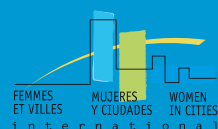


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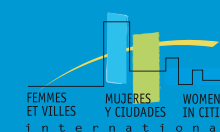


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The Global Assessment on Women's Safety

UN HABITAT
FOR A BETTER URBAN FUTURE



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FOREWORD



Women are at risk of violence both in public and private spheres, in and around the home, in neighbourhoods and at city level. Risk is influenced by urban design choices and the organisation of public services including transport and energy,

amongst other things. Women experience a higher degree of insecurity which can restrict their “access” and “use of the city”.

UN-HABITAT supports sustainability and inclusiveness in our cities. But women and girls still experience a higher degree of insecurity as compared to men and boys, which limits their access to city services. To create inclusive cities that respect the rights of everyone, we need to create conditions and physical environments where women, men, girls and boys can live, work, go to school, move around, and socialise without fear of harm. We also need to change attitudes and policies that perpetuate violence against women. This is essential for economic and social development and for meeting the Millennium Development Goal commitments entered into by the international community in 2000.

Many women and girls face domestic violence not only in their homes and in relationships, but also in public spaces due to poor choices in urban design and poor management of those spaces. In practical terms this can relate to factors such as inadequate street lighting, unsafe underpasses, ineffective community policing and lack of rehabilitation programmes

for those involved in antisocial use of public spaces. During times of conflict or social unrest, those factors can further exacerbate the risk of gender-based violence.

UN-HABITAT takes an active role in the documentation and exchange of best practices and lessons learned to improve safety and security in cities. To this end, UN-HABITAT has collaborated with the Huairou Commission, Women in Cities International and Red Mujer y Habitat to conduct this Global Assessment on Women's Safety, which is an extensive review of tools and strategies promoting women's safety on the global, regional, national and local levels. This has resulted in the creation of a database of over 200 institutions, local authorities and grassroots initiatives working on women's safety. This helps with information sharing and building of global and regional networks.

We need full and meaningful participation of women and girls to make cities safer for them. Governments at all levels have a vital role and responsibility in engaging women and girls and men and boys as equals in decision-making, policy and strategy development addressing violence against women and girls. Ending violence against women requires collective action and we need to recognise that safer cities for women and girls are better cities for everyone.

A handwritten signature in black ink, reading 'Anna Tibaijuka'.

Anna Tibaijuka,
Under-Secretary General of the United Nations
Executive Director of UN-HABITAT

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The Global Assessment on Women's Safety has been a collaborative effort by the Huairou Commission, Red Mujer y Habitat and Women and Cities International. We would like to specially thank Marisa Canuto, Laura Hunt, Melanie Lambrick, Erica Reade, and Kathryn Travers for their hard work and long hours in distributing the survey, collecting the results and drafting this report.

In addition, we would like to appreciate CISCSA, Fundacion Guatemala, AVP and the Slovak Czech Women's Fund for their work at the country level in distributing questionnaires and collecting and translating the results into English.

We would also like to recognize the countless hours of work and dedication that the survey respondents themselves have put into ensuring women have safe and secure communities for themselves and their families.

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SECTION I: INTRODUCTION

The Safer Cities Programme of UN-HABITAT embarked on a strategic planning process which resulted in the development of a Strategic Plan for 2008-2013. The **overall objective** of this strategy is to guide UN-HABITAT work on urban safety building on external needs/demands and on added value, and to provide directions for partnership building and advocacy activities, as well as for capacity building.

At the global level, the Safer Cities Programme undertakes advocacy on local crime and violence prevention, policy development on human settlements and on the governance dimensions of crime and violence prevention, documents and analyses experiences, and develops and disseminates tools for local governments and other actors. Among key outputs are an integrated set of tools and resources on crime prevention, policy documents on key issues such as women's safety, youth at risk and the role of the police in urban governance, regional strategies on youth at risk, and an overall increased recognition of the key role of crime prevention in sustainable human settlements development promoting inclusive cities.

The Strategy seeks to reinforce the delivery of urban safety by strengthening and scaling-up activities, focusing on the local governance of safety, and the linkages with slum upgrading and urban renewal. It foresees the creation of a global alliance on urban crime and violence prevention, the development of a shared conceptual framework, and the production of specific flagship products, including tools/guidelines for local level interventions.

Gender based violence is a cross-cutting issue

for human settlements, it is a central concern vis-à-vis women participation in urban development, and needs to be addressed in the context of governance (political violence, and violence prevention policies), security of tenure (economic violence, and violence in connection with evictions), as well as in post-disaster/conflict situations (in the escalation of violence against women). Key element of a gender approach is the planning dimension, whereby safety of women in the public space can be addressed as a component of urban planning and management of public space.

UN-HABITAT and Safer Cities purport an approach to urban safety that links women initiatives and local government initiatives, as a way of influencing public policy and addressing the causes of violence against women in a systemic way. As part of the strategic planning process the Safer Cities Programme engaged and consulted with organisations active in the field of women's empowerment, women in human settlements development and violence prevention.

UN-HABITAT's added value needs to be clearly defined in its collaboration with different type of actors (grassroots women and their network, professionals and academics, city officials and decision-makers, UN-agencies), and engagement has to be at all these levels. Among areas of added value where UN-HABITAT has a role are:

1. Positioning of the issue on the international agenda
2. Knowledge management and capacity building

3. Integration of issues at municipal level and within governance approaches

Similarly, the role of 'gender-oriented' partners should also be defined, establishing a structured interface and mobilization capacity, providing a critique to UN approaches, and multiplying UN-HABITAT efforts at the local level. Some key areas of intervention and collaboration revolve around: development of tools, promoting exchanges and dialogues (peer-to-peer exchanges and local-to-local dialogues), and finally, jointly advocating for safer cities for women and girls at the local and international levels.

Gender-based violence and women's safety is increasingly recognized as a key health, development and human rights issue. Many different approaches and strategies are used with varying degrees of success. In order to make meaningful progress in efforts to promote women's safety, effective and successful programmatic and policy approaches must be identified and shared widely. Sharing and promoting successful approaches also increases the likelihood that scarce resources for women's safety can be used effectively.

Currently, there is a lack of information sharing between organizations, institutions, local authorities and grassroots initiatives working on women's safety. Organizations, local authorities, funding agencies and multi-lateral institutions are unaware of each others efforts in promoting women's safety. This global mapping exercise is essential to identify and learn from each others efforts in order to build momentum for better programming and increased investment in work on women's safety. The current lack of awareness, communication and sharing between organizations results in organizations 'reinventing the wheel', duplication of less successful approaches, little guidance for organizations interested in doing effective programming, a wastage of precious resources and ultimately, little change in the lives of women.

A significant number of women's groups, NGOs, institutions and governments from around the world are working to ensure women's safety and to build safer communities and cities for all. UN-Habitat's Safer Cities Programme commissioned the Huairou Commission to undertake a base-line international women's safety survey of organizations working on women's safety around the world. This report, the **Global Assessment on Women's Safety**, is a recognition that these voices are crucial to a full assessment of the important and innovative work being done around the world to ensure women's safety and to develop a culture of peace.

The overall objectives of this mapping exercise were:

- to identify, develop relationships with, collect information from non-governmental organizations, institutions, local authorities and grassroots initiatives working on women's safety on the global, regional, national and local levels.
- to identify and document tools promoting women's safety on the global, regional, national and local levels

Over the past year and a half, the Huairou Commission has collaborated with member networks Women and Cities International (WICI) and Latin American Women and Habitat Network, to collect a total of 210 surveys, between July 2007 and August 2007, and again between June 2008 and October 2008. The questionnaire was in four languages (Spanish, English, French and Portuguese) to maximize survey responses. To collect information on practices and tools across the world, the survey questionnaire was developed with the input of UN-Habitat, the Huairou Commission, Women in Cities International and the Latin American Woman and Habitat Network (see Appendix 1). This survey was distributed to a wide population of actors composed of non-governmental organizations, local and national governments, academic institutions,

community-based organizations and grassroots women's groups. (For the distribution Methodology, please see Appendix 2)

The 210 surveys collected for this assessment reveal an exciting array of tools, methodologies and solutions that survey respondents are employing to guarantee women's safety, to raise awareness and funding, to engage communities in collective safety efforts, and to implement preventive and protective measures to protect girls and women. Groups and organizations were distinct by geography, language, religion and focus of activities. Despite these differences, respondents clearly shared goals and vision, successes and challenges. This sharing of vision, mission and analysis illustrates the strong potential and base for building stronger networks of groups working towards women's safety and more effective, long-term sustainable action. Answering the questionnaire was not only a description of activities, but also a way of signaling a commitment to an international movement dedicated to enhancing women's safety and well-being.

Survey respondents defined the safety issues that were of priority to them, outlined how they envision creating safer communities for women and for all, and what tools and strategies they use to achieve this. The aim of the surveys, and subsequently the **Global Assessment**, is manifold. First, it is important to strengthen links and relationships among organizations working on the issues of women's

safety and well-being across the world. It also seeks to reinforce the links between the UN-Habitat Safer Cities Programme and the local, regional and national organizations working on anti-violence initiatives, and to explore the role of local governments in the implementation of women's safety initiatives. The launching and subsequent dissemination of this **Global Assessment** will ultimately enhance the work being done on women's safety as it will foster information sharing, allow groups to transfer best practices and adapt them into their local work, and to distribute a database of 210 groups, institutions and governments working on women's safety. This **Global Assessment** has the strong potential of increasing the effectiveness of the existing activities around safety by serving as a voice to advocate for better services and attention to important safety issues, as well as to create and improve linkages with government agencies and other NGOs.

DEFINING WOMEN'S SAFETY

As the surveys were collected from groups all over the world, it was important to elicit, and not impose, a definition of women's safety, as it has a different meaning in different areas and contexts. In order to promote understanding and congruency, below we find several definitions of women's safety, based on survey responses, email responses and research.

Women's safety involves strategies, practices and policies which aim to reduce gender-based violence (or violence against women), including women's fear of crime.

Women's safety involves safe spaces. Space is not neutral. Space which causes fear restricts movement and thus the community's use of the space. Lack of movement and comfort is a form of social exclusion. Conversely, space can also create a sensation of safety and comfort, and can serve to discourage violence. Therefore planning and policy around safety should always involve and consider women¹.

Women's safety involves freedom from poverty. This includes safe access to water, the existence and security of communal toilet facilities in informal settlements, slum upgrades, gender-sensitive street and city design, safe car parks, shopping centers and public transportation².

Women's safety involves financial security and autonomy. Family income plays a powerful role in the cessation of battering. Resource accumulation and mobilization is a core strategy for coping with abusive relationships. Similarly, women's economic empowerment reduces their vulnerability to situations of violence as they become less dependent on men and better able to make their own decisions.

Women's safety involves self-worth. In safe homes and communities, women have the right to value themselves, to be empowered, to be respected, to be independent, to have their rights valued, to be loved, to have solidarity with other family and community members, and to be recognized as equal members in society³.

Women's safety involves strategies and policies that take place before violence has occurred to prevent perpetration or victimization. This can happen by improving knowledge and attitudes that correspond to the origins of domestic or sexual violence, such as adherence to societal norms supportive of violence, male superiority and male sexual entitlement. Furthermore, women's and girls' full participation in community life must be promoted, partnerships between local community organizations and local governments must be pursued, and including a full diversity of women and girls in local decision-making processes must be promoted. Prevention efforts involve strategic, long-term, comprehensive initiatives that address the risk and protective factors related to perpetration, victimization and bystander behavior⁴.

Women's safety means a safer, healthier community for everyone. This is a participatory process focused on changing community norms, patterns of social interaction, values, customs and institutions in ways that will significantly improve the quality of life in a community for all of its members⁵. This is a natural by-product of efforts that attempt to address issues such as family dynamics, relationships, poverty, racism and/or ending sexual violence. Building a healthy, safe community is everyone's job⁶.

1 Anna Bofill Levi, Rosa Maria Dumenjo Marti & Isabel Segura Soriano, "Women and the City," *Manual of Recommendations for a Conception of Inhabited Environment from the Point of View of Gender*. Fundacion Mari Aurelia Company.

2 Alicia Yon "Safer Cities for Women are Safer for Everyone," *Habitat Debate*, UN-Habitat (Sept. 2007, Vol. 13, #3), 9.

3 Mary Ellsberg & Lori Heise. "Researching Violence against Women: A Practical Guide for Researchers and Activists," *World Health Organization & Program for Appropriate Technology in Health*, 2005.

4 Morgan J. Curtis. "Engaging Communities in Sexual Violence Prevention; A Guidebook for Individuals and Organizations Engaging in Collaborative Prevention Work," *Texas Association Against Sexual Assault*.

5 David S. Lee, Lydia Guy, Brad Perry, Chad Keoni Sniffen & Stacy Alamo Mixson. "Sexual Violence Prevention," *The Prevention Researcher*, Vol 14 (2), April 2007.

6 Morgan J. Curtis. "Engaging Communities in Sexual Violence Prevention; A Guidebook for Individuals and Organizations Engaging in Collaborative Prevention Work," *Texas Association Against Sexual Assault*.

SECTION II: METHODOLOGY

A total of 163 organizations responded to the first round of the survey, which was greater than anticipated considering the time constraints. Based on the limited representation of Eastern Europe and Asia, UN-Habitat contracted a second round of surveys to take place from June 2008 to October 2008 to increase representation in this area. A total of 47 surveys were collected in the second round by the Huairou Commission and Women and Cities International. Of these 47, 13 surveys came from Asia and 16 surveys came from Eastern Europe, two areas that were considerably under-represented in the first round. This was an important improvement to the Assessment's well-rounded, comprehensive and inclusive nature, bringing the total surveys collected to

210. The responses were also encouraging in terms of geographic and linguistic distribution. Replies came from across the world (please refer to Table 1), with the majority being from Africa, and Central and South America, representing approximately 70% of the total number of received surveys. Other regions were under-represented (Caribbean, Australia, and North America) and will need to be targeted in future phases. Each group, organization, and institution was asked to clearly describe their activities and indicate their contributions in the creation of safer and more inclusive communities of women and girls. (For more information on the survey distribution survey, see Appendix 2.)

Table 1: Actual number of surveys received by country and region

Regions/ Countries	Number	Regions/ Countries	Number
<u>Africa</u>	39	<u>Europe</u>	14
Burundi	3	Belgium	2
Burkina Faso	1	Czech Republic	1
Cameroon	7	England	1
Congo	6	France	2
Ethiopia	1	Germany	1
Gabon	1	Ireland	1
Ivory Coast (Abidjan)	2	Portugal	1
Kenya	2	Scotland	1
Mali	4	Spain	2
Rwanda	1	Switzerland	2
South Africa	6	Central America	37
Tanzania	1	Costa Rica	1
Uganda	3	El Salvador	2
Asia	21	Guatemala	24
Bangladesh	2	Honduras	5
Cambodia	1	Nicaragua	3
India	4	Panama	2
Nepal	1	South America	54
Pakistan	1	Argentina*	10
Philippines	10	Bolivia	4
Sri Lanka	1	Brazil	6
Vietnam	1	Chile	13
Eurasia	15	Colombia	5
Albania	1	Ecuador	2
Azerbaijan	2	Peru	13
Bosnia & Herzegovina	1	Uruguay	1
(same survey)		North America	17
Bulgaria	1	Canada	16
Kazakhstan	1	USA	1
Lithuania	2	Australia	3
Macedonia	1	Caribbean	5
Moldova	1	Dominican Republic	1
Romania	1	Jamaica	2
Russia	2	St. Lucia	1
Slovak Republic	1	Haiti	1
Tajikistan	1		

Table 2: Actual number of surveys received by type of organizations and region

Organization	South America	Central America	Caribbean	North America	Europe	Eurasia/ Asia/ Australia	Africa	Total
Women's organizations (grassroots, feminist, women crisis centers, shelters, women's networks)	14	8	2	6	3	5	12	50
National/ local governments	8	5			3	3		
Community/ neighborhood organization	3	1		1	1	1		8
NGO/ non-profit	17	11	1	5	1	7	13	55
UN-Agency	2							
Other (cooperatives, networks, foundations, institutes, academic institutions, research resource centers)		13	1	2	2	6	4	28
Not specified/ unclear	2	1				12	11	26

SECTION III: ISSUES OF SAFETY

Respondents were asked to identify the issues that most affected women in their communities, and what change(s) they were hoping to create. Survey results demonstrate that regardless of geographic region, more than 80% of the organizations who responded to the questionnaire focus broadly on three main areas: domestic or partner violence, sexual violence, and women's safety in public places and/or community safety. Rarely did the groups focus solely on one specific issue, but also indicated the kind of work they do related to these three broad areas. The **most common** forms of gender-based violence include: family or domestic violence (including partner violence) (39%), sexual violence (rape, sexual abuse, sexual exploitation and trafficking) (20%) and women's safety in public spaces (including public transportation) (19%). The majority of the surveys listed at least one or more of the forms of violence shown below. Other recurrent forms of violence mentioned in the surveys were:

- Forced evictions from land, housing or property (11%)
- Femicide, missing women, female cutting (6%)
- Honor crimes and harmful traditional practices, such as: breast ironing, female genital mutilation (6%)
- Violence against women in times of war (2%)
- Murder (2%)
- Gun violence (2%)

Respondents also indicated common risk factors they target around women's safety, and which areas of women's capacity, well-being and citizenship they aim to improve.

