not duplicated, and the quality of responses across sectors is optimized. For example, where standards for streetscapes are not met, the importance of meeting public space standards is heightened due to the interconnected nature of these public elements and their fundamental gender impacts. Ideally, a Terms of Reference document for one plan or project will influence, extend, and connect to others. These cross-linkages are signaled throughout the guidelines.

Where national or municipal standards are lower than suggested standards in these guidelines, implementing organizations should work with the government to progressively raise standards, including through the allowance for special dispensation for testing progressive standards in pilot or innovative project investments.

To support all of the content in the guidelines, a list of resources is provided at the end of each plan and project section for further reading, reference, and inspiration. Users are invited to mix, match, or merge the guidelines and activities, and, most importantly, to tailor, test, and adapt them to the unique context of the communities and urban settings in which the work is taking place.



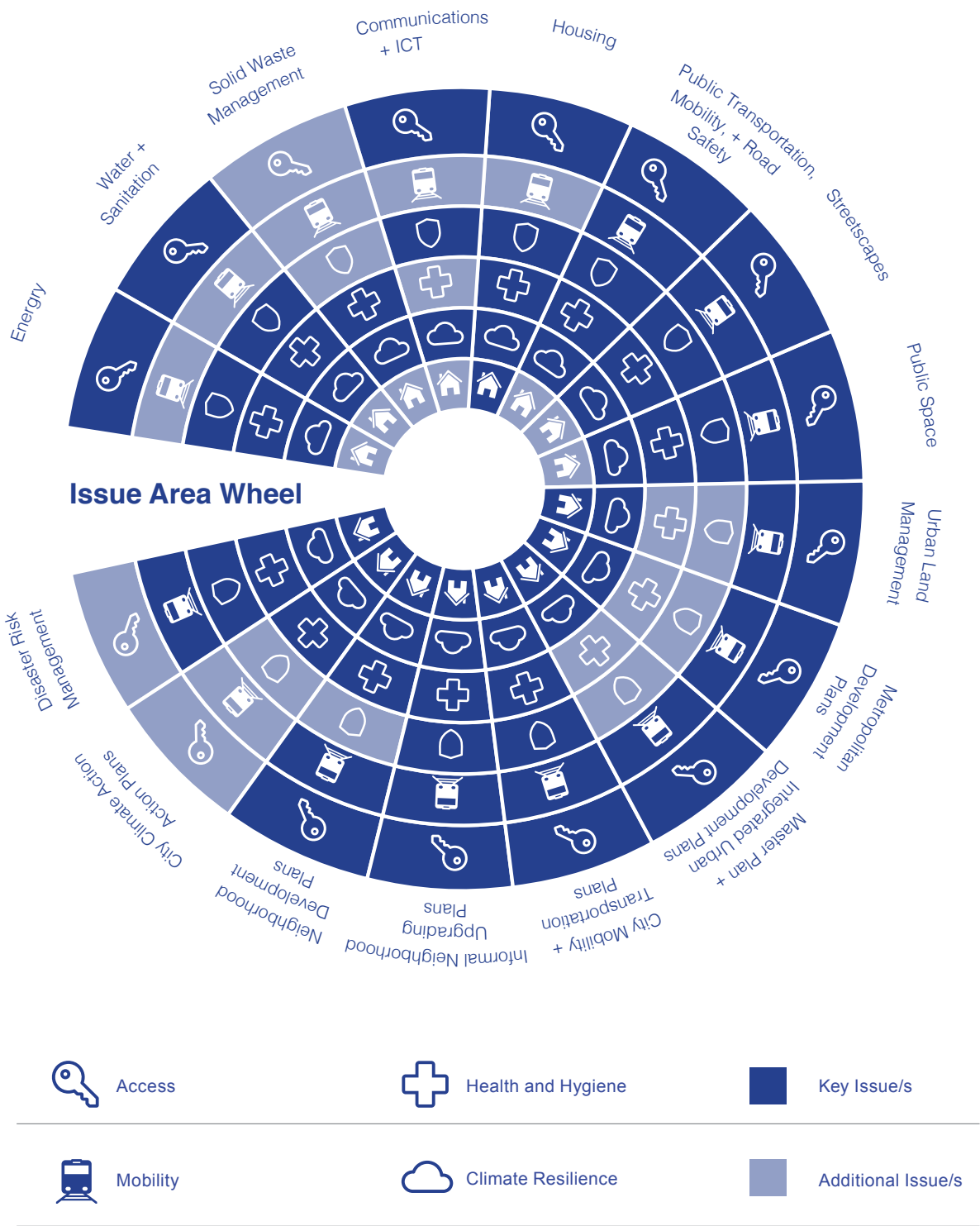
# Issue Area Wheel

Chapter 2 introduced in detail the key issue areas of Access, Mobility, Safety and Freedom from Violence, Health and Hygiene, Climate Resilience, and Security of Tenure. These six themes highlight where and how the current realities in the built urban environment interact with, and often exacerbate, gender inequities.

There are critical intersections between all of the issue areas and the project and plan types, highlighted in the diagram opposite. However, issue areas are shown as either “key” or “additional”. This distinction is made to help the reader understand which areas they should focus on most intensely in a project. In particular, the “key issues” can form the basis for a set of gender indicators within a robust MEAL framework. For example, a robust MEAL framework for an Urban Land Management Plan would likely include gender indicators that measure changes in access, mobility, climate resilience, and security of tenure — the “key issues” for that plan typology. Examples of actual indicators used by World Bank teams in FY17-19 are given for each issue area in Chapter 4.1.

The designation of “key” and “additional” issue areas was carefully considered, discussed, and debated against the background of a wide literature related to gender and the built environment, much of which is referenced in these guidelines. The designation is not meant to be conclusive or restrictive — of course issues will vary in their gravity from country, to city, to neighborhood, to street. The figure opposite is a starting point for identifying and debating the wider gender issues emanating from society and the built environment.

Ultimately, the guidelines, activities, and relative emphasis of gender issues must be adapted to the unique context of the communities and urban settings in which the work is taking place, and this process should be carried out in collaboration with residents from those places.







# Planning Guidelines

## Urban Land Management

Urban Land Management processes define how land is accessed, held, transferred, developed, and regulated, with the intention of ensuring efficient and equitable allocation and utilization of urban land. Tools and practices can include land rights, records and registration; enumerations for tenure security; land co-management between government and communities; land record management for transactability; land use planning; informal neighborhood upgrading plans; land readjustment (slum upgrading and/or post crisis); land management, administration, and information; land law and enforcement; and land value taxation, among others (UN-HABITAT, 2008a). Competing interests must be well-managed and land use benefits equitably distributed in order to promote the land rights of women and sexual and gender minorities, and to enable them to maintain their livelihoods and homes. Successful Urban Land Management also depends on a commitment to secure tenure for all segments of society; transparent and participatory decision-making; and adherence to the rule of law.

### CASE STUDY

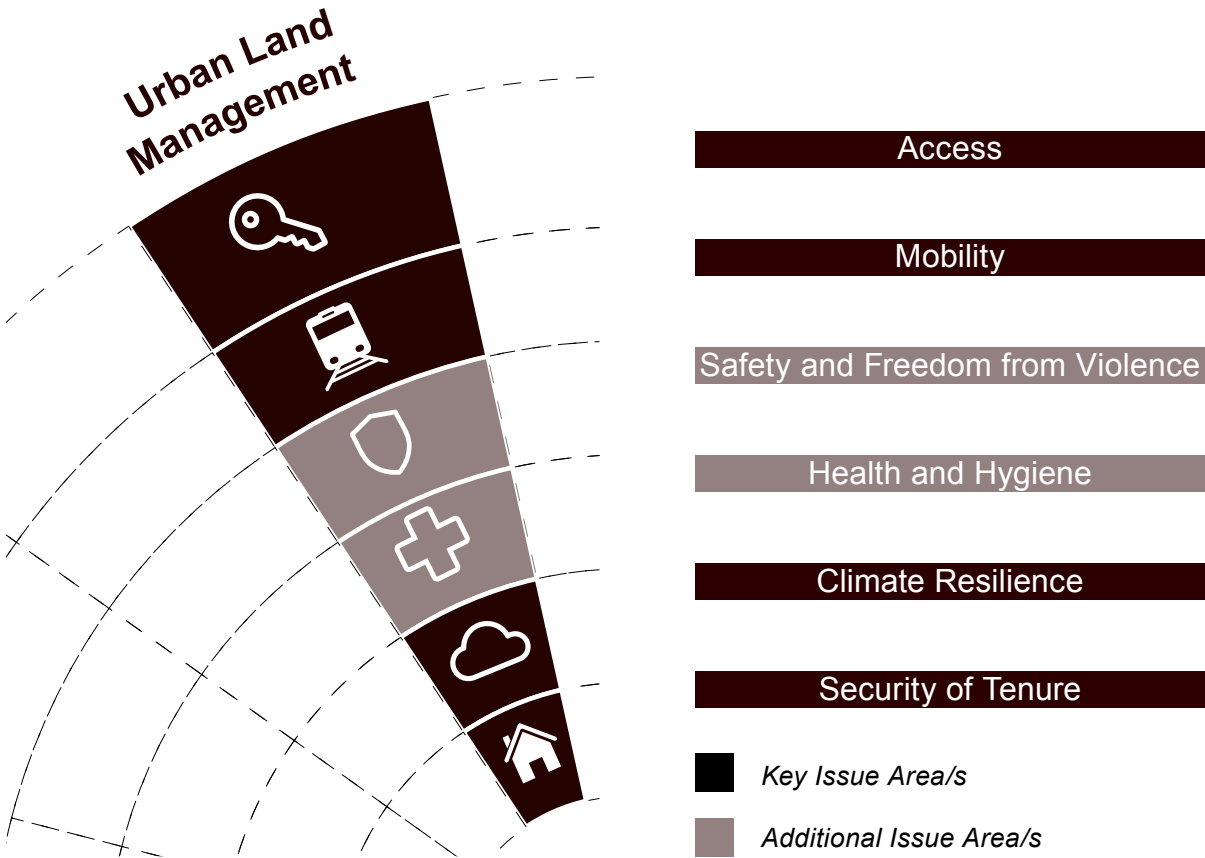
In Uganda, local land rights activists turned to the Global Land Tool Network's (GLTN) Gender Evaluation Criteria as a guide through the complex and layered policies that impact women's access to land. Using the criteria, the Uganda Land Alliance conducted participatory gender evaluation assessments which identified an overrepresentation of men in land management decision-making bodies. This finding led to the development of a national action plan to better incorporate women in land management entities. The Gender Evaluation Criteria is available for download on the GLTN website.



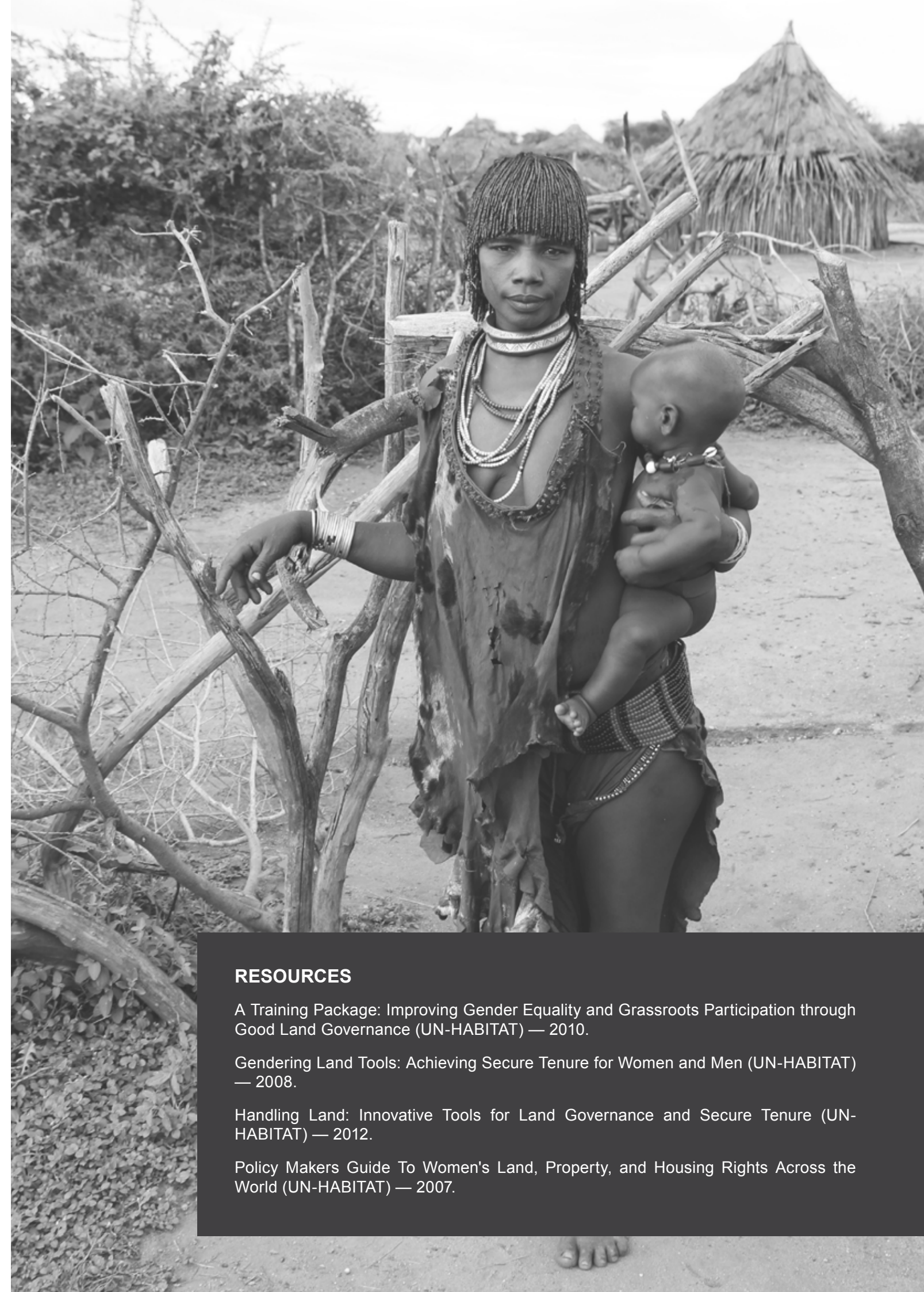
RECOMMENDED PROCESS ACTIVITIES

BUY-IN		DATA			DESIGN	
Step Up		Star Diagram	Walk Audit	Day in the Life	Public Space Checklist	Challenge and Solution
<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
						Design Your Own

ISSUE AREA WHEEL



- **Collect quantitative and qualitative information on how social relations impact land access** — including marital, intra-household, and community relationships, as well as cultural and religious norms — in order to identify where adjustments in existing land management systems are required.
- **Build gender-disaggregated statistical profiles of community members' experiences with land access, use, ownership, and management** to identify gaps or deficiencies in existing and commonly-used land management tools and practices.
- **Reform urban land management practices and tools to promote gender inclusion** by actively engaging women and sexual and gender minorities of all ages and abilities in the development process.
- **Use a gendered lens to analyze land management tools** such as land use planning, land readjustment, or land rights by gathering data to understand how stakeholders' experiences differ according to their gender.
- **Assess various mechanisms for achieving security of tenure for women and sexual and gender minorities**, which could include long-term rental contracts, formal recognition of customary land rights, and collective land titles, among others. Collective tenure rights, for example, often function as a buffer against market forces and promote social cohesion and resilience.
- **Identify alternative, accessible, and affordable land-finance mechanisms** such as community savings groups. These are often especially attractive to women and sexual and gender minorities, as they can provide credit quickly in times of crisis and start-up loans for income-generating activities, as well as improving social inclusion and knowledge exchange.
- **Employ community-based savings and loan schemes as “brokers” for channeling loans to poor communities.** These provide governments and lending institutions with an established, capable management mechanism whereby communities manage loan disbursement and repayments as a group, reducing the lending institution's overhead.



## RESOURCES

A Training Package: Improving Gender Equality and Grassroots Participation through Good Land Governance (UN-HABITAT) — 2010.

Gendering Land Tools: Achieving Secure Tenure for Women and Men (UN-HABITAT) — 2008.

Handling Land: Innovative Tools for Land Governance and Secure Tenure (UN-HABITAT) — 2012.

Policy Makers Guide To Women's Land, Property, and Housing Rights Across the World (UN-HABITAT) — 2007.



# Metropolitan Development Plans

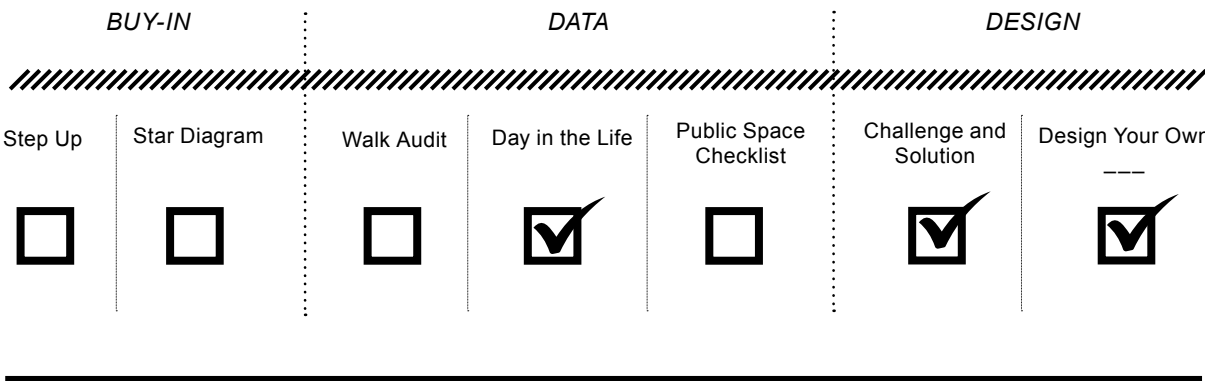
Metropolitan Development Plans encompass both cities and their surroundings to account for broader economic and geographical interdependencies and address the social and political interests that cities share with neighborhoods that lie beyond municipal boundaries. They seek to improve access to opportunities and aim to balance the impacts of urbanization on the environment and different economic centers. Metropolitan Development Plans often involve various local governments to create synergies in infrastructure and public service provision between sub-centers, surrounding settlements, and the principle city, which often share economic and labor markets. Metropolitan Development Plans can span land use, transportation and mobility, open space, environment, communication, water resources, and housing, as well as economic development and resilience. With so many interdependent and far-reaching elements, the active inclusion of women and sexual and gender minorities in Metropolitan Development Plans is essential to avoiding adverse impacts and ensuring cross-cutting gender issues are successfully and comprehensively addressed.

### CASE STUDY

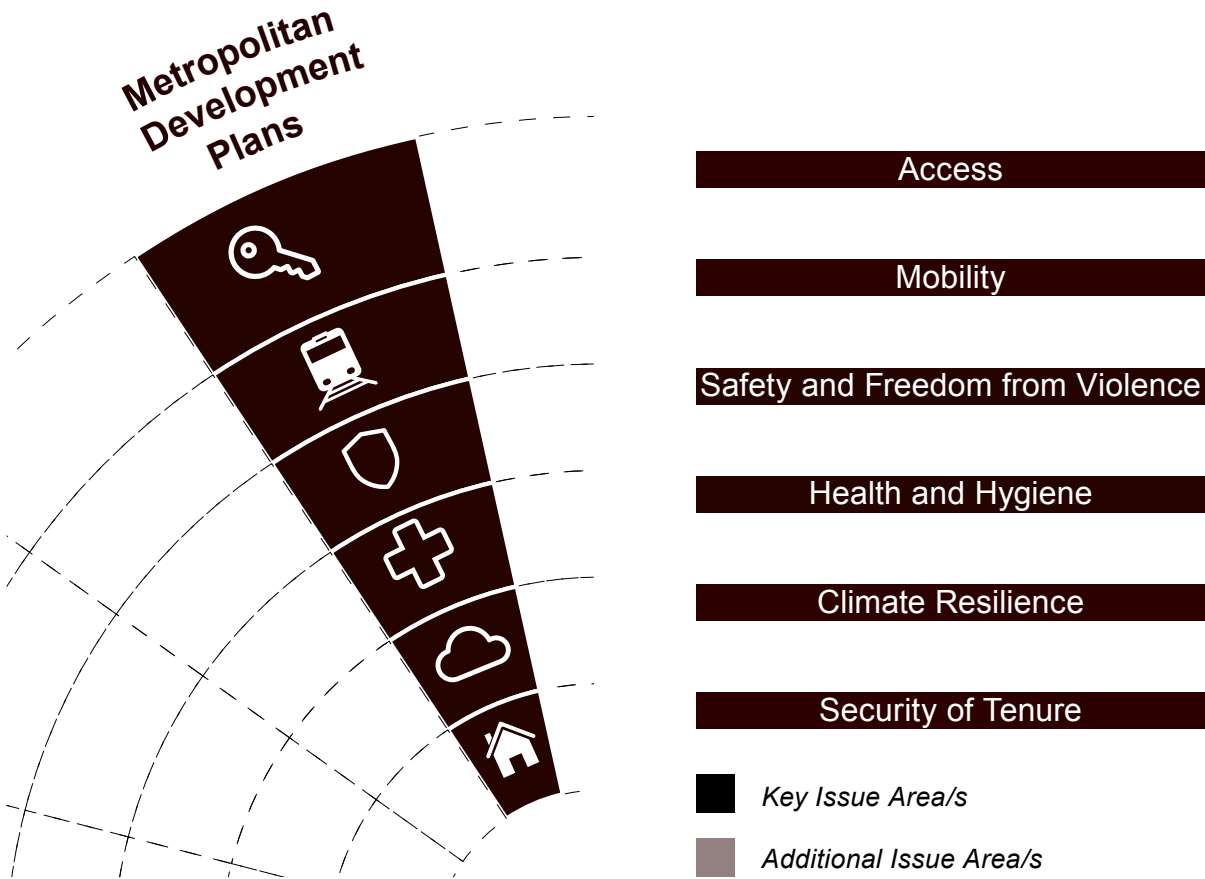
In 1994, Bulacan, Philippines created The Provincial Commission for Women through an executive order, making it the first commission of its kind to inform regional planning decisions with a gender lens. Comprised of local grassroots leaders, the Commission has led efforts to advocate for the participation of women in the development process as well as creating new service programs and resource facilities, such as the Marilao Special Education and Women's Center, which provides education and caregiving to local special needs children.

Source: *Gender Mainstreaming — UN-HABITAT, 2008b*

## RECOMMENDED PROCESS ACTIVITIES

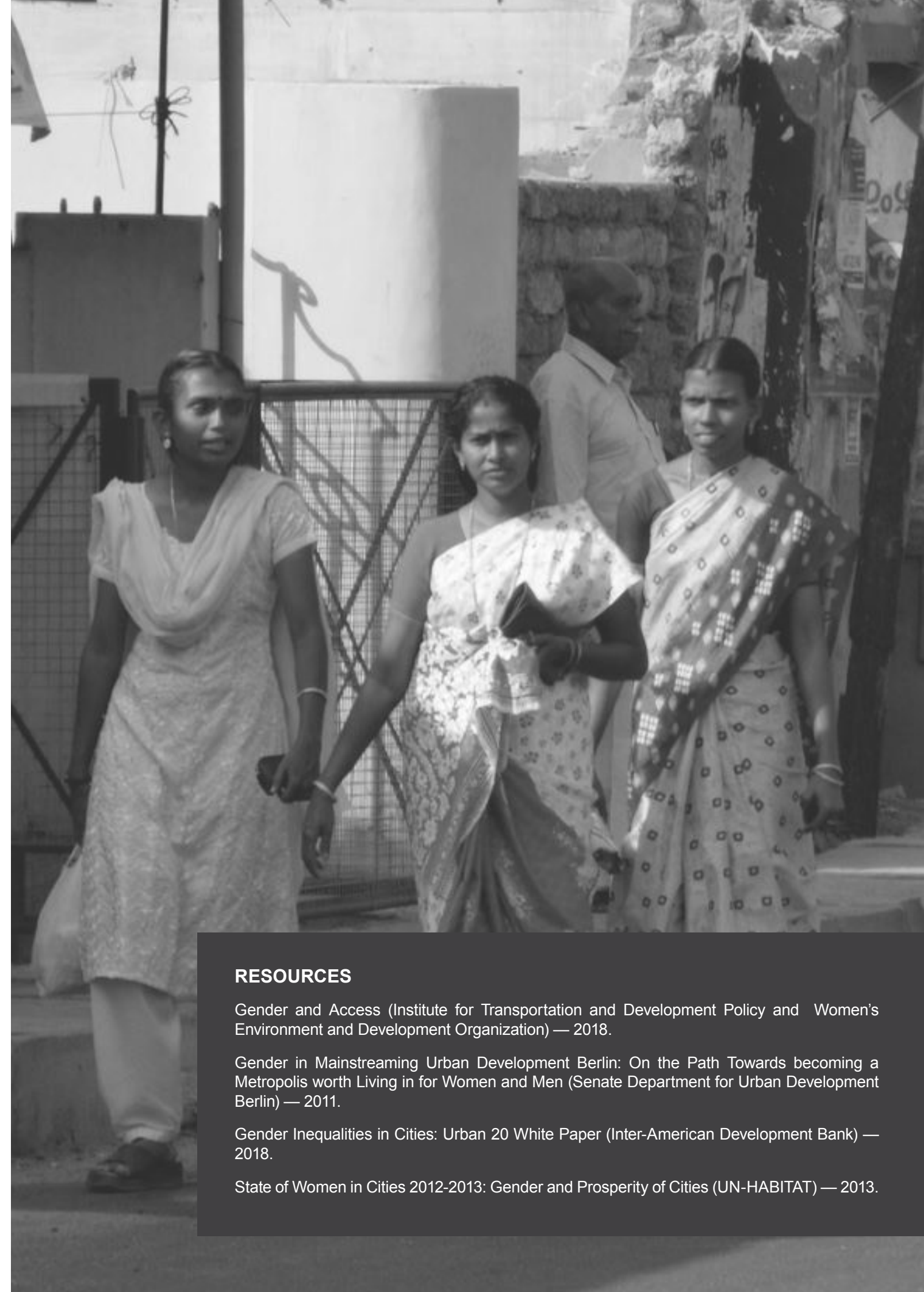


## ISSUE AREA WHEEL



#### 4.2.1 Planning Guidelines

- **Promote the development of multi-functional sub-centers (i.e. polycentric development)** so that people of all genders, regardless of their roles and responsibilities, can access basic goods and services within proximity to residential areas without making long trips into the main/core city.
- **Integrate transport and land use considerations** to reduce the number of neighborhoods or settlements with limited access to economic opportunities, services, or infrastructure within the metro region, thereby making it easier to balance care work with economic activity.
- **Promote the distribution of economic opportunities throughout the metro region** to enhance access to employment, reduce commutes, and avoid unsustainable, monocentric development, which can negatively impact the compatibility of care work with economic work as well as limit participation in the public realm.
- **Expand public transport systems to neighborhoods in peripheral areas of the metro region** to enhance inclusion and participation in public life for women, sexual and gender minorities, and people with disabilities, especially in cities where low-income areas are outside the main city.
- **Promote the creation or protection of a network of green, accessible, and safe public spaces throughout the metro region of various sizes and uses** to provide sufficient and convenient opportunities for recreation, play, and exercise, and to help mitigate the negative impacts of climate change and air pollution, which often burden women and girls, as primary caregivers, in particular.
- **Restore and rehabilitate contaminated waterways and water bodies** to reduce exposure to health risks, particularly for women and children who might spend more time in residential areas on the metro's periphery.