Violence and insecurity are as a result of a number of **inter-related risk factors** and can take a number of forms. For example, one source of insecurity for women is forced evictions from land or housing, which can increase women's vulnerability to homelessness and poverty, thus increasing their likelihood of turning to income-generation schemes which may leave them susceptible to violence and disease. Women's lack of secure ownership of property can mean that women must often rely on men, and may become vulnerable to domestic violence and less likely to leave situations of violence. Evidently, these situations are a combination of social, economic, and physical violence. Many organizations work on addressing the following commonly mentioned **risk factors** that trigger, increase the chances of, or are directly related to gender-based violence:

- Lack of justice, weak punitive measures towards offenders (15%)
- Lack of/ineffective basic services, with emphasis on health and/or victim/rehabilitation/ psychological services and counseling services for women (15%)
- Lack of/ ineffective gender-based policies (15%)
- Economic inequalities (unemployment of women, women's poverty, women's financial dependence on their partners, etc.) (12%)

- Discrimination (gender, race, sexual orientation) (9%)
- Issues of migration, refugee status and lack of immigration papers (5%)
- Illiteracy (4%)
- Drugs and alcohol abuse (including trafficking of drugs) (3%)
- Race, culture or ethnicity (2%)
- Disaster (2%)

A broad focus of women's safety also involves multi-stakeholder, multi-issue approaches. The approaches respondents listed were two-tier, those that can be put in place to prevent violence and women's insecurity, and those that target maintaining women's safety. The **cross-**

cutting approaches that many groups focus their work on include:

- Women's capacity building, leadership and income generating skills (18%)
- Raising awareness and ensuring women's rights (14%)
- Network-building and sharing rights and educational information (12%)
- Women's role in decision-making (10%)
- Women's health and access to health services (9%)
- Involving men in women's safety (2%)
- Empowering women sex workers (1%)

SECTION IV: TOOLS, METHODS & STRATEGIES

The Tools, Methods and Strategies each group or institution described were rich in content, innovative in approach, and illustrated a deep level of commitment to the multi-faceted nature of the safety issues being addressed. This section is devoted to showcasing and highlighting the ground-breaking strategies, tools, and methods being employed on-the ground. Respondents displayed a significant level of dedication, creativity and persistence in spite of the challenges and often limited resources they are working with. This section describes the steps and tools needed to effectively address women's safety, beginning with raising awareness and recognizing that women's safety is a public, community issue to be addressed collectively. (For more information on the initiatives and groups listed in the section below, please see Appendix 3 for contact information. The names listed in italics below are a sample of respondents.)

RAISING AWARENESS AND PUBLIC EDUCATION

One of the first steps in beginning to address women's safety is to acknowledge the issue and then begin to discuss it. Several strategies have been employed to educate and raise awareness about women's safety among the general population. These strategies ranged widely from public events, media tools, art and photo exhibits, to classroom discussions, theater and research. A first step in addressing women's safety is beginning a discussion or conversation about the safety and security issues that matter to women. Most often these first discussions begin by organizing small meetings or events, which inevitably lead to larger-scale event

organizing. Many groups reported having started with organizing **community discussion** and **debate sessions** as a way of increasing public awareness about issues relating to women's safety. These types of exchanges allow people to confront negative cultural stereotypes and challenge assumptions by addressing what are often considered to be 'taboo' topics. They also encourage people to express different opinions. Some groups organized debate or discussions at schools to engage with youth. Other events generally target a particular issue (e.g. sexual abuse or rape prevention), rather than confronting the phenomenon of women's safety as a whole. These particular events aim at educating audiences and participants about the scope of the problem, as well as providing opportunities for participation in its solution. The *Association des Femmes Chrésiennes d'Aide et de Développement (AFECAD)* in Bangui, Central African Republic, for example, reported having developed a questionnaire on women's rights and safety that they distributed throughout the community. The questionnaire responses were synthesized and the AFECAD then went **door-to-door** to present the findings to community members in order to raise awareness about women's rights in the community.

Many groups organize different kinds of events in order to address issues relating to women's safety, such as **workshops, seminars, educational programs, conferences, and forums**. Some events brought together different members of the community to join forces and voices in drawing public attention to the problem of violence against women, often with media coverage. These types of events **include marches** (including Take Back the

Night march), **rallies and protests**, and range in scale from community-based events to large international events. Events are often organised in the wake of a publicized case of violence against women. For example, *PUKAR Gender & Space Project* joined forces with other women's groups and organized the Marine Drive Rape Protest in May 2005 to protest against the rape of a student by a policeman on Marine Drive in Durban. While the rape was a specific event, the reaction against it expanded focus to the issue of violence perpetuated against women in general in public space. International events, on the other hand, typically have specific days assigned to them, around which events are organized. The **International Day to End Violence against Women** is one such example¹.

Cultural activities are also organized to educate and raise awareness about the causes and consequences of violence against women. These innovative activities reach a broad spectrum of the population because they simultaneously inform and entertain participants. Cultural activities enumerated in the questionnaires include **film festivals, theatre, songs, and community fairs**. The group Fellowship for Organizing Endeavors in Cebu City, Philippines, detailed production of three gender-fair children's storybooks as well as cassette tapes and CDs with songs on the same thing.

USING MEDIA AS A TOOL FOR AWARENESS

Many organizations described having developed partnerships with **media institutions** that assisted them in reaching a broader population. Specific activities undertaken by organizations collaborating with the media or using media tools include: magazine articles, TV talk shows, TV and radio sketches, radio broadcasts, films, advertisements, videos, DVDs, and newspaper articles. The more traditional means of disseminating information are now complemented by and made easier through the use of **modern electronic technologies**. The use of electronic technology varies from

interactive web-based guides to online video games.

For example, the *CALACS de l'Estrie in Quebec*, Canada, teamed up with local media and organized a contest aimed at getting youth actively address issues that affect them. Youth were invited to participate by submitting media projects to raise awareness around issues like hyper-sexualization and/or premature sexualization. Categories included: audio segments to be aired on the radio, video segments to be aired on television, and posters to be put up in public spaces. The *Centre for Equality Advancement* in Vilnius, Lithuania, used the media as a public forum to discuss inequality and discrimination on a television talk show. In order to sustain its public message and discussion, the organization also provided short reports on issues relevant to the subject, and worked to educate the media about the danger of stereotyping the roles of men, women and vulnerable populations. *METRAC* in Toronto, Canada developed the online video game, *Finding Zoe*. It uses fun and entertainment to teach youth about healthy relationships and it won the Adobe 2008 *Show Your Impact!* contest².

Websites have become imperative tools used by organizations to engage with the community. The anonymity of the Internet has made it safer for women to access information without fearing reprisal from controlling partners and without fear of being stigmatized. Websites have allowed women's organizations to share information across borders free of charge. They have also allowed not-for-profit organizations to disseminate their work without costly printing and shipping fees. Several organizations/institutions have also made old documents available retroactively through their websites. The *GBV Prevention Network* in Kampala, Uganda, has used their website as a comprehensive resource on gender-based violence in Africa. Discussion forums, e-bulletins, extensive lists of resources and publications, newsletters, campaign information, and more is all included in a

1 <http://www.un.org/Depts/dhl/violence>

2 www.metrac.org/replay/index.html

Case Study No. 1: Performing Arts as an Awareness-Raising Tool

Sistren Theater Collective, Jamaica

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Sistren Theater Collective in Jamaica uses **performing arts** as a way of engaging the community to confront violence against women. Sistren draws on a variety of art forms, such as poetry and dance, to build confidence and self-esteem among participants aged 7 to 17, while simultaneously instilling and encouraging appropriate values and attitudes. More recently, they introduced drumming, which generated increased interest and participation in their activities and messages. Performances have been held in each community involved in the initiative.

In addition to involving youth in performance arts, Sistren works with the Hannah Town Women's Drama Group to organize **street theater sessions** on various topics, such as Parenting and Gang Violence. The sessions aim to build social awareness around issues confronting the community. The sessions are followed by community discussions where residents express themselves on the issues highlighted in the street theater performances.



Interestingly, Sistren found that though people were willing to express how the issues affected them personally, they were reluctant to comment on how the entire community was affected, particularly as it related to gang violence. Feedback from residents indicated that they felt that the street theatre increased their knowledge about local issues and provided them with a space for voicing their concerns about their communities. They then requested additional street theater sessions on other important but sensitive issues affecting them, namely domestic violence, sexual abuse and incest.

Other initiatives include the creation of a **music CD** featuring the winners of a competition involving several communities. This project helped to bridge differences and build communication between communities and individuals from the same community.

single location. *METRAC* in Toronto, Canada and Garance ASBL, based in Belgium, for example, have made several **documents** on the theme of preventing violence against women **available for download** free of charge via their respective websites³. These include: brochures, pamphlets, checklists, booklets, reviews of literature, research papers, fact sheets, statistics sheets, self-defense manuals, surveys results, a woman's practical guide to safety, and answers to frequently asked questions on such topics as violence against women and girls, stalking,

sexual harassment, healthy relationships, and getting help.

ADVOCACY AND LOBBYING

Many groups indicated that part of their organizations' activities and/or mandates were advocacy and lobbying. Advocacy differs from lobbying as it is directed not only to public officials but more broadly to the population. The focus of the advocacy messages ranged from highlighting specific issues to organizing more general awareness-raising activities, as mentioned above.

³ www.metrac.org/programs/info/prevent.htm; www.garance.be

Case Study No. 2: Collective Lobbying For Positive Change

Grassroots Women Empowerment Center (GWEC)

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Grassroots Women Empowerment Center (GWEC), based in Caloocan City, Philippines, was set up in the face of a massive government relocation project that would displace families living along both sides of the Philippine railway (70 percent of whom are women and children). Government-regulated relocation sites typically lack basic services such as potable water and electricity, and classrooms tend to be overcrowded and more expensive. Furthermore, unfinished homes without secure locks or electricity put women at a higher risk of home invasion, robbery and sexual assault. GWEC feared this would soon be the plight for the newly displaced families.

Information drives: The campaign aimed to inform people of their rights to adequate housing and other relevant international and local laws and obligations. GWEC called on community members to organize so that the government could listen to a united voice. GWEC also urged people not to opt for voluntary relocation without a guarantee of decent relocation conditions. The team went from house to house, talked to people who would listen and distributed information fliers. An estimated 2,000 families in Caloocan and 4,000 to 5,000 families in Tondo were reached.

Petition Letters: GWEC brought women's groups from different affected villages together to write to President Gloria Macapagal-Arroyo asking for information on the railway project. The office of the President forwarded GWEC's letter to the General Manager of National Housing Authority, who wrote back to assure GWEC that "people's rights to adequate housing shall be respected." When there was little response beyond that, GWEC made a bold move:

Series of Colloquiums on Human Settlements: GWEC invited all important agencies of the government, including top branches, to a face-to-face dialogue with the railway officials and their leaders. They also invited the Bishop of Caloocan, NGOs and other urban poor organizations. Philippine National Railway (PNR) disclosed their plan about installing new stations and new tracks, and stated that they were just waiting for the affected families to be relocated. The PNR also confirmed that houses within 15 meters on both sides of the railway would have to be demolished. In a second Colloquium, discussions revolved around how a suitable relocation could be found for Caloocan railway residents. The Colloquium ended with the following points jointly agreed upon by the representatives of the government agencies: GWEC and affected families, in partnership with key leaders, would prepare a proposal for in-city relocation and submit it to NH and that an extensive technical study would be done on the identified sites. In the end, the proposal was to relocate to a new village, and to monitor the delivery of basic services.

Search for the dream village: As agreed upon in the second Colloquium, Caloocan and Tondo looked for the most suitable relocation sites. The place they found was Barangay San Vicente, a peaceful village of St. Maria, Bulacan. The site would be developed as St. Mary Village and offer socialized housing. The average home lot size will be 40 square meters and with the house having a floor area of 22 sq. meters. Electricity will be installed by Meralco and potable water, to be piped in every house, will be provided by St. Maria's water district. Leaders from Tondo and Caloocan alternately monitor the work in progress.

GWEC has had success because of the collaboration and level of cohesiveness they created amongst community members and women's groups. They have close collaboration with the national government provision of adequate services to affected families, and in the process of GWEC's advocacy, government agency heads said they tend to be more attentive to what women say and that they are now conscious of women's empowerment.

KNOWLEDGE-BUILDING & PUBLIC EDUCATION MATERIALS

There are also many organizations working all around the world to promote women's safety through disseminating information about the scope of the problem, as well as educating and sensitizing the population about prevention as well as reaction. Once the organizations succeed in implementing a new policy, program, project or law, for example, many develop materials to raise awareness about the new initiative. There were also a substantial number of questionnaires that described toolkits, guides and manuals as means of disseminating information about women's safety.

A huge number of those who answered the questionnaire indicated that they had carried out public education activities and there are a wide range of 'products' that have been developed to support these initiatives. In some cases, materials were produced with a specific audience in mind, such as police, municipal employees, or service providers, while others mentioned having undertaken public education campaigns more generally. Some respondents also indicated that they took a more holistic approach to education – providing women with the tools to support themselves and feel empowered within the community. *Awareness for Progress* in Albania reports providing job training services in addition to mental health education and reproductive health education. The goal of this approach is both to make women employable, and to support their ability to work in groups.

The guides addressed a variety of topics and issues, described in the following areas:

- Training manuals on rape prevention
- Guides on agenda building
- Manual-tools for the promotion of safe cities from a gender perspective
- Tool kit for negotiating women's demands
- Manuals for domestic violence intervention

- Social investigation guide
- Train the trainers manual/tool kit
- Tool kit on participatory budgets
- Guide to creating partnerships between community-based women's groups and municipal governments
- Process manual for victims of violence

Stella, l'amie de Maimie, a Montreal-based organisation for and by sex workers, publishes a monthly Bulletin which features a '**Bad John**' list based on anonymous accounts provided to the organization. The list serves as a warning system for other sex workers and identifies clients by license plates or telephone numbers. This initiative is considered to be Stella's most effective means of preventing violence against sex workers. It was awarded the *Prize for Security of Women* given by the Action Committee for Women and Urban Security by the City of Montreal in 1996¹.

Questionnaires also revealed that organizations continue to use an assortment of materials to spread their message. These include **posters, brochures, pamphlets, information bulletins, and T-shirts, badges**. PUKAR Gender & Space Project in India, for example, organized the Shame Campaign as part of the project's effort to create larger public awareness in the city by placing eye-catching posters everywhere. The posters designed by college students and were installed on the Carter Road promenade as part of the Celebrate Bandra festival 2005. The posters had slogans such as "How many eyes can one avoid?" and "Stop Sexual Harassment of Women in Public!"

WOMEN-CENTERED RESEARCH AND KNOWLEDGE TRANSFER

Meaningful efforts at increasing women's safety have been founded on sound knowledge of women's needs and experiences. Whenever possible, evidence-based research should be used as the foundation for such initiatives, and

¹ www.chezstella.org.

this should be complemented by the voices of the eventual beneficiaries who should be given an opportunity to identify the problems and challenges they face, and for proposing solutions.

There were a number of groups who indicated that they had done studies or collected statistics on women's safety. Examples of tangible products produced by organizations who responded to the questionnaire include: **surveys** that had been published; the publication of **gender disaggregated data**, or **databases** created and made available; the publication of **good practices**; and **books** published in order to develop and articulate feminist perspectives. In 2004, for example, Women in Cities International organized the first Women's Safety Awards, highlighting good and promising practices from around the world. These are different from public education tools, as they are not usually intended for the general public, but rather to develop a strong evidence base and are often directed to more specific audiences.

In Seine-Saint-Denis, France, an Observatoire départemental des violences envers les femmes (Departmental Observatory on Violence against Women) has been set up to bring together various actors working on issues related to violence against women. By bringing together the various actors working to study the phenomenon, information and research is shared and combined to paint a more comprehensive picture of the phenomenon, and for the pooling of resources, allowing for more detailed analysis. This has also resulted in great attention being paid to the problem. The observatory has become a research tool facilitating analysis and the conducting of wide ranging surveys, while also being a vehicle for communication and dissemination of information. *Federación Mujeres Municipalistas de América Latina y Caribe (FCMUM ALC)* in Lima, Peru, has done similar work.

Many groups described their efforts at ensuring women's voices were included in the decisions that would involve or impact them. **Focus groups and surveys** appear to be the

primary methods of such data collection. The *Association Congolaise des Droits de la Personne Humaine* in Burundi, for example, reports conducting surveys in various communities in the women's native language to ensure maximum inclusion and participation of all women in the research.

PARTICIPATORY STRATEGIES

A great number of the questionnaires that were completed in Spanish mentioned that they used the *presupuesto participativo*, referred to in English as **participatory budgeting**. A guide entitled *¿Como Hacer un Presupuesto Participativo? (How to Make a Participatory Budget)* has been produced by CARE International Ecuador². The Dirección de Políticas de Género of the Municipio de Morón, Argentina, produced a report introducing a gender perspective to this participatory tool, willing the municipal government to take into account women's perspectives and consider gender when looking at problems related to insecurity in public and private spaces. In as early as the first year, this resulted in funding for the creation of a project entitled "*Erradicar la violencia de género no es una utopía: hagámoslo posible*" (Eradicating gender-based violence is not an utopia, let's make it possible) which addresses public safety issues for women.

Another important methodology used by questionnaire respondents is the DRP – *Diagnóstico Rápido Participativo* (Participatory Rapid Appraisals - PRA). Generally speaking, PRAs are used as a means of engaging with and including local populations in the development of new initiatives aimed at responding to a given problem. In this case, local women are included in the development and implementation of strategies aimed at increasing their safety. PRA's aspire to garner an understanding of local need and circumstance in order to shape responses accordingly. Various methodologies can be used and combined to engage with the community and document their opinions, including interviews, focus groups, and mapping exercises.

² www.care.org.ec/documentospp/GuiaPP.pdf

Case Study No. 3: Gender and Space Research

Partners for Urban Research and Knowledge (PUKAR)

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PUKAR in India aims to democratize research and broaden access to knowledge among disenfranchised groups and create a space from which their non-traditional and non-expert knowledge can contribute to local, national and global debates about their own futures. The Gender & Space project aims to move the discussion on women and public space beyond safety, to challenge the ideological assumptions about a woman's proper place in society. It is these assumptions that normalize women's anxieties in relation to public space. At the same time, PUKAR makes a strong claim for women's right to the city and to experience the varied pleasures it offers. Though the issue of gender and public space has been studied in largely western contexts this has been the first study of its scale and kind in India. The intention was for the research to contribute to policy changes as well as to generate public debate on the subject.



The research, conducted between 2003 and 2006, demonstrates beyond a doubt that despite the apparent visibility of women, even in urban India, women regardless of class or caste do not share equal access to public space. The research suggests that a concern with sexual safety for women constrains their movements and reduces their access to public space. By focusing on the everyday, PUKAR unearthed the 'taken-for-granted' nature of women's negotiations to access public space which demonstrate unequivocally that women do not feel an uncontested claim to any kind of public or even semi public place.

By drawing attention to the everyday strategies and harassments, the research implicated the processes of urban planning and the provision of infrastructure squarely in the concerns of women's access to public space. Furthermore, the research provided evidence that the provision

of infrastructure by itself, in the absence of clearly articulated ideological positions on women's right to access as citizens, is inadequate in providing for women's access to public space. The results of the research prompted the team to develop several advocacy tools.

BUILDING STRATEGIC, LONG TERM PARTNERSHIPS

It was apparent through the survey responses that forging strong partnerships with a variety of actors and with the community itself is crucial to being able to have a meaningful impact on women's safety in a given community. Many respondents specifically stated that their orga-

nizations advocated for a multi-stakeholder, multi-level and multi-sectoral partnerships to develop and sustain initiatives aimed at promoting women's safety. Across the world women have pointed to lighting as an important factor promoting a sense of increased safety and therefore access. This factor was addressed by women in India who, through Gender & Space project developed a partner-

ship with Central Railways to spearhead a project to improve the lighting at Central Railway suburban railway stations in order to facilitate women's access to stations and to increase their sense of safety while commuting after dark. In Maipú, Chile, the Dirección de Prevención y Seguridad Ciudadana provides a good example of how developing a variety of key partnerships increases the impact of the organization's work while simultaneously sensitizing various stakeholders to the issue of community and women's safety.

One of the aims of launching this Assessment was to explore the role of local governments in the implementation of women's safety initiatives. Survey respondents were asked if they work in collaboration with local authorities or other government structures on women's safety, and to describe the type of partnership. A little more than half of the organizations (56%) who filled out the survey stated having worked with government structures. Overwhelmingly, local governments emerged as the level of government that women's organizations most often worked with, having been cited by 82 organizations. A further 12 mentioned working with regional or provincial governments, and 19 with national governments. Some respondents provided more specific details about the partnerships they had built stated working with specific government departments³ namely:

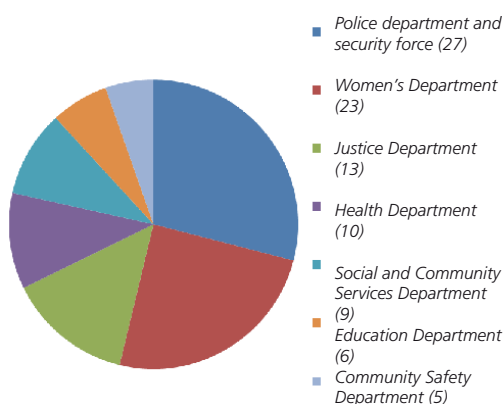
In many cases the nature of the collaboration between the organization and the government was not always obvious. When information was available, the following types of collaboration with governments were mentioned:

- Government(s) representation in meetings, networks, coalition, councils or observatories on violence;
- Engagement of local governments through the implementation of local-to-local dialogues;
- Presentation of research results, proposals

or recommendations to relevant authorities;

- Training and information provided to local authorities and governments;
- Lobbying local authorities on issues related to gender-based violence and gender equality;
- Working with local authorities on urban planning for safer communities (i.e. provide street lights, demolish abandoned buildings, etc.);
- Signing political agreements with local authorities;
- Working with local authorities on developing and creating crime prevention plans and/or public policies on women's safety;
- Receiving funding from different levels of government.

Despite the partnerships developed between the organizations and governments, it appears that few governments were involved in every stage of the projects. Only UCOBAC in Uganda stated that local authorities and district leaders are involved in all phases of the project, from project design to project completion. Apparently in this case, local authorities have a big role in the identification and selection of project beneficiaries and participate in every activity in the implementation phase.



³ Please note in the above figures, some groups work with multiple government departments.

They also take part in the supervision and monitoring of the project.

Many groups described using “Local Dialogues” as a strategy used by many groups to initiate discussions with local authorities or governments, and it was mentioned in questionnaire responses. In other cases, discussion and meetings with local authorities were listed, without referring to them directly as “local dialogues”. The particular strategy used by groups was often directly described as the Huairou Commission’s model of ‘Local-to-Local dialogues’. This strategy is used mainly by grassroots women’s groups to engage local governments or local authorities in ongoing discussions on different issues related to women. The purpose of local-to-local dialogues is to ensure that policies and programs include a gendered perspective.

WHAT IS A LOCAL-TO-LOCAL DIALOGUE⁴?

A Local-to-Local Dialogue is a conversation/discussion between members of a local community and local leaders, geared towards addressing a community’s need(s). While there are many strategies that groups and individuals use to voice their opinions to those in positions of power, the Local-to-Local Dialogue is a way to promote harmony, partnership and collaboration between local communities and their leaders in a sustained and meaningful way. Dialogues have advanced grassroots women’s abilities to negotiate with local leaders, resulting in increasing women’s access to resources such as land, housing and basic services. It can also increase women’s access to social services such as healthcare and education.

Objectives of a Local-to-Local Dialogue:

- Develop a working partnership among grassroots communities, local authorities, development agents and other key stakeholders;
- Position grassroots communities, espe-

cially women, as essential contributors and partners in development;

- Open up space for grassroots women and communities to claim representation in various decision-making platforms;
- Collectively prioritize community needs for intervention and make appropriate decisions on resource allocation.

Local-to-Local dialogues are an effective tool to enhance local governance and participation of grassroots women in local decision-making by stimulating dialogue with local authorities, relevant government departments, municipalities, NGOs, development partners, the private sector and the media.

The dialogues discussed in the questionnaires involved many different actors and brought women together with local stakeholders to discuss issues relating to women’s safety. These dialogues also appear to have enabled communities to collectively think of meaningful ways to address the underlying problems and work on promoting safe cities for women.

Through dialogues, grassroots women have demonstrated their capacity to organize around their own priorities and initiate dialogues with local authorities to improve their access and control over resources and services, as is evidenced by the experience of the UCO-BAC (See case study below). For grassroots women, engendering governance is more than electoral politics. It is about changing relations of power by identifying and implementing practical solutions for the everyday priorities of communities.



Women from the grassroots women’s group, GROOTS Kenya, participating in a Local Dialogue.

⁴ Huairou Commission & UN-Habitat. “Local to Local Dialogues: A Grassroots Women’s Perspective on Good Governance,” *Urban Governance Toolkit Series*, (p 12-13, March 2004).

Uganda Community Based Association for Child Welfare (UCOBAC), Uganda

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UCOBAC was formed in 1990 in response to the 1 million-plus children orphaned as a result of years of war, HIV/AIDS and other related factors. In the last 18 years, UCOBAC has increasingly focused on the plight, needs and rights of vulnerable women and children through advocacy materials and networking, in order to influence attitudes in favor of children's and women's welfare. UCOBAC has taken a multi-layered, multi-stakeholder approach to dealing with and connecting issues of domestic violence, dispossession and disinheritance of women's land and property rights, correcting gender inequalities, and tackling poverty. It also provides training for local NGOs, CBOs, district affiliates leaders and community leaders in the areas of rights, community needs, and development.

Dialogues with Local Leaders

One strategy UCOBAC has used to engage communities and local elders and leaders on safety are Local-to-Local Dialogues. The Local-to-Local Dialogues are intended to create space for an interactive engagement of the women, usually poor rural or urban women, and their local leaders and other stakeholders, such as local elected officials, who have the power and authority to decide on allocation of resources. This provides an opportunity for women to address local leaders on issues that affect them so that leaders can be more responsive to their needs. This can occur through policy influence or the creation of bylaws that protect or otherwise benefit women. This also creates greater resources and information around women's needs. UCOBAC has involved local leaders from the beginning in the design of their entire project, identifying and selecting the projects' beneficiaries. They also participate in project implementation and are represented at every activity. During supervision and monitoring of the project, they are part and parcel of the team.

UCOBAC also facilitates focus group discussions and community dialogues around women's issues. The people involved in the community dialogues include urban or rural poor women and the Community Owned Resource Persons (CORPS). The Community dialogue sessions are intended to create awareness and/or share information pertaining to issues affecting women. Community dialogues also generate collective ideas and solutions to overcome these issues.

Successes of Local-to-Local Dialogues

Through these initiatives, local leadership has become more aware of, responsive to and supportive of women's needs and reports of violence. Women themselves have come to better understand and respond to the different forms of violence that they formerly did not know they were suffering from. Unlike in the past, where violence against women was acceptable in the community and not seen as an issue, today it is taken more seriously and is actively being dealt with. More cases are being reported and culprits are being held responsible by law with the support of local leaders.

PARTNERSHIPS WITH COMMUNITIES

In 2007, Women in Cities International published a guide entitled **Building Community-Based Partnerships for Local Action on Women's Safety**. The guide draws from the experiences of six groups working

with municipal governments to create safer and more inclusive cities for women and girls. The guide adopts a women-centred approach and aims to help readers identify potential partners and begin to develop lasting, inclusive, and sustainable partnerships⁵.

⁵ The tool is available for download free of charge at: www.femmesetvilles.org/english/sets_en/set_downloads_en.htm

Dirección de Prevención y Seguridad Ciudadana, Chile

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Dirección de Prevención y Seguridad Ciudadana (Urban Safety and Prevention Directorate) is located in Santiago, Chile. This group takes a multi-issue approach to women's empowerment by promoting women's participation in public life, advocating for recognition that violence against women is both a social and public issue, and providing support and access to justice for victims of gender-based violence. Dirección de Prevención y Seguridad Ciudadana also reaches out to the media, disseminating information and advocacy messages about all of the issues they address. All of their work is done in collaboration with strategic partners.

Dirección de Prevención y Seguridad Ciudadana has found that getting the public at large to see and acknowledge the connections between family relations, social problems, and domestic and sexual violence is a long but permanent process. Changing cultural perceptions requires the participation of, and partnership with, local and national leaders, as well as a network of violence-prevention actors and civil society, all of whom this group engages with.

A main challenge it identified was convincing authorities to put necessary protective measures in place for women. Therefore, this group focuses on working in collaboration with local government. Dirección de Prevención y Seguridad Ciudadana has implemented violence prevention programs with the cooperation of local social organizations, neighbors and safety committees. These programs strengthen the establishment of safe, healthy families and help to disseminate important information to families. Dirección de Prevención y Seguridad Ciudadana also actively works within, and seeks to expand, an integrated and sustainable network of anti-violence partners, such as local women's groups and NGOs, to undertake the different dimensions of community safety and women's empowerment.

Dirección de Prevención y Seguridad Ciudadana also runs middle and high school workshops with kids and teens to promote violence prevention, providing information about respecting women's rights, as well as information and concepts about equal rights in general.

In addition to developing partnerships with governments and other stakeholders, the groups also developed partnerships with other organizations working for women's safety. This kind of networking highlighted the range of organizations working on related issues.

BUILDING NETWORKS

Questionnaires also revealed that a large number of survey respondents belonged to organized networks. Networks ranged across community-based women's groups, service delivery agencies, police, school officials, municipalities, national and/or regional public bodies, and urban planners. The size of the networks ranged from the municipal to international level (such as the regional

network of Red Mujer y Hábitat de América Latina y del Caribe, the international networks of the Huairou Commission, International, and Women in Cities International). These networks bring together various organizations from across the world, facilitating and exchanging experiences across borders. In most cases, however, the network members were not specifically mentioned.

The *United Nations Research and Training Institute for the Advancement of Women in Santo Domingo, Dominican Republic*, created a **Gender and Security Sector Reform Network** which links over 200 actors in the field has created a **Global Directory on Gender, Peace and Security Research Institutions**, which lists governmental and nongovernmental

sources¹. In addition, this organization has created a forum for virtual discussions on gender and security issues².

At the local level, some groups mentioned having created **local women's committees** to join forces, voices and resources to put women's issues and women's safety on the agenda in their respective communities. *Urban Poor Women Development (UPWD)* in Cambodia developed a community network called People Organization Community Organization. It created this network by selecting representatives from 16 different communities. Seven of these representatives worked on the ground in their communities, while the rest worked directly with the UPWD.