#### RESOURCES

Gender and Access (Institute for Transportation and Development Policy and Women's Environment and Development Organization) — 2018.

Gender in Mainstreaming Urban Development Berlin: On the Path Towards becoming a Metropolis worth Living in for Women and Men (Senate Department for Urban Development Berlin) — 2011.

Gender Inequalities in Cities: Urban 20 White Paper (Inter-American Development Bank) — 2018.

State of Women in Cities 2012-2013: Gender and Prosperity of Cities (UN-HABITAT) — 2013.



# Master Plans and Integrated Urban Development Plans

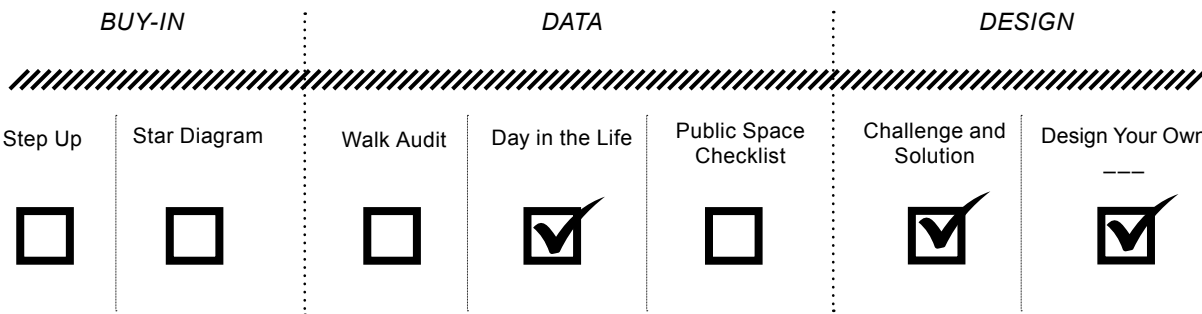
City Master Plans and Integrated Urban Development Plans provide a shared vision for the future of a city — guiding growth and development, creating connections between different land uses, and balancing sectoral and spatial development requirements with efficient and sustainable use of land and natural resources. Although they are two different planning tools with distinct planning processes and underlying ideologies, well-executed City Master Plans and Integrated Urban Development Plans both aim to improve spatial integration and connectivity, human security, and resilience. Guidelines for both types of plan are given here to cover the breadth of urban planning approaches used in different regions around the world. In both typologies, neighborhood density and mobility are key areas of concern for women and other primary caregivers balancing care work with income generation.

## CASE STUDY

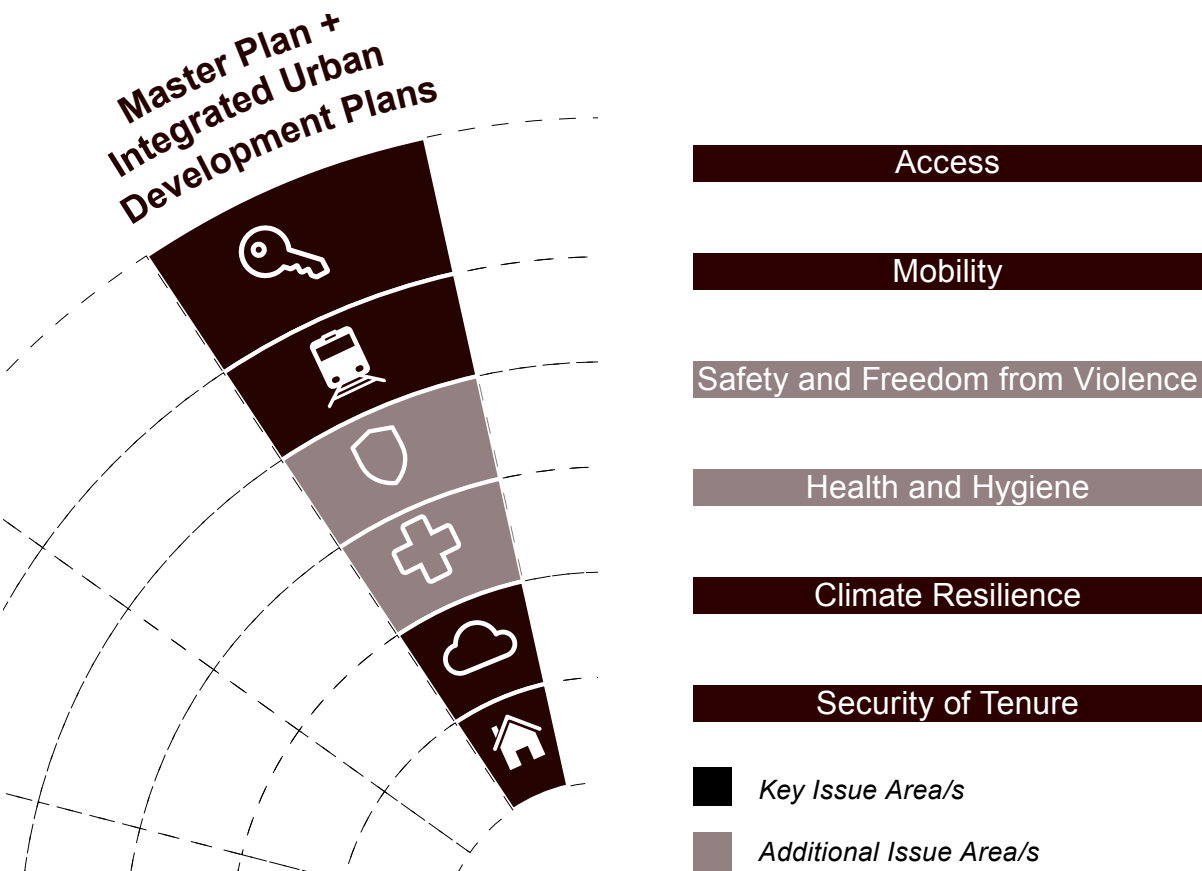
In Belén, Costa Rica, incorporating gender into master planning processes took a two-fold approach. First, staff and senior management within the municipality were required to attend capacity-building workshops with local women’s organizations to better understand the needs and perspectives of women. Second, a system of monitoring and evaluation was put in place to ensure municipal engagements met their gender inclusion goals and reached target beneficiaries to incorporate their needs and considerations into master plans and similar guiding documents.

Source: *Gender Mainstreaming — UN-HABITAT, 2008b*

## RECOMMENDED PROCESS ACTIVITIES

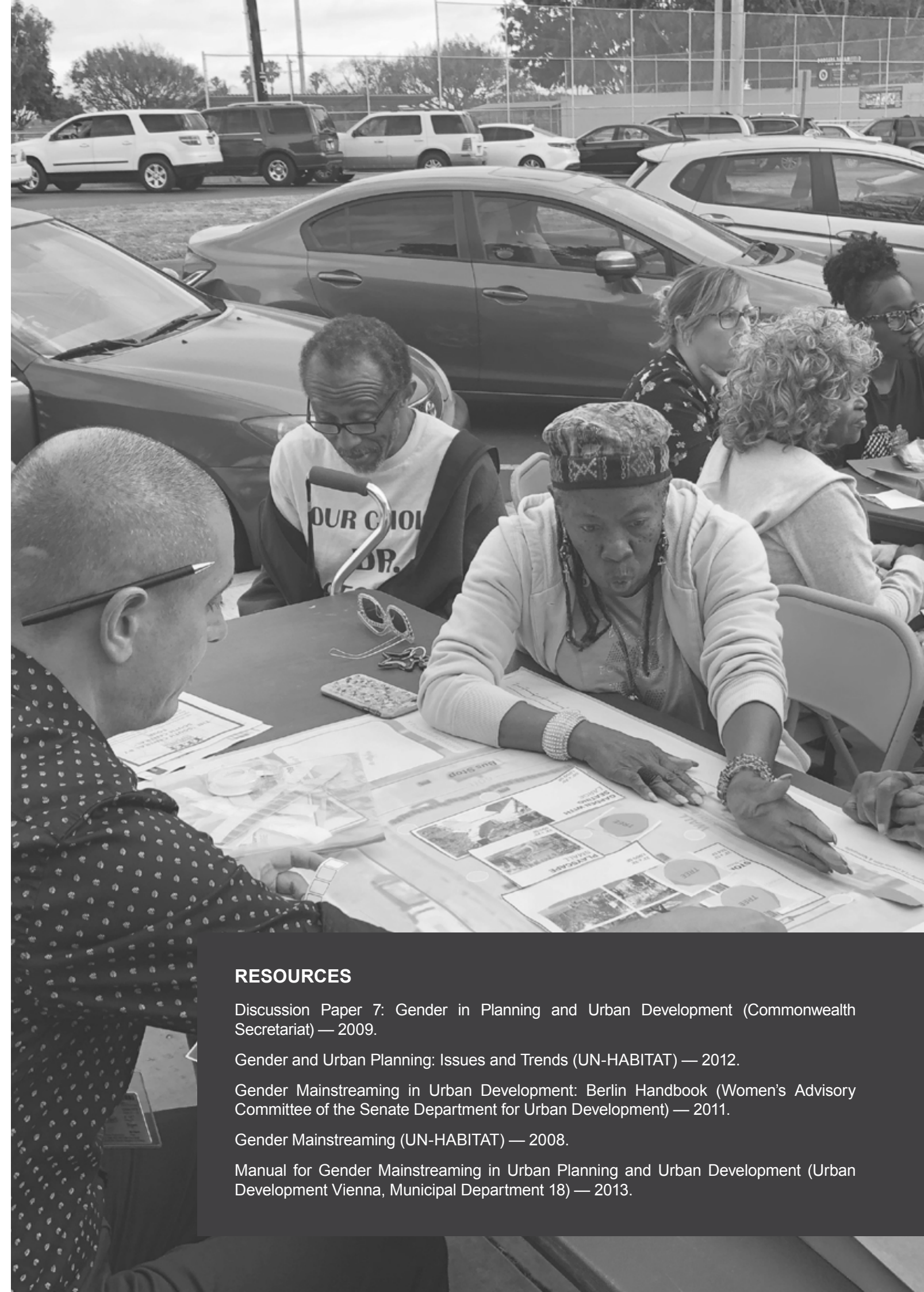


## ISSUE AREA WHEEL



#### 4.2.1 Planning Guidelines

- **Avoid following existing or inherited urban planning standards that fail to consider the needs of women and sexual and gender minorities** in order to prevent new plans from replicating inadequate or discriminatory models. In many former colonies, planning standards once introduced to segregate ethnic and racial groups are still applied today, impacting low-income women disproportionately by limiting their access to opportunities and services.
- **Prioritize the development of context-appropriate spatial strategies and minimum working standards** to ensure gender-inclusive urban development in diverse urban planning contexts. This applies particularly to former colonies, where planning standards introduced during colonial times conflict with today's urban realities of rapid population growth, high population density, and limited availability of urban land. Such standards need to be revised and adjusted to avoid displacement and provide access to public infrastructure and services in low-income and high-density settlements.
- **Stipulate the development of affordable, secure, and decent housing** with diverse, context-appropriate housing typologies and a range of tenure systems to accommodate various household types, lifestyles, and financial capacities.
- **Create high-density, mixed-use neighborhoods with short distances to key economic opportunities and social infrastructure and services** to facilitate the compatibility of gainful employment, supply of goods and services, and care work while reducing demand for vehicular transport.
- **Link industrial and local business areas and facilities** for easier access to and supply of everyday goods and services.
- **Provide adequate, context-specific infrastructure and basic services within convenient proximity of housing** to ensure ease of access for all residents. Depending on the context, a range of proximity (e.g. between 250 meters and 500 meters walking distance) should be determined and vetted with residents to ensure services are conveniently located. Further details can be found in the Housing section of the Project Guidelines within this handbook.
- **Integrate an inclusive, convenient, safe, active, accessible, affordable, transit-oriented, and multi-modal transportation system** into the plan to enhance access, economic opportunity, social inclusion, and the combination of caregiving and economic activity for women, girls, and sexual and gender minorities, especially those with disabilities or without cars. Such transportation systems also avoid segregation of low-income neighborhoods and promote general connectivity and inclusion for all.
- **Restore and rehabilitate contaminated waterways and water bodies** to reduce exposure to health risks that burden women, as primary caregivers, in particular.



#### RESOURCES

Discussion Paper 7: Gender in Planning and Urban Development (Commonwealth Secretariat) — 2009.

Gender and Urban Planning: Issues and Trends (UN-HABITAT) — 2012.

Gender Mainstreaming in Urban Development: Berlin Handbook (Women's Advisory Committee of the Senate Department for Urban Development) — 2011.

Gender Mainstreaming (UN-HABITAT) — 2008.

Manual for Gender Mainstreaming in Urban Planning and Urban Development (Urban Development Vienna, Municipal Department 18) — 2013.



# City Mobility and Transportation Plans

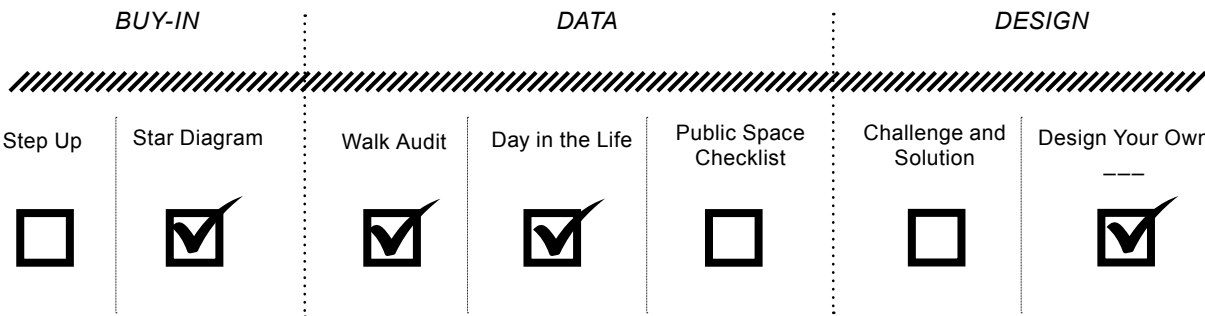
City Mobility and Transportation Plans guide the development of municipal transportation infrastructure, with the aim of promoting the efficient, sustainable, and equitable movement of people and goods. Mobility and Transportation Plans set forth street designations and hierarchies as well as locating transit, bicycle, and pedestrian infrastructure. In addition to improving quality of life, mobility and transportation plans often aim to address air and noise pollution, greenhouse gas emissions, and energy consumption. Often, gendered concerns around care-related travel, accessing basic services, and time poverty as a result of inefficient travel are systematically underrepresented in transportation statistics (ITDP, 2018). Additionally, the location of new rail and road corridors without sufficient community input can lead to informal neighborhoods being displaced or resettled, disproportionately impacting women, children, and people with disabilities.

### CASE STUDY

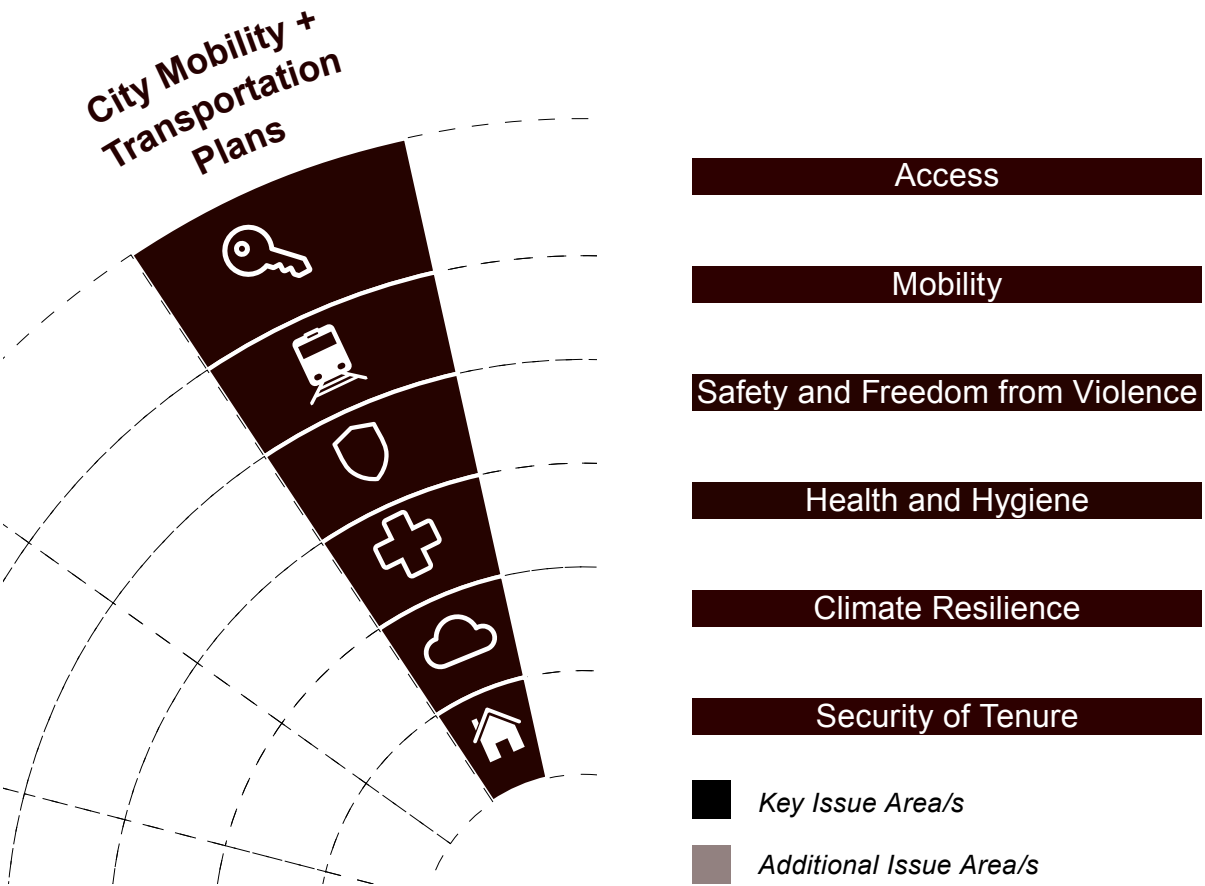
In 2013, in an effort to create a more equitable public transportation system, Transport for London (TfL) undertook an initiative focusing on gender gaps in five categories: accessibility, safety and security, affordability, information, and employment. Through speaking with 140 different women’s groups, TfL drafted an action plan and a four-year initiative called Action on Equality. The initiative took forward suggestions such as accessible bus stops, more legible maps, improved lighting at bus stops, a diverse transportation workforce, priority seating for women and the elderly, and real-time schedule information on buses.

Sources: TFL, 2016

### RECOMMENDED PROCESS ACTIVITIES

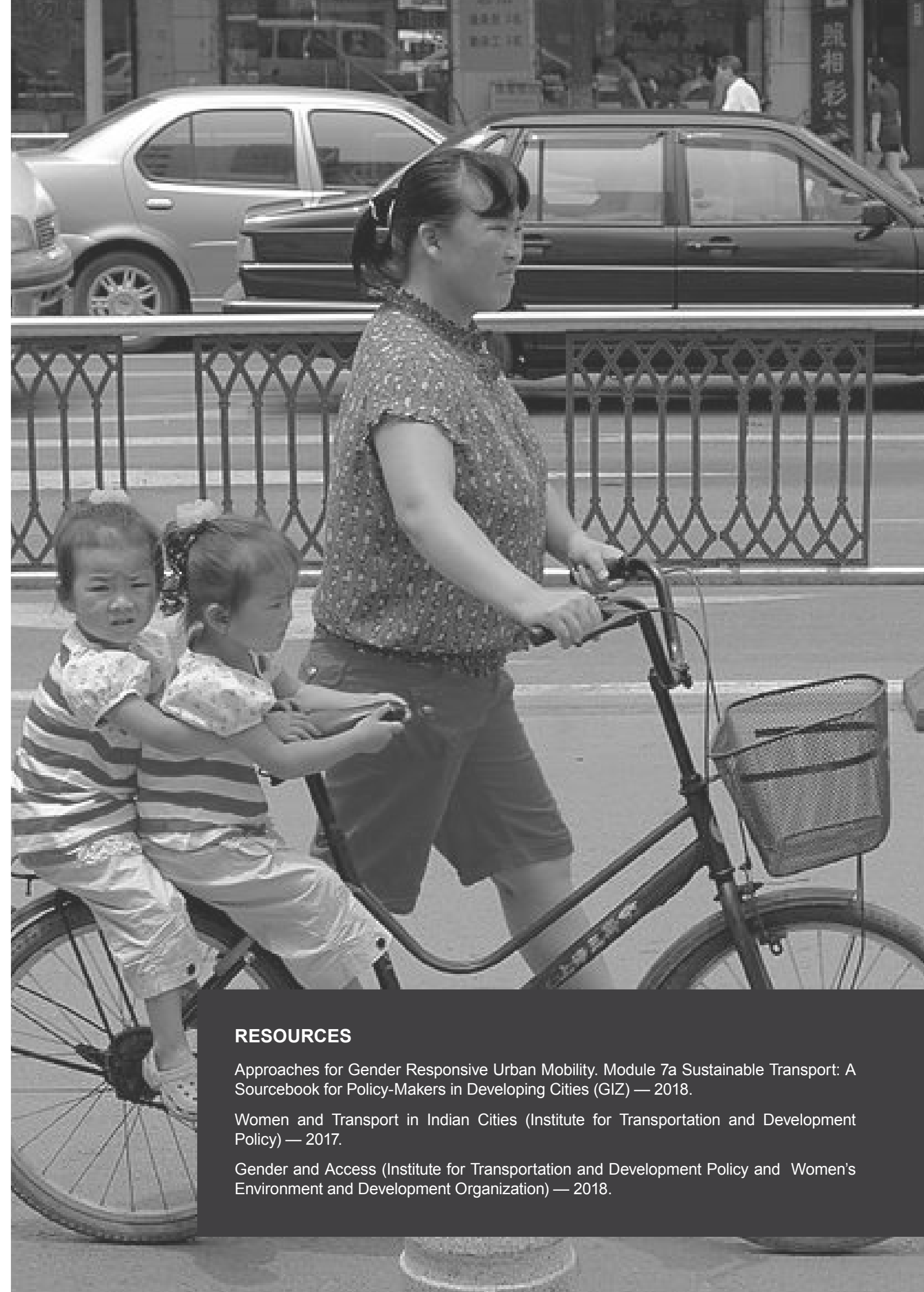


### ISSUE AREA WHEEL



#### 4.2.1 Planning Guidelines

- **Provide flexible, affordable, convenient, accessible, safe, multi-modal transportation options that respond to gendered behaviors**, such as trip-chaining, reliance on walking or public transit, and making “non wage-earning” trips for leisure and reproductive work.
- **Locate transport nodes within a 500 meters of each other and of housing, services, and workplaces**, to the extent feasible, to promote connectivity for all transportation users and especially those making multipurpose trips.
- **Promote the concept of a polycentric “city of short distances”** with mixed-use development, decentralized services, and comprehensive transportation services to allow for the efficient combination of work, family errands, caregiving trips, and shopping.
- **Prioritize the implementation of affordable housing in areas with accessibility to rapid transit (or reliable transit where rapid transit doesn’t exist)**. Social housing developments should be located within a 500 meter walk from a rapid transit stop/station to avoid isolation and segregation.
- **Plan new rail and road corridors with cognizance of varying land statuses and income brackets** and enable appropriate, pro-poor, and consultative re-housing and re-settlement where required.
- **Implement measures to slow vehicular traffic**, such reduced vehicle lanes (road diets), raised crosswalks, and increased lane width for bicycles and public transit to improve road safety for all users, especially women and sexual and gender minorities with reduced mobility or young children.
- **Create pedestrian infrastructure and sidewalks that are sufficiently wide, adequately paved, and free from parked cars** to allow for safe passage for pedestrians (ideally these should be a minimum of 2 meters in width). Infrastructure such as bollards can create separation to protect people on the sidewalk from vehicular traffic.
- **Increase the frequency and reliability of transit services, particularly at night and on weekends**, to reduce waiting times and provide convenient, safe service outside of traditional commuting hours. Include and advertize CCTV on buses or in stations where appropriate.
- **Provide reduced or free school transportation services** to increase access to educational opportunities for children of all genders and incomes, especially those in single-mother families.
- **Provide adequate public lighting to increase visibility at night**, particularly around bus stops, creating safer public spaces and pedestrian and biking infrastructure for women and sexual and gender minorities. Upgrade all lighting to LED.



#### RESOURCES

Approaches for Gender Responsive Urban Mobility. Module 7a Sustainable Transport: A Sourcebook for Policy-Makers in Developing Cities (GIZ) — 2018.

Women and Transport in Indian Cities (Institute for Transportation and Development Policy) — 2017.

Gender and Access (Institute for Transportation and Development Policy and Women’s Environment and Development Organization) — 2018.



# Neighborhood Development Plans

Neighborhood Development Plans are local, neighborhood-scale plans that lay out guidelines on issues as diverse as land use and development, housing, local economic development, environmental development and protection, community services development, and local private and public transport development requirements. Typically more detailed than City Master Plans or Integrated Urban Development Plans, Neighborhood Development Plans can define housing typologies, propose housing layouts, suggest building materials to use, set out size of plots, and define design requirements for private and public open space, as well as transport, social and public infrastructure, and other amenities. Since this type of plan begins to define the feel and function of housing, public and civic spaces, and streetscapes, consulting women, girls, and sexual and gender minorities of all ages and abilities on how they wish to use these spaces is essential. Neighborhood Development Plans do not encompass neighborhood upgrading, which is discussed in the following section.