TRAINING AND CAPACITY BUILDING

Several groups mentioned having developed

¹ <http://www.un-instraw.org/en/index.php?option=content&task=view&id=1043>

² <http://www.un-instraw.org/en/lgps/general/join-gender-and-security-sector-reform-network.html>

training and capacity building modules on women's safety. The *Federación Mujeres Municipalistas de América Latina y Caribe Centro Interamericano por la Gobernabilidad-Democracia y Transparencia* (FEMUM ALC), for example, offers courses to train authorities, government workers, judges, national police and municipal security personnel on women's safety. Several groups providing training to community members, train-the-trainer sessions have been organized in order to build the capacity of participants to train others in how to promote women's safety. The groups receiving the training varied widely, from local women leaders to urban planners, police and medical personnel. However, in most cases, those receiving the training were not identified. In addition to the tools identified by the questionnaire respondents, a list of useful tools and publications has been provided at the back of this report for further guidance and information on action around women's safety (please see Appendix 4).

Case Study No. 6: Awareness-Raising through Community Trainings

Uganda Community Based Association for Child Welfare (UCOBAC), Uganda

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UCOBAC raises awareness on women's rights through community trainings on human rights, how to detect and respond to domestic violence, will-writing, health issues, and income-generation. UCOBAC conducts these trainings by identifying stakeholders at the district level who are well-versed or are working on issues of women's rights and violence against women and girls. These stakeholders are then contracted as "Trainers of Trainers." Together with UCOBAC staff, they train Community Owned Resource Persons (CORPS) as trainers at the community level, who then train and inform rural poor women, adolescent girls and local community leaders. Trainings are organized to tackle problems that hinder women's empowerment and effective participation in decision-making. UCOBAC also produces and disseminates advocacy materials, such as posters, issue briefs and badges calling on communities to observe women's rights.

Several tools have been developed to inform and / or train other people on preventing violence against women. These tools include: training manuals, guides, tool kits, and process manuals. The World YMCA, in partnership, with the United Nations Population Fund developed a

training manual entitled **Empowering Young Women to Lead Change**¹. The guide addresses several issues crucial to supporting women's safety and positions in society, including

¹ http://www.unfpa.org/upload/lib_pub_file/628_filename_empowering-young-women_eng.pdf.

Human Rights; Violence Against Women; Sexual and Reproductive Health; Economic Justice; Leadership; Self Esteem and Body Image; and Peace. The training manual intends to build young women's capacities to develop and facilitate workshops for their peers.

Foundation for Cares and the Community Diva, in Plovdiv, Bulgaria, has published a variety of toolkits on subjects ranging from self-help for domestic violence victims to a guidebook for school psychologists on protecting children from violence². The Centre for Equity Advancement in Vilnius Lithuania published a practical guide and toolkits for employers to eliminate workplace discrimination and create family-friendly work environments.

² www.divafoundationbg.org, www.humantraffickinghelp-bg.com

MAKING PUBLIC SPACES SAFE FOR WOMEN

One thing many of these methods have in common is the importance placed on involving beneficiaries in the development and implementation of initiatives aimed at increasing their safety and sense of safety in a given space. This also increases ownership and use of the said space. Different participatory methodologies have been developed for assessing and improving spaces for women and for everyone, notably the **Women's Safety Audit**, described further below. In fact, the safety audit was the single specific tool most often cited in the questionnaires, with twenty-one questionnaires mentioning its use.

The Women's Safety Audit Tool

The women's safety audit is a tool used to help women identify the factors within a given space that make them feel safe or unsafe. This methodology was originally developed in 1989 by Toronto's *Metropolitan Action Committee on Violence Against Women and Children* (METRAC), the women's safety audit is now widely used all over the globe and as an integral part of UN Habitat's Safer Cities Programme.

Generally, a safety audit is conducted by women in an area they frequently use. Sometimes other stakeholders and key decision-makers participate in the process as well. During an audit, participants take a walking tour through their chosen area and note on a checklist factors which cause them to feel insecure (e.g. lack of signage or lighting or the presence of graffiti). Afterwards, a list is compiled and results are presented to local authorities with recommended changes included.

The process of the women's safety audit is intended to prioritize the lived experience of an area's female residents. By doing this, women are empowered to become experts about their own security. In addition, it is hoped that women will also become more involved in local decision-making processes.

The women's safety audit benefits communities by providing alternative perspectives on the experience of local space. This is an important first step towards making all space accessible to all populations, including marginalized groups such as homosexuals, the elderly, and the disabled.

A large variety of safety audit tools exist, adapting the safety audit process to different spaces (rural, urban, suburban), different clienteles (elderly women, immigrant women, girls) and different sectors (public transit, housing, schools, parks). In order to better respond to the needs of different populations in

Toronto, METRAC developed a **Community Safety Audit Kit** to guide users through the Safety Audit Process. The guide has been translated into several languages (English, simplified Chinese, French, Punjabi, Spanish, and Tamil) and can be ordered via their website. METRAC also adapted the guide for

use by children and developed *KidSafe: A Kid's Guide to Community Safety*, as a education and action tool for children to get involved in being proactive about their safety. Finally, a *Campus Safety Audit* guide, kit and video has been developed and used by colleges and universities around the world and has been formally adopted by Council of Ontario Universities for use on campuses. The PUKAR Gender & Space Project, found that pedagogy was perhaps one of the most successful efforts at advocacy. PUKAR conducted three long courses and several shorter workshops on gender and space at various city colleges as well as amongst other diverse groups. One of the most successful efforts in these workshops was getting students to think about how their own spaces – that of the college for instance – are deeply gendered and classed.

Women in Cities International (WICI) recently completed a report assessing the use of women's safety audits internationally. The report includes a comprehensive literature review and is supplemented by results from a questionnaire. The report, entitled "Women's Safety Audits: What Works and Where?" will be published by UN-Habitat and will be made available for download from WICI's website in Spring 2009³.

Various other initiatives have been inspired by the safety audits and follow a similar methodology while operating under a different name. In Maipú, Chile, for example, the *Dirección de Prevención y Seguridad Ciudadana* employs the tool of **Night Walks** to examine ways in which residents would feel safer using public spaces at night.

During these walks, a group of people from various organizations, networks and government institutions walk through the municipalities with members of a given community to determine the best methods of intervention and prevention of violence in the community. This type of **participatory community assessment** ensures a sense of ownership over the problem, and it motivates community members to devise solutions together. This starts the process of seeing violence as a community issue and not as a "women's issue."

Allied to the Safety Audit were other kinds of products related to safety planning – guides for doing safety planning, the production of maps, including '**insecurity maps**' and maps of '**forbidden cities**'. For example, the Municipality of Basauri, through the city council's *Department of Equality*, undertook an initiative to develop the **Map of the Forbidden City for Women**. The map went beyond simply marking the crime 'hot spots' to include women's feelings of safety in public spaces throughout the city. An information campaign aided the city in disseminating the results of the research and drawing attention to the map that was constructed. The elaboration of the map was based on a series of participatory processes that encouraged responses from different groups of women, including youth. These same actors were encouraged to be involved in working with the city to develop proposed solutions, and youth were offered courses to build their public speaking abilities.

³ www.womenincities.org

Case Study No. 7: Ensuring Community Safety

Information Center of the Independent Women Forum (ICIWF)

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The *Information Center of the Independent Women's Forum (ICIWF)* is a non-governmental organization registered in 1994. At the beginning, the goals of the organization were: to support regional women's initiatives; to develop educational programs for women; and to develop information exchange between women's organizations and the institutionalization of the women's movement. During the last few years, new aims have been added. These include the incorporation of women in the development of local self-governance; the development of local communities and partnerships on the territories; and engendering municipal and local policies. Currently, one of the main goals of the ICIWF is organizing its activities to become a new social institution for empowering women and developing the women's movement. ICIWF won a 2004 Women's Safety Award for its project 'Building a Safe City Together'. The following initiatives were a part of the award-winning project.



Neighborhood Communities Project

Starting seven years ago, the ICIWF helped to organize 'neighborhood communities,' primarily through public space improvements. This project was important for local residents living in dirty and unsafe conditions. By maintaining grounds, planting flowers, and building a playground using collective principles, the ICIWF created a common investment and responsibility in the local area. Now this area is perceived as welcoming, both

by the community and the city as a whole. Other successes of this project include a decrease in domestic violence and alcoholism, and an increase in neighborhood involvement. Over 400 citizens took part in this work and as a result, the living conditions of 2000 persons have been considerably improved.

Stakeholder Seminars

The ICIFW has held consciousness-raising seminars within the community in partnership with an organization that dealt specifically with housing issues. This organization pushed the local administration to have a contest in the year 2000 to improve the public space. Thirteen neighborhood groups formed as a result of this contest. The ICIWF began working with these groups because nearly all the leaders were women. Over seven years, the ICIWF has provided seminars address various issues. In these seminars, all stakeholders are brought together. These include: local authorities, police, the department of social affairs and consumer affairs, community business representatives and community members themselves. By inviting all of these actors, the seminars initiated dialogues of understanding and change across the community. As a result, there is a greater sense of community and ability to problem-solve in the area. Additionally, this initiative led to a new kind of crime-prevention work, bringing new ideas and local experience to the police. Today, the ICIWF is working with neighborhood community members to help the police address common social issues with a practical perspective.

PROTOCOLS

Protocols were mentioned several times and generally brought together police, social service delivery agencies and health services to produce clear and agreed upon **procedures** for dealing with women who have had experiences with violence. Some groups mentioned that protocols were regularly reviewed and updated or changed as needed. Protocols are considered to be tools as they go beyond simple discussion or networking to come to the tangible pro-

duction of a written procedure, and a process whereby groups adhere to the procedure.

Often times the nature of the protocol was described as being either legal or victim assistance. Protocols can also serve to formalize procedures that are already routinely practiced. In the case of Guatemala, a formal Pact between the citizens and the State to explicitly and formally acknowledge women's rights to security, manifest in various forms, and to work to increase said security for Guatemalan women.

Case Study No. 8: Developing a National Pact for Women's Safety

Secretaría Presidencial de la Mujer (SEPREM)

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SEPREM worked to establish the *Pacto Nacional por la Seguridad Integral de las Mujeres Guatemaltecas (National Pact for Guatemalan Women's Security)* between the government and the citizens. The meaning of the word 'Security' was reconceptualized and broadened to include the more comprehensive understanding of what is referred to as 'Human Security', thus encompassing and considering the various dimensions related to a person's complete security. A gendered perspective and consideration of women's particular needs was introduced and included in the Pact.

The Pact was elaborated based on the results of a participatory consultative process undertaken in municipalities across the country. The process yielded the adoption of at least 30 different Municipal Pacts for Women's Security, which in turn formed the basis of the National Pact.

The National Pact therefore represents a political and social commitment by the state and civil society that is based on the demands and priorities identified by the people themselves. The elements of the Pact include: Judicial Security for Women; Economic Autonomy and Food Security for Women and their Families; Security for Women and their Families in the Home; Safe Communities and Cities for Women; Security for Women's Health, Maternal Health, and Prevention of HIV/AIDS; Security for Migrant Women; and Prevention and Punishment of Human Trafficking. Education is seen as the transversal and is thus integral to each of the aforementioned elements.

SERVICES AND SUPPORT FOR WOMEN AND WOMEN SURVIVORS

In addition to working to increase public awareness about issues related to women's safety, many organizations continue to work on providing on-the-ground support to women. These activities can largely be grouped according to prevention, support services, and assistance. The importance of the link between

anti-violence activity and the provision of decent and affordable housing for women is amply illustrated in the answers to the questionnaires. **Housing and transition shelters** were named as being particularly important areas of activity for the organizations represented by the respondents. Some groups specifically mentioned housing projects and several more answered that they operated transition houses or shelters.

Rwanda Women's Network (RWN)

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The Rwanda Women's Network (RWN), a Red Ribbon Award Winner¹, is a national humanitarian NGO dedicated to the promotion and improvement of the socio-economic welfare of women and children in Rwanda. RWN is a network of 22 grassroots organizations and associations founded in 1997 to continue the work of a Church World Service-initiated two-year program that provided services after the 1994 genocide. RWN now offers support to survivors of sexual and gender-based violence across the country in recognition that women and children bore the brunt of the genocide, and remain the most vulnerable and marginalized groups within society. RWN also works with other vulnerable groups including widows, orphans and vulnerable children, and people living with HIV/AIDS. The network focuses on four program areas: 1) provision of health care and support, 2) education and awareness programs on different issues that affect women, 3) socio-economic empowerment and 4) community advocacy and networking.

The **Polyclinic of Hope (POH)** was established to provide integrated services in response to the needs of women and children that have been the victims of violence. It does this by providing free medical services, psychosocial support and counseling, trauma-counseling, referral services, credit facilities for income generation, and shelter rehabilitation and construction. The Polyclinic of Hope has allowed women and children who experienced the horrors of the genocide to make significant inroads in the process of recovery. In addition to medical services, the enabling environment of the Polyclinic has brought women together to share their stories and communicate with one another.

The Village of Hope Center is surrounded by family housing units and is a replication of the Polyclinic of Hope. It was built in 2002 in the Gasabo District of Kigali and serves a community



of women that have been the victims of rape and other violent crimes. The Village is a community outreach program formed in 2000 as a housing intervention measure for women survivors of sexual and gender-based violence and their families. Though current residents total approximately 120 persons, the Village of Hope actually reaches more than 4,000 persons. A community centre in the Village of Hope aims to provide holistic training to residents on different socio-economic issues affecting women. Medical and educational services are also offered at the community centre

to residents of the village and the surrounding community. Prior to the center's construction, women had to travel long distances in order to access the services of the Polyclinic of Hope. The Village of Hope Center has become a space that has promoted community cohesion and without, it would have been difficult for women to integrate into the new community.

¹ www.redribbonaward.org

In addition to providing services to women, it is imperative that women know about what these services are, if and how they can access them. Responding to this need, several respondents mentioned having put together information booklets that provide lists of local resources and organizations working to promote women's safety that they distribute throughout the community. Some other information booklets provide guidelines for women's safety aimed at getting women to reflect on how they can be proactive in increasing their own safety.

Providing financial assistance in the form of **seed grants** or **micro credit** schemes were among the activities that surveys respondents cited having done. These initiatives aimed primarily at providing women with the means and the opportunity to become financially autonomous. *Damayan ng Maralitang Pilipinong Api, Inc. (DAMPA, Inc.)* in Quezon City, Philippines, has provided micro-lending loans to families who have been displaced by government public works. This organization partnered with the Department of Public Works and Highway for the project. Its main recipients are women or women-headed households.

Dirección de Prevención y Seguridad Ciudadana in Maipú, Chile has established four different **municipal centers** around Santiago, that serve to promote women's civil and social participation, and which engage both women and local communities in information and training workshops. Within these centers, they have also established **rehabilitation programs** for victims of violence. These programs are run in partnership with SERNAM (Servicio Nacional de la Mujer-National Women's Services), the Minister of the Interior and City Safety. Victims are offered **integrated, holistic services**, such as **psychological counseling, temporary shelter, education about their rights and capacity-building skills**. The centres also provide legal advice to victims of gender-based violence, and assist them in filing legal cases. More generally, through **workshops** with neighborhood groups, *Dirección de Prevención y Seguridad Ciudadana* also provides information about legal processes in regards to gender-based violence. One particularly successful

tool implemented by this group is "**Danza Amiga**," (Dance of Friends) a workshop in which women speak out against repression and violence through different physical demonstrations, such as dance pieces, shows and corporal expression. The *Danza Amiga* has also been replicated in many other communities, because of the popularity of dance and physical expressions to protest domestic violence. When women who have experienced violence participate in these programs, they develop a sense of personal abilities and self-esteem while participating in and fortifying the social weaving that surrounds them.

Dirección de Prevención y Seguridad Ciudadana also recently established a **call center** on mobile phones aiming to inform the public about the services they offer, as well as a **hotline** for victims of violence. They are considering establishing a response center in each sub-community, made up of local neighbors who provide violence prevention and attention for victims. This group plans to continue solidifying their network of groups working on domestic violence.