### CASE STUDY

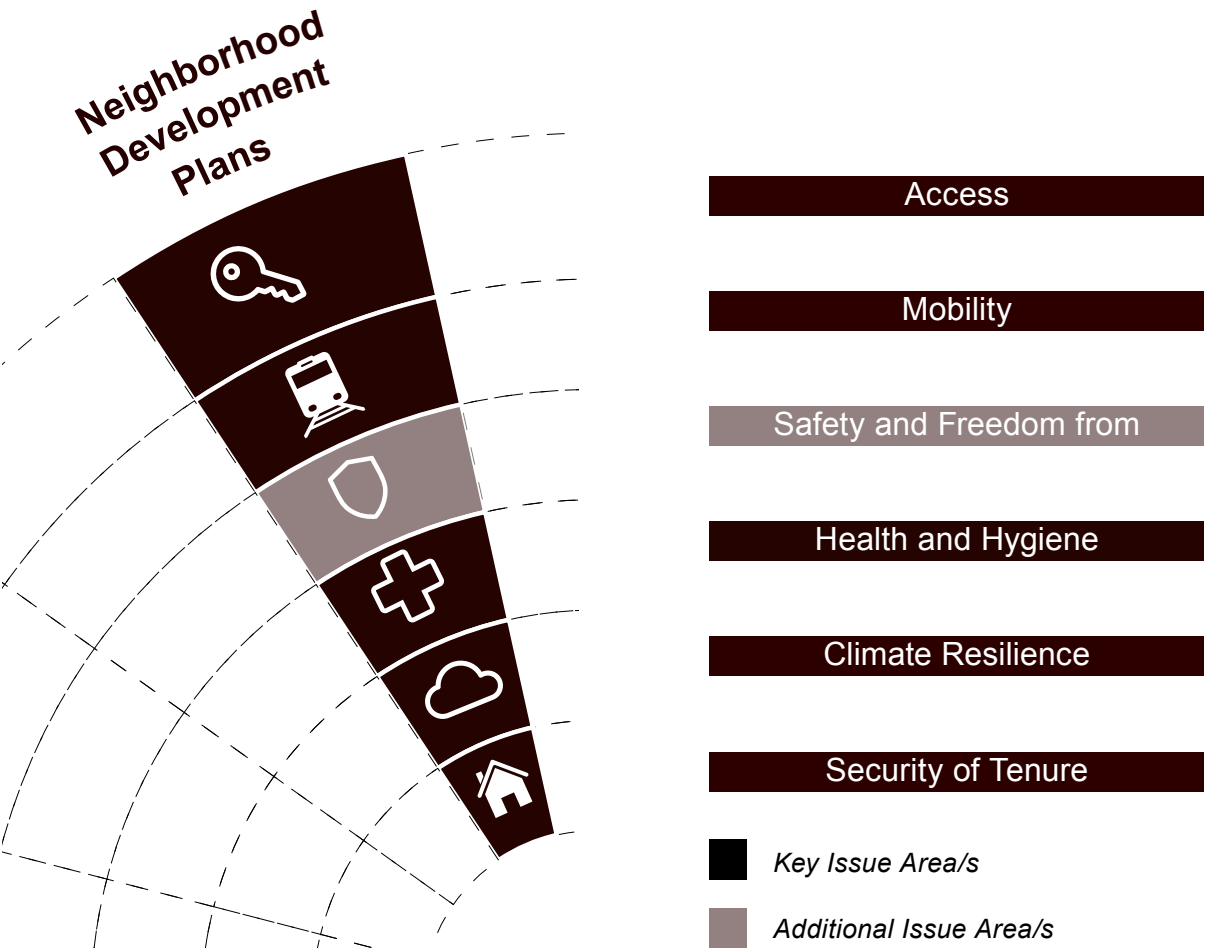
In India, the Women Resource Zone (WRZ) approach is a model for incorporating women’s needs and rights into local neighborhood plans. In the village of Shivpuri, a network of organizations and land rights advocates led to the creation of a WRZ to delineate a neighborhood-level district aimed at deploying special measures and policies to include women in infrastructural development. Shivpuri’s WRZ led to the creation of a Women’s Assistance Center, spaces for economic production of commodities such as ghee, and spaces dedicated to reforestation and the growth of natural resources.

Source: SAFP, 2013

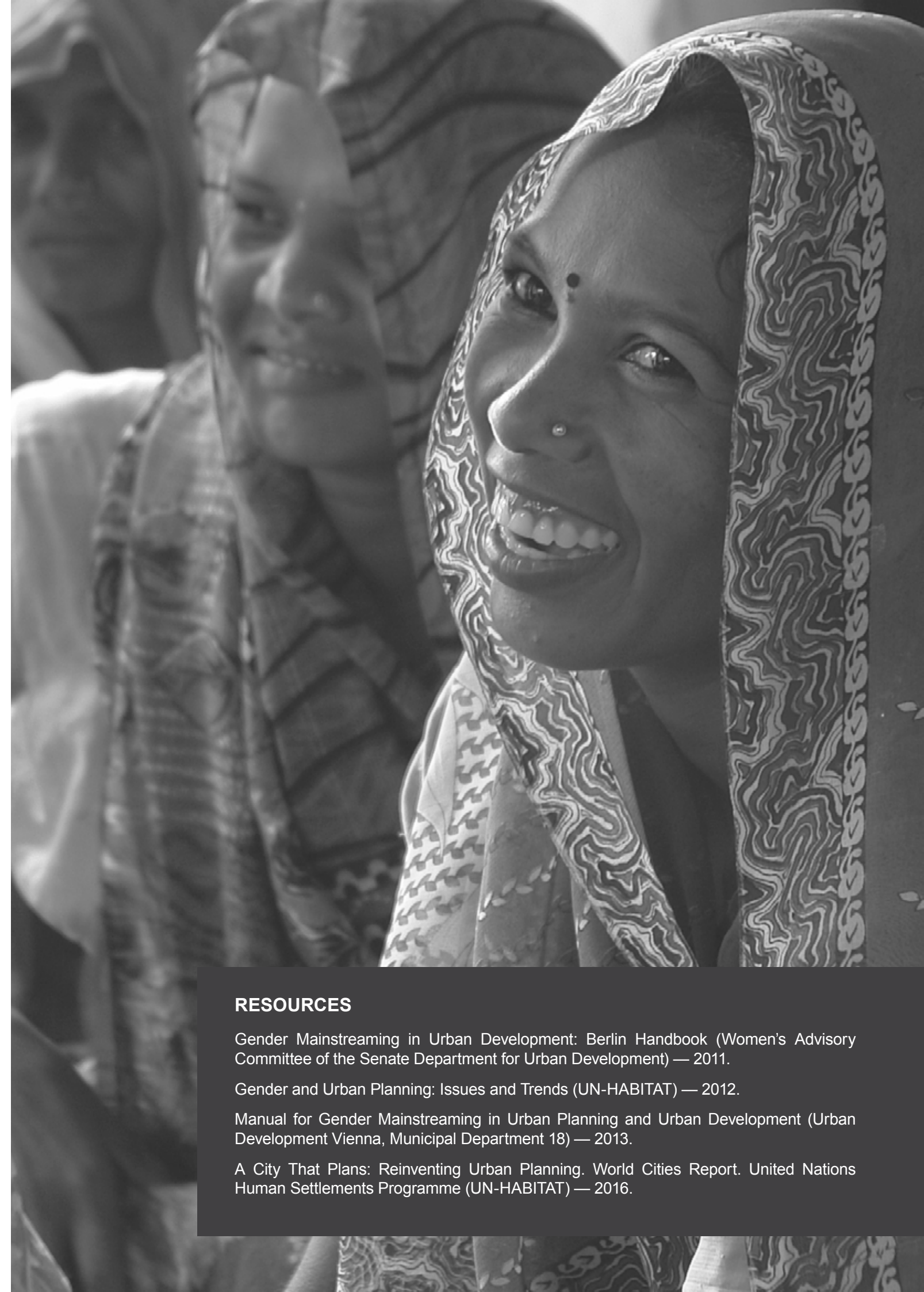
### RECOMMENDED PROCESS ACTIVITIES

BUY-IN			DATA			DESIGN	
Step Up	Star Diagram		Walk Audit	Day in the Life	Public Space Checklist	Challenge and Solution	Design Your Own
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### ISSUE AREA WHEEL



- **Create high-density and mixed-use neighborhoods with short distances to key social services, public infrastructure, transit, and economic opportunity** to facilitate the compatibility of gainful employment, supply of goods and services, and care work. Design spaces for economic opportunity and income generation close to housing developments in order to give caregivers access to income-generating opportunities.
- **Plan for small neighborhood centers where public spaces are combined with key public and social services as well as supply of basic goods** to improve access, provide opportunities for participation in the public realm, and promote social cohesion to increase safety for women and sexual and gender minorities.
- **Plan for active and public transportation** to improve access to economic and educational opportunities and enhance the compatibility of gainful employment, supply of goods and services, and caregiving. This could feature a robust network of sidewalks, dedicated cycling lanes, and rapid transit developed in conjunction with women and sexual and gender minorities of all ages and abilities. Further details can be found in the Project Guidelines on (i) Public Transport, Mobility Infrastructure, and Road Safety and (ii) Streetscapes within this handbook.
- **Plan for diverse housing typologies, tenure systems, and layouts** to ensure people with different lifestyles, household setups, and financial capacities have equitable access to quality housing.
- **Plan the number of storeys of residential developments** to enable visibility of public, open spaces for play and leisure, which can enhance safety and security.
- **Balance private and communal open spaces** for everyday tasks, children's play, and leisure to stimulate exchange and contact between neighbors and enhance social cohesion and security within the neighborhood.
- **Create a broad mix of green spaces (including pocket parks, plazas, and regional parks) within close proximity of residential areas** to provide opportunities for play, recreation and exercise; promote exchanges between diverse user groups; and mitigate the negative impacts of climate change and air pollution which put particular burdens on women and other primary caregivers. Further details can be found in the Public Space section of the Project Guidelines within this handbook.
- **Design a network of plazas** to provide civic spaces for recreational and social interaction. Plazas can contain seating, public art, and areas for relaxation or interaction, and should be designed to cater to a diverse set of user groups.
- **Provide adequate, context-specific infrastructure and basic services for all groups of society within convenient proximity to their homes** to facilitate access and enhance compatibility of caregiving responsibilities with other tasks and roles.



## RESOURCES

Gender Mainstreaming in Urban Development: Berlin Handbook (Women's Advisory Committee of the Senate Department for Urban Development) — 2011.

Gender and Urban Planning: Issues and Trends (UN-HABITAT) — 2012.

Manual for Gender Mainstreaming in Urban Planning and Urban Development (Urban Development Vienna, Municipal Department 18) — 2013.

A City That Plans: Reinventing Urban Planning. World Cities Report. United Nations Human Settlements Programme (UN-HABITAT) — 2016.



# Informal Neighborhood Upgrading Plans

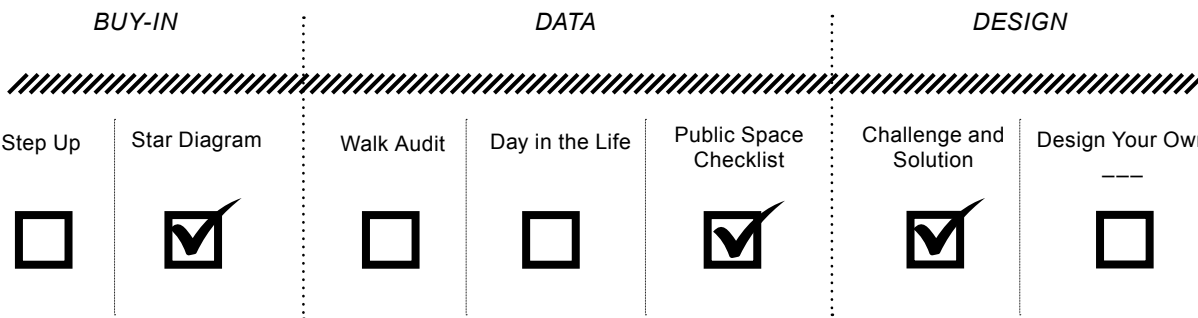
Neighborhood upgrading is a comprehensive planning process that aims to gradually improve, formalize, and incorporate informal urban settlements or “slums” into formal cities. Well-executed upgrading plans will pave the way to increased and formalized access to land, employment, and citizenship; improved access to and quality of essential infrastructure, amenities, and economic, social, institutional, and community services; and environmental sustainability and community resilience. Within informal settlements, women, girls, and sexual and gender minorities of all ages and abilities are at a particular disadvantage, often facing insecure tenure, violence, poverty, severe hygiene and health challenges, and lack of agency in public life. As such it is crucial to center the priorities of these groups and work to overcome the basic challenges that disproportionately burden them — without negatively impacting the existing social networks or economic activities that may sustain them.

### CASE STUDY

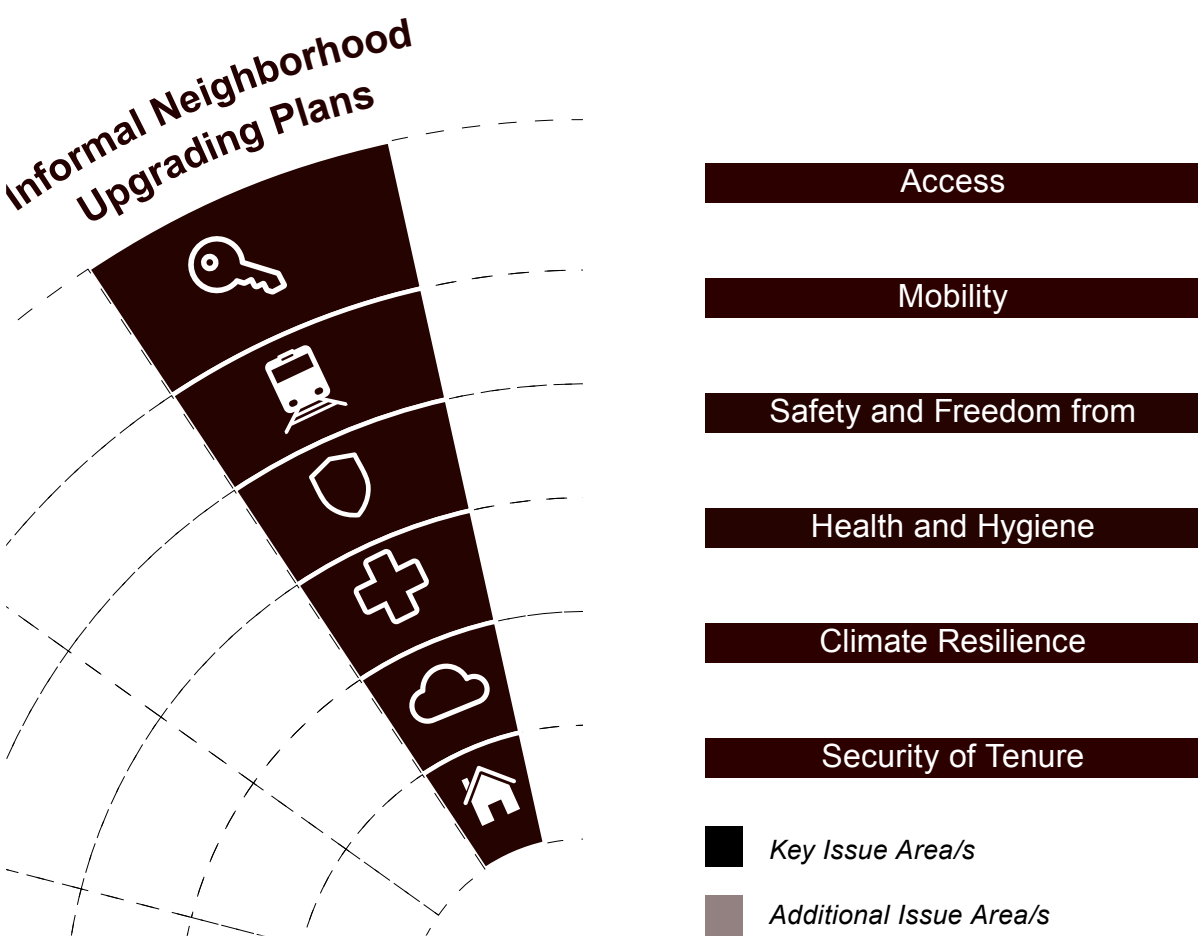
The Caracas Slum Upgrading Project (CAMEBA) sought to improve the quality of life in various neighborhoods in Caracas, Venezuela through community-driven, sustainable, and replicable infrastructure improvements. Projects focused on improving pedestrian access, water distribution, sanitation, housing and other basic services. Broad outreach was conducted to ensure women’s participation. Successful outreach led to women making up the majority of meeting participants and developing proposals for the projects. Women supervised the projects, ensuring efficiency and effectiveness. Women’s participation and leadership improved household livelihoods and led to women claiming a more equal voice in household decision-making.

Source: Alemán, 2009

## RECOMMENDED PROCESS ACTIVITIES

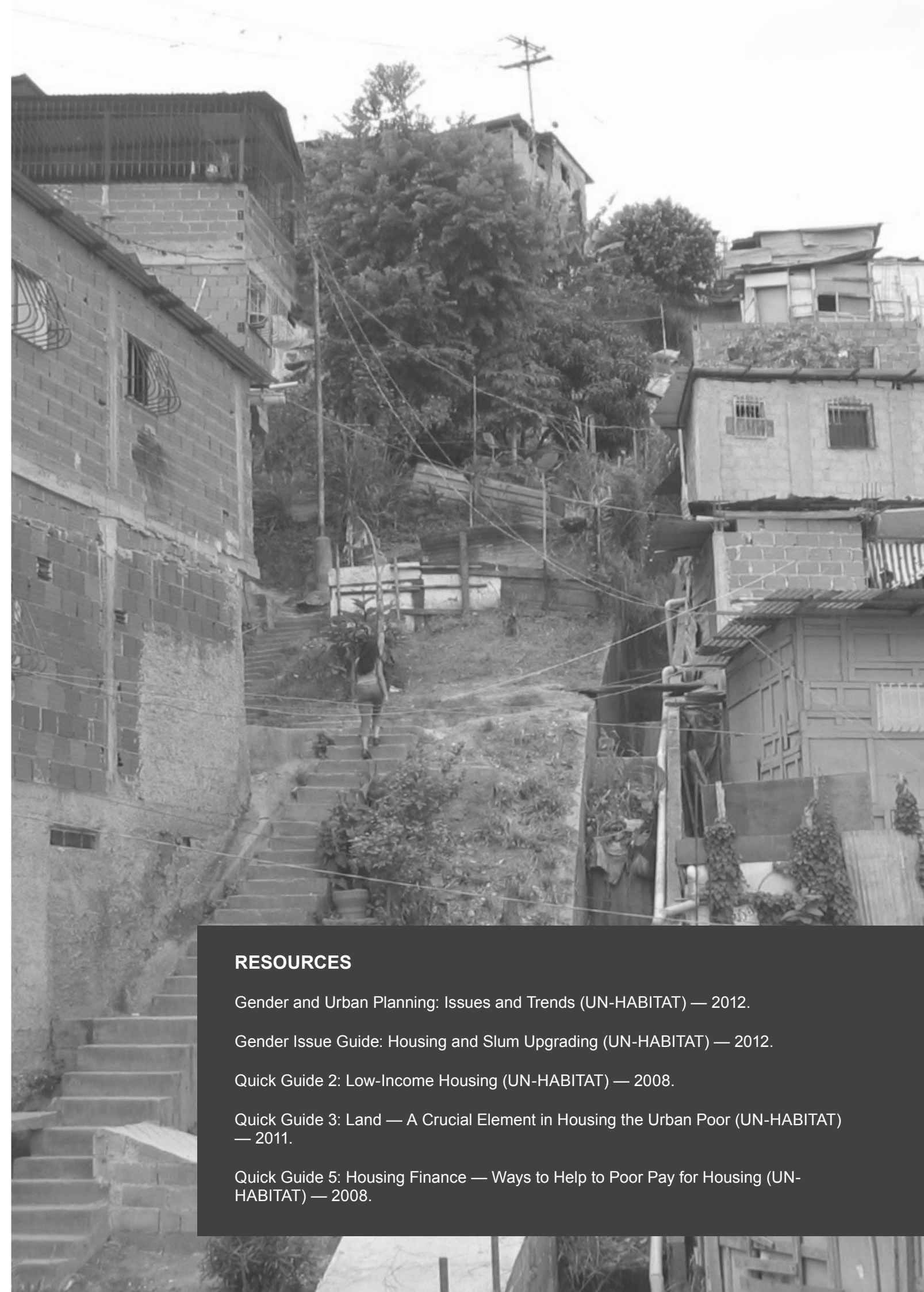


## ISSUE AREA WHEEL



#### 4.2.1 Planning Guidelines

- **Consider interdependencies with surrounding formal areas, especially economic interdependencies and their gendered aspects.** Proximity to earning opportunities is one of the main factors influencing where informal settlements are located and is an essential consideration for women balancing reproductive and productive roles.
- **Avoid relocations,** which tend to break up communities and destroy the social networks women depend on to balance paid and care work. Relocation sites tend to be located where land is available but public services and infrastructure have not yet been developed, reducing access to economic opportunities while increasing transportation costs to reach goods, public services, and infrastructure.
- **Improve access to economic opportunity** by planning for improved and safer footpaths and locating public transportation nodes within or in immediate proximity of low-income settlements.
- **Prioritize upgrading buildings and amenities that facilitate and institutionalize informal economic activities,** for example by improving access to and affordability of water, sanitation, energy, and other basic services so that informal businesses can run smoothly and profitably.
- **Identify and ratify minimum working standards to secure basic levels of health and safety for all inhabitants, especially women and sexual and gender minorities of all ages and abilities,** and to reconcile caregiving and economic activities within immediate proximity of potential new housing developments.
- **Prioritize mixed-use zoning (residential and commercial) in low-income settlements** to promote home-based and other informal economic activity and to improve access to essential services and amenities.
- **Limit land consumption, use land more efficiently, and plan for higher densities** to reduce per-unit costs and allow for more efficient and affordable basic services, promoting long-term sustainability.
- **Plan for active transportation such as walking and cycling, and affordable, transit-oriented transport systems** to improve access to services, amenities, and economic and educational opportunities.
- **Plan for inclusive, extensive, and safe networks of public spaces** of various sizes and uses to promote full participation in public life for all genders. Further details can be found in the Public Space section of the Project Guidelines within this handbook.
- **Integrate Neighborhood Upgrading Plans into City Master Plans and Integrated Urban Development Plans** to enhance their potential for implementation and to avoid isolation or segregation of the settlement from the wider city, which disproportionately affects women's economic and social well-being.



#### RESOURCES

Gender and Urban Planning: Issues and Trends (UN-HABITAT) — 2012.

Gender Issue Guide: Housing and Slum Upgrading (UN-HABITAT) — 2012.

Quick Guide 2: Low-Income Housing (UN-HABITAT) — 2008.

Quick Guide 3: Land — A Crucial Element in Housing the Urban Poor (UN-HABITAT) — 2011.

Quick Guide 5: Housing Finance — Ways to Help to Poor Pay for Housing (UN-HABITAT) — 2008.



# City Climate Action Plans

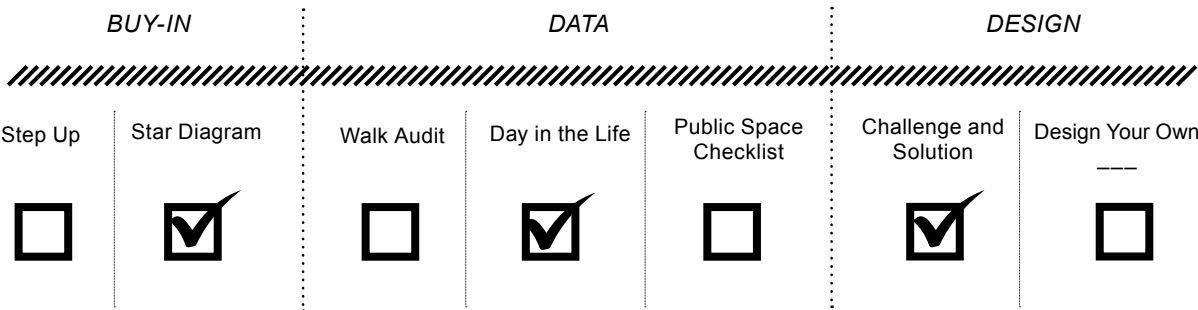
Climate Action Plans aim to mainstream climate resilience as a key objective of urban planning while complementing a city’s broader socioeconomic and environmental goals. They can be standalone plans or incorporated into existing Master Plans, Integrated Urban Development Plans, or Municipal Plans. A Climate Action Plan typically includes both adaptation and mitigation measures, as well as strategies for monitoring, evaluation, communication, and public education. Like gender, climate is a cross-cutting issue that can touch on every aspect of daily life and the built environment. As such, a good Climate Action Plan will span several strategic areas and consider the complex interactions between physical, economic, and social vulnerability to address the disproportionate climate risk and stress that women, girls, and sexual and gender minorities face.

## CASE STUDY

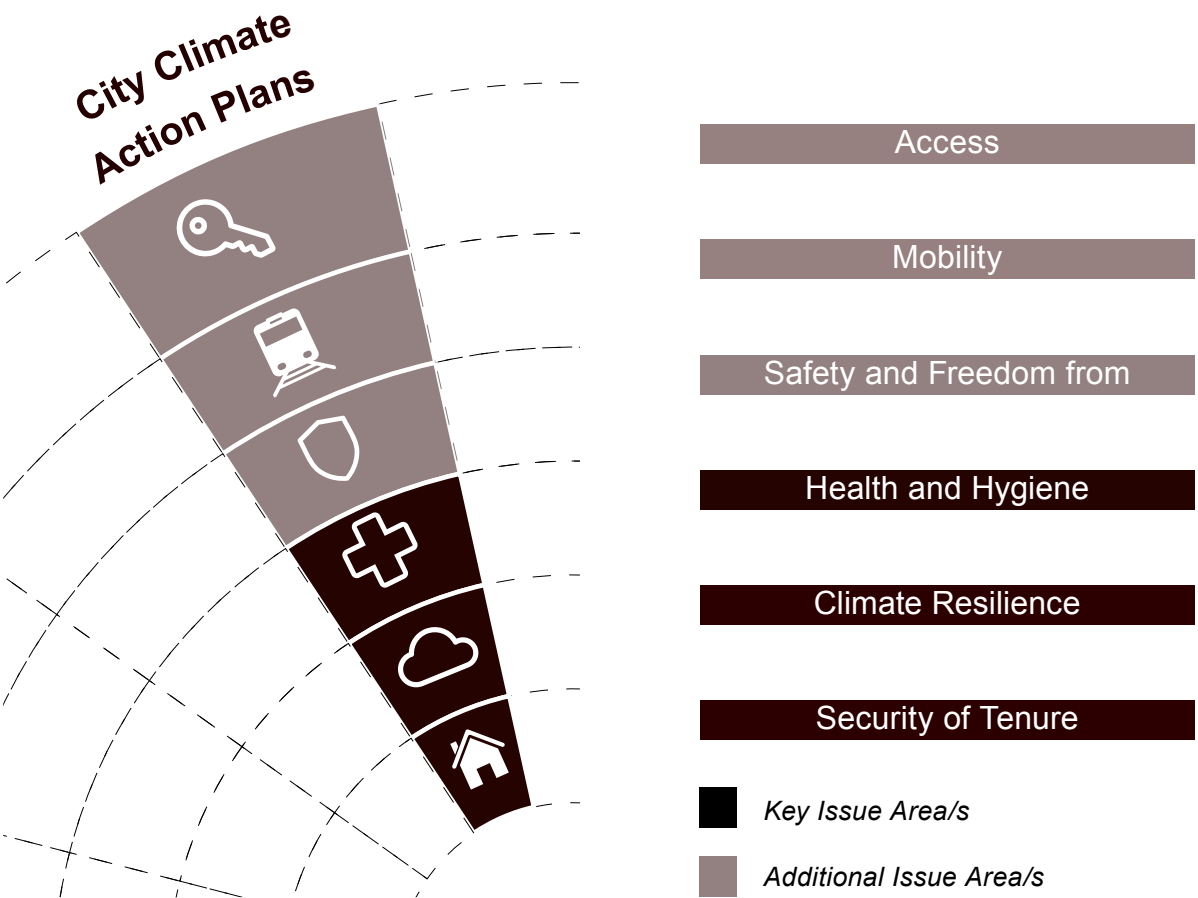
Initiated by the C40, a global network of 94 cities committed to addressing climate change, the Women4Climate conference aims to provide mentorship and resources to new leaders in climate action and highlight the key role women play in championing climate action in cities. The group’s network of female mayors and climate action leaders has taken part in such city-led projects as the London Sustainable Development Commission’s initiative to attract more women to local “cleantech” industries. The women have also provided guidance on active transportation data sourcing options for Barcelona’s 2016 Plan for Gender Justice.