Additionally, several organizations work to provide women with information, particularly legal information and advice, since many women do not know their legal rights and entitlements. The *Cercle des femmes Actives et solidaires pour la paix et le progrès in Cameroon*, for example, report having set up *polycliniques juridiques* (**Legal Clinics**) with a particular focus on providing services catered to women, since it is they whose rights are most often violated. **Counseling services** were also offered by several organizations, primarily servicing women who had already survived violence and / or trauma.

Interestingly, some groups, such as the Rwanda Women Network whose work is described above, found that their initial work grew and expanded to include additional services. Some questionnaire respondents thus began to offer many different kinds of services themselves. This can help to foster trust between the organisation and its 'clients' and allows them to provide better and more comprehensive services, by providing in-house referrals.

The Legal Centre for Women's Initiatives "Sana Sezim"

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The Legal Centre for Women's Initiatives organized the comprehensive programme **Stop Human Traffic!** from 2006 – 2008 with funding from the European Commission Representation of Kazakhstan. This program included several different components to reach victims and potential victims of human trafficking. Target audiences included high school students and "orphanage graduates". Strategies used by the Legal Centre for Women's Initiatives include:

- Education through 46 seminars directed at 13- to 18-year-olds and two seminars directed at law protection officers, immigration services and public health officials;
- Communication through monthly distribution of booklets and pamphlets discussing human trafficking as well as the distribution of relevant materials to seminar participants;
- Support through the maintenance of a private telephone hotline open to potential victims of human trafficking, as well as the establishment of community services to assist with the legal and psychological needs of victims of human trafficking.

As a result of their work, the Legal Centre for Women's Initiatives has trained 20 specialists in the field of human trafficking prevention, trained 920 young people about the issue of human trafficking, distributed 13 000 informational booklets and brochures, provided 3 000 telephone consultations, 1 000 psychological consultations, and 1 000 legal consultations.

Finally, several questionnaire responses referred to **community policing** initiatives.

Unfortunately, however, these initiatives were never explained or placed in context. Based on this information, it can only be stated here that this type of initiative appears to be a popular on-the-ground tactic for addressing violence against women.

SECTION V: DEFINING & MEASURING SUCCESS

In the majority of the surveys, respondents gave examples of activities or tools that they felt had been successful and why they had been successful. One of the most commonly-stated measures of success was **heightened awareness** of women's safety or women's rights. In some cases, success was considered **women's ability to feel better about themselves and assert their rights**. In other cases, groups listed the **construction and establishment of infrastructure or community centers as successes, such as victim call centers and support lines**, women's community centers or weekly support meetings and groups as significant achievements.

Awareness raising about women's safety and rights was one of the most commonly-stated successes and it is important to note it was also listed as one of the most pressing challenges (which will be discussed in greater detail in the *Challenges Section*). The most frequently mentioned forms of raising awareness included gaining commitment by authorities to improve women's safety, the increased credibility of the organization, and improved media coverage and attention.

In Eastern Europe, a few organizations stood out as having made particular gains in terms of raising awareness and effecting changes in behavior, policies and increased reported cases of violence as a result of the work being carried out by women's groups. In Lithuania, for example, in the last decade there has been a noted change in public and official opinion, as the majority of governmental institutions now acknowledge the existence of domestic violence as a social problem, and they also acknowledge the necessity to fight the problem, which was

not the case previously. The **National Strategy to Decrease Violence against Women** was adopted, and there has also been a rise in the number of **crisis centers**.

Another group in the same country, *Center for Equality Advancement*, had significant success with raising awareness after training civil and municipal servants, employers and media about women's safety, women's rights, and the organization's work. They noted a visible shift in the way these individuals handle the issue of gender-based discrimination and violence; for example, the media has begun dealing with discrimination in a more sensitive manner, by avoiding stereotypes of vulnerable groups. Furthermore, media outlets began consulting their Center's staff for comments related to policy and controversial issues in the field of gender equality and antidiscrimination in general. Municipal civil servants also constantly consult and invite the Center's staff to provide training for the municipal employees on gender equality and gender mainstreaming.

In Moldova, the *Institute of Women's Rights* noted that after training the police about problems of domestic and family violence and the importance of preventing it, as well as women's rights, their police's efficiency and effectiveness of protecting women from violence has increased. The group noted that it was possible to partially overcome the problem of low awareness due to the publications and reporting of legal clauses in the mass-media and distribution of educational leaflets.

As was mentioned earlier, many groups reported that women's participation and awareness of their rights was a significant marker of success.

Some mechanisms for increasing participation and awareness include women's participation in weekly support meetings, creating spaces

for reflection, making the issue visible in local communities, and women having greater awareness of their rights.

Case Study No. 11: Improving Women's Self-Confidence and Increased Awareness of Their Human Rights as a Measure of Success

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The umbrella organization **Kargah e. V.** in Germany, that works with women immigrants and refugees has found that even with a minimal amount of support, women have been able to thrive and feel stronger about themselves and future. Kargah e. V. was organized in 1980 as a grassroots initiative by Iranian women refugees under the principle "Help towards self-help" to address the daily problems and issues of women migrants. Women and men from various countries work as a bottom-up force to help women find courage and information to improve their situation with their own efforts and live without all forms of violence: family, poverty, legal status, and racism. In terms of cultural activities, Kargah offers language and professional training opportunities for women and men, computer courses as well as social and cultural events. This is a result of **La Rosa**, a **weekly meeting** where women share their experiences, and pass on knowledge on how to deal with certain situations. Women find strength and solidarity in the number of women involved, and become more self-aware and self-confident through contact with other women. Furthermore, women from different countries find a space to dialogue with other immigrant women, find comfort in meeting people who feel the same isolation in a new country and learn about their rights in Germany. They also established a consultation center for migrant women victims of male violence, with the leadership offering consultations to women in their native language (Russian, Turkish, Persian, Arabic, French, Kurdish, Serbian, Croatian, Bosnian). Kargah also believes in multicultural contact to raise awareness within the local population about the problems of migrant women and to bring all parties into a dialogue to find solutions to social problems facing not only migrant women, but women in general.

The group *Women's Centre Trebinje* in Bosnia and Herzegovina established a **Women's Center** where women can ask for advice regarding all forms of discrimination, with a focus on domestic violence, and where they can receive support and help. There is a team for psycho-social support, doctors, free-of-charge legal aid and representation in the court for victims of domestic violence, as well as a newly-opened Creative Centre for children victims of domestic violence, with five activity groups of acting, music, photography, painting and writing.

In other cases, the criteria for success were articulated more in terms of attitude and behavioral change and included:

- Changes in behavior of men and women

- Greater self-esteem and self confidence of women
- Involvement of men in women's initiatives and activities

In the Philippines, the *Grassroots Women's Empowerment Center* was able to engage and train both male and female to monitor the community for cases of violence. Once organized, women found their strength through their organization, and they came out of their shell to become **community leaders**. They have also found that traditional relations between husbands and wives are also changing, where men are freeing their wives from the confines of the home and in some cases, helping and supporting victims of domestic violence.

Other examples of success included:

- Creation of multiservice centers
- Use of cultural activities to raise awareness of immigrant and refugee and increase women's participation
- Using multi-stakeholder models
- Building partnerships and alliances
- Forming groups of local women leaders
- Creating organized activities
- Bringing about legislative changes
- Creating local mechanisms for women's participation
- Positioning of issues relating to violence against women on local and national agendas

Many groups listed **establishing strategic partnerships** as an important success and achievement. *Women's Centre Trebinje* in Bosnia and Herzegovina is the only organization in BH that gathered 18 different governmental and non-governmental bodies with whom they signed the **Agreement about co-operation** with the goal to fight organized against domestic violence and to offer more appropriate support for the victims. The bodies included (Ministry for Internal Affairs, Centre for Public Safety, Centre for Social Work, Health Centre, Municipality Trebinje, Public Prosecutor's Office, media including the TV unit in Trebinje, all primary and secondary schools, all nurseries and the Red Cross.

In other cases, groups expressed success through the number of people they trained or resources they distributed. For example, the *Legal Center for Women's Initiatives "Sana Sezim"* in Kazakhstan trained 20 specialists on how to identify and effectively deal with human trafficking. They distributed 1,000 brochures on the "Principals of Personal Security" to inform potential victims about human trafficking, and 12,000 informational booklets to inform people about human trafficking. Furthermore, 1,000 women received psychological assistance on the confidential telephone hotline, and 300 women received individual psychological consultations. In Bulgaria, the *Community Diva* organization successfully opened a Crisis Unit (it is the second in Bulgaria). There are 50-70 calls received at the Crisis Telephone line monthly, and approximately 20 women on average are included in the program for emergency psychological and social help every month.

In general, activities and/or tools are seen to have been effective when it is felt that the issue of violence against women has achieved **greater visibility**, have achieved **recognition** in new places, gained **support** from new social actors, and/or been recognized as being placed on the public agenda with increasing importance or for the first time. For some other respondents, however, the criteria for judging success were found in changes to individual behavior of women – greater awareness of their rights, greater self-esteem and therefore changes to their behavior.

SECTION VI: LESSONS LEARNED

In an attempt to solicit reflection from the respondent on what they have learned as a result of their work, the survey focused specifically on lessons. This resulted in detailed answers by some participants on what they had learned from their activities, limitations and potential for social change. However, it was also clear that the lessons learned overlapped with successes and challenges, and this section aims to highlight lessons or reflections only.

The most frequent lessons can be grouped as:

- Reflections on the importance of, and the difficulties involved in, raising society's awareness of the seriousness of the question of violence against women and girls
- Celebration of the potential for social transformation through women's collective action
- Concerns about funding
- Concerns around the sustainability of initiatives and the limited capacity for implementation on an on-going basis

THE IMPORTANCE, AND DIFFICULTY, OF RAISING AWARENESS

For some respondents, the lesson learned was the crucial importance of underlining the seriousness of the issue of violence against women for all members of society. Some respondents were optimistic (in the sense of feeling that their activities had had an impact), while others spoke of the amount of resistance they encountered. Some answers underlined the lack of knowledge that women had of the law and

of their rights while several others framed their answer more in terms of having learned that social change was a long-term process. Many indicated that the weight of traditional values and the undervaluing of women required great effort to change the situation. One group, the Institute of Women's Rights, noted that it is necessary to eradicate traditional stereotypic prejudices in a society about the superiority of men over women and to introduce ideas of equality, partnership between men and women and respect of human advantage of the woman.

Even when awareness is raised, it is a slow process, as gender roles and stereotypes are often deeply-rooted. One important way to reverse negative gendered stereotypes and gender roles is to involve men in efforts to raise awareness or decrease violence against women. (This lesson will also be described in greater detail in the Challenges section).

CELEBRATION OF WOMEN'S POTENTIAL THROUGH COLLECTIVE ACTION

Respondents felt that their activities demonstrated the power of collective action and the innovative capacity of women. Others felt that the lesson they had learned was the central importance of women's active participation in the activities designed to raise consciousness. Many groups expressed having learned that if they want to end violence against women, they have to work as a team and to work hard without giving up, despite the obstacles they face. This was expressed in other answers as the importance of including women's voices and that the success of activities depended on creating

conditions for women's voices to be heard. For example, in groups of culturally and ethnically diverse women, even when differences among women related to their backgrounds were great, they were able to find commonalities and similar problems, and were able to forge bonds of solidarity across these lines.

CONCERNS ABOUT FUNDING

Lack of adequate funding was one of the major issues that emerged from the questionnaires. Initiatives were reduced, eliminated or inadequately developed because of funding limitations. Two questionnaires specifically mentioned that their activities were limited because funders were not interested in the area of anti-violence work that the group was involved in. (Again, this lesson will be more fully elaborated in the Challenges section).

SUSTAINABILITY AND IMPLEMENTATION CAPACITY

These answers were linked in part to those related to the inadequacy of funding but they focused more on the consequences of the inability to sustain long-term activity. The importance of capacity-building was a primary lesson for some, increased political will to implement anti-violence activity by others. The mobilization of the community was seen as a critical factor for some, building partnerships and finding common ground among the partners was also indicated as of central importance to mobilizing the community. Another answer referred to the importance

of good relationships and of maintaining ongoing links with partners. Furthermore, many groups agreed that solutions to the problems of women's safety and violence must be multidimensional in nature as the challenges facing these women are interwoven – economic, political, family and financial issues, education and emotional concerns are all interrelated and must be treated as a composite. Once again, optimistic and pessimistic lessons were both present; the capacity to implement activities successfully was balanced by the weight of limited finances and of limited political will.

In addition to these four clusters of answers, there were some other interesting lessons, expressed by individual respondents:

- Lessons around the problems of getting adequate data and of the importance of an evidence base
- The importance of incorporating anti-violence concerns into urban planning
- The importance of articulating a gender perspective around issues that had not traditionally been seen in this light

The lessons learned fit into a coherent pattern – it is important, and difficult, to raise awareness around the issue of violence against women and girls. There are factors that facilitate greater awareness – the potential of empowered women acting collectively, good networking and effective capacity-building. There are also important factors that make these efforts extremely difficult – inadequate funding, difficulty in sustaining activity and weak capacity to implement effectively.

SECTION VII: DEVELOPMENT, REPLICATION & TRANSFER OF INITIATIVES

Ideas for the development of projects often arise from knowledge of other existing initiatives. This was clearly true for the 45% of the survey respondents who reported that their project was inspired by another local, regional or, in some cases, international initiative. Although these organizations drew their inspiration from other initiatives, the projects' designs were not replicas but rather an attempt to adapt ideas from other projects to their own needs and realities. For example, the *Connect Network* in South Africa were influenced by the *Viva Network*, a global network for children, but adapted their networking ideas to women.

Some local initiatives use a global approach developed by their mother organizations. *Amnesty International Ivory Coast Section*, for example, uses the strategies from Amnesty International worldwide; and the YWCA Montreal has similar projects to other YWCAs across Canada. Certain projects were also developed within the framework of United Nations programs, more commonly regional UNIFEM programs. Some of these groups highlighted that they, nevertheless, developed other initiatives that are innovative and that are rooted in local experience. Partnerships also play a crucial role in inspiring the development and adaptation of initiatives. Groups that are part of global networks highlight that they were inspired by the successes of others partners from other parts of the world. The networks that were mainly mentioned by more than one respondent were *GROOTS*, *Huairou Commission*, *Mothers' Center International Network for Empowerment (MINE)*, *International Action Network on Small Arms (LANSA)*, *Metro-politan Action Committee on Violence Against*

Women and Children (METRAC) and *Women in Cities International* (by participating at the **1st International Seminar on Women's Safety 'Making the Links'** in Montreal in 2002). The majority of organizations who responded not having been inspired by other projects (n=67), indicated that their initiatives originated from the 'on the ground' experiences of women in their communities. Projects were based on local problems and created to respond to the needs of the community.

Very few organizations responded to the question regarding the replication of their projects¹. Thirty six projects were replicated elsewhere in the same region or country. However, there was detailed information on how these initiatives were replicated. One project worth highlighting is the METRAC Safety Audit Process which has been replicated worldwide (India, Tanzania, Canada, Australia, South Africa, Great Britain, Russia, Holland and Ireland). Adapted nationally and internationally, it is internationally renowned as a best practice tool and was translated into several languages.

A majority of organization indicated plans for scaling and expansion (approximately 90%). Some organizations had a clear and concrete action plan for expansion with new activities and services for the future (i.e. opening of a training centre for women, creating gender sensitive programs, develop educational tools, etc.) while others proposed conducting studies or evaluations to better define the areas that needed further development. Among others, some organizations were waiting for the results

¹ It is important to mention that the question was: Was your initiative inspired by an existing initiative? and/or is your initiative being replicated elsewhere? Please provide details. There were two questions in one. Therefore, respondents may have taken the time to answer the first question only.

of their studies/evaluation in order to move forward with their ideas.

Funding is an essential issue regarding the expansion of projects. In fact, organizations with ideas for expansion highlighted that **its execution was solely contingent upon access to financial resources**. Despite this, the nature of expansion ideas varied among the different respondents:

- Expansion possibilities for certain organizations were closely linked to the participation in (or the creation of) regional, national and/or international **networks**. The need to learn from others experiences and skills and, in turn, adapt them to their own reality was a common interest among survey respondents. Information exchange on good practices and strategies is seen as a crucial factor for expansion and progression. Some groups clearly stated wanting support and guidance from other projects in other countries to help them further develop their initiative and improve their tools.
- A number of organizations are considering a **geographical expansion** by replicating their local initiative in other neighboring communities and municipalities. Several city-wide projects, for example, would like to expand and adapt their local project to rural areas in their region. There were also groups who plan on carrying out their projects on a regional and, in a few cases, on a national basis.

- **Partnerships** are also a key element to the expansion of projects for certain groups. The involvement of new partners (i.e. local government, businesses, health service providers, etc.) would further strengthen the scope, reach and credibility of their initiatives. This also included getting the wider community involved. Other respondents felt that consolidating their current partnerships would facilitate the advancement of current projects.
- The idea of expansion for some organizations involved adapting or making available their projects to different **target groups** (i.e. school children, older women, sex workers, marginalized women, businesses, lesbian and bisexual women, etc.).
- Some organizations focusing on specific working areas such as family violence or violence in public/private spaces would like to expand their **work areas** to focus more broadly on violence against women.

Most groups who did not have any plans (13%) for expansion did not specifically state the reasons why. Those who did respond primarily mentioned that they were unable to expand due to **lack of funding and lack of human resources**. Only one group stated wanting to intentionally keep their project on a small scale in order to pay full attention and invest all their time to the targeted group.

SECTION VIII: CHALLENGES & RECOMMENDATIONS

Five complex and interrelated challenges emerged as important obstacles for groups, agencies and organizations working worldwide to improve women's safety. This section outlines these challenges, and provides information on the promising strategies the groups are employing to address them. The four main challenges identified by survey respondents are as follows:

- Difficulty in raising awareness about the issue of violence against women and girls
- Lack of communication between groups, agencies and organizations
- Lack of capacity and/or sustainability
- Lack of funding & lack of political will

In most cases, these challenges do not appear to be isolated. Rather, their existence appears to create or complicate related issues. As a result, a strategic, complex and holistic approach to future progress is required. The following analysis addresses each challenge separately; however, consideration of their interconnected nature should be taken throughout.

CHALLENGE: DIFFICULTY IN RAISING AWARENESS ABOUT WOMEN'S SAFETY

A majority of survey respondents have had difficulties raising awareness about the issue of violence against women and girls. Awareness was identified as knowledge of existing laws and protective laws for women and guaranteeing women's safety, knowledge of and attitudes surrounding women's rights and women's

safety, the commitment to improving women's safety and learning methodologies on how to prevent it, and understanding how various factors such as race, class, culture and religion may affect women's safety differently. It was also understood as public awareness women's safety not only a private issue but a public, social issue as well.

This difficulty in raising awareness varies from country to country and region to region. For example, illiteracy can play a significant role in lack of awareness as people cannot read advocacy or informational materials. This is particularly serious in cases where women do not recognize that they have rights in the first place or in cases where illiteracy is tied to ideas about female education and early child marriage. Raising awareness about the importance of lowering GBV can also be a challenge in countries where women's status is considered secondary to men's.¹ This is often times tied to ideas about men's dominance, deeply engrained gender relations, stigma about female empowerment, and cultural perceptions that often influence women not to question their roles and rights. Many migrant women living in new countries often experience isolation, or are unaware of their rights and existing initiatives in their new homes.

A lack of awareness about the seriousness and pervasiveness about violence against women also permits attitudes and behaviors that condone violence, and the willingness of various communities, whether in classroom settings, religious institutions or community groups, to engage in conflict resolution. Furthermore, knowledge and awareness often influence the willingness of survivors to disclose abuse to authorities. Even in cases where there is an

average level of awareness, it has been noted that while some recognize violence and insecurity may be a threat faced by women in their everyday interactions in cities, few will accord it the importance it deserves. Often there is a tendency to dismiss it as part and parcel of the inconveniences one encounters in public place and not consider it a gross violation of the rights of citizenship.

Difficulty raising awareness is also tied to lack of political will, which will be discussed in further detail below. Often local and national governments do not prioritize advocating for women's rights or women's safety, and as a result, raising awareness often becomes a non-issue. This is problematic because organizations must establish initial community awareness in order to gain support for their work. Also, without awareness of how violence against women and girls affects families and communities, no well-planned and constructive action can be taken.

The surveys revealed that despite the challenge of raising awareness about women's safety, many groups, agencies and individuals saw it as an opportunity to be as creative and persistent as possible in spreading their message and the importance of women's rights and safety to as many people as possible. Below are some of the most commonly-employed solutions used to raise awareness.

RECOMMENDATIONS

Awareness-raising events: Several groups seek to get people's attention by creating an event dedicated to raising awareness. For example, the *Canberra Rape Crisis Centre* and local YMCA in Australia created a visual display representing women who had been murdered by their spouses, featured in a local mall. In Africa, along the Great North Road from Kenya to Malawi, 100 men travelled in a bus, raising awareness about the role men play in preventing gender-related violence in communities along the route. Other groups organize candlelight vigils, public plays and theatre and protests as other events.

Education: Many groups provide workshops, seminars, dialogues, manuals, toolkits, and other educational activities or materials about violence against women and girls in school, classroom or after-school program settings. Others target incorporating safety and rights education into school curriculums and focus on including male audiences in order to reach everyone in the community. Many groups also engage in teaching and building basic literacy skills prior to rights awareness raising, or simultaneously. *FORGE* in the Philippines educates women about the importance of meaningful participation in governance so that women will push for their own development agenda. Another group in Russia was successful in having their educational course, "Introduction in Gender Research for Lawyers" adopted and maintained in the University and Colleges of Karelia Republic, which teaches about women's rights, domestic violence and women's involvement in the all levels of politics.

Involvement of police: Many groups seek out the support of police, not only as safeguards of the community, but also as potential partners in spreading awareness. They must first start with sensitivity training and awareness workshops, whereby police forces are educated about the prevalence of the issue, how it can be prevented and how to work with local community groups to ease the burden from relying solely on forces of authority. Many police stations have established women-friendly forces, or set up community safety monitoring committees as a result of partnerships with police stations, such as the case with the *Azerbaijan Children Union*.

Strength in numbers: Momentum and awareness spread as more and more people join an organization. Partnerships with other organizations that have similar mandates, or with groups such as trade unions or professional organizations, can increase organizational capacity and influence. This also happens when groups target community members and learn the issues that are most relevant to them so as to galvanize their interest in participating and guaranteeing a larger number of supporters of

the imitative and their efforts. Door-to-door campaigns and advertisements posted at local venues and events (such as markets or parks) can also raise the organization's visibility and legitimacy in the community.

CHALLENGE: LACK OF FUNDING & LACK OF POLITICAL WILL

Lack of funding, like lack of capacity or sustainability, can be a serious limitation for organizations, although respondents highlighted how much they were able to accomplish regardless of limited funding. For tangible short-term results to last, funding is a fundamental aspect to the long-term sustainable success of the majority of the unique and innovative projects, agencies and organizations that submitted their proposals (although not the only factor). For example, *Grassroots Women Empowerment Center* in the Philippines has had success lobbying and partnering with local government to successfully relocate displaced communities. However, the group admitted that ensuring that local government allocate and commit to at least 5 percent of its budget for women's programs for livelihood, health, day care centers, education, is still a significant challenge. Lack of funding could be the result of disinterest about women's safety among potential funders, which is often tied to a lack of awareness of the importance of addressing the issue.

Evidently lack of funding stems from a plethora of reasons, and a significant reason for this is lack of political or governmental will, which subsequently leads to women's safety being an issue that is considered low priority for local political affairs or on local political agendas. Groups often find it difficult to ensure and encourage the state, whether at the local or national level, to take steps towards the prevention of violence against women, provision of efficient legal and social services, and protection of women and their children survivors of domestic violence. Furthermore, some groups have found that political interest is only shown when politicians are running for office, and

once in power, women's issues or safety is no longer a priority. Another reason why it can be difficult for groups to secure sustainable funding is the difficulty some groups have in demonstrating the link between poverty, violence and security, and the state is often not as inclined to see a benefit in addressing women's safety. In some cases, when a group establishes a good working relationship or partnership with an official body, a withdrawal of funding or a promise falling through can also happen as a result of high turn-over in the funding agency, whether it is a government body or donor agency.

Again, as identified in this report, the general lack of guidance available to start-up organizations negatively affects their ability to deal with these challenges. The fact that some groups, agencies and organizations view each other as funding competitors and therefore do not communicate with each other can further aggravate the issue. Some strategies to acquire more funding are listed below.

RECOMMENDATIONS

Clearly stated needs: In order to receive enough funding, organizations must be clear about exactly what they need and how much it will cost. Creating an inventory or budget may help. At this stage, potential sources for funding can be identified as well.

Effective Presentation: When presenting projects to funders, an organized, professional and accessible presentation is required. Including research on the issue being addressed and methods being used is an important way to demonstrate a group's understanding of the issue. Ensure that the interests and goals of potential funders are considered in applications. If possible, demonstrate community support. If a project entails special requirements, they should be stated up front. Finally, providing examples of successes has achieved is a good way to motivate a potential funder to support a group with resources.

Building Allies: Sometimes, partnering with related groups, agencies or organizations can improve one's chances of receiving funding. When working in partnerships, an organization's application capacity is improved and its competition is diminished. Allies can include local and central government, neighborhood groups, and police. In some situations, a partnership will also expand the amount and type of funding available. In addition, having a partner for support and feedback can sustain morale during the difficult process of searching for and securing resources. While most groups acknowledge that lack of funding was a significant challenge, some used it as an opportunity to secure allies and cement partnerships. Where political will is weak, groups can actively offer support to state and local authorities in developing a policy more adequate to the needs of victims of violence, sharing the burden of work and demonstrating how partnerships can benefit both parties.

Creativity: Groups have more success obtaining funding by looking into as many possible funding sources as they can, and by framing the funding request within the existing mandates and projects of funders. For instance, an organization may try to include its initiative as an annual item within a larger organization's budget. Or, it may try to get certain projects included in upcoming budgets. Appealing to local, regional, national and international funders wherever possible is also important. Most importantly, emphasizing the significance of proposed projects in terms of their benefit to the community at large ensures a feeling of ownership of the issue and motivation to donate time and resources.

CHALLENGE: LACK OF ORGANIZATIONAL CAPACITY AND/ OR SUSTAINABILITY

Even with promising action plans, good communication skills and enthusiastic staff members, an organization can still have difficulty maintaining sufficient capacity and/

or sustainability. Many organizations lack technical expertise and resources, and are considered low priority on the agendas of officials and businesses. Moreover, if obtaining funding is difficult, solid organizational and human resources become unaffordable or unsustainable. When funding is limited, many employees or volunteers are less inclined to devote themselves on a long-term basis because of income needs and/or family care-taking. It is also important that groups and organizations have the know-how when it comes to applying for funding and grants, and that they are equipped the capacity or partners to do so. However, these challenges are not uncommon to many civil society groups, and most of them rely on their dedication and commitment to the issues, and have devised strategies to ensure their sustainability.

RECOMMENDATIONS

Building a Responsive System: Building mechanisms for capacity and sustainability into the structure of the organization is one way to ensure long-term success. This could involve weekly meetings with staff members, the creation of a position dedicated solely to administrative concerns, or allocating time for review of goals and priorities. Incorporating an evaluation process into project timelines allows for the identification of successful and unsuccessful processes – a step that will highlight sustainable practice. Also, when groups celebrate accomplishments and successes together, group morale remains high and people are inclined to continue their work.

Peer learning: As was mentioned in the previous section, Peer Exchanges provide organization members with opportunities to build their capacity after learning skills and lessons from other groups. Peer Exchanges often create an empowering atmosphere in which new skills can be shared readily. When members use their own lived experiences as starting points for gaining knowledge and insight into their work, it is easily accessible and motivates others to stay involved. Also, group initiatives which

involve interaction with outside experts can be helpful, as can leadership training sessions.

Recruiting Support: Groups have found it useful to recruit volunteers to fill their staffing gaps. It is important not to overlook youths and elderly people as valuable community resources.

CHALLENGE: LACK OF COMMUNICATION BETWEEN GROUPS, AGENCIES AND ORGANIZATIONS

In financially or resource constrained areas or groups, many organizations do not have enough time or resources to establish meaningful and productive communication networks with other groups working on similar issues. As a result, groups work in isolation and remain unaware of activities and groups that could compliment their own work. Secondly, if separate groups, such as local government bodies and non-profit women's organizations, have different mandates regarding the issue of women's safety, communication difficulties may arise in the form of disputes. Thirdly, because there are often few resources available for non-profit and community groups, those with similar mandates may view each other as competition rather than allies. Accordingly, adversarial relationships develop which hinder open exchange. Finally, because the issue of women's safety is an international one, transferring information and ideas across distance, culture, religion and language can be a challenge. Thus, the widespread change and success of organizations – whether it is raising awareness or providing basic services – might be hindered. Moreover, when groups cannot communicate with each other, they miss out on important opportunities to learn about what resources are available to them, and how vital partnerships can be for their long-term sustainability and success.

RECOMMENDATIONS

Promoting One's Work: Even with minimal resources, many groups advertise their projects, plans, outcomes and events. The key is to ensure that pertinent information is distributed to the general community, and that the language, as well as the educational level of the intended audience is considered. Written reports, pamphlets, posters, websites, articles, and directories are all possible ways to share results as well. Furthermore, groups can provide education and information to partners and potential partners in order to build trust. This will also create a common knowledge base from which to communicate. Options for communication include resource lists and guides, educational computer programs, manuals, seminars, and workshops.

Providing Opportunities for Discussion and Sharing: It is important to build relationships with other groups, agencies and organizations. To do this, opportunities need to be given for different actors to meet each other and interact. This can be as simple as extending an invitation for lunch or as complex as creating events dedicated to collaboration and exchange. The initiation of focus groups, committees, steering boards, newsletters, websites and/or magazines give different groups a chance to act together.

For actors whose mandates and structures are similar, a Peer Exchange may be an important tool. Often used by grassroots organizations, this event is created to give various actors a chance to share their visions, goals, projects, achievements, and challenges. The Huairou Commission supports the use of Peer Exchanges as an important learning and sharing opportunity for grassroots, community-based and low-income groups. Peer exchanges are a learning tool that grassroots women's development organizations have employed for many years to learn from the experiences and practices of each other. A peer exchange occurs when two or more grassroots organizations believe they have something to share with each other that can increase the capacity of all the groups involved in the exchange. They make

arrangements to visit one another in order to see and experience how other grassroots organizations approach their work and to share their perspectives on development. It is not a training program, but an exchange of ideas and experiences. Most grassroots organizations that are effective in their communities have developed skills, approaches, and processes for effecting change and creating development in their communities from which others can benefit. A peer exchange is a tool for grassroots groups to share their unique talents and experiences with others and to learn from the experiences of other grassroots organizations. When a grassroots organization can visit the community of another grassroots organization, it has the opportunity to witness how the development process works in that community and members are better able to more effectively compare the experience of others to their own experience. A peer exchange is ideal for this kind of learning because it is group to group and focused on an agenda developed in collaboration among the organizations involved in the exchange.

Alternately, the Huairou Commission has also developed a process whereby different actors within local communities work together on gender issues, such as women's security. This process, called a local-to-local dialogue, aims at generating common understanding and an open forum from which to develop policies and initiatives. Another approach is the creation of international, national, state/provincial and/or local networks among related groups, agencies and organizations. Networks are formed by collecting the contacts of relevant actors and providing a forum (a conference, newsletter, etc.) through which they can communicate with each other. Networks can be used to make various organizations aware of issues and projects that pertain to them through a single channel. In addition, network members can use their connections and knowledge to benefit fellow members.