Source: Women4Climate, 2019

## RECOMMENDED PROCESS ACTIVITIES



## ISSUE AREA WHEEL



#### 4.2.1 Planning Guidelines

- **Promote the greening of existing and new infrastructures and buildings** such as facades, rooftops, roads, and walls (vertical gardening) to reduce heat island effects and combat air pollution — risks that disproportionately burden children, women, and other primary caregivers.
- **Promote low-carbon and renewable energy sources to women, girls, and sexual and gender minorities through awareness activities and projects** in order to promote cleaner cooking and more efficient energy consumption in the household.
- **Plan for adequate settlement densities with sufficient green and blue spaces** to limit heat island effects and promote safer water management, an issue that disproportionately affects hygiene and health for women, girls, and people with disabilities.
- **Integrate social and economic strategies into climate resilience planning**, for example by promoting rainwater harvesting as a flood adaptation strategy and basic resource for women and girls, who are usually the primary water-fetchers.
- **Promote urban agriculture** to adapt to increasing extreme weather events such as drought, reducing the risk of food insecurity for low-income and female-headed households, among others.
- **Improve solid waste management, especially in informal settlements, to reduce pollution, flooding, and toxic emissions** in order to reduce the health, hygiene, and caregiving burdens for women, girls, and people with disabilities.
- **Promote safe, convenient, and affordable public transport and active transportation, such as cycling and walking**, to reduce greenhouse gas emissions and heat island effects while better catering to the complex transportation needs of women, girls, and sexual and gender minorities.
- **Mix physical flood protection infrastructure and social resilience support**, especially in informal settlements, where low-income, women-headed households tend to be located in the most affordable but flood-prone areas.
- **Incorporate educational and skill-building opportunities for women and sexual and gender minorities of all ages and abilities into climate action plan implementation**, for example by training them in green infrastructure construction techniques. This will improve social and economic inclusion as well as promoting ownership over new infrastructures, helping support maintenance and sustainability.



#### RESOURCES

Gender, Cities, and Climate Change: Thematic Report Prepared for Cities and Climate Change (UN-HABITAT) — 2011.

Gender and Urban Change (International Institute for Environment and Development) — 2013.

Gender and Urban Climate Policy: Gender-Sensitive Policies Make a Difference (UN-HABITAT) — 2015.

Gender and the Environment (Swedish International Development Cooperation Agency) — 2016.

Social and Gender Inequalities in Environment and Health (World Health Organization, Regional Office for Europe) — 2010.



# Disaster Risk Management

Disaster Risk Management (DRM) plans involve the development and application of disaster risk reduction and response strategies to prevent, reduce, manage, and cope with disaster risk in order to promote resilience, sustainability, and prosperity for all. A cross-sectoral, holistic approach is critical to evaluating and preparing for the complex nature of disaster risks — and this must be rooted in a commitment to social inclusion and gender equity. Evidence shows that when DRM efforts take into account the differences in socio-cultural roles, norms, and values around gender, the preparedness of the entire community is strengthened, and the number of injuries and deaths resulting from disaster can be significantly reduced. Moreover, women, girls, and sexual and gender minorities face significant additional risks such as increased gender-based violence following disaster, which must be incorporated into DRM planning.

### CASE STUDY

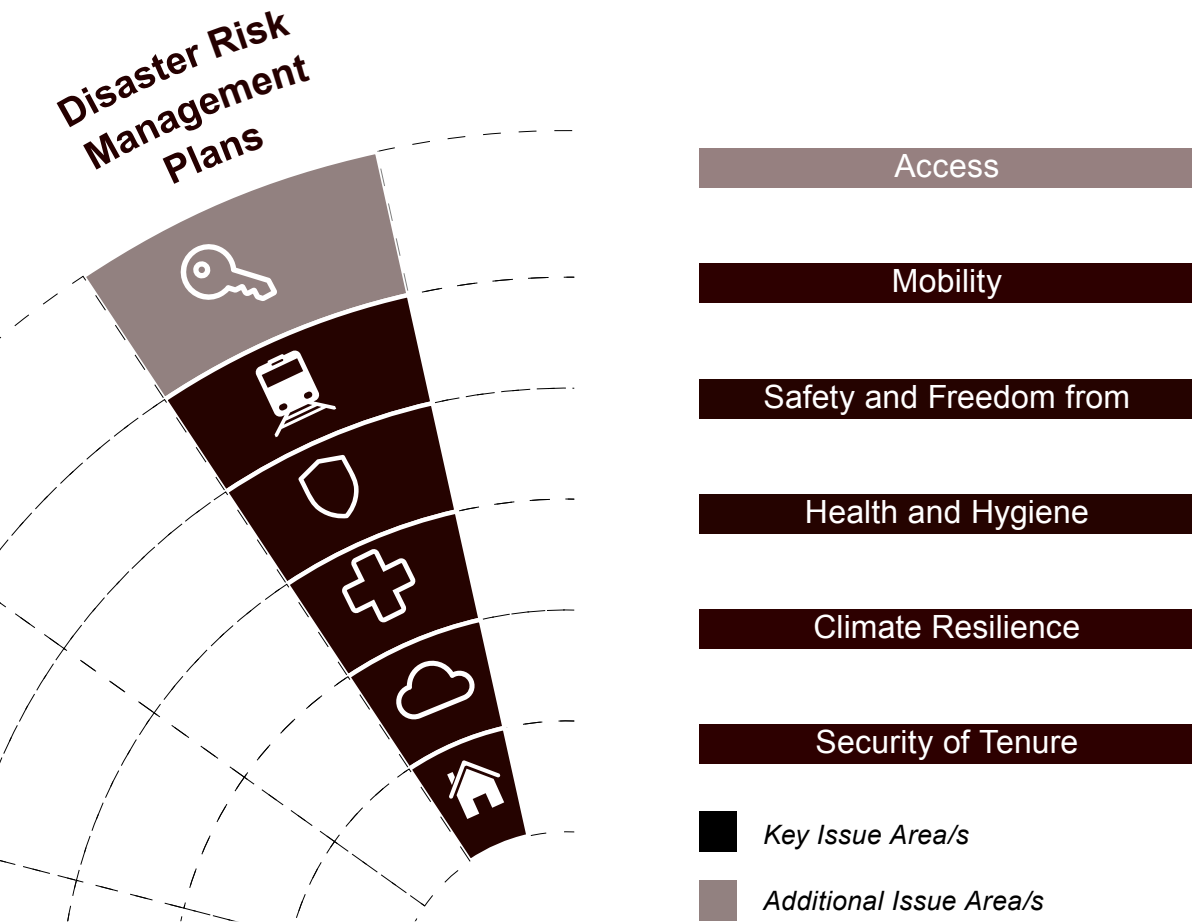
Despite their disproportionately gendered risks, disasters can sometimes create opportunities for women to play roles and enter spaces denied to them under normal circumstances. Following the 1999 Marmara Earthquake in Turkey, which killed more than 17,000 people, the nonprofit FWSS established Women and Children's Centers to support women and increase the visibility of their crucial role in disaster recovery and reconstruction. Initially established in tents before moving to temporary housing settlements, the Centers provided a place for women to meet, learn skills, start individual and collective businesses, and access child care and information about reconstruction efforts.

Sources: Asia News Network, 2016; KEDV, 2019; Pournik et al., 2012

### RECOMMENDED PROCESS ACTIVITIES

BUY-IN		DATA		DESIGN		
Step Up	Star Diagram	Walk Audit	Day in the Life	Public Space Checklist	Challenge and Solution	Design Your Own
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### ISSUE AREA WHEEL



- **Ensure developmental considerations for gender equity are well-represented in the mitigation and preparedness phases of the disaster management cycle** to enable long term and development-oriented recovery actions.
- **Integrate gender equity and the empowerment of women, girls, and sexual and gender minorities of all ages and abilities in Recovery Frameworks**, sector-based recovery plans, and monitoring and evaluation frameworks for equitable resource allocation and needs prioritization.
- **Integrate reduction of gender-based violence into DRM policies and plans** at all stages, including preparedness, post-disaster response, and recovery.
- **Enable community-public partnerships for inclusive DRM** to build technical capacity and political will for practical, collaborative initiatives, enabling DRM Agencies to partner with grassroots, women and minority-led community organizations.
- **Establish specific safety standards in recovery shelters**, such as adequate lighting and provisions for privacy, as well as standards for reporting GBV.
- **Establish safe, accessible comunal spaces in recovery zones for women, girls, and sexual and gender minorities**. These spaces can be a venue for private breastfeeding, participation in counseling sessions, connection with targeted disaster response service providers, and engagement in skill-building.
- **Register land and housing built during recovery processes in women's names or joint names** to improve security of tenure, economic independence, safety, and autonomy.
- **Develop criteria to disaggregate data in damage and loss assessments by gender**, paying particular attention to the informal sector, to enable equitable restoration, replacement, and/or compensation of lost assets and damages for women and sexual and gender minorities.
- **Facilitate both mixed and segregated communications and feedback forums in recovery** that create a safe space for women, girls, and sexual and gender minorities of all ages and abilities to contribute to recovery processes.
- **Channel funding through microfinance institutions and community-based savings and loan schemes** to provide low-interest credit that will bolster the ability of women and sexual and gender minorities to prepare for and recover from disaster.
- **Prioritize key amenities, services, and infrastructures used by women, girls, and sexual and gender minorities of all ages and abilities for reconstruction funding**. As linchpins of a resilient community, it is particularly critical for women to have access to the services they need, such as childcare and sanitation, and for localized mobility infrastructure to reach these services.
- **Develop culturally-appropriate early warning systems and education and awareness programs to explicitly target women and sexual and gender minorities** of all ages and abilities in diverse cultural groups and different hazard contexts.



## RESOURCES

Gender Action Plan: 2016-2021 (GFDRR) — 2016.

Gender Equality and Women's Empowerment in Disaster Recovery (GFDRR) — 2018.

Gender-Inclusive Disaster Risk Management (Asian Development Bank) — 2014.

Making Women's Voices Count: Integrating Gender Issues in Disaster Risk Management (World Bank) — 2012.





# Project Guidelines

## Housing

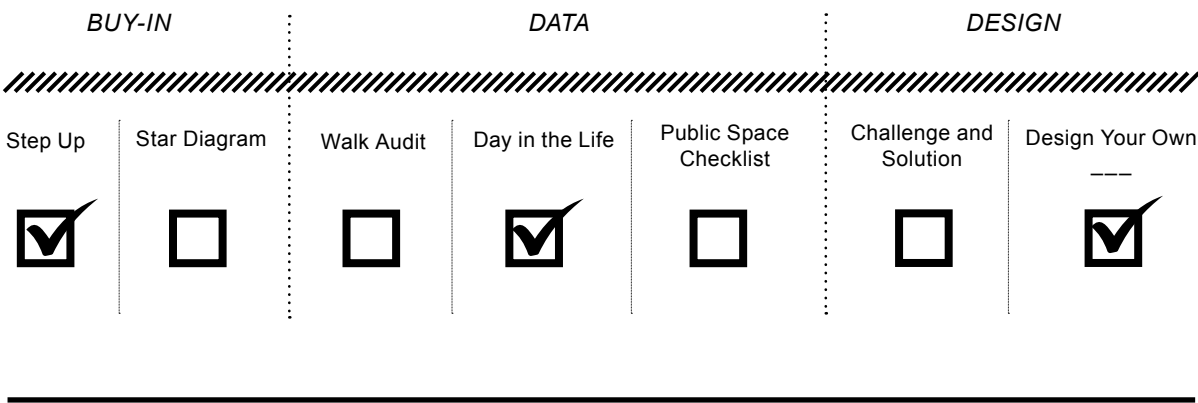
Both a physical and social structure, housing functions at various spatial scales — home, neighborhood, city, region, and country. It is also a sector of the economy and an important category of land use in cities and in other settlements. The economic, social, and cultural right to “adequate” housing and shelter is recognized in some national constitutions, the Universal Declaration of Human Rights, and the International Covenant on Economic, Social and Cultural Rights. However, women and sexual and gender minorities remain underserved physically, socially, and culturally by most current housing systems. To address this, it is essential to consider the supply and accessibility of social and infrastructural services alongside the creation of housing: creating livable spaces that improve quality of life, public health, and economic opportunity. As such, gender-inclusive urban planning, zoning, and infrastructure investments are fundamental to creating the conditions for gender-inclusive housing.

### CASE STUDY

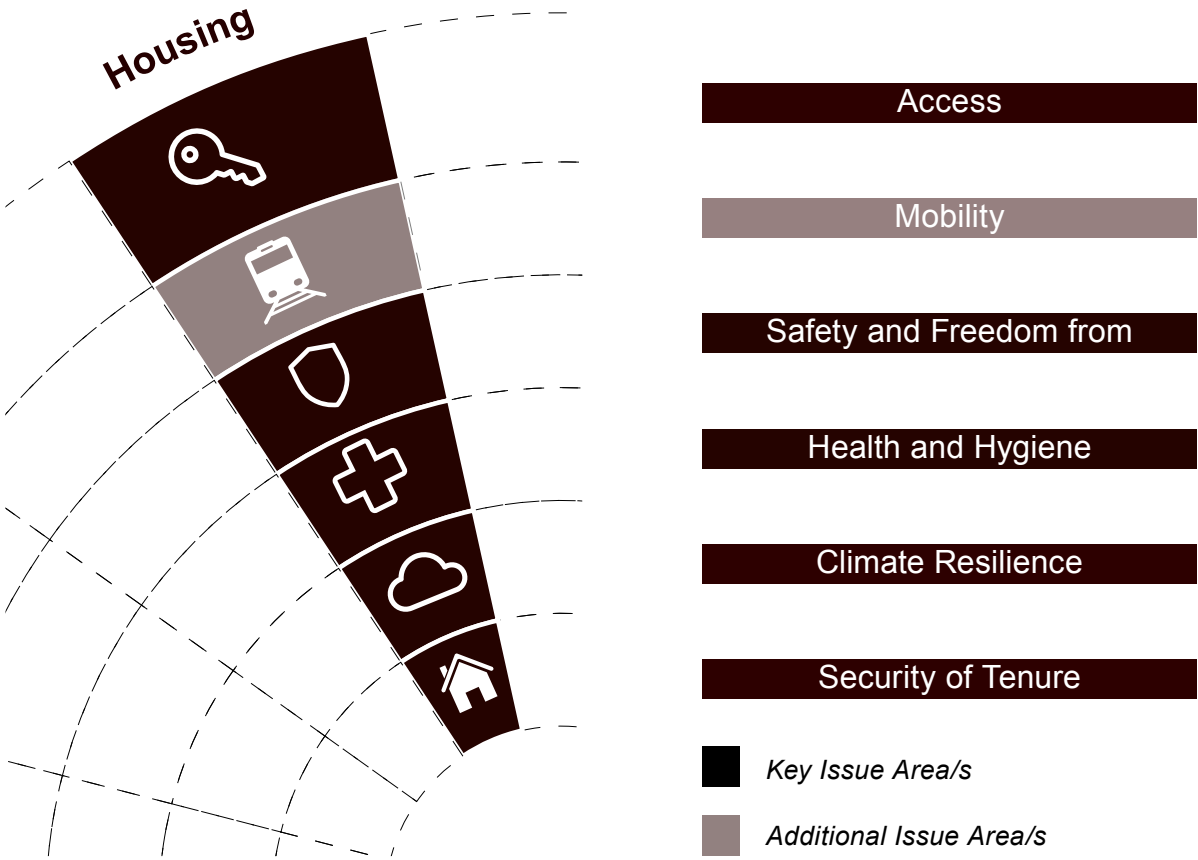
70% of people over the age of 65 living alone in the UK are women. The Older Women's Co-Housing group, a co-operative of fifty women in London, designed the UK's first senior co-housing community called New Ground. Consisting of 25 housing units surrounding a walled garden with communal kitchens, meeting rooms, laundry, garden plots, and guest rooms, the project was designed in consultation with the women residents who now manage and maintain the building and gardens. This model not only meets the women's housing needs but also their desire to give back to their community.

*Sources: OWCH, 2017 and 2019; Community Led Housing London, 2019*

RECOMMENDED PROCESS ACTIVITIES



ISSUE AREA WHEEL





#### 4.2.2 Project Guidelines

- **Provide a continuum of tenure types in housing developments**, including customary forms of tenure, joint titles for men and women, leaseholds, condominiums, cooperatives, shared leaseholds and various forms of rental housing.
- **Offer community-based savings and loan programs** that allow access to small loans for incremental housing improvements.
- **Design housing financing applications that do not discriminate against women and sexual and gender minorities**, and allow for the eligibility of non-married and non-heterosexual couples.
- **Design housing with practical layouts that acknowledge the requirements of diverse homemakers and families**. This could include such design layouts as wide hallways (90 centimeters at minimum) to accommodate children's toys, bikes, and wheelchairs, and the provision of adequate storage in each housing unit for flexible usage (a minimum of 1.5 square meters).
- **Provide adequate lighting and ventilation in all units** to promote health, quality of life, and full use of the space from early mornings to evenings.
- **Design all units on the ground-floor to be accessible for people with disabilities**, as well as the remainder of the building, to the extent possible. Provide ramps, elevators, handrails, and flooring materials that are safe to navigate on crutches, with a cane, or in a wheelchair.
- **Include fixtures and kitchen areas that meet accessibility standards** and allow for multiple people to be within a kitchen area at once. Kitchens should have natural lighting and ventilation, and windows that open onto communal spaces to allow for supervision of children.
- **Include lounges or living rooms that are flexible in nature** to allow for flexible uses throughout different phases of family life. These spaces should be a minimum size of 12 square meters.
- **Design common spaces such as hallways and stairwells to be inviting and spacious**, encouraging social encounters and promoting feelings of safety.
- **Design housing complexes that are distinctive and easy to navigate** to help people with cognitive disabilities to find their way safely.
- **Plan and design housing developments with wrap-around services** such as child care, market spaces, laundry facilities, and public spaces.
- **Provide ample play space within housing developments to promote child development and lighten caregiving burdens**. For developments over 15 units, a 50 square meter playground or playroom should be provided; for developments over 50 units, a 500 square meter playground or playroom should be provided.
- **Locate new housing within a 500 meter walking distance of a public transport station or stop** to promote mobility and access to key services and opportunities.
- **Provide a wide range of housing typologies and layouts** that take different life phases and situations into account equitably. These could include high-density multi-story development, two-family dwelling units, and single-family homes depending on the cultural context.
- **Enhance income generating opportunities within dwelling units** by designing houses that allow for economic activities to take place in the dwelling and encouraging mixed-use zoning. 40% of floor space should be allocated for economic use within any neighborhood area.



## RESOURCES

ADA Standards for Accessible Design (US Department of Justice) — 2010.

Fair Housing Act Design Manual (US Housing and Urban Development Department) — 1996.

Gender Mainstreaming in Urban Planning and Urban Development (Vienna Ahead! City of Vienna) — 2013.

International Building Code (International Code Council) — 2009.

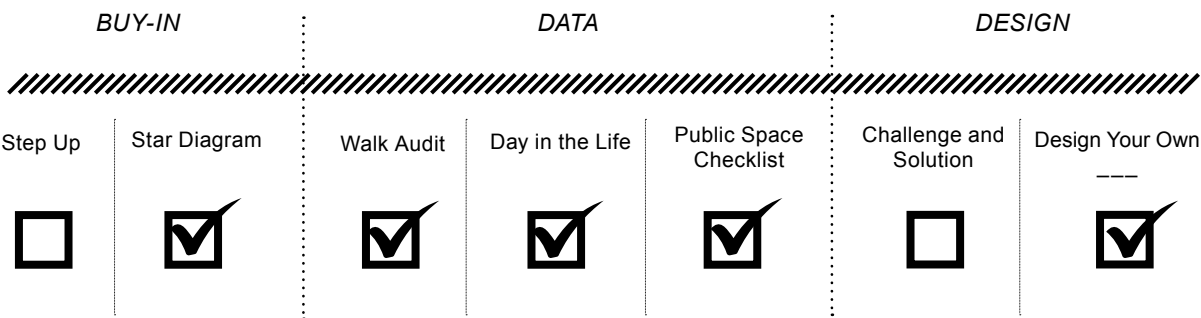
# Public Transport, Mobility Infrastructure, and Road Safety Interventions

Transportation and mobility infrastructure — including buses, subways, trains, cars, rickshaws, carshares, and bikeshares, but also sidewalks, crossings, and other infrastructure to support walking and cycling — are key to accessing jobs, markets, and services. Transport projects are consequently vital in improving the lives and livelihoods of people of all genders, ages, and abilities. While challenges in mobility affect everyone in a city, women and sexual and gender minorities of all ages and abilities often have substantially different transportation demands to those of cisgendered, heterosexual, and able-bodied men, due to differing gender roles and issues of safety, access, and often affordability. Addressing biases in how transportation demand is measured is critical to designing transportation and mobility projects that meet the complex, unique needs of all urban dwellers.

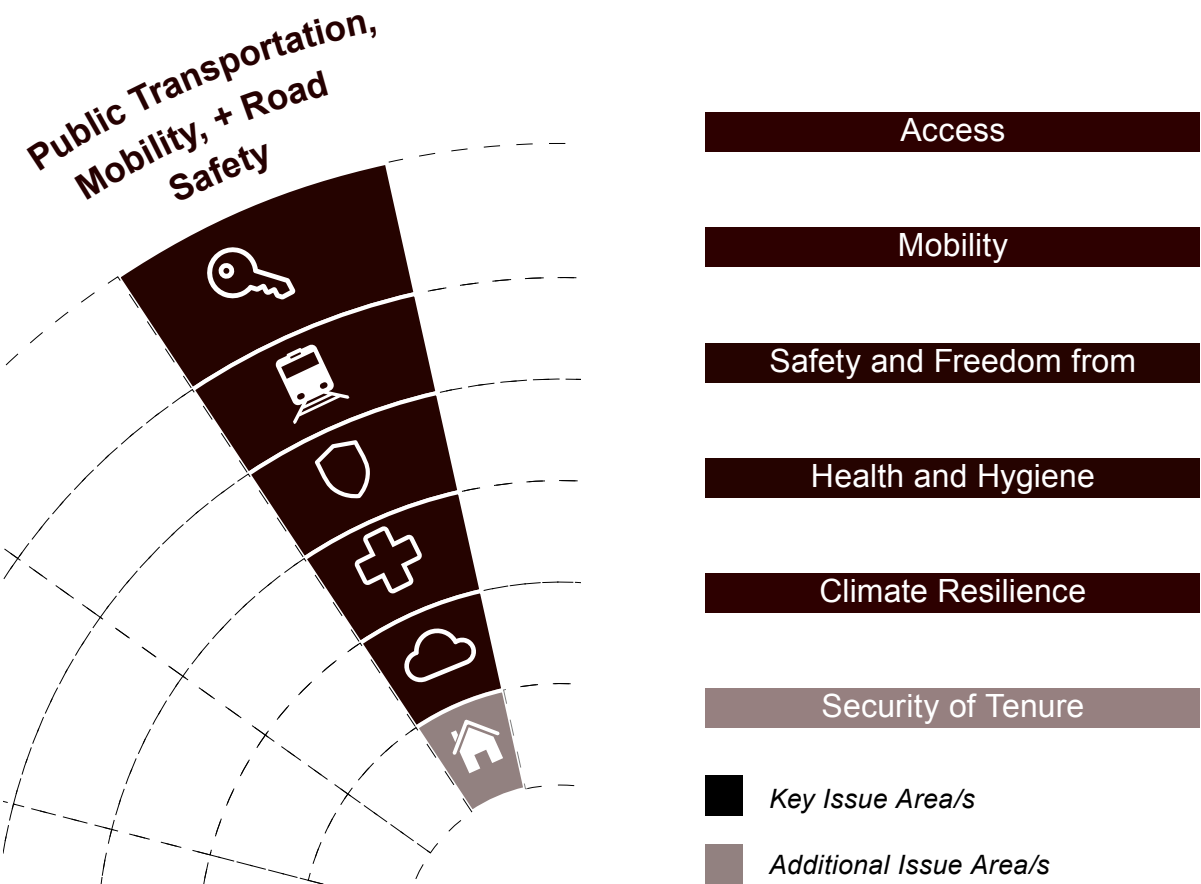
## CASE STUDY

Gender-inclusive transportation projects can have the additional benefit of supporting climate action. Established in 2000, Bogotá’s bus rapid transit system TransMilenio has reduced emissions by over 1.6 million tons over seven years by providing an alternative mode to private cars and minibuses. The initiative not only reduced vehicle miles traveled by attracting new riders, but also created new job opportunities. Although TransMilenio did not initially address gender gaps between men and women, it eventually evolved to include women’s perspectives, resulting in improvements such as designated seats for women and children and separate entry doors for pregnant women and other vulnerable riders.

## RECOMMENDED PROCESS ACTIVITIES



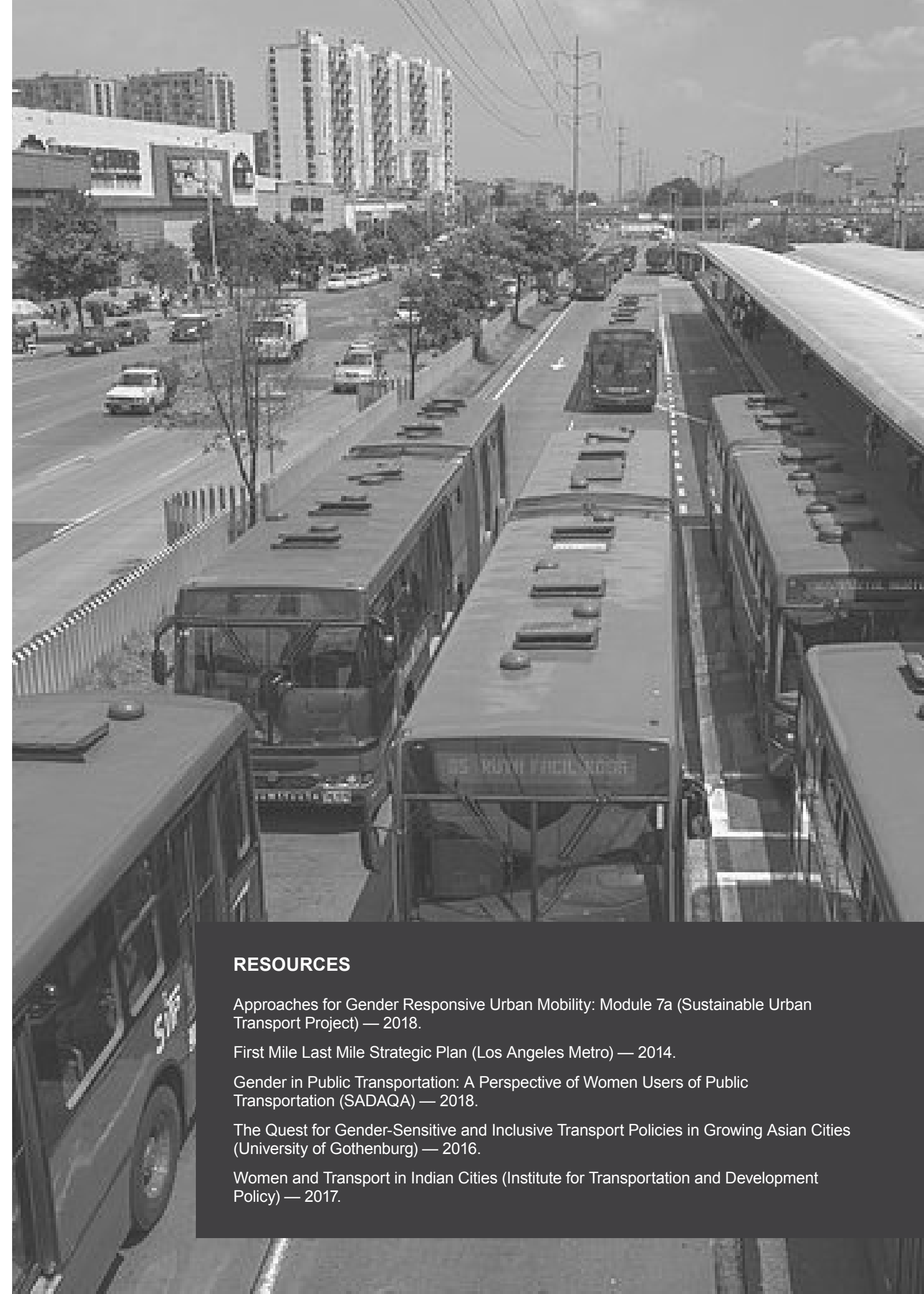
## ISSUE AREA WHEEL





#### 4.2.2 Project Guidelines

- **Create a walking-friendly street network** that is at the scale of the pedestrian and avoids the creation of megablocks. The median urban block length should fall between 100 and 150 meters. Crossings should be provided every 90 meters on average, where possible. All crossings should be signalized in areas where the design speed is over 30 kilometers per hour.
- **Design a citywide cycling network** that dedicates space to bicycle lanes, as appropriate to the zoning and cultural context. 80% of streets of 20 meters in width or wider should have dedicated cycling lanes that are at least 2 meters in width, or 2.5 meters where rickshaws are one of the main modes of transportation.
- **Implement bus and train schedules that meet the needs of all genders**, and do not solely focus on traditional commute patterns or hours.
- **Institute a stop request program** that allows commuters to request a stop at any point along a public bus route during evening or nighttime hours, such as 9 pm to 5 am, to promote safety.
- **Provide gender-segregated spaces, such as women-only buses or metro cars, on all modes of public transportation** as a short-term improvement where context-appropriate and if desired by local women and sexual and gender minorities. If gender-segregated spaces are not feasible or desired, designate a minimum of 50% of seats for women, the elderly, and people with disabilities on buses and trains during peak hours.
- **Institute public transportation fare structures that include flexible options**, such as unlimited rides, so that fees do not disproportionately burden primary caregivers who tend to make more multiple short trips with transfers. Fare structure should be co-designed with end users to ensure that transport does not cost more than 10% of the average household expenditures for the month.
- **Design buses, trains, and infrastructure to account for different ages, abilities, body sizes, and needs**, including for example: lower step-ups for buses, handrails at the appropriate heights, and dedicated storage space for strollers and baby carriages. In addition, consider the accessibility of stations — for example, stairs and turnstiles can be difficult to negotiate when accompanied by children or carrying bags.
- **Design bus shelters to be adequately lit and visually transparent** to allow for clear sight lines and promote safety.
- **Improve bus and train scheduling** so that wait times are less than 10 minutes to increase safety and convenience. Introduce real-time signage that shows expected transit arrival times.
- **Build clean, secure, accessible toilets** that include space for changing children's diapers at bus stops, transportation terminals, and rail stations. Toilet facilities should be located either within the terminal, or within a 250 meter walking distance.
- **Design vehicular street speeds to create a safe pedestrian environment.** Speeds should be below 40 kilometers per hour in urban areas with exceptions made for specific corridors as necessary.



## RESOURCES

Approaches for Gender Responsive Urban Mobility: Module 7a (Sustainable Urban Transport Project) — 2018.

First Mile Last Mile Strategic Plan (Los Angeles Metro) — 2014.

Gender in Public Transportation: A Perspective of Women Users of Public Transportation (SADAQA) — 2018.

The Quest for Gender-Sensitive and Inclusive Transport Policies in Growing Asian Cities (University of Gothenburg) — 2016.

Women and Transport in Indian Cities (Institute for Transportation and Development Policy) — 2017.

# Streetscapes

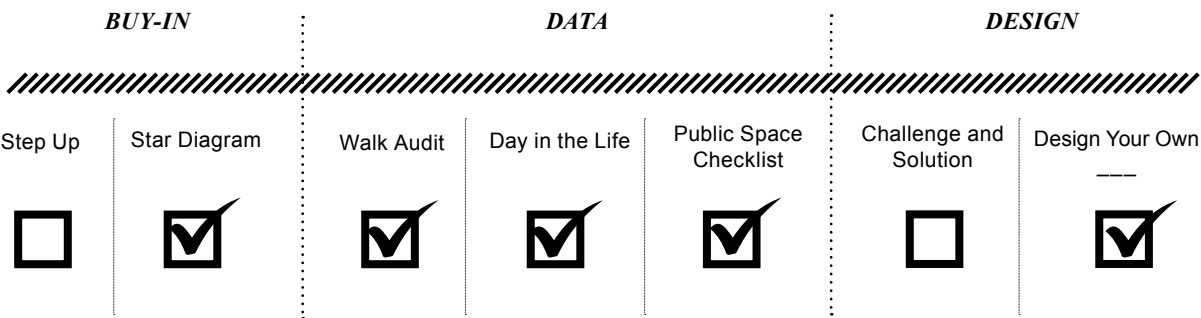
Streets are the great connectors of neighborhoods and cities, and in many places they constitute the largest supply of public open space available (Moughtin, 2003). Design of streetscapes is dependent on the zoning and context of the street location, but a “complete street” will typically feature a dedicated bike lane, a dedicated bus lane, and a sidewalk, with safe separation buffers between bicyclists, pedestrians, and vehicular traffic. When carefully considered, streets can be the most active public spaces in a community; however they can also be spaces of trepidation, stress, and fear if designed in a way that is not inclusive to all genders, ages, abilities, and needs. Streetscape design with an eye on the needs of women, sexual and gender minorities, children, senior citizens, and people with disabilities is therefore fundamental to accommodating safe and efficient everyday patterns of life.

### CASE STUDY

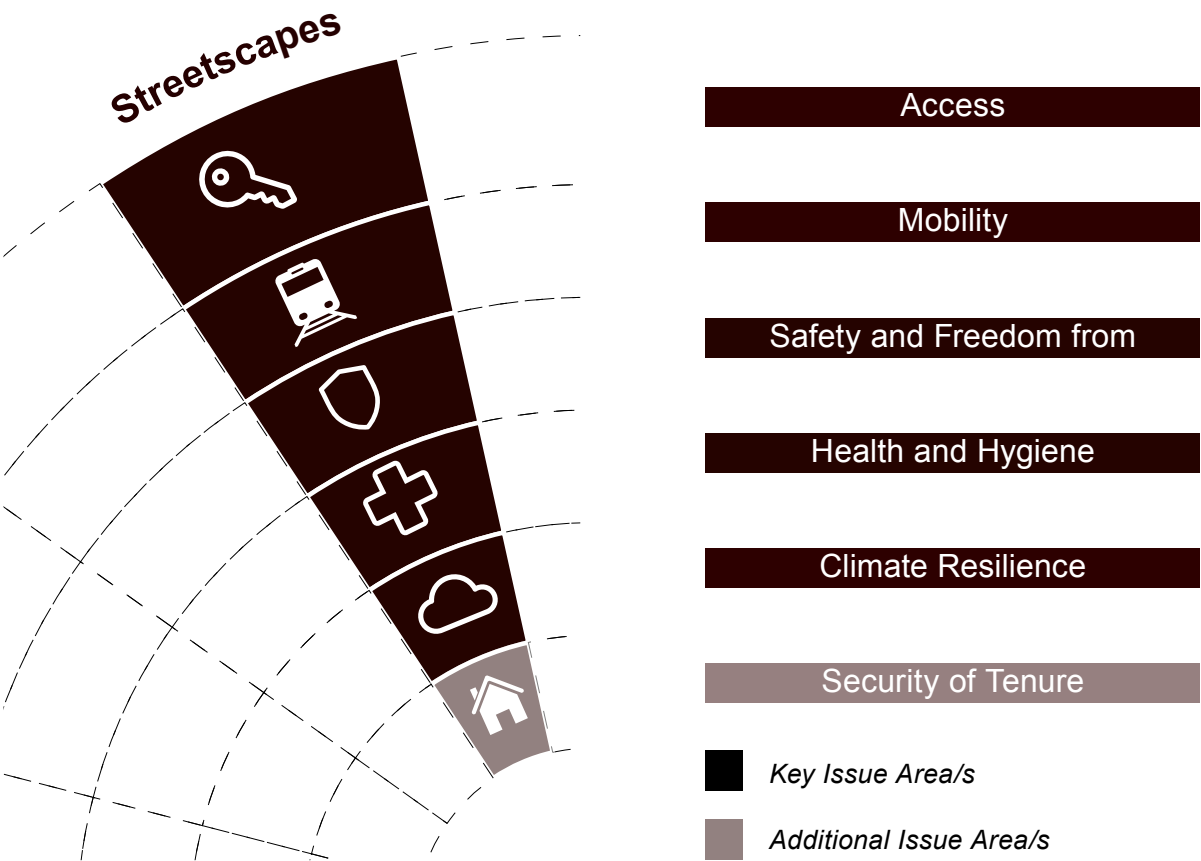
In the Khayelitsha area of Cape Town, South Africa, a street improvement project was undertaken to provide a safe, welcoming pedestrian route for women as part of the Violence Prevention through Urban Upgrading (VPUU) program. Through participatory design and development with local leadership and municipal departments, the project transformed a high-crime area into a sustainable, multifunctional public space. Women’s participation was key to project design and implementation, and women engaged in the project’s long-term sustainability through maintenance opportunities. Strategies such as tree planting, high-quality overhead lighting, and easy-to-maintain materials have led to a 30% increase in pedestrian activity.

Source: Welle et al., 2015

### RECOMMENDED PROCESS ACTIVITIES

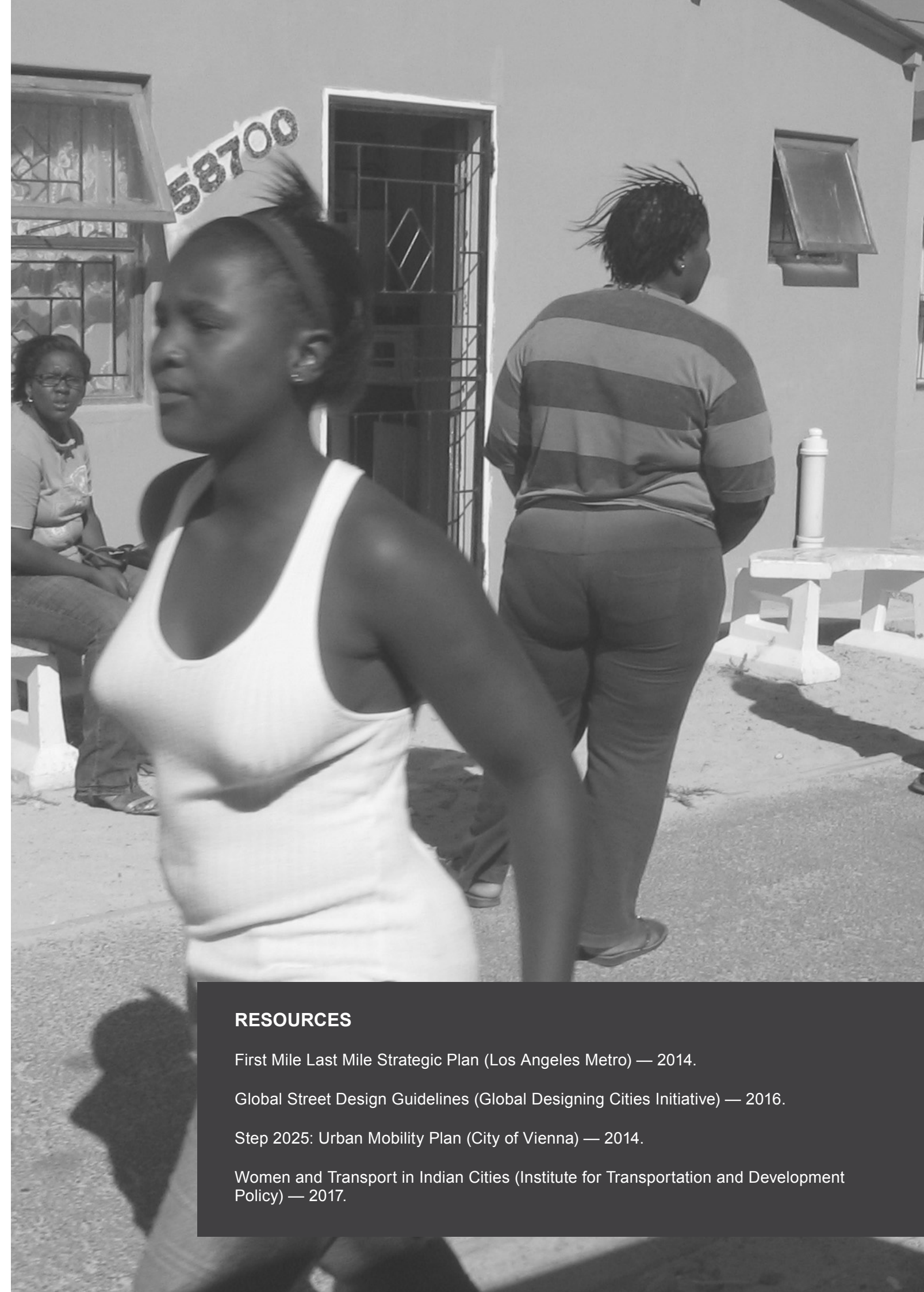


### ISSUE AREA WHEEL





- **Design for shared streets, sometimes referred to as “woonerfs”, to prioritize pedestrians over vehicular access.** A shared street design usually employs techniques such as traffic calming, reduced speeds, and shared public space between all users. This strategy is particularly relevant for narrow streets or streets close to major destinations, and should include sidewalks or curbs and cap vehicular speeds at 15 kilometer/hour.
- **Convert some streets to be pedestrian access only** in areas near retail, schools, or other community destinations or gathering spaces.
- **Design raised street crossings in order to slow traffic** and provide safer spaces for pedestrians. Raised crossings have been shown to reduce mid-block vehicular speeds by 10%.
- **Preserve well-defined lines of sight along the street**, considering the placement of trees, signage, infrastructure, and construction scaffolding. All designs must take into account scenarios where plantings will be fully mature to ensure that sight lines are preserved in the future.
- **Design sidewalks to accommodate families walking together with room for others to pass** at a minimum of two meters in width in low-volume areas and a minimum of four meters in width in high volume areas. Two to three meters of unobstructed sidewalk should be maintained in all contexts, including in areas with street vendors, sidewalk cafes, or street furnishings. Two meters is also the minimum width to allow for two individuals in wheelchairs to comfortably pass one another.
- **Design street medians to provide pedestrian refuge** when crossing roads that are high-volume or four lanes or more in width. Medians should be a minimum of 1.5 meters in width.
- **Construct all sidewalks and walkways with materials that are easily traversed by a stroller or wheelchair**, such as bricks, concrete pavers, concrete, or asphalt. Maintain these walkways in order to prevent cracking or buckling that could inhibit access.
- **Install traffic calming strategies and crossing measures at all intersections**, including zebra crossings, stop signs, or rectangular rapid flashing beacons.
- **Provide seating and shade in regular increments along the street** to enhance pedestrian comfort and provide spaces for socialization and rest.
- **Design buffers between motorized and pedestrian pathways where possible**, such as a planted swales or bollards. Curbs should be included on all sidewalks.
- **Include street lighting** on all streets at regular increments, and avoid constructing pedestrian tunnels or underground walkways. For shopping areas, ensure 25 lux; for non-shopping areas, 30-40 lux is recommended. In typical commercial areas, light poles should be located every 9 meters on center.
- **Provide clear street and building signage**, listing street names for wayfinding purposes, to increase access and perceptions of safety.
- **Provide curb ramps** to allow wheelchairs and strollers to safely navigate streets, at a slope that is designed for disability access. A flared curb ramp is the safest option, and should not exceed a slope of 1:12.



## RESOURCES

First Mile Last Mile Strategic Plan (Los Angeles Metro) — 2014.

Global Street Design Guidelines (Global Designing Cities Initiative) — 2016.

Step 2025: Urban Mobility Plan (City of Vienna) — 2014.

Women and Transport in Indian Cities (Institute for Transportation and Development Policy) — 2017.

# Public Space

Public spaces, including parks, plazas, squares, and gardens, but also temporary or informal spaces such as streets and sidewalks, are essential ingredients for a successful urban environment and healthy, connected, prosperous city. Providing opportunities for play, recreation, exercise, social and cultural exchange, and civic participation, public spaces aim to promote equity and coexistence for people of all genders, sexualities, ages, abilities, incomes, classes, ethnicities, races, and other social groups. However, public spaces can also become sites where numerous competing uses clash, and where diverse interests must be negotiated. Often, when essential services are badly designed or missing, women, girls, sexual and gender minorities, and people with disabilities bear the burden of the inaccessibility and insecurity that follows. Public space is not neutral, and hence their design can either facilitate or impede usage, appropriation, and safety for women, girls, and sexual and gender minorities.

### CASE STUDY

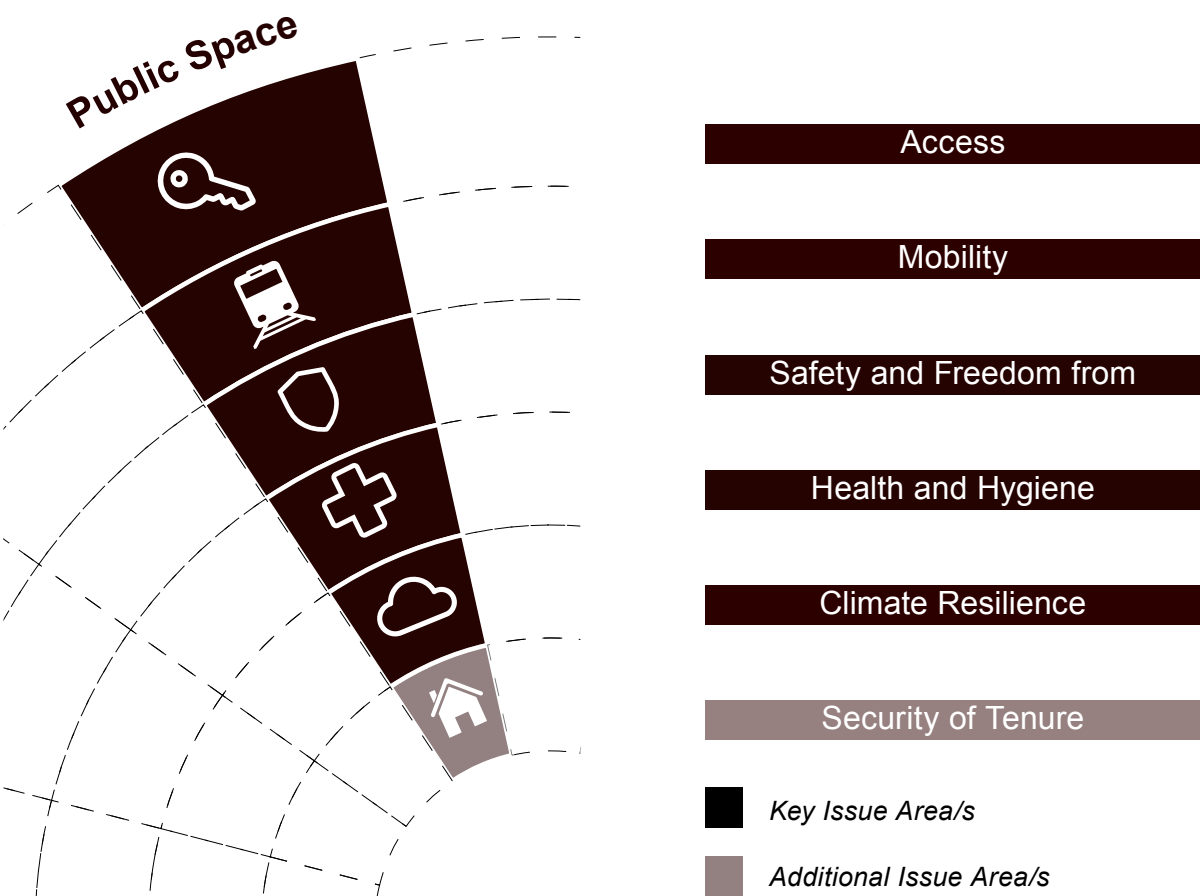
In 2018, local stakeholders in Fittja, Sweden, decided to address the open drug dealing in the main square, which left girls and women feeling unsafe. In partnership with independent thinktank Global Utmaning, the municipality recruited local girls as “place experts” to identify problems and solutions alongside landowners, decision-makers, and researchers. Using the computer game Minecraft, participants re-designed the neighborhood to be compact, multifunctional, accessible, green, and supportive of diverse uses and social groups, which the girls felt were essential to safety. The project resulted in successful prototypes in Fittja square as well as a toolkit for replication, supporting Global Utmaning’s wider #UrbanGirlsMovement.

Source: Global Utmaning, 2019

### RECOMMENDED PROCESS ACTIVITIES

BUY-IN			DATA			DESIGN	
Step Up	Star Diagram		Walk Audit	Day in the Life	Public Space Checklist	Challenge and Solution	Design Your Own
<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### ISSUE AREA WHEEL





- **Plan a network of public spaces that are accessible within a 250 meter walk of housing.** These public spaces can include communal, semi-public, and public open spaces, and should be accessible by multiple modes of transit. Public spaces should be surrounded on three sides with streets or active building frontage to provide an additional level of public safety.
- **Design all public spaces to provide access to people with disabilities, children, and the elderly.** This includes using solid ground materials that are easily traversed; ramps to negotiate any inclines; and accessible walkways to the majority of the site, particularly main amenities such as restrooms, playgrounds, sports courts, and gardens.
- **Include an equitable number of amenities and mixed uses** that are developed in response to community engagement and expressed needs. These facilities should be attractive and appealing to diverse user groups at different times of day and during different seasons, and include shaded resting areas and spaces that are protected from the weather.
- **Include flexible spaces in the design** that can be adapted to the needs and preferred activities and uses of all abilities and age groups.
- **Consider striping sports fields for multiple sports** that appeal to people of all genders so as to not signal a privileging of men and boys.
- **Include special-use areas for specific groups**, such as playgrounds for small children within visual and vocal range of adult areas/apartments (if co-located with housing).
- **Develop a “brand” or visual identity for the public space that is inclusive and welcoming to women, girls, and sexual and gender minorities of all ages and abilities.** Ideally this visual identity would be designed with women, girls, and sexual and gender minorities from the immediate community, and portrayed in the signage, art, and wayfinding of the site.
- **Include site lighting and clear sight lines that are unimpeded by trees.** Ensure adequate lighting of primary and secondary ways and open spaces, with clear, well-lit access to exits. Trees should be pruned to have no foliage below 2.5 meters in height. Provide at least two main pedestrian through-paths across the space, and lighting levels that allow for recognition of an approaching person's face from 10-15 meters away.
- **Include clean, secure, accessible toilet facilities** with adequate lighting and space for changing children's diapers in all design projects and public parks. Provide adequate disposal options for menstrual products.
- **Design passive space and shaded seating areas** for women and other primary caregivers watching children, people with disabilities, and older individuals, particularly in areas where people are expected to wait for more than 15 minutes. Seating should be provided at least every 100 meters.
- **Provide paid opportunities for women and sexual and gender minorities to be included in the maintenance** and long-term upkeep of the space.



## RESOURCES

Gender Issue Guide: Urban Planning and Design (UN-HABITAT) — 2012.

Global Public Space Toolkit: From Global Principles to Local Policies and Practice (UN-HABITAT) — 2015.

Safe Cities and Safe Public Spaces: Global Results Report (UN-Women) — 2017.

Safety and Public Space: Mapping Metropolitan Gender Policies (Metropolis) — 2018.

# Basic Urban Services

Basic urban services — including energy, communications, water and sanitation, and solid waste systems — are essential to supporting our fundamental human rights. When these fundamental services are costly, of poor quality, unavailable, or inaccessible, there are harmful impacts for all — but especially women, girls, sexual and gender minorities, and people with disabilities. Often, basic services are of particular importance for these groups due to physical needs, traditional caregiving roles and responsibilities, and gender-related barriers to access. Each stage of an infrastructural project design, implementation, and maintenance process should thus plan for and address the unique needs and priorities of all end users. To date, few countries have advanced an integrated gender and sustainable infrastructure agenda (OECD, 2019). The following sections provide both practical and strategic guidelines for planning and implementing gender-inclusive infrastructure and urban services.

## CASE STUDY

After heavy snowstorms, municipal snowplows typically clear the largest, busiest roads before residential streets and sidewalks. Government officials in Karlskoga, Sweden realized this conventional approach privileges male travel patterns: work commutes to and from the center city. The City Council redirected its snowplows to clear sidewalks and residential streets — those used more heavily by women — before major roads. Pedestrian accidents after snow storms fell sharply, resulting in fewer emergency room visits and lowering healthcare costs to the city. One analysis found that it was equivalent to three times the cost of the winter road maintenance.

*Source: Perez, 2019*





# Energy

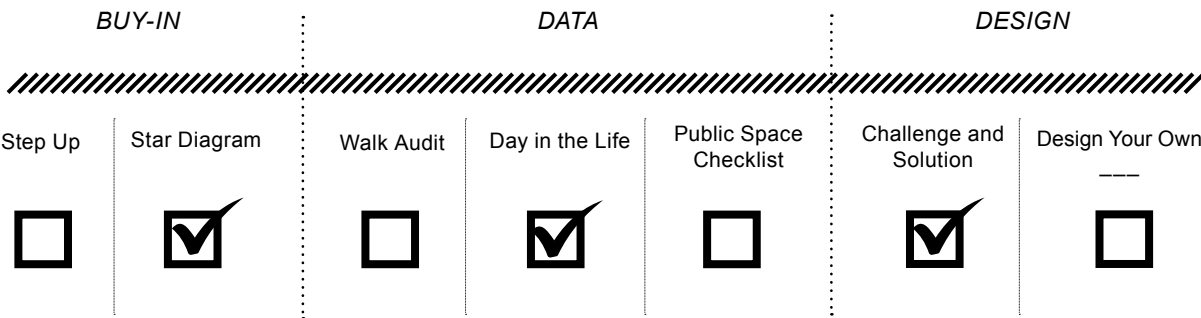
Energy, including the provision of electricity and safe cooking fuels, is an essential service. As urban settlements continue to grow, they create increased demand for accessible and affordable energy. However, women and sexual and gender minorities are more likely to experience a lack of access to energy throughout the developing world, with direct consequences for their economic livelihoods and human development. The energy-gender nexus has garnered growing attention, since there is evidence that improving gender equality and social inclusion is critical to maximizing the developmental impact of energy programs (World Bank, 2012). The unique ways in which women in particular use energy, as primary caregivers, mean that decision-making around energy must incorporate both their insights and priorities. (Angelou et al., 2019).