SECTIONIX: CONCLUSION

This Global Assessment illustrated vibrant and innovative work being done around women's safety, as well as strong potential and base for building stronger networks of groups working towards women's safety and more effective, long-term sustainable action. Clearly, there are a huge number of organizations working all around the globe on the issue of women's safety and security, and those who replied to the questionnaire are just the tip of the iceberg in terms of the overall number of groups. These 210 groups illustrated an extremely wide range of activities, perspectives, tools and sectors, despite generally inadequate funding and resources. The majority of the groups spoke of a strong desire to expand their activities thus indicating their commitment to the issue and their belief in the positive impact of their activity.

All these conclusions point to the importance of thinking about next steps. As was suggested in the Introduction, the very existence of the survey has already strengthened links and strengthened the sense of shared goals and shared values.

Those respondents who replied to the questionnaire represent a potential addition to the networks of UN-Habitat Safer Cities and contacts to be used in strengthening the focus on women within UN Habitat. This could be done by choosing to produce information tools on a limited number of widely used concrete activities, as based on the survey results. For example, it would be possible to develop tool kits and best practices in the area of global anti-violence community-based activities. The existing sharing of practices could be vastly enhanced by stronger links across regions, across language groups and across sectors. The

survey results highlighted the prevalence of safety audits and local-to-local dialogues. It would be possible to illustrate best practices, including evaluation techniques, of these two forms of activities and produce tool kits that could be made available across regions, across language groups and across sectors. These tool kits would combine research done on these activities, evaluations that exist, implementation strategies and practical suggestions for achieving successful results.

The survey results also suggest the need for capacity-building and a wider variety of training and technical assistance and support to women's organizations which can be organized on a regional basis. Clearly, there is also considerable scope for UN-Habitat to strengthen and expand the networks between organizations on the ground and also linking these networks with local authorities/municipalities so as to strengthen the work being done on the local level, providing sustainability and the possibility to up-scale initiatives.

At the same time, further work could be done on the database. The groups named by each respondent as possible contacts could be contacted and, in addition, certain geographic areas could be focused upon. For example, the replies from Asia were very limited and this may be partly related to language.

While the database is comprehensive, it is not exhaustive nor is it complete. It is preferable to think of the database as groups to interact with, and as a potential network whose capacity for collective action could be enhanced by the production and distribution of information, guides and tools. The data-base should

be continuously be up-dated and finally be the foundation for the creation of a global platform promoting women's and girls safety within the sustainable human settlements development agenda promoting urban development.

The Global Assessment also celebrates the partnership of UN-Habitat Safer Cities

Programme, the Huairou Commission, Latin American Woman and Habitat Network, Women in Cities International, and very specially, all those groups and organizations that took the time to answer the questionnaire. It is your work, your passion and your commitment to the creation of safer and more inclusive communities for the full diversity of women and girls that gives sense to this Report.

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APPENDIX 1: ASSESSMENT TOOL

International Base-line Survey on Women's Safety

SURVEY

Contact information:

Name of your organization:

Name of main contact

Job title

Complete Address:

Telephone:

Fax:

Email:

Website:

1. What are the issues that affect women's safety in your community?

2. How has your group worked to address these issues? Please describe the approach/strategy that you use.

3. How would you describe the type of activities your organization focuses on to address women's safety?

☐ Advocacy

☐ Networking

☐ Community mobilization

☐ Capacity-building

☐ Training

☐ Educational programmes

☐ Public awareness

☐ Counselling

☐ Legal advice

☐ Shelter / refuge

☐ Referrals

☐ Research

- ☐ Law reform/enforcement ☐ Safety planning ☐ Media/publications
- ☐ Policy
- ☐ Other: please describe _____

4. What are the goals and key objectives of the initiative? What change(s) are you hoping to create with this initiative?

5. What tools / methodologies have been developed? For example, safety audits, tool kits, focus groups, community policing, local to local dialogues, etc. Please describe and provide examples:

6. What are the key lessons learned from the development and implementation of the initiative? What are your key successes and challenges of the initiative?

7. Was your initiative inspired by an existing initiative? and/or is your initiative being replicated elsewhere? Please provide details.

8. Do you work in collaboration with local authorities or other government structures on women's safety and violence prevention? If yes, please describe.

9. Do you have any plans for expanding or scaling-up your work on women's safety?

10. Do you know of other organizations / institutions / networks in your region working on women's safety promotion and violence prevention? If yes, please provide names and contact information.

THANK YOU!

APPENDIX 2: METHODOLOGY

Distribution strategy included:

- Sending the questionnaire via email by main project partners (Huairou Commission, Latin American Woman and Habitat Network and Women in Cities International). This strategy was used in order to create a snowball effect. Emails were sent to multiple organizations, who in turn forwarded the surveys to their networks and so forth.
- Collaborating with reference points: Latin American Woman and Habitat Network's coordinating organization Centro de Intercambios y Servicios Cono Sur Argentina (CISCSA) contracted the assistance and collaboration of three of its Network Reference Points for the distribution of the Women's Safety Assessment. These organizations are:
 - CISCSA (Argentina), AVP - Asociación Vivienda Popular (Colombia)
 - SUR - Corporación de Estudios Sociales y Educación (Chile)
 - Fundación Guatemala (Guatemala).

The Huairou Commission also contracted a coordinating organization and partner, Women's Fund, based in Slovakia, to reach out to groups in Eastern Europe and Eurasia - an area where surveys were lacking.

- Posting the information on relevant websites in different languages (English, French, Spanish and Portuguese):
 - Huairou Commission: www.huairou.org
 - Women In Cities International: www.womenincities.org
 - Latin American Woman and Habitat Network- HIC: www.redmujer.org.ar
 - The Canadian Women's Information Centre: www.womennet.ca
- Conducting face-to-face and telephone interviews
 - AVP – Asociación Vivienda Popular (Colombia)
 - SUR - Corporación de Estudios Sociales y Educación (Chile)
- Distributing questionnaires during special events
 - The Latin American Grassroots Academy, held in Lima, Peru in August, 2007. The

Academy hosted 90 participants representing over 25 grassroots organizations.

- Asian Grassroots Academy on Resilience, held in Cebu City, Philippines, October 2008. The Academy hosted 85 participants, from 16 countries.
- Disseminating publicity through list serves and email bulletins
 - Huairou Update
 - Intercambio Huairou
 - Women in Cities International Network
 - Women and Safer Cities Listserv
 - EF-L Études féministes (Gender studies)
 - Infogendre – Réseau genre en action (Network Gender in Action)
 - Canadian Women's Health Network
 - Unidad Temática de Género de Mercociudades (Thematic Gender Unit of Mercosur Cities Network)
 - Género Urban
 - Habitat International Coalition (HIC)
 - Association for Women's Rights in Development (AWID)
 - United Nations International Research and Training Institute for the Advancement of Women (UN-INSTRAW)

In addition to community-based groups, several questionnaires were completed by governments (mostly from Central and South America) illustrating women's safety initiatives being led by government agencies. A complete list of survey can be found below.

- Local governments
 - Municipal Office of Apopa (Alcaldía Municipal de Apopa) - El Salvador
 - Municipal Women's Office. Department of Social Development (Oficina Municipal de la Mujer, Dirección de Desarrollo Social) - Guatemala
 - Greater Visakhapatnam Municipal Corporation - India
 - Municipality of Basauri - Spain
 - Batán City Municipal Delegation (Delegación Municipal de la Ciudad de Batán) - Argentina
 - Municipality of Partido of General Pueyrredón (Municipalidad del Partido de General Pueyrredón) - Argentina
 - Municipality of Morón Gender Policies Department (Dirección de Políticas de Género, Municipality of Morón) - Argentina

- Women's Department Municipality of General Pueyrredón - Argentina
 - Municipality of Canalones – Gender and Equity Area (Área de Género y Equidad- Desarrollo Social- Municipalidad de Canelones) - Uruguay
- National governments
 - Presidential Secretariat of Women (Secretaría Presidencial de la Mujer, SEPREM) - Guatemala
 - Municipal Women's Assistance Office (Oficina Municipal Atención a la Mujer) - Guatemala
 - Ministry of Agriculture, Livestock and Food (Ministerio de Agricultura Ganadería y Alimentación) - Guatemala
 - Ministry of Domestic Administration (Direcção-geral de Administração Interna) - Portugal
 - Ministry of Health and Public Security - Chile
 - National Women's Service (Servicio Nacional de la Mujer SERNAM) - Chile
 - National Statistics and Information Institute (Instituto Nacional de Estadística e Informática, Dirección Ejecutiva de Indicadores Sociales) – Peru
 - Department of Protection Andaluz (Defensoría del Pueblo Andaluz)- Spain
- Networks of local authorities
 - Regional Network of Women Mayors and Town Councillors of Montérégie Est (Réseau des élués municipales de la Montérégie Est) - Canada
 - Federation of Women Municipal Local Authorities of Latin America and the Caribbean (FEMUM ALC-Federación Mujeres Municipalistas de América Latina y Caribe) - Peru

APPENDIX 3: LIST OF RESPONDENTS

Organization / Institution	Country	Type	Main Contact	Contact Information
Awareness for Progress	Albania	Community based women's organization	Zhaneta Prifti, Director	Address: Rr "Asim Vokshi" P.92, Nr.8, Tirana city suburbs of Kinostudio and Bathore, Albania Telephone: 04 2 480 89 (office) Mob: 068 40 58 467 Email: zhprifti@abissnet.al
CISCSA- Coordinación de la Red Mujer y Hábitat de América Latina (Coordinating Organization of the Latin American Woman and Habitat Network)	Argentina	NGO- Coordinating a Regional Latin American Women's Network	Liliana Rainero- Director	9 de Julio 2482- Bajo Alberdi, X 5003 CQR, Cordoba, Argentina Tel: 54 351 4891313 Fax: 54 351 4891313 E-mail: ciscsa@ciscsa.org.ar Website: www.redmujer.org.ar
Asociación Mutual « grupo buenos ayres »	Argentina	Women's based organization- grassroots	Lic. María Eva Sanz- President	528 « E » Lomas de Zamora /Pcia.de Buenos Aires. Tel: 011-4292-0212 E-mail: mutualgrupobsas@yahoo.com.ar
ADEM-Asociación por los Derechos de las Mujeres (Association for Women's Rights)	Argentina	NGO	Lic. Lydia Manini - President	Dominicos Puntanos 911 – San Luis – C.P. 5700-Argentina Tel: 02652-423692 Fax: 02652-437309 E-mail: ademsanluis@gmail.com
Asociación Civil El Agora (Civil Association El Agora)	Argentina	NGO (Civil association)	Claudia Laub- President - Coordinator of the Citizen Security/Safety Area/Department.	Laprida 175- Córdoba 5000- Argentina Tel: 54(351)4210060 Fax: 54(351)4210060 E-mail: elagora@arnet.com.ar Website: www.elagora.org.ar
Delegación Municipal de la Ciudad de Batán- Municipalidad del Partido de General Pueyrredón - Pcia. de Buenos Aires. (Batán City Municipal Delegation- Municipality of Particdo General Pueyrredón - Buenos Aires Province).	Argentina	Local Government	Arq. Liliana Beatriz Castillo- Department head- Administrative coordination (Official technical representative)	Calle 155 y 136- S/Nº- Ciudad de Batán- CP 7601-Pcia. de Buenos Aires, Argentina Tel: (0054- 223) 464-2115/ 2174 Fax: (0054- 223) 464-2174 E-mail: icastillo@mardelplata.gov.ar OR del_batan@mardelplata.gov.ar Website: www.mardelplata.gov.ar
Asociación Civil CANOA (Civil Association)	Argentina	NGO	Luján Llorensi y Juan Picatto- Institutional Coordinators	4 de Enero 2562. Santa Fe. CP 3000. Argentina Tel: 0342- 4524926 E-mail: canoa@ciudad.com.ar Website: www.canoa.org.ar
Dirección de Políticas de Género · Municipality of Morón · Province of Buenos Aires (Gender Policies Department)	Argentina	Local Government	Lic. Delia Zanlungo Ponce- Director	Bartolomé Mitre 877, Morón (1708), Provincia de Buenos Aires, República Argentina Tel: (54-11) 4489-7782 Fax: (54-11) 4489-7782 E-mail: politicadegenero@moron.gov.ar Website: www.moron.gov.ar

Women's Area/Department. Municipality of General Pueyrredon	Argentina	Local Government	Nilda Beatriz Ducant- Subsecretary/ Director	Teodoro Bronzini 1147 Tel: 54-223-4996654 Fax: 54-223-4996658 E-mail: mujer@mardelplata.gov.ar OR vaguero@mardelplata.gov.ar OR lilipalmieri@hotmail.com Website: www.mardelplata.gov.ar
Vecinal 13 de Marzo (Neighbourhood Centre- March 13th)	Argentina	Neighbourhood organization.	Mercedes Barrera- Member of Vecinal 13 and Council person for the District Participatory Budget.	Avenida Perón y Filipe Moré, Distrito Oeste, Rosario E-mail: central.24@hotmail.com
Canberra Rape Crisis Centre	Australia	Crisis Centre- not clear if it has NGO status or not.	Veronica Wensing- Executive Officer	PO Box 916 Dickson ACT 2602 Australia Tel: 61 – 2 – 6247 8071 Fax: 61 – 2 6247 2536 E-mail: eo@rapecrisis.org.au Website: www.rapecrisis.org.au
Commonwealth Association of Planners Women in Planning Network (CAP WiPN)	Australia	Not clear if it is a governmental or semi- governmental association.	Alicia Yon- Senior Town Planner	3/19 Heath St, Southport, QLD 4215, AUSTRALIA Tel: + 61 414 799 159 Fax: + 617 5582 8148 E-mail: alicia.yon@gmail.com Website: http://www.commonwealth-planners.org/
Gold Coast Domestic Violence Centre Inc.	Australia	women's based rape crisis centre	Donna Justo- Director	PO Box 409 Southport, QLD 4215 Australia Tel: 61-7-55 914 222 Fax: 61 – 7 – 55 711508 E-mail: d.justo@domesticviolence.com.au Website: www.domesticviolence.com.au
"Clean World" Aid to Women Social Union	Azerbaijan	Community organization	Mehriban Zeynalova, Director	Address: Mammadyarov str. 18, apart.,5, Baku, Azerbaijan Telephone: +994 50 314 35 15, +994 12 511 11 51 Email: tamizdunyasu@gmail.com , meri@azintex.com
Azerbaijan Children Union	Azerbaijan	Community-based organization	Kemale Agazade	Address: S.Mirzayev str. 40/2, apart.,4, Baku, Azerbaijan Telephone: +994 50 3237651 , +994 12 511 3409 Email: kagazade@rambler.ru ; kagazade@gmail.com
Participatory Development Action program (PDAP)	Bangladesh	Women's organization	Ms. Quazi Baby- Executive Director	Section-6, Block-C, Avenue-4, Plot-8, Mirpur, Dhaka-1216, Bangladesh Tel: 880-2-9004094 E-mail: quazi@agni.com Website: www.planetfinance.org/hosting/pdap
AFECAD (Ass. Des Femmes Chrétienues d'Aide et de Développement)	Bangui- Central African Republic	Women's group. Not clear.	Isabelle Malizokama- President	Cité des 92 logements B.P. : 2613 Bangui (RCA) Tel: (236) 05 62 92 or (236) 61 36 65 Fax: (236) 61 66 67 E-mail: afecad@yahoo.fr or isamaliz@yahoo.fr