### CASE STUDY

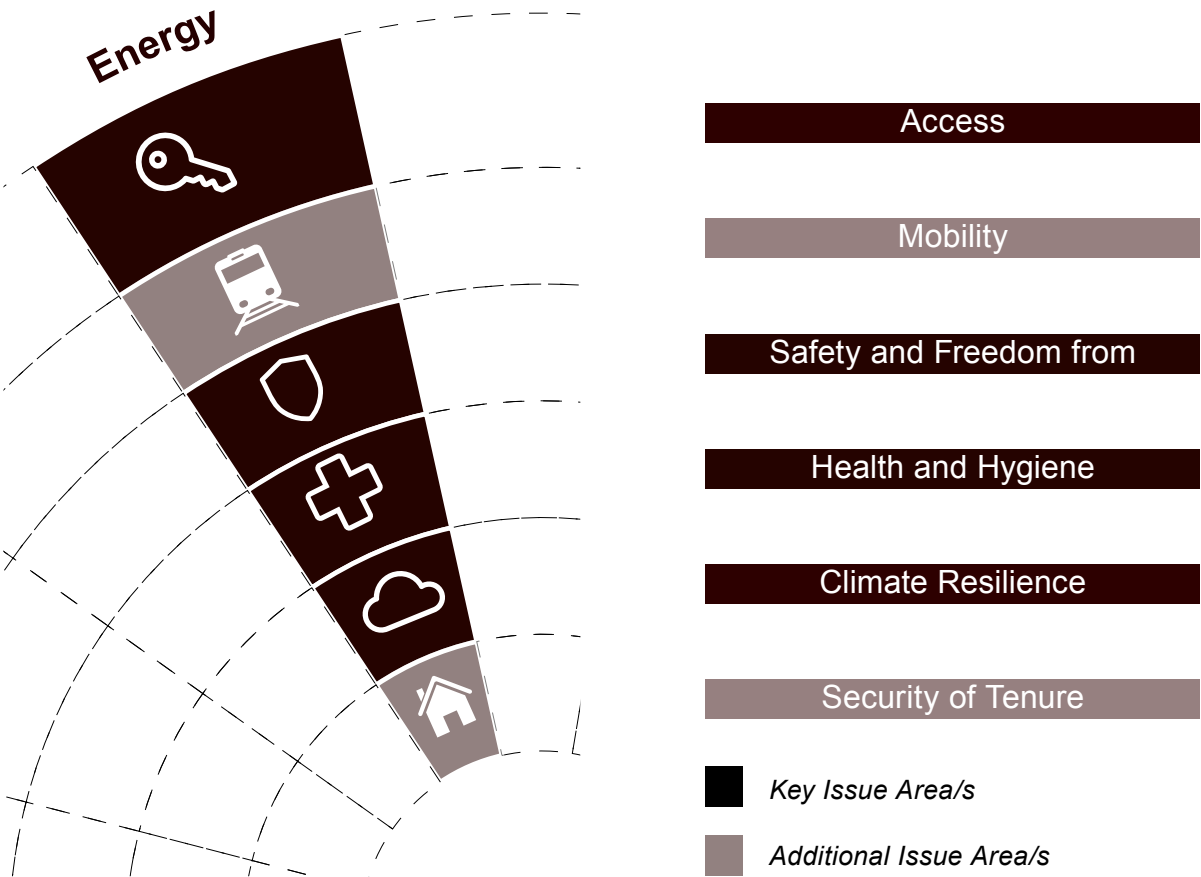
Recent studies in India by the World Bank have seen marked effects on women's empowerment with the expansion of electricity and energy access. In Samad and Zhang's (2019) study, empowerment is measured by women's decision-making ability, mobility, financial autonomy, reproductive freedom, and social participation. Using propensity score matching, the study found that extending electricity to women enhances all measures of women's empowerment and is associated with an 11-percentage point increase in the overall empowerment index.

Source: Samad and Zhang, 2019

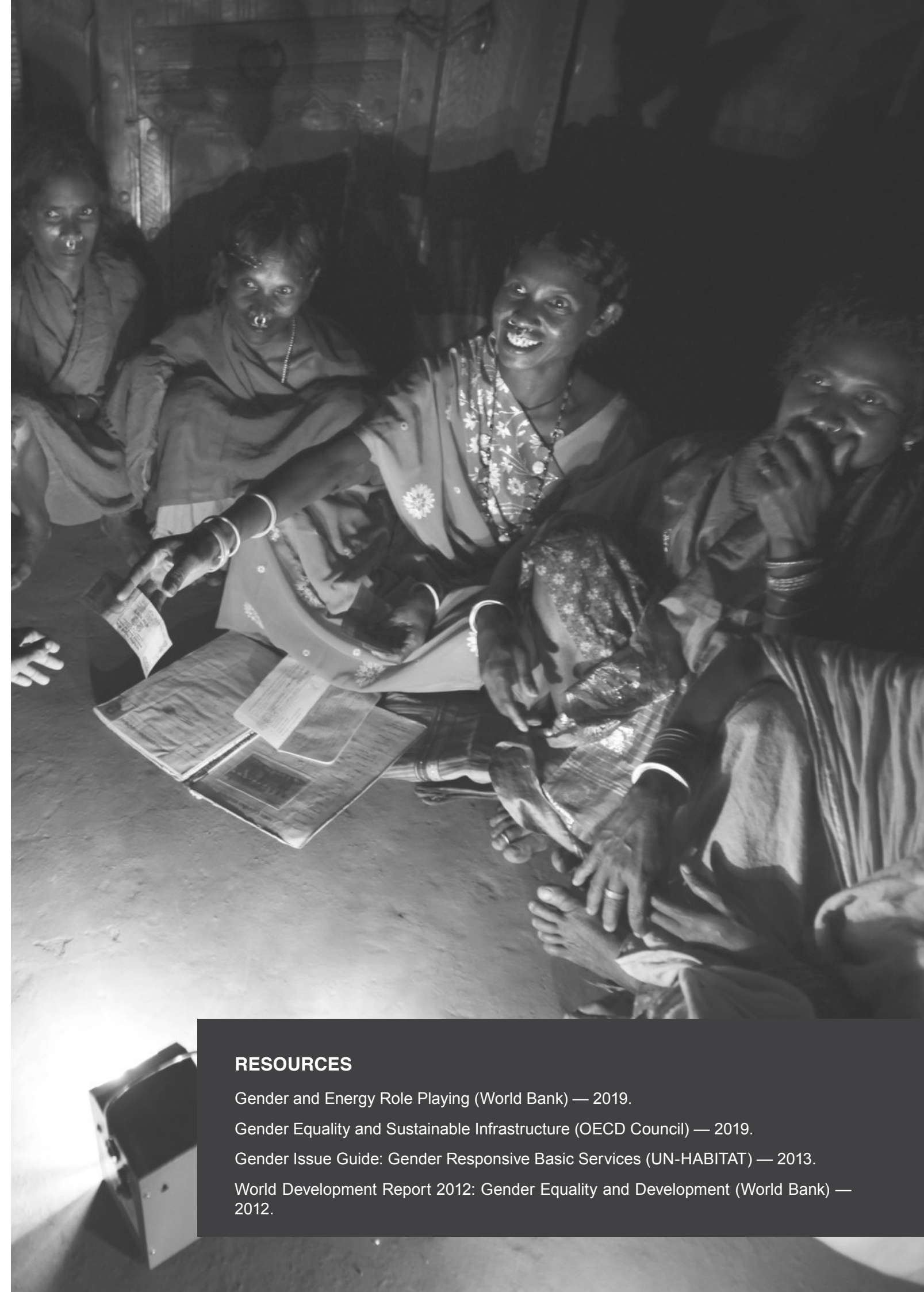
### RECOMMENDED PROCESS ACTIVITIES



### ISSUE AREA WHEEL



- **Proactively expand the provision of electricity to extend light hours at home and in public spaces** for improved and safe undertaking of care work, income-generating tasks, and travel for women, girls, and sexual and gender minorities.
- **Increase the national or city share of renewable energy sources** to reduce household air pollution, avoid premature deaths, and limit carbon emissions.
- **Expand and improve street and public space lighting** to increase mobility for women, girls, and sexual and gender minorities and reduce the risk of gender-based violence after dark and in early mornings.
- **Invest in reliable energy access for health facilities and backup energy sources** to enhance health care provision, in particular maternal care.
- **Develop financing solutions that match users' capacity to pay** to make investments in energy assets and energy efficiency more achievable and equitable.
- **Promote and develop programs for women and sexual and gender minorities to rent energy appliances instead of purchasing** to improve overall access to safer and more efficient equipment.
- **Target female consumers to facilitate the adoption of energy efficiency solutions** since women are usually the primary energy users in the household and are well-positioned to manage family electricity use.
- **Establish selection criteria for pro-poor targeting of households** located within a certain distance of an existing distribution line or transformer.
- **Employ women and sexual and gender minorities in energy service provision including sales, meter reading, billing, awareness-raising, and payment collection** to build trust and expand service to underserved communities.
- **Raise awareness of the impacts of fuelwood for cooking and reform building codes and design standards** to encourage safe cooking fuels, adequate ventilation, and separation of cooking spaces.



## RESOURCES

Gender and Energy Role Playing (World Bank) — 2019.

Gender Equality and Sustainable Infrastructure (OECD Council) — 2019.

Gender Issue Guide: Gender Responsive Basic Services (UN-HABITAT) — 2013.

World Development Report 2012: Gender Equality and Development (World Bank) — 2012.



# Water, Sanitation, and Hygiene

Water, Sanitation, and Hygiene (WASH) are critical to public health and enable access to economic opportunity and full participation in public life. While infrastructure for safe drinking water has expanded in recent decades, as recently as 2015, 2.1 billion people still lacked access to safely-managed drinking water services and 4.5 billion lacked access to sanitation (WHO and UNICEF, 2015). In most poor urban households, the burden of water collection rests on women and girls with a considerable cost in terms of time and energy, while limited access to WASH also increases risk of gender-based violence. Despite these gender issues, WASH design and delivery is often a male-dominated technical exercise. Women, girls, and sexual and gender minorities of all ages and abilities should be actively involved in every stage of WASH projects to improve success and sustainability (Postma et al., 2003).

### CASE STUDY

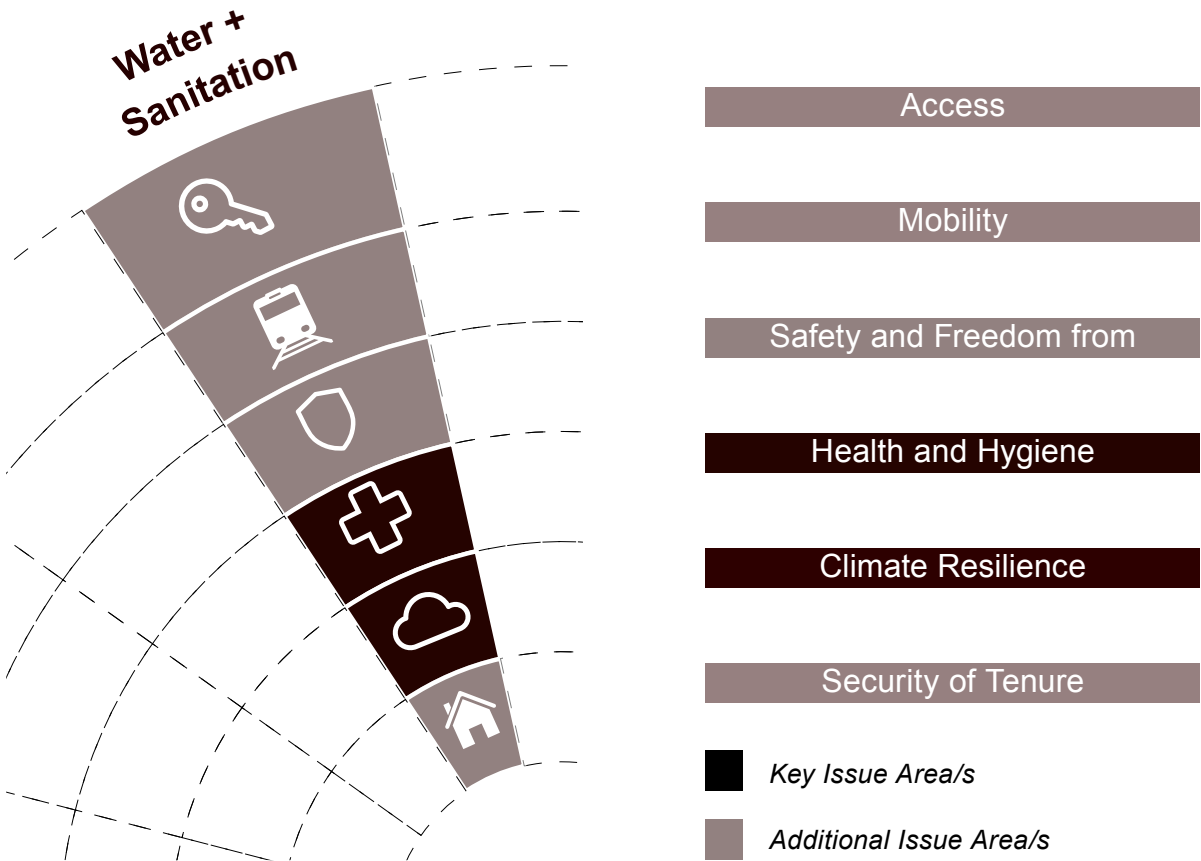
The Baku Water Supply Project in Azerbaijan sought to improve the water supply system and reduce the water burden on women in communities where households typically received water for 6 hours a day, 14 days per month. The project created emergency, short-term improvements to restore water service and a framework for long-term recovery, incorporating a participatory assessment methodology. To increase women’s participation, the project engaged a women-led community NGO and engaged women in assessment, cost evaluation, and project design and implementation.

Source: Wildeman,1995

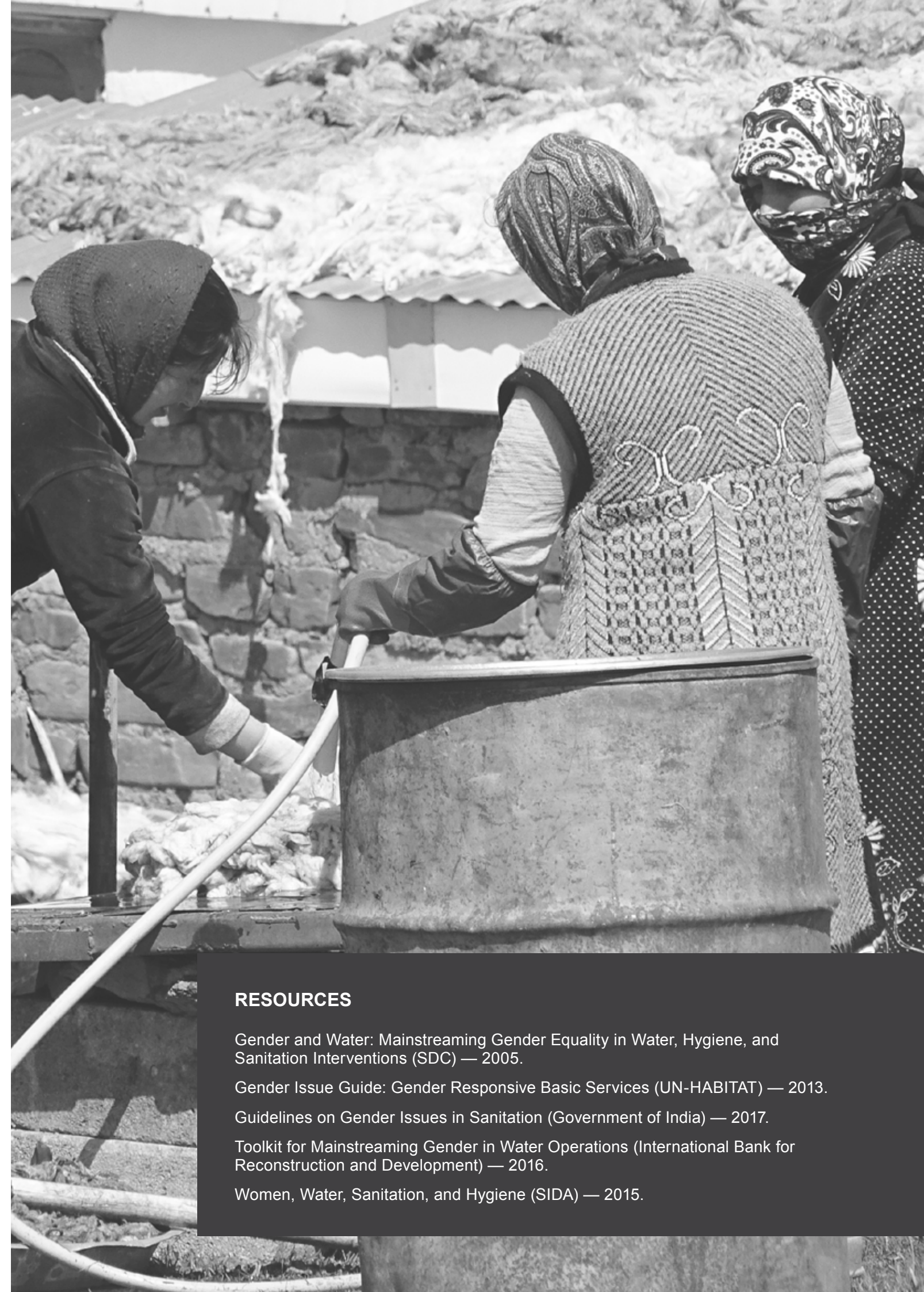
## RECOMMENDED PROCESS ACTIVITIES

BUY-IN		DATA			DESIGN	
Step Up	Star Diagram	Walk Audit	Day in the Life	Public Space Checklist	Challenge and Solution	Design Your Own
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## ISSUE AREA WHEEL



- **Design clean, secure, accessible public WASH facilities** with adequate lighting, safe and private entrances, secure doors, sufficient space for changing children's diapers and navigating the facility in a wheelchair, and provisions for the hygiene needs of menstruating girls and women, especially those with disabilities.
- **Provide toilet cubicles with a shelf, hooks, or a niche** to keep clothing and menstrual products dry, and provide disposal bins with lids at a height that girls and women in wheelchairs can reach.
- **Install water within no more than 500 meters of households, and safe sanitation facilities within a 2 minute walk of households in temporary urban settlements**, if neither can be installed in individual households.
- **Install WASH facilities at all schools separated by gender** (this can include non-adjoining structures), and promote hygiene education and the destigmatization of menstruation in the classroom.
- **Install sewerage and household connections (or decentralized sanitation with adequate governance structures) in urban upgrading projects** to phase out unsafe and unsanitary WASH facilities and reduce gender-based violence.
- **Require comprehensive access to safe and reliable WASH facilities in any temporary or permanent resettlement or rehousing** during urban upgrading to avoid long-term public health issues. In temporary urban settlements, women, girls, and sexual and gender minorities of all ages and abilities should be consulted about the physical placement and design of water points, showers and toilets.
- **Co-design drainage and surface water management with water and sewerage infrastructure** to manage waterborne disease and public health impacts and co-optimize public space and access. Drainage, flooding, water, sewerage, and public health are closely interlinked and, if unmanaged, can create everyday and incremental risks for urban residents, especially women, girls, and people with disabilities.
- **Require an equitable tariff or payment structure for water access projects** for low-income and women-headed households. Investigate and implement the payment methods and maintenance structures that work best for these households.
- **Stipulate a minimum of 50% female representation within WASH program staff and WASH committees** and provide targeted support for women and sexual and gender minorities to assume leadership positions.
- **Assess potential consultants based on the gender balance of proposed design teams** and experience with gender components in infrastructure design and WASH programs in order to combat male dominance in water and sewerage engineering.
- **Require comprehensive gender training, balanced job quotas, and the creation of gender sections in water and sewerage service providers** as a prerequisite for partnership, with a particular focus on improving capacity and understanding among informal settlement departments.
- **Employ women, sexual and gender minorities, and women-led groups for long-term operations work** such as meter reading, billing, and payment collection.g There are specific tasks associated with water management in which women and sexual and emeparticipation.
- **Promote funding streams and scholarships for higher education programs for women and sexual and gender minorities** in civil and water engineering, water resources management, and environmental science.



## RESOURCES

Gender and Water: Mainstreaming Gender Equality in Water, Hygiene, and Sanitation Interventions (SDC) — 2005.

Gender Issue Guide: Gender Responsive Basic Services (UN-HABITAT) — 2013.

Guidelines on Gender Issues in Sanitation (Government of India) — 2017.

Toolkit for Mainstreaming Gender in Water Operations (International Bank for Reconstruction and Development) — 2016.

Women, Water, Sanitation, and Hygiene (SIDA) — 2015.



# Solid Waste Management

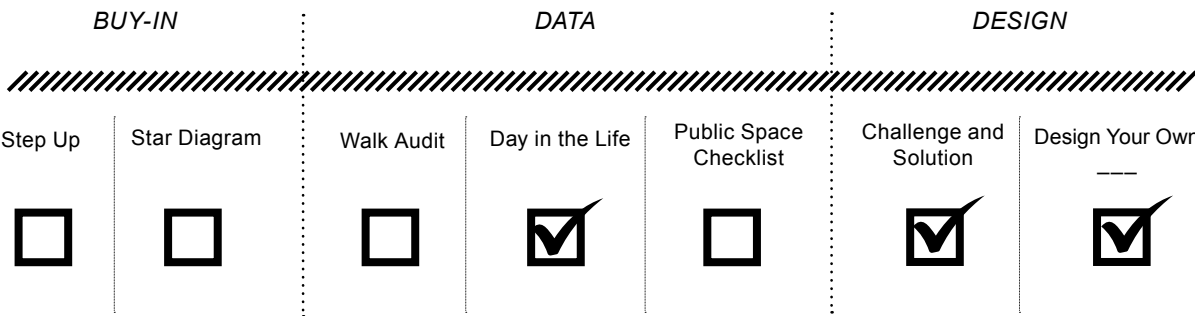
Interventions in solid waste management include sorting, recycling, and reuse of waste products to support environmental and public health, and can often create paid employment. However, solid waste management is one of the most challenging issues in urban development and has critical gender dimensions. Unequal gender roles place a disproportionate caregiving burden on women and girls, meaning preferences and attitudes around public health and community cleanliness can differ widely between genders. Although formal waste businesses are often male-led and dominated, and subject to the prevailing forces of competition and inequality in different societies Source: Wildeman,1995), informal systems of waste management are often women-led and working at the highest value (waste diversion) end of the waste hierarchy. Improving safety and employment opportunities in informal waste management are thus key strategies for building on existing networks and supporting the central role of women in this sector.

### CASE STUDY

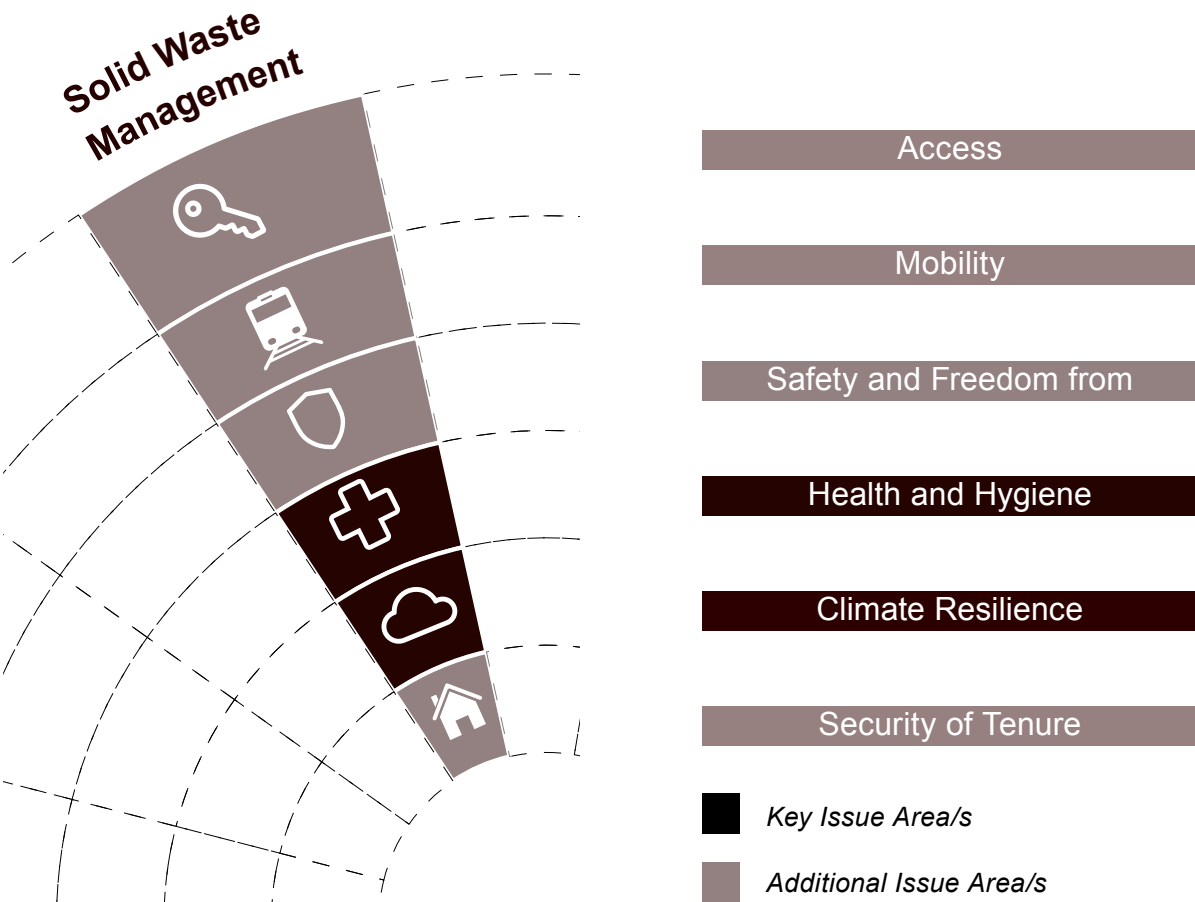
Roughly 15,000 people in Buenos Aires — many of them members of one of 12 cooperatives — work as “Cartoneros” (waste-pickers), sorting through trash to collect recyclables. The Cartoneros were on the frontlines of the 2005 “Zero Garbage” law, when municipalities around Buenos Aires stopped accepting trash. Since then, more than 5,000 Cartoneros have been legally recognized and now receive a base salary, while the city has established 15 cleaner, safer processing plants and two Green Centers with childcare facilities. However, with the majority of Cartoneros falling outside this formal system, the cooperatives continue advocating for expanded recycling infrastructure.

Source: Balch, 2016

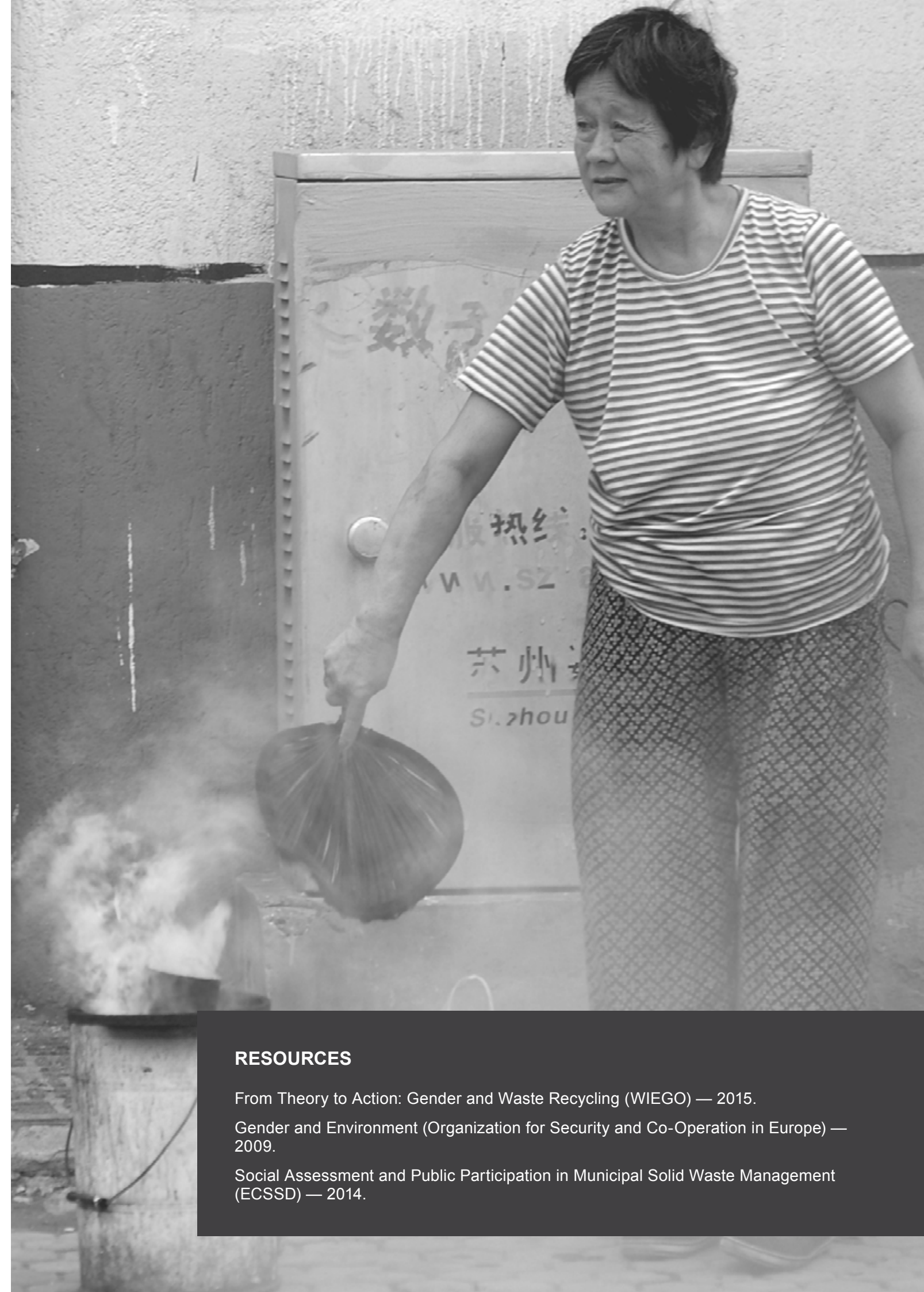
## RECOMMENDED PROCESS ACTIVITIES



## ISSUE AREA WHEEL



- **Prioritize extending service provision to low-income and informal settlements** to reduce public health impacts of solid waste on vulnerable groups.
- **Involve community based organizations (CBOs), NGOs, and women-led microenterprises in primary collection services** as a natural extension to the municipal service, rather than competition. This will also help destigmatize solid waste work for women.
- **Create gender-inclusive employment policies for the integration of informal-sector services into formal-sector services** through directly employing waste laborers or subcontracting to small enterprises.
- **Assess the social, economic, land, and gender implications when introducing new waste technologies** for sanitation, waste collection and disposal, and recycling. The effects of new technology on the chain of waste management activities can extend far beyond the specific activity for which the technology is designed, with potential disruption of substantial informal economies and wider social impacts.
- **Codify a phased approach toward long-term standards for dump or landfill remediation, including processes for involving women's waste enterprises**, rather than requiring international standards from the first phase of projects. The level of environmental degradation and connected livelihoods around some dumps and landfills requires incremental adjustments to improve social and environmental conditions and ensure community buy-in.
- **Co-develop evaluation criteria with key stakeholders for the location of new waste facilities** (landfills, combustion centers, recycling centers, and transfer stations) to take into account social and environmental impacts on nearby communities and vulnerable groups. Always consider extending the existing site(s) as one option.
- **Quantify employment and livelihood impacts of dump site remediation** to avoid disrupting waste picker livelihoods through landfill alternatives or improvements. Remediation initiatives must be accompanied by engagement with waste pickers and be incorporated into future programs or alternative support mechanisms.
- **Provide protective gear that fits and works well for women within the waste sector** to limit their exposure to toxic or hazardous waste materials.
- **Encourage small-scale, organic waste recycling based on animal feed or composting** and raise awareness of the importance of waste separation.
- **Provide health education and healthcare/health insurance programs for women and sexual and gender minorities in the waste sector**, particularly focusing on those in the informal economy given the high prevalence of injuries and illnesses.
- **Institute childcare services in the waste sector** that limit the exposure of children to waste products but do not hinder women's and other primary caregivers' ability to work within a landfill or dumpsite.
- **Produce gender-specific analysis of the valuation of waste resources** to account for specific users. Different impacts of chemical or biological waste on men and women should also be considered.



## RESOURCES

From Theory to Action: Gender and Waste Recycling (WIEGO) — 2015.

Gender and Environment (Organization for Security and Co-Operation in Europe) — 2009.

Social Assessment and Public Participation in Municipal Solid Waste Management (ECSSD) — 2014.



# Communications and ICT

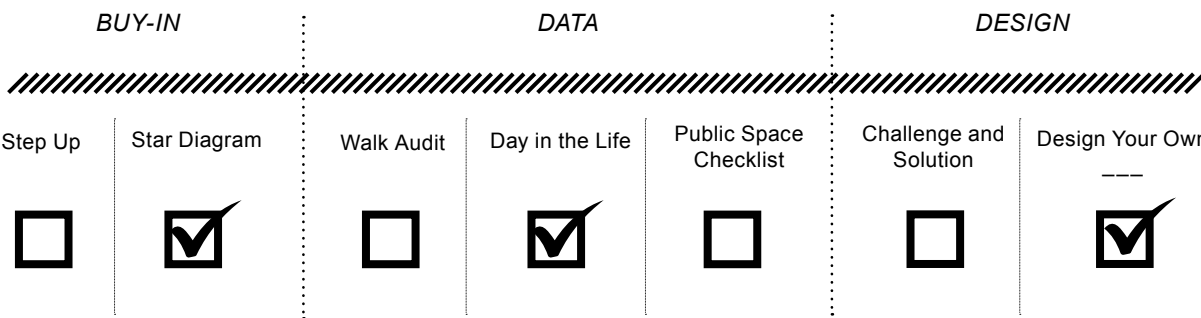
The ongoing technological revolution and associated digital infrastructure, including internet, cellular networks, email communications, and e-commerce, are transforming the ways in which production is organized and information shared. Information and Communication Technologies (ICTs) can be a powerful catalyst for the economic, social, and political empowerment of oppressed groups, including women and sexual and gender minorities. However, existing power relations in society often determine who benefits from and shapes the content, development and use of ICTs. Women are less likely than men to have a smartphone and, alongside sexual and gender minorities, are underrepresented in the ICT sector (OECD, 2018). At the current pace, universal access to the internet will not be achieved before 2042 (ibid). There is also a growing need to address issues such as cyberbullying, sexual harassment, and other forms of violence against women, girls, and sexual and gender minorities facilitated by online services.

### CASE STUDY

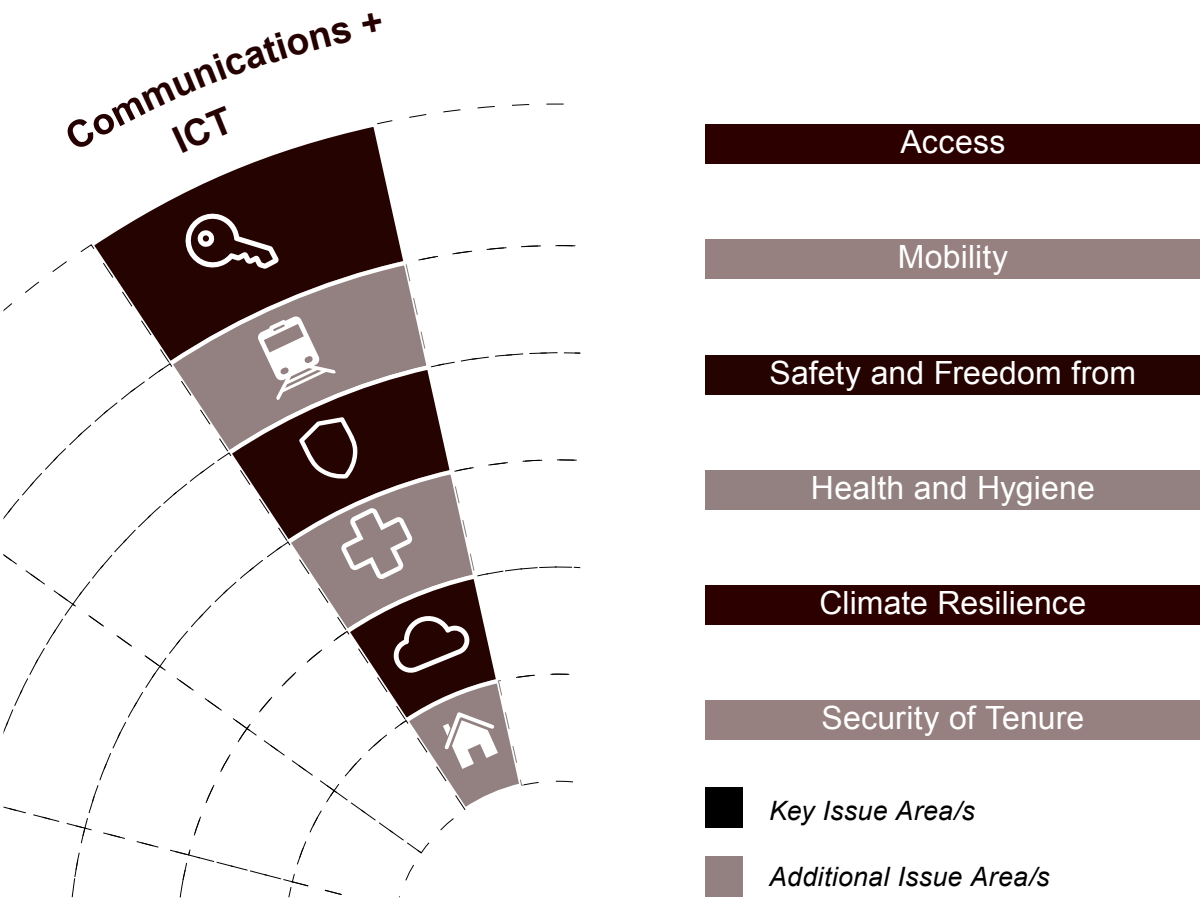
In 2017, over 85% of female respondents in Bogota, Colombia felt unsafe and 64% had experienced sexual harassment on public transportation. The City of Bogota started working with the SafetiPin app, which enables women to document where they feel safe or unsafe within the city. Nearly 18,000 entries have been made in the app, informing public awareness campaigns and transit staff training on women's safety issues. In addition, plainclothes officers (of which over half are women) were created to visibly arrest men caught sexually harassing women on public transit.

Source: *Connective Cities*, 2018

### RECOMMENDED PROCESS ACTIVITIES



### ISSUE AREA WHEEL



- **Use financial resources from universal service funds to support ICT access for women, girls, sexual and gender minorities, and people with disabilities**, helping service providers offer low-cost home internet packages to low-income families and incentivize customers through discounts on mobile devices.
- **Promote accessibility, affordability, and use of connected digital devices and broadband infrastructure**, especially for low-income individuals, to promote gender equity.
- **Boost availability and promotion of e-banking and mobile money**, especially to women and other disadvantaged groups.
- **Promote competition, private investment, and independent and evidence-based regulation to extend coverage** of digital services in underserved communities.
- **Promote human rights and the rights of women, girls, and sexual and gender minorities of all ages and abilities** as being relevant not only offline, but also online.
- **Support advocacy networks protecting the rights (including digital rights) of women, girls, sexual and gender minorities, and people with disabilities** to enable them to address gender and ICT policy at national, regional, and global levels.
- **Sensitize policy makers, planners, and service providers to gender and ICT issues** when considering new laws, plans, and services.
- **Build awareness among users** about the impact of online behavior on gender-based violence and intimidation.
- **Support the addition of gender-inclusive applications on top of the infrastructure layer** to enhance safety and reporting of online and offline gender-based violence.
- **Support efforts to create content reflecting the voices of women, girls, and sexual and gender minorities of all ages and abilities** through safe and secure online spaces.
- **Expand the use of ICT among low-income and less literate women, girls, and sexual and gender minorities of all ages and abilities** through the provision of computers at local schools, training in basic computing skills, and increased cellular network coverage.
- **Expand the definition and discussion of SMART cities** to incorporate the goal and strategy of gender inclusion alongside technology and resilience.
- **Develop online or video-based upskilling and tutorials targeted to women, girls, and sexual and gender minorities of all ages and abilities**, enabling them to make better use of digital tools and extract more value from them.



## RESOURCES

Bridging the Digital Gender Divide (OECD) — 2018.

Gender Equality and Sustainable Infrastructure (OECD Council) — 2019.

Gender Toolbox Brief: Gender and ICT (SIDA) — 2015.



Activity Matrix

		BUY-IN		DATA		DESIGN		
		Step Up	Star Diagram	Walk Audit	Day in the Life	Public Space Checklist	Challenge and Solution	Design Your Own ____
PLANS	Urban Land Management		✓	✓	✓		✓	
	Metropolitan Development Plans				✓		✓	✓
	MP/IUDP				✓		✓	✓
	City Mobility/ Transportation Plans		✓	✓	✓			✓
	Neighborhood Development Plan	✓	✓			✓	✓	
	Informal Neighborhood Upgrading Plans	✓	✓			✓	✓	
	City Climate Action Plans		✓		✓		✓	
	Disaster Risk Management		✓		✓		✓	
PROJECTS	Housing	✓			✓			✓
	Public Transport, Mobility and Road Safety		✓	✓	✓	✓		✓
	Streetscapes		✓	✓	✓	✓		✓
	Public Space	✓		✓	✓	✓		
	Energy		✓		✓		✓	
	Water and Sanitation			✓	✓		✓	
	Solid Waste Management				✓		✓	✓
	Communications and ICT		✓		✓			✓







## CHAPTER 5

# Case Studies



# Gender-Inclusive Urban Planning and Design in Context: Case Studies

The case studies included in this chapter demonstrate how cities, states, and countries around the world are approaching urban planning and design in a gender-inclusive way. They provide practical examples across a range of typologies, issues areas, and regions, detailing the local context, activities performed, and outcomes. Unfortunately, good examples of gender-inclusive projects are somewhat thin on the ground. Because of this, and the unique social, political, and environmental contexts in which these projects took place, these case studies should be understood to serve as inspiration, rather than as blueprints for replication.

## Kerala, India

WOMEN’S LAND OWNERSHIP AS A TOOL  
TO PREVENT DOMESTIC VIOLENCE



### CONTEXT

Across India, intra-marital violence ranges between 20% and 50%. However, this is likely an underestimate due to women’s hesitation to report violence for fear of social stigma. Researchers have investigated the dynamics within marital relations that may lead to violence. For instance, a man married to a woman who is better employed than himself may physically abuse her to undermine her achievement, health, mobility, and social interaction. Within a sample of Indian women who experienced long-term physical abuse and did not own property, only 19% left the household. Almost all of these women went to live with their parents, and half ultimately returned to their abusive husbands.

ACTIVITIES

A study conducted by Agarwal and Panda (2007) examines domestic violence through its often-neglected connection to land tenure in both urban and rural communities of the Thiruvananthapuram District in Kerala, India (population 3.3 million). The Thiruvananthapuram District was selected for study because it was one of the few locations in India where a sufficient sample of property-owning women existed, due to traditional matrilineal inheritance practices.

Agarwal and Panda undertook an empirical study of married women aged 15-49 in the District to test whether the women's ownership of property in their own names is associated with reduced levels of domestic violence, and therefore increased freedom. The study examined incidence of both physical and psychological intra-marital violence, including forced sex, that did not lead to death. Two previous surveys of 502 women living in both rural and urban environments carried out by Panda in 2000-2001 and 2004-2005 were used to provide answers to additional questions.

OUTCOMES

Agarwal and Panda's study showed that women's ownership of a house or land correlates with significantly reduced risk of both physical and psychological intra-marital violence. Ownership of property was found to provide women with enhanced physical security, self-esteem, and the strength of a visible fallback position and tangible exit option (Agarwal and Panda, 2007, p359). As such, property ownership may provide an escape route if violence has occurred — with 71% of the women property owners who experienced long-term physical violence successfully leaving the home, compared to only 19% of respondents who did not own property — but also have the effect of deterring violence in the first place. While 49% of women who did not own property reported some form of long-term physical violence, only 18% of women who owned land, 10% who owned a house, and 7% who owned both reported such violence. In addition, women with property were found to have a greater say in household decision-making, particularly in relation to taking out loans, using contraceptives, and having sex with their husbands.

This study illustrates the wide-reaching positive impacts of increased access to land tenure on women's freedom and well-being. It shows that urban land management programs that focus on expanding titling options for women should be prioritized in urban land management efforts.

Source: Agarwal and Panda (2007)

Barcelona, Spain

PARTICIPATORY MUNICIPAL PLANNING TO EXPAND RESOURCES AND INCREASE VISIBILITY FOR LGBT PEOPLE



CONTEXT

Despite legislative advances in LGBT rights in recent decades, homophobia and transphobia are still found in streets, workplaces, schools, and universities, preventing cities from becoming spaces of freedom and diversity that can be enjoyed fully by all citizens. However, many urban centers have sought to become spaces for acceptance. The city of Barcelona, Spain, established a Municipal Council for Lesbians, Gays, and Transsexual Men and Women (henceforth LGBT Municipal Council) in 2004 to serve as a participatory consultative body and provide the LGBT community with a stable forum to discuss and promote public policy, equal rights, social freedoms, and recognition. The Municipal Programme for LGBT People has worked since 2007 to strengthen associations, raise the profile of the LGBT community throughout the civic spheres, and combat prejudice and discrimination.



ACTIVITIES

Starting in 2008, the City of Barcelona sought to reinforce the LGBT Municipal Council's goals by creating a Municipal Plan for Lesbian, Gay, Bisexual, and Transgender People to articulate and address issues raised by the LGBT community and incorporate the LGBT perspective throughout the municipal structure. The planning process was highly participatory, and incorporated many of the good practices for gender-inclusive planning covered in Chapter 4 of this handbook.

The resulting plan included 228 strategic yet practical actions across 20 sections, covering a wide range of issues of importance to Barcelona's LGBT community. The actions were broken down into (i) those already underway, (ii) short-term actions, (iii) medium-term actions, and (iv) long-term actions, to be carried out over a 5 year period (2010-2015). To ensure the feasibility of the plan, nothing that exceeded current municipal capacity was included. A 5-year implementation period starting in 2010 was established, complete with provisions for monitoring and evaluation to ensure successful application and coordination.

Several of the 228 recommended actions in the plan related to civic engagement and the built environment. For example, the plan proposed that municipal services generate new resources and recommended the establishment of dedicated LGBT Resource Centers to provide specialized services, centralized information, and advice to the community. To increase LGBT recognition and visibility, the plan called for the installation of various monuments and signage celebrating and commemorating important moments of LGBT history in central spaces in the city. Finally, to increase safety and perceptions of safety, and to promote respectful use and co-existence in public spaces frequented by LGBT people, the plan called for a Public Space monitoring program that ensures enforcement of rules against discriminatory conduct.

OUTCOMES

The Barcelona LGBT plan has been viewed as a good practice for LGBT policy and is now being replicated by other European municipalities, including Turin, Italy; the German cities of Berlin and Cologne; the Belgian cities of Ghent and Antwerp; and Dumfries and Galloway, Scotland. Overall, the plan is a good example of how to incorporate the perspectives of LGBT people into planning at a municipal scale, resulting in a good balance between addressing both practical and strategic needs. Though the plan covers multiple sectors and only begins to touch on elements of the built environment, its section on Social and Citizen Participation is a particularly good example of how to codify a channel for LGBT residents to become a part of the municipal dialogue.

*Source: Municipality of Barcelona (2010), Grigolo (2007)*

Kerala, India

CENTERING WOMEN'S PRIORITIES AND CAPACITY-BUILDING  
TO SUPPORT SUSTAINABLE URBAN DEVELOPMENT



CONTEXT

Kerala, a state on the southwestern coast of India that includes the cities of Kochi, Kollam, Kozhikode, Thiruvananthapuram, and Thrissur, is home to over 33 million people. The region faces significant challenges around gendered division of labor, with women and girls shouldering the majority of the burden for domestic tasks. Poor infrastructure complicates their ability to carry out responsibilities relating to water, drainage, health, sanitation, and waste disposal. There is little institutional capacity to implement gender equality strategies, given that the general awareness of gender issues at the local level is low, and skills to develop concrete solutions are lacking. Men continue to dominate the construction industry, and women are discriminated against in terms of wages and working conditions. Women often find it difficult to engage in community initiatives due to lack of time, gender stereotypes, and lack of confidence.

ACTIVITIES

In 2005, the Local Self Government of Kerala launched the Kerala Sustainable Urban Development Project (KSUDP) to improve the urban environment, economy, and living conditions of residents of Kochi, Kollam, Kozhikode, Thiruvananthapuram, and Thrissur. It aimed to improve, expand, and strengthen urban infrastructure and services, and to expand livelihoods across the five cities.

While the project as a whole sought to improve living conditions and opportunity for women and men, the project team developed a Gender Action Plan (GAP) to promote women's participation, include their perspectives throughout the project, and ensure equitable outcomes. The GAP not only enabled the participation of women within their communities, but also placed women in office staff positions and as elected representatives. The belief was that by providing women with greater economic opportunities through poverty reduction programs and skill development training, and by increasing the efficiency of household tasks through improved infrastructure, their overall ability to participate in development would increase. Special assistance and compensation were given to ensure vulnerable groups such as women-headed households, people with disabilities, and those with illness in the family could participate. The cumulative effect of these actions ensured that there was significant participation by women in the KSUDP.

OUTCOMES

Urban infrastructure improvements prioritized by women— including Water, Sanitation and Hygiene (WASH), solid waste management, and road transportation— have benefited residents across the five focus cities, and especially women and girls. Improved access to safe water and sanitation facilities has reduced the workloads of women and girls and made family hygiene practices healthier, while road improvements have increased mobility and safety. Specific achievements include the following:

- 52.35 kilometers of drains were reconstructed
- 62 early childhood education centers were renovated
- 32 biogas plants were established to process household waste
- 2,480 low-cost household toilets were constructed

In addition, the project offered vocational training in a number of areas to support women's business initiatives, providing women and men alike with more opportunities for employment and to initiate their own income-generating activities.

- 83 workshops were held to develop participatory plans for poverty reduction across the five cities, and 84% of the 2,823 participants were women
- 63% of participants in planning and implementation of the Community Infrastructure Fund (CIF) were women, with 82% of CIF contracts completed as of 2015
- 107 training programs for elected officials were implemented across the five cities, which included 3,947 participants, 89% of whom were women

In all, women's participation in the KSUDP contributed to a more equitable built environment.

It also enhanced their self-esteem and nurtured their leadership abilities, not only within the community but also within their households.

Nonetheless, more could have been done to address gender biases and ensure lasting shifts in attitudes and opportunities for women. The final project report noted that the GAP was not synchronized with the design and monitoring framework nor extended across all activities within the project, meaning gender was not treated as a cross-cutting, central issue. A more integrated approach may have led to more sustained impact on gender relations.

Source: Asian Development Bank (2015a, 2018)





# Azad Kashmir, Pakistan

## PROMOTING WOMEN'S LAND OWNERSHIP AND REPRESENTATION FOLLOWING DISASTER



### CONTEXT

On the morning of October 8, 2005, a magnitude 7.6 earthquake hit the Pakistan-administered Azad Kashmir region, causing severe damage and destroying entire towns and villages. Over 85,000 people died, more than 100,000 were injured, and 3.5 million people were left homeless and living in temporary shelters. Overnight, thousands of women were left widowed while many men who had been their families' primary income-providers were left unable to work. Affected women suddenly needed to earn enough money to support their entire households, while often also caring for newly-disabled family members of all ages, all in a socially conservative society where women traditionally have limited education and mobility.

Significant recovery efforts in Azad Jammu, Kashmir, and the North-West Frontier Province funded by the Asian Development Bank (ADB) were undertaken, starting with the reconstruction of roads and other community infrastructure. Though these initial efforts were initially considered successful, they were not gender-equitable, with most resources and assistance reaching men.

As such, ADB sought to give further recovery efforts more explicit gender equity goals to aid the most vulnerable victims of the disaster — including the 27% of households that were headed by women, many of them as a direct result of the earthquake.

### ACTIVITIES

Starting in 2007, the Earthquake-Displaced People Livelihood Assistance Restoration Program channelled funds through the government's Earthquake Reconstruction and Relief Agency (ERRA) to be allocated to individual households based on the extent of damage caused to homes. The program took a bottom-up, owner-driven implementation approach for procuring needed materials and self-building houses using the ERRA's seismically compliant housing designs.

In an effort to confront the shortfalls of previous recovery projects, the program included a Gender Vulnerability Action Plan (GVAP) that set the following objectives:

- To improve women's access to rights and entitlements of land and home ownership. All new houses were to be registered under the names of both husband and wife.
- To provide equitable access for women and other vulnerable groups to housing, reconstruction and housing-related services, including housing grants. Women were to have 50% representation in Village Reconstruction Committees.
- To include gender equity targets and provision for training. Women were to make up 50% of participants trained in housing reconstruction and other non-traditional skills.
- To help women establish legal ownership of property through legal services.

### OUTCOMES

The program enabled 320,000 households to rebuild their homes, including 55,000 women-headed households. More than 780,000 people were trained by the ERRA in seismic-compliant building design and construction techniques. Women made up 30% of the social mobilization teams that reached out to affected communities with information and assistance. In a deeply conservative region where land titles are traditionally held almost exclusively by men, the emphasis on helping women and other vulnerable groups through legal aid, mobile registration service, and information dissemination meant 16% of the newly built houses are owned by women-headed households. As a result of holding land titles and owning homes, these women enjoy a higher status in their communities.

However, the rapid time frame, large scale, intricacies of the bottom-up approach, and failure to systematically implement and fully comply with the GVAP made it challenging for ERRA to fully achieve the program's gender objectives. The results outlined above fell well below the expectations and performance indicators set at the onset of the program. The following lessons can be taken from this project:

- Gender-specific goals alone are not enough if their implementation and compliance are not ensured, or are not monitored and evaluated effectively.
- Though a gender-specific plan is an important start, a plan alone is not enough to ensure gender equity; additional time and resources need to be allocated to ensure the successful implementation of gender-specific goals (See Core Commitments in Chapter 3).

Source: Asian Development Bank (2017), Hutchison (2015)



# Vienna, Austria

## MAINSTREAMING GENDER ACROSS PLANNING EFFORTS TO CREATE A GENDER-INCLUSIVE CITY



### CONTEXT

Vienna, the capital of Austria, has about 1.9 million inhabitants and dynamic urban growth. Consistently ranked as one of the world’s most livable cities thanks to its efficient and affordable public transport system, solid stock of social and nonprofit-oriented housing, and socially-aware approach to urban planning, the City of Vienna has addressed gaps between males and females in its public policy and urban planning since the 1990’s. Rules and regulations have been created to ensure equal access to city resources, and a high-level unit with three feminist gender planning experts, in place for 11 years, has coordinated more than 60 pilot projects in many different sectors.



ACTIVITIES

*Public Transport and Pedestrian Issues*

Alongside metro line extensions focusing on improved station design, the city has centered issues of pedestrian access and safety, particularly for women. Following night walks in an inner district by the Local Women’s Commission to identify spaces of anxiety, improved lighting, wider sidewalks, and ramps to improve access for people with strollers and wheelchairs were implemented in a pilot process over a period of four years. Awareness of pedestrians has risen significantly in the City’s road construction unit, with pedestrian challenges now considered as important as those faced by drivers — a critical shift in thinking reinforced by the fact that also every public transport ride necessitates two additional pedestrian ways.

*Public Space*

A study by Vienna’s Women’s Office found that the number of girls using the city’s parks declined rapidly once they reached the age of 9-10 years. In response, the city revamped its parks guidelines based on the evaluation of six pilot projects, four of them with the active participation of girls. New recreation facilities such as volleyball and badminton courts and cosy seating areas offered more possibilities for users and made parks more appealing for women and girls; while extra footpaths, benches, trees, and shade improved mobility and access and provided opportunities for rest.

*Housing*

The City of Vienna commissioned a design competition for eight female architects in 1993 for an apartment complex designed by women, known as Frauen-Werk-Stadt, or Women-Work-City. In the end, four of the female architects designed the 360 units. Design criteria for the competition included provisions such as practical layouts; flexible spaces to accommodate different phases in life; inviting and spacious stairwells and entrance areas that prioritize social encounters and reduce feelings of fear; highly-visible recreation spaces; large, naturally-lit kitchens; and seamless linkages between interior and exterior spaces. Eight female architects applied, with four of them designing 360 units in the complex. The development features flexible units that can be adapted for different life phases and family arrangements; common roof terraces and open spaces for recreation; and an on-site childcare facility, pharmacy, and doctor’s office. To further support family life and reduce care work, the development is located next to a supermarket and tram stop, and in close walking distance of a primary school.

*Public Buildings*

Following two gender-inclusive project pilots, the City released a new “quality criteria” catalogue. Planning competitions for educational buildings now include gender criteria and a strong focus on open spaces and playgrounds.

*Improving Capacity and Awareness*

The City of Vienna’s gender planning activities have been branded under the name “Fair Shared City” to emphasize the equality aspect. A Fairness Check has been developed to ensure different users groups’ needs are addressed systematically, and gender experts installed on competition review panels. Numerous manuals, guidelines, and gender trainings have built capacity and awareness within the planning administration, while measures such as renaming streets to feature female names and showing fathers holding babies on 50% of public transit signage have helped address cultural gender gaps.

OUTCOMES

The systematic consideration of gender gaps by the planning departments responsible for design and planning issues in the City of Vienna contributed significantly to the high quality of life and, as a result, serves as one of the most successful examples of gender inclusion to cities around the world.

*Source: City of Vienna*



# Mexico City, Mexico

## PROVIDING PRACTICAL, SHORT-TERM TRANSPORTATION SOLUTIONS TO ADDRESS URGENT GENDER ISSUES



### CONTEXT

Women face harassment on a daily basis in Mexico City’s transit system, which transports four million people each day. A 2008 study by the National Board for the Prevention of Discrimination found that 90% of Mexico City’s female transit riders reported having being sexually harassed while traveling, including by groping, lascivious looks, and explicit comments about their bodies. Exacerbating this problem is the fact that many women in Mexico City do not trust or feel safe around the police, leading to the underreporting of transit-related sexual harassment and violence. Violence on public transit leaves women afraid to travel, often preventing them from accessing important social, educational, and economic opportunities.

### ACTIVITIES

“Pink Transportation”— known in Spanish as “Transporte Rosa” and “Vagones Rosa” — is a program that dedicates some public transport exclusively to women, children under 12, and elders. The program began in 2000, when Mexico City’s Department of Transportation designated two cars within each metro train exclusively for women, as well as establishing women-only bus lines and sections of buses. In 2008, women-only transportation options were literally turned pink, transforming the program into a visual campaign and illuminating the problem of violence against women on transit. The department also expanded the number of women-only buses from fewer than 30 to almost 100 and branded them the “Atena Line”, after the Greek goddess Athena. Each bubblegum pink bus sports a portrait of a woman that played a pivotal role in Mexico’s history on its side. Starting in 2008, the department also implemented a program called “Viajemos Seguras” (Let’s travel safely) to help women report sexual harassment and violence in public transportation. Five offices staffed exclusively by women were launched in the most crowded metro stations in the city, along with a 24-hour hotline. These provide women with a safe place to report crime and challenge the perception that women themselves are solely responsible for their own safety. Finally, in 2010, Mexico City launched a pink taxi program consisting of bubblegum pink cabs that are driven by women and stop exclusively for women.

### OUTCOMES

The Pink Transportation program has had mixed results. Women overwhelmingly choose to use Pink Transportation options when they have them, and take a prominent role in protecting these spaces. However, while women report feeling more safe or comfortable using Pink Transportation options, 70% still report feeling unsafe using public transportation overall. Pink buses comprise only about 10% of the city’s fleet, running on 23 out of 91 formal bus routes. Gender-segregated transportation as a whole has proven contentious among feminists and transit advocates. It is a practical approach that addresses the immediate issue of violence against women on public transit, but does little to strategically confront the underlying structural issues that cause it, such as deeper patriarchal societal tendencies or rape culture. Moreover, Pink Transportation fails to address the needs of sexual and gender minorities and can encourage discrimination and harassment against these groups.

Nonetheless, given the severe and urgent impacts of violence against women in terms of opportunity, freedom, and agency, segregated transport does have a role to play in catalyzing wider conversations and change around gender issues. This is particularly powerful when paired with more strategic approaches, such as changing laws and policies, providing support for victims of violence, and changing broader social narratives around gender.

*Source: Dunckel-Graglia (2013); Linthicum (2016)*



**HAZME EL PARO: INCREASING WOMEN’S SAFE ACCESS TO ECONOMIC OPPORTUNITIES IN MEXICAN CITIES**

In Mexico City, the World Bank designed, implemented, and evaluated a project to prevent and respond to sexual harassment on public transport. The project aimed to increase women's safety by providing the transport community with a package of solutions to intervene in cases of sexual harassment by becoming agents of change, while contributing to change social norms. By developing a Response Protocol and training bus drivers and police, the intervention improved the private operator and government agency's awareness and capacity to respond to sexual harassment cases. Additionally, this intervention developed a marketing campaign to challenge social norms around the belief that “women are asking for it,” as well as a smartphone application to facilitate reporting and referral to services. This intervention serves as a good example of a project that worked to change the perception of transport users about violence against women. The preliminary evaluation of shows an increase of awareness regarding the issue of sexual harassment and a drop in perception that women were “asking” to be harassed. Moreover, in the 14 weeks of the pilot, 62 geo-located reports were made.



**Umeå, Sweden**

**IMPROVING PERCEPTIONS OF SAFETY THROUGH INTELLIGENT STREETSCAPE DESIGN**



**CONTEXT**

Umeå, the largest city in northern Sweden, is home to 120,000 residents. Like many cities it was built to reflect the perspectives and needs of male urban planners, designers, and developers. Over the last 40 years, the City of Umeå has worked to redesign the built environment to promote gender equality, with the overarching goal of ensuring that both women and men have equal power in both public and private life. In 1989, a strategic body was established to oversee these gender-inclusive efforts and projects.

Women's safety and comfort in Umeå's public spaces became a particular point of attention in the late 1990's and early 2000's following a series of violent assaults by a serial rapist

known as the “Haga Man”. In the wake of these assaults and the public discussion that followed, city leaders faced increased pressure to implement safety measures focused specifically on women.

ACTIVITIES

The “Lev” (Live) tunnel demonstrates the Umeå municipality’s shift toward physical planning and design with a gender-inclusive perspective. Opened in 2012, the Lev tunnel is a nearly 80 meter-long pedestrian and bicycle passage that connects the city center to the Haga neighborhood and aims to provide passage for women and men at all times, without fear or safety concerns. As part of the project, the municipality implemented a planning and design process that highlighted gender gaps between men and women, as well as conducted gender equality workshops with those involved in the design and construction of the tunnel.

The resulting design features safety considerations such as wide entrances to allow passage for people walking in groups and women or men with children and strollers; gradual gradients and rounded corners to enhance sight lines and improve perceptions of safety; and ample natural lighting, maximum transparency, and welcoming artwork and soundscapes to create a tranquil atmosphere that feels welcoming, rather than threatening.

OUTCOMES

Largely due to its innovative design, the Lev tunnel has become one of the city’s main attractions. The active usage of the tunnel further supports feelings of safety for its users. The municipality acknowledges that although the tunnel itself cannot end violence against women, it has created an opportunity to raise awareness on issues of gender, safety, and the causes and facilitators of violence.

*Sources: City of Umeå (2019), Sandberg and Rönnblom (2016), Sveriges Arkitekter (2014), URBACT (2018)*

Mendoza, Argentina

PARTICIPATORY DESIGN TO CREATE A PUBLIC SPACE THAT SERVES ALL GENDERS EQUITABLY



CONTEXT

At the edge of the city of Mendoza, Argentina, lies the informal settlement, or barrio, of La Favorita. With over 10,000 residents, La Favorita is home to almost 10% of the city’s population and dates back to the 1940’s, when people fleeing political oppression in Chile, Peru, and Bolivia began to settle there. In part due to this history, La Favorita is well-organized and is home to a variety of local organizations and unions.

Four phases of World Bank-funded upgrades have already taken place in some zones of La Favorita, including the paving of roads and provision of basic infrastructure and lighting. The plaza at the center of the barrio, Plaza Aliar, also received basic improvements, with



paths, planting, lights, trash cans, water fountains, and playground equipment added over the years. However, the plaza remains largely underused. Its expansiveness leaves women and sexual and gender minorities feeling unsafe, uncomfortable, and exposed — even when doing exercise classes with others in the plaza. This is exacerbated by men who dominate the space and often drink and do drugs there. On the rough soccer field on the western end of the plaza, games for boys and men tend to be prioritized. Residents feel the small playground on the eastern edge of the plaza is too close to traffic, and report multiple incidents of children running into traffic and being hit.

## ACTIVITIES

In 2018, Kounkuey Design Initiative (KDI) worked with the Municipality of Mendoza, the Argentine Ministry of Interior, Public Works, and Housing, and students from Harvard's Graduate School of Design (GSD) to assess the needs of La Favorita's residents through a gendered lens and provide recommendations for the gender-inclusive redesign of Plaza Aliar. The project envisioned people of all genders playing an equal role in determining and shaping their community in order to promote equity of self-determined time, safety, social opportunity, and social capital.

The team worked directly with women of La Favorita to evaluate Plaza Aliar and imagine solutions to their challenges through changes in the public realm. The participatory methodology included a series of activities focused on developing a shared understanding of gender issues in urban planning; examining the barrio's public spaces; identifying challenges faced in the urban environment and potential solutions; and collectively prioritizing those potential solutions. Once the needs, challenges, and initial visions were established, the project team worked with women to create six proposed plans for the redevelopment of Plaza Aliar that were presented back to the community for feedback and voting.

The plan that the women chose envisions Plaza Aliar as a multifunctional plaza comprised of individual “rooms” linked together with cohesive design and flow. It ties directly into its surroundings, building on existing assets such as a municipal resource center, and serves recreational, social, health, literacy, economic, cultural, political, and transportation needs through a variety of amenities, including:

- A small central plaza surrounded by active uses throughout the day to provide “eyes on the space” and enhance safety for women
- A multiuse structure to serve as an open-air community center for various uses, including Zumba classes that are less exposed for the women's comfort
- A field hockey pitch striped for a variety of uses in addition to soccer
- A playground surrounded by raised vantage seating for women and other caregivers to watch their kids and a community market where women can vend
- A protected bus shelter where women can wait for the bus safely
- An amphitheater with stepped seating for community events
- A library grove across from the popular adjacent library to provide a variety of uses

Together, these features provide for women's safety, social opportunity, and capital; and create gender-inclusive spaces for women to spend their self-determined time.

## OUTCOMES

The Municipality of Mendoza is now preparing for construction of the plaza, with groundbreaking set to take place in 2020. A key achievement of the project is that the selected plan will put into place recommendations crafted directly by and for the women of La Favorita. In addition, the project was successful in creating buy-in among government partners around the importance of a gender-inclusive process and product. As a result of this project, municipal partners have decided to implement similar gender-inclusive participatory processes in future planning and design projects, and the Argentine government will incorporate these practices into its national upgrading protocol.

*Sources: Bennett and Stack (2018), Kounkuey Design Initiative (2018)*



# Madhya Pradesh, India

## IMPROVING INFRASTRUCTURE TO REDUCE WOMEN'S CAREGIVING AND FAMILY HYGIENE BURDENS



### CONTEXT

In the informal settlements of Bhopal, Gwalior, Indore, and Jabalpur in the Indian state of Madhya Pradesh, the overwhelming majority of households lack water supply and sanitation facilities. Women living in these settlements suffer most from poor access to quality water and sanitation facilities, as they are usually responsible for fetching and managing household water supplies to fulfill duties such as cooking and maintaining personal and household hygiene. This disproportionate allocation of responsibilities, coupled with inadequate facilities that require women to travel long distances to collect water, forces women to spend a significant proportion of their time on household-related work. Moreover, the lack of sanitation facilities has led to high rates of open defecation, with specific health and safety concerns for women and girls who have to wait until after dark to relieve themselves — affecting their internal health and making them vulnerable to violence.

### ACTIVITIES

In 2003, the Government of Madhya Pradesh's Department of Urban Administration and

Development implemented the Urban Water Supply and Environmental Improvement Project (or Project UDAY). The project aimed to intentionally improve the living conditions and economic opportunities of women by (i) reducing the amount of effort and time spent fetching and storing water; (ii) improving drainage and garbage collection; (iii) improving access to toilets; and (iv) hiring female workers in the building and maintenance of the project. Project UDAY would achieve this by improving urban water supply and wastewater collection and treatment systems.

Some of the project's gender-inclusive elements included:

- An evidence-based gender mainstreaming strategy using results from a gender assessment of all four project cities
- A Gender Action Plan (GAP), including elements such as targets for female participation in project activities and decision-making, and gender awareness modules included in all project-related trainings
- A gender field manual to integrate gender considerations into the Municipal Action Plan for Poverty Reduction processes
- Community mobilizations focused on women to ensure their proportionate representation in Community Group Committees, which guided and informed all projects

Specific design elements incorporated the safety concerns of women and girls into the built interventions. For example, designs for new community toilets addressed previous faulty design issues, poor placement placement in locations that left women and girls vulnerable to violence, and inadequate maintenance. In addition, women expressed a need for places for public participation, cultural programs, marriages, events, and cultural exchange. Because of this, original plans that were solely meant to provide community toilets were expanded to include community halls for such activities to take place.

### OUTCOMES

Over 5.6 million people benefited from improved water supply, half a million benefited from the upgraded wastewater management system, and 4.7 million benefited from an improved solid waste management system. Water supply was extended into informal settlements, increasing access to water. This new access improved health and safety for women by enabling them to bathe and wash clothes more frequently and in privacy. The improved availability of water also enabled residents to construct in-home toilets, and 25 community toilets were renovated where in-home space was limited, giving access to 4,000 households.

Women and men alike experienced a reduction in workloads due to improved access to convenient and safe water services. In addition, the project successfully increased participation of women in leadership and decision-making in the water and sanitation sector: of the 760 members who participated in the Community Group Committees (CGC's), 73% of them were women.

*Sources: UN-HABITAT (2006), Asian Development Bank (2015b), Asian Development Bank (2011)*



# Fortaleza, Brazil

## IMPROVING WOMEN’S HEALTH AND LIVELIHOODS THROUGH WASTE DISPOSAL AND ELECTRICITY SERVICE DISCOUNTS



### CONTEXT

The state of Ceará is home to Fortaleza, Brazil’s fifth largest city. In its hard-to-access, low-income settlements, lack of formal waste collection leads to the improper disposal of waste, often in the streets. This poses serious health concerns for residents, with the accumulation of waste in the streets, accompanied by high temperatures and stagnant water during rainy seasons, increasing the risk of disease outbreaks. This risk is further heightened when household waste mixes with wastewater.

Women in the informal settlements of Fortaleza suffer disproportionately from the lack of waste

collection infrastructure due to gendered societal roles. Women tend to carry out waste disposal as part of their unpaid and time-consuming household-related duties, and also make up 30% of those across Brazil who declare waste collecting as their main “occupation” - possibly a conservative figure since many may consider it part of their caregiving duties. This exposure to waste puts women at greater risk of contracting disease while decreasing the amount of time they can spend accessing paid employment, education, and services.

### ACTIVITIES

Coelce, a Brazilian electricity company, launched a pilot program in 2007 in four low-income communities in the city of Fortaleza. Though not designed specifically to target women, the program sought to meet two objectives that would impact women in particular: decreasing the number of unpaid electricity bills and instances of illegal electricity use, and reducing the amount of waste being improperly disposed into the environment. Known as Ecoelce, it enables residents to trade in their recyclable waste in exchange for credits to lower their electricity bill.

Coelce established stationary and mobile collection facilities within the four communities, each equipped with a machine that weighs and calculates the value of customers’ recyclables. Customers use an electronic card linked to their account that credits the value of the waste to their electricity bill. Customers are also able to donate the value to other individuals, non-profits, or companies participating in the program. The exchange process is secure for customers because no money is physically exchanged. After the collection is made at the facility, all materials are sent to a recycling center for safe disposal and reuse.

In addition to implementing the pilot program, Coelce helped create formalized roles for residents whose primary source of income was through collecting recyclables in the streets. This establishment of a reliable and consistent form of income was especially important for women given their tendency to take on informal and unpaid work, and their important role in the city’s waste sector.

### OUTCOMES

The Ecoelce pilot program saw dramatic results and was expanded due to its success. Over the course of the program’s first 10 years, 32,624 tons of waste were removed from the environment, R\$ 5,255,737 of bonuses on electricity bills were given, and 134,129,606 KW/h of electricity were saved. The initiative has been particularly useful for women because it reduced the amount of time they spent recycling household waste by embedding recycling facilities within communities. In addition, women can participate in the program without fear of insecurity because the entire transaction is cash-free, and their time and financial costs related to providing and sustaining electricity for the household are lowered.

The program is now available across the entire state of Ceará with 112 communities serviced in 30 municipalities. In addition, the initiative has been replicated in Rio de Janeiro (Ecoampla) and Santiago de Chile (Ecochilectra) and has received national and international recognition, including being named the winning project in Latin America by UN Global Compact.

*Sources: Enel (2017), Nel-lo and Mele (2016), Araujo (2011), Coelho et al. (2018), Pilo (2017), Arenas et. al. (2013), Coehlo et al. (2016)*





## CHAPTER 6

# Conclusion and Further Resources



# Conclusion: Looking Forward

In Berkeley, California in the 1970's, a group of disability activists called the Rolling Quads began breaking up curbs and installing makeshift ramps onto sidewalks to demand better access for wheelchair users. What people did not expect was that when “curb cuts” were finally installed, wheelchair users were not the only beneficiaries. Indeed, people with strollers, heavy shopping, suitcases, or simply reduced mobility use curb cuts all the time — for many it is the preferable route. In the same way, a gender-inclusive city works better for everyone. A city in which women, girls, and sexual and gender minorities of all ages and abilities can get around easily and safely, participate fully in the workforce and in public life, and lead healthy, sociable, and active lives is a city that improves life for everyone. A city in which women, girls, and sexual and gender minorities of all gender and abilities enjoy full social and economic inclusion is a city that accelerates progress for everyone.

To achieve this vision and meet the corporate requirements set out in the World Bank Environmental and Social Framework and Gender Strategy, an approach that actively includes a wider array of voices, perspectives, and priorities is critical. There can be no gender-inclusive city without gender-inclusive processes. This means committing to the active, meaningful participation of women, girls, and sexual and gender minorities; and to their learning and power as citizens. It requires an intersectional, cross-sectoral approach that considers how women's, girls', and sexual and gender minorities' daily experiences are impacted by systemic factors in the built environment and according to their gender, their age, their race or ethnicity, their religion, their income, and their ability. Crucially, it means dedicating budget, staff, and expertise to incorporating gender inclusion into all phases of a project — not as an add-on, but as an integral goal of the project.

These principles are daunting, of course. Many development practitioners are on board with gender inclusion in theory, but in practice it can feel like another box to check; another burden on top of an already enormous workload; and a tenuous goal with little grounding in the day-to-day. This handbook has therefore attempted to make the pathway toward a gender-inclusive city clearer and more accessible to all readers involved in designing and delivering World Bank-funded projects. The guidelines are not intended to be interpreted as rigid standards, but instead as a resource for inspiration, suggestions, and direction — encouraging audiences to ask themselves honestly how to incorporate gender in their work and to proactively seek out new information and innovation in this area.

It bears reiterating that gender-inclusive urban planning and design processes must be carried out by asking women, girls, and sexual and gender minorities what the issues and barriers they face are, and what possible solutions could be. It is important not to fall into the trap of following the guidelines in Chapter 4 and attempting to respond to key questions without direct and in-depth consultation with women, girls, and sexual and gender minorities from the local community. While guidelines and even agreed-upon standards are useful and can motivate us to do better, there is simply no shortcut for actively and equitably including women's, girls', and sexual and gender minorities' voices in a design or planning process. Their agency and participation is the most critical objective here, and will make the difference between merely addressing symptoms of gender inequity and meeting immediate needs, versus catalyzing transformative change in gender relations.

## 6.1 Conclusion: Looking Forward

Ultimately, gender inclusion is not really a burden or problem. It is an opportunity. Over half of the world's population are women, girls, and sexual and gender minorities. Their needs, desires, knowledge, and skills are untapped resources for urban planners and designers and cities as a whole. Their economic opportunity, social inclusion, political participation, and yes — their ideas for how to better design and plan cities — are critical to achieving the World Bank's mission of prosperity for all.



KEY WORLD BANK DOCUMENTS

World Bank Environmental and Social Framework  
World Bank Group Gender Strategy 2016-2023

WORLD BANK GENDER TAG RESOURCES

For Gender Tag training materials: type “gender” into WBG intranet or follow this link: <https://worldbankgroup.sharepoint.com/sites/Gender/Pages/Gender-Tag-11192018-173633.aspx>

- For Gender-Tagged projects complete with gender actions and indicators, see Urban/Gender tags in World Bank Standard Reports

See also:

- Global Practice (GP) Follow-Up Notes to the Gender Strategy
- Regional Gender Action Plans (RGAPs)
- Systematic Country Diagnostics (SCD) and Country Partnership Frameworks (CPF)

WORLD BANK GENDER CHAMPIONS

For a list of designated “Gender Champions” across all Global Practices, follow this link:

<https://worldbankgroup.sharepoint.com/sites/Gender/Pages/pc/BankwideGenderContacts-09192018-210825/Gender-Leads-09192018-211724.aspx>

In addition to these Gender Champions, in-person resources and support are available for projects specifically involving Sexual and Gender Minorities and People with Disabilities. The World Bank has a Sexual Orientation and Gender Identity (SOGI) Global Advisor and a Global Disability Advisor who can assist teams in conducting analysis and consultations.

WORLD BANK GENDER TOOLKITS AND GUIDES

The following is a list of helpful toolkits and guides for incorporating gender into related areas of practice.

- Gender and Energy Role Playing: Training Guidebook, 2019
- Land Policies: Toolkit for Integrating Gender-Related Issues
- Toolkit for Mainstreaming Gender in Water Operations, 2016

UNITED NATIONS DOCUMENTS

The below documents include guides, toolkits, briefings, reports, and other helpful resources from the United Nations.

- Facts and Figures: Leadership and Political Participation | UN Women, 2019
- Gender Equality Observation for Latin America and the Caribbean | United Nations, 2018
- Gender Issue Guide: Gender Responsive Urban Legislation, Land and Governance | UN-HABITAT, 2015
- Gender Issue Guide: Housing and Slum Upgrading | UN-HABITAT, 2012
- Gender Issue Guide: Urban Planning and Design | UN-HABITAT, 2012
- Gender and Urban Planning: Issues and Trends | UN-HABITAT, 2012
- Gender Equality and the New Urban Agenda | UN-HABITAT, 2014
- Gender Equality and Sustainable Urbanization | UN Women, 2009

- Gender Equality for Smarter Cities: Challenges and Progress | UN-HABITAT 2010
- In Brief: Women’s Leadership and Political Participation | UN Women, 2011
- Safe Cities and Safe Public Spaces | UN Women, 2017
- SDG 11 – Cities | United Nations, 2018
- State of Women in Cities | UN-HABITAT, 2013

SIMILAR URBAN PLANNING AND DESIGN TOOLKITS

For additional inspiration and support, see the below toolkits on gender-inclusive urban planning, design, and development from around the world.

- Gender Mainstreaming in Urban Development | City of Berlin
- Gender Mainstreaming in Urban Planning and Urban Development | City of Vienna, 2013
- Learning From Women to Create Gender Inclusive Cities | Women in Cities International, 2010
- Making Cities and Urban Spaces Safe for Women and Girls | ActionAid, 2013
- The Gender Manual: A Practical Guide | DFID, 2008

KEY LITERATURE

Below is a list of important further reading to build a deeper understanding of gender issues in urban planning and design.

- Gender and Development | Caroline Moser, 1993
- Gender and Planning | Susan S. Fainstein and Lisa J. Servon, 2009
- Gender, Urban Development and the Politics of Space | Silvia Chant and MacIlwaine, 2014
- Gender, Urban Space, and the Right to Everyday Life | Yasminah Beebeejaun
- Genderbashing: Sexuality, Gender, and the Regulation of Public Space | Ki Namaste, 1996
- Queers in the American City: Transgendered Perceptions of Urban Space | Petra Doan, 2007
- The Way She Moves: Mapping the Everyday Production of Gender-Space | Shilpa Ranade, 2007
- Women in the Urban Environment | Gerda R. Wekerle, 1980
- Women’s Fear and the Design of Public Space | Gill Valentine, 1990

ADDITIONAL READING

The articles and reports below will further enrich understanding around gender and urban planning and design.

- A place for everyone? Gender Equality and Urban Planning | Oxfam and RTPI, 2007
- Can cities be feminist? Inside the Global Rise of Female Mayors | Guardian, 2016
- Driving Toward Equality: Women, Ride-Hailing and the Sharing Economy | IFC, Accenture, Uber, 2018
- Gender Equality and Sustainable Urbanisation FACTSHEET | WomenWatch, 2009
- Gender issues in transportation: a short introduction | Institute for Transportation and Development Policy, 1999
- How to Build a Feminist City: Baking gender equality into building and planning can improve the lives of millions for little cost | APolitical
- IFC: A Solutions Provider for Cities and Mayer | IFC, 2018
- Practical advice for more gender equality in the Vienna City Administration | City of Vienna Administration, 2011
- Safe Cities for Women – From reality to rights | Action Aid, 2014

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- Tackling Childcare: The Business Case for Employer-Supported Childcare | IFC, 2017
- The Need to Plan for Women: Planning with a Gender Lens | Cornell University, 2015
- The Women Mayors’ Network | National Democratic Institute, 2019
- Urban Gender-Based Violence Risk Assessment Guidance: Identifying Risk Factors for Urban Refugees | Women’s Refugee Commission, 2015
- Women and urban crises. Gender sensitive strategies for managing critical urban environments in the South and in Eastern Europe | UNESCO

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