Garance ASBL	Belgium	NGO	Irene Zeilinger-Director	BP 40 Bruxelles 3, BE-1030 Bruxelles Tel: 32 2 216 61 16 Fax: 32 2 216 61 16 E-mail: info@garance.be Website: www.garance.be
Le Monde des Possibles	Belgium	Network of victim assistance (?)	Didier Van der Meeren-Coordinator	5 rue Thorne - 4020 Bressoux (liège) - Belgique Tel: 32.42320292 Fax: 3.242.320.292 E-mail: lemondedespossibles@skynet.be Website: www.possibles.org
Casa de la Mujer (Women's House)	Bolivia	Grassroots women's organization	Miriam Suarez-Director	Avenida Centenario y Tercer Anillo Tel: 0 591 33521803 Fax: 0 591 33521451 E-mail: casa_de_la_mujer@cotas.com.bo Website: www.casadelamujer.org
Fundacion Apachita	Bolivia	Women's organization	Clotilde Marquez - President	Calle Nanawa No. 1889. –Miraflores- Telephone: (591-2) 2243447 Fax: (591-2) 2243447 Email: fundapachita@gmail.com
ACOBOL	Bolivia	NGO	María Eugenia Rojas Valverde, General Director	Address: Calle 9 obrajes N° 280 frente plaza 16 de julio Telephone: 591-2-22787609 Email: acobol@enlared.org.bo Website: www.acobol.org.bo
Fundacion Apachita	Bolivia	Women's based organization, unclear	Clotilde Marquez - President	Address: Calle Nanawa No. 1889. –Miraflores- Telephone: (591-2) 2243447 Fax: (591-2) 2243447 Email: fundapachita@gmail.com
Women's Centre Trebinje	Bosnia and Herzegovina	NGO	Ljiljana Čović Executive Director	Address: Hrupjela 69, 89 101 Trebinje, Bosnia and Herzegovina Telephone: : +387 59 225 767 or +387 65 603 718 Email: zenski.centar.trebinje@gmail.com Website: www.zenskicentar.org
O Movimento do Graal no Brasil	Brazil	NGO	Maria Beatriz de Oliveira- Partner to the movement and Women's Center Project Coordinator	Rua Pirapetinga,390 –Serra /Belo Horizonte Minas Gerais –Brasil Cep: Tel: 30220-150 Fax: (31)3225-2224 E-mail: graalbrasil@graalbrasil.org.br
Casa da Mulher do Nordeste (Women's House Northeast)	Brazil	Grassroots women organization	Patricia Chaves-Coordinator	Rua Alberto Paiva 162, Recife, Brasil CEP: 52 050 260 Tel: 55 81 34260212 Fax: 55 81 34260922 E-mail: patricia@casadamulherdonordeste.org.br Website: www.cmnmulherdemocracia.org.br

Movimento da Mulher Trabalhadora Rural do Nordeste (Rural Working Women's Movement-Northeast)	Brazil	Rural grassroots women's organization	Margarida Pereida Da Silva	R Luiz Gonzaga Etevaldo Gomes No. 40, Barro Agamenon Magalhaes, CEP: Tel: 55034-100 Fax: 8137220533 8137214323 E-mail: mmtrne@mmtrne.org
União Nacional por Moradia Popular-Bahia (National Public Housing Union)- Bahia	Brazil	Grassroots women's organization	Zulmira Barros de Olivura-Coordinator	Autogestión de Reforma Urbana Tel: 071 33284821 Fax: 071 33284821 E-mail: uniaomoradia@ibest.com.br
MAIRA MULHER – Organization of Negro/Black Women	Brazil	NGO	Maria Noelci Teixeira Homero	Travessa Francisco Leonardo Truda, 40 sobreloja Porto Alegre Rio Grande de Sul Telephone: +55-51/32868482/32190180 Email: mariamulher@mariamulher.org.br Website: www.mariamulher.org.br
Foundation for Cares in the Community Diva	Bulgaria	NGO	Yana Marinova, Manager Supportive Programs	Address: 9 Radetski Str. app.6, Plovdiv 4002, Bulgaria Telephone:0035932642335 Email: fgodiva_pl@yahoo.com Website: www.divafoundationbg.org , www.humantraffickinghelp-bg.com
OFUS (Organization de femmes Unique Soutien de Famille) (Organization of Single Women Family Caregivers)	Burkina Faso	Women's organization, unclear	Ms. Patricia Aminata YODA, President	Address: 09 BP 95 Ougadougou 09 Telephone: (226) 50 37 36 17 – (226) 70 21 19 01 Email: ofus94@yahoo.fr Website: www.ofys.africa-web.org
Association Congolaise des Droits de la personne Humaine	Burundi	Women's group. Not clear.	Annie Nturubika-Coordinator	6568 Bujumbura Burundi Tel: 243.997.764.238 E-mail: acdpr@yahoo.fr
DAGROPASS- « AMAGARANIKINDI »	Burundi	Not clear.	MUKAMUSONI Joséphine-Executive secretary	Av. Kidahwe, Secteur Shari, Zone Bubanza, Commune Bubanza, Province Bubanza, REPUBLIQUE DU BURUNDI Tel: 257 77 782 389 E-mail: dagropass@yahoo.fr
ITERAMBERE	Burundi	Not clear.	Banyankirubusa Dorothy-President	Kinama commune, Quartier Ruyigi, 23e av. no.18, Bujumbura Tel: 25.779.904.497 E-mail: iterambere@yahoo.fr
Urban Poor Women Development (UPWD)	Cambodia	Community-based organization	Ms. Kou Sina, Program Manager	Telephone: (023)995 580, 012 918 911 Email: upwd@online.com.kh

Czech Network of Mother Centers	Czech Republic	Women's based organization	Rut Kolínská- President	Široká 15, Praha 1, Czech Republic Tel: 00420/224826585 E-mail: rut.kolinska@materska-centra.cz Website: www.materska-centra.cz
Corporación de Desarrollo Urbano CDU (Urban Development Corporation)	Chile	NGO	Isolda Zamorano Ramírez - Executive Director	Sierra Bella 2888. Comuna de San Joaquín Tel: 56-2/ 553 99 88 Fax: 56-2 / 553 99 88 E-mail: nuevosanjoaquin@yahoo.com
Ministry of Health and Public Ministry- Emergency shelter and assistance for victims of sexual crimes.	Chile	Ministry of Health (Government) y Public Ministry (autonomous organization)	Elias Escaff Silva- Manager of the National Division for Assistance to Victims and Witnesses.	General Mackenna 1369, piso 2 Tel: 56-2 6909181 Fax: 56-2-6909188 E-mail: eescaff@minpublico.cl Website: www.ministeriopublico.cl
Centro de atención a mujeres víctimas de violencia intrafamiliar, Servicio Nacional de la Mujer SERNAM (Centre for the Attention of Women Victims of Intrafamily Violence, National Women's Service SERNAM)	Chile	National government. SERNAM is a Ministerial level service.	Sylvia Musalem Galaz- Head of the Regional and Local Development Unit.	SERNAM, Nivel Central, Agustinas 1431, Santiago Tel: (02) 549 61 00 Fax: (02) 549 62 47 E-mail: smusalem@sernam.cl Website: www.sernam.cl
Casas de acogidas, Servicio Nacional de la Mujer SERNAM (Emergency Shelters, National Women's Service SERNAM)	Chile	National government. SERNAM is a Ministerial level service.	Sylvia Musalem Galaz- Head of the Regional and Local Development Unit.	SERNAM, Nivel Central, Agustinas 1431, Santiago Tel: (02) 549 61 00 Fax: (02) 549 62 47 E-mail: smusalem@sernam.cl Website: www.sernam.cl
Corporación Domos (Domos Corporation)	Chile	NGO	Carolina Peyrín Bravo- Director	Residencial Seminario N° 984 Ñuñoa, Santiago. Tel: (562) 3440585 E-mail: domos@domoschile.cl Website: www.domoschile.cl
Casa de la mujer Rebeca Ergas (Rebeca Ergas Women's House)	Chile	Shelter of the Home of Christ Foundation (Catholic Church)	Carena Pérez (Director)	Confidential Tel: (562) 779 63 65 - 764 25 62 E-mail: casamujer@hogardecristo.cl
Red Chilena contra la violencia doméstica y sexual (Chilean Network against domestic and sexual violence)	Chile	Network- coordination of various social and non-governmental organizations and individuals that work to end violence against women throughout Chile.	The Network's national coordination is made up of: Soledad Rojas Bravo, Patricia Olea Castro, Gloria Maira Vargas, Lenina del Canto Riquelme (Metropolitan Region of Santiago); Guacolda Saavedra Rojas (Maule Region); M. Elena Mancilla (Bio Bio Region); Paula Santana Nazarit (Valparaíso Region).	Malaquías Concha 043 - Ñuñoa E-mail: redcontraviolencia@gmail.com Website: www.nomasviolenciacontramujeres.c

Proyectos Locales de intervención en Violencia contra la Mujer. Fondo de Apoyo a la Gestión Municipal. División de Seguridad Pública. Ministerio del Interior. (Local intervention projects on VAW. Support Fund for Municipal Management. Public Safety Division. Ministry of the Interior.)	Chile	Department of the Interior-Chilean National Government.	Iván Fares Gallardo-Director. Paula Medina González- Unit for the Assistance of Victims of Crime.	Agustinas N° 1235, 8° piso. Santiago. Chile Tel: (02) 5502700 Fax: (02) 5502753 / (2) 5502750 E-mail: ifaresg@interior.gov.cl OR pmedinag@interior.gov.cl Website: www.seguridadciudadana.gov.cl
Centros de Asistencia a víctimas de delitos violentos (Assistance Centre for Victims of Violent Crimes).	Chile	Public Safety Division- Department of the Interior-Chilean National Government.	Iván Fares Gallardo-Director-Public Safety Division. María Paz Rutte- Head of the Unit for the Assistance of Victims of Crime- Public Safety Division- Department of the Interior.	Agustinas 1235, 8° piso Tel: 550 2700 Fax: 5502753 / 5502750 E-mail: mrutte@interior.gov.cl Website: www.interior.gov.cl
Centro de atención a víctimas de atentados sexuales y delitos violentos CAVAS (Assistance Centre for Victims of Sexual Assault and Violent Crime-CAVAS).	Chile	Instituto de Criminología Policía de Investigaciones de Chile (Chilean Institute of Police Criminology Research).	Paula Vergara-Coordinator	Román Díaz 817, Providencia Tel: (562) 264 0431 / 264 2493 Fax: (562) 235 1229 E-mail: cavasmetropolitano@gmail.com Website: www.investigaciones.cl/jenafam/index.htm
Isis Internacional. Red de información y comunicación (Isis International. Information and Communication Network).	Chile	NGO	Ana María Portugal- General Coordinator.	Jose M Infante 85. Providencia, Stgo. Tel: (562) 235 3921 / 235 3926 Fax: (562) 235 3921 E-mail: isis@isis.cl Website: www.isis.cl
SUR, Corporación de Estudios Sociales y Educación. (SUR- Corporation of Social and Educational Studies).	Chile	NGO	Alfredo Rodríguez A. and Marisol Saborido	José M. Infante 85, Providencia, Santiago. Tel: (562) 2358143 / 2360470 Fax: (56-2)235 9091 E-mail: arsur@sitiosur.cl , marisol.saborido@gmail.com Website: www.sitiosur.cl
Dirección de Prevención y Seguridad Ciudadana	Chile	unclear	Eugenia González León	Address: Alberto Llona #1921, Comuna de Maipú, Santiago, Chile Telephone: 6776483 Email: egonzalez@maipu.cl Website: www.maipu.cl
Women in Alternative Action- WAA Cameroon	Cameroon	Women's based organization. Not clear if it has NGO status.	Kwachu Justine Ngum – Executive Director	BP 526 Yaounde Tel: 237 2231 06 34 / 237 7748 76 67 Fax: 237 2231 81 42 E-mail: waacameroon@yahoo.com Website: www.waacameroon.org
CAGWEESA	Cameroon	Women's network	Veronica Kini Morfaw- National Coordinator	P.O. Box 2062, Bafut, Mezam Division, Northwest Province, Republic of Cameroon. Tel: (237)75-20-74-41 E-mail: verkini@yahoo.com OR cagweesa@yahoo.com

Association des femmes réfugiées	Cameroon	Women's advocacy group	Chantal Massembo-President	BP:2032 Douala CAMEROUN Tel: 00237 99 32 76 94 E-mail: chantahmed@yahoo.fr
Programme de Gouvernance Urbaine	Cameroon	Safer cities program. Not clear.	Emini Ekouma Zéphirin- National coordinator for safer cities	BP 836 Yaoundé - Cameroun Tel: 237 99 90 98 98 Fax: 237 22375 21 E-mail: emizephirin@yahoo.fr
CEFAP (Cercle des femmes actives et solidaires pour la paix et le progrès)	Cameroon	Women's network	Anne Pélagie Yotchou- Delegate Director responsible for protection	boîte postale 30690 Yaoundé Tel: 00 (237) 75 48 42 25 Fax: 00 (237) 22 00 32 53 E-mail: cefap97@yahoo.fr
COFEN (Collectif des femmes entrepreneurs)	Cameroon	Not clear.	Paulette METANG- Executive president	BP 14758 Yaounde Cameroun Tel: 237 99 82 45 32
AFAPE	Cameroon	Not clear.	Praxède SIEWE	BP 11709 Yaoundé Cameroun Tel: 00237 22 00 69 65 / 00 237 77 70 12 80 E-mail: afapen@hotmail.com
YWCA Montreal	Canada	Christian Non-profit Association	Diana Pizzuti ext. 523- Head Residential Services Lilia Golfarb ext. 429- Head Leadership and Development Emily Keenlyside ext.509- Youth Programs Coordinator	1355 René Lévesque West Tel: 514-866-9941 Fax: 514-866-4866 E-mail: dpizzuti@ydesfemmesmtl.org Website: www.ydesfemmesmtl.org
Working Women Community Centre	Canada	Non-profit organization	Marcie Ponte- Executive Director	Tel: 416-532-2824 Fax: 416-532-1065 E-mail: marcie@workingwomencc.org Website: www.workingwomencc.org
Réseau des élues municipales de la Montérégie Est (Regional Network of Women Mayors and Town Councilors – Montérégie Est)	Canada	Regional network of women local authorities	Kim Cornelissen- Manager	449, de l'Anse, Saint-Marc-sur-Richelieu, Québec CANADA Tel: 450-536-0843 E-mail: ckimc@sympatico.ca Website: www.eluesmonteregie.qc.ca
SWOVA Community Development and Research Society	Canada	Research Organization/ Society	Lynda Laushway- Executive Director	390 Upper Ganges Road, Salt Spring Island, BC, V8K 1R7 Tel: 250-537-1336 Fax: 250-537-1336 E-mail: info@swova.org Website: www.swova.org
METRAC – the Metropolitan Action Committee on Violence against Women and Children	Canada	Women's based organization.	Narina Nagra- Safety Director	158 Spadina Road, Toronto Ontario, M5R 2T8 Tel: 416-392-3137 Fax: 416-392-3136 E-mail: safety@metrac.org Website: www.metrac.org
Women's Crisis Services of Waterloo Region (Ontario, Canada)	Canada	Women's based organization.	Mary Zilney- Executive Director	P.O. Box 32008, Cambridge, Ontario, Canada, N3H 5M2 Tel: 519-653-2289 Ext. 222 Fax: 519-653-0902 E-mail: mary.zilney@wcsvr.org Website: www.wcsvr.org

Femmes Averties / Women Aware	Canada	Women's based organization.	June Michell- Executive Director	439 St Catherine St West / Montreal, Quebec H3G 1S6 Tel: 514-908-9014 Fax: 514-484-9013 E-mail: womenaware@bellnet.ca Website: http://www.womenaware.ca (under construction)
Fredericton Sexual Assault Crisis Centre, Inc.	Canada	Women's based organization.	Lorraine Whalley- Director	P.O. Box 174 Fredericton NB E3B 4Y9 Tel: 506-454-0460 Fax: 506-457-2780 E-mail: fsacc@nbnet.nb.ca Website: www.fsacc.ca
Women of the Dawn Counseling Centre Inc.	Canada	Women's based organization	Ivy Kennedy- Director	2115 Broad Street, Regina, Saskatchewan, Canada Tel: 306-791-6502 Fax: 306-522-8116 E-mail: tbird03@sasktel.net
World Wide Opportunities for Women	Canada	Not Clear	Sadia Arif Gassim- Program Director	385 Fairway Rd S. Suite 4A-239 – Kitchener, ON Tel: 519-578-9570 E-mail: www@web.net Website: www.wwow.org
Vancouver Rape Relief and Women's Shelter	Canada	Sexual Assault Center and Women's Shelter	Tamar Eylon- Frontline anti-violence worker/ anti-rape worker	PO Box 21562 1424 Commercial Drive, Vancouver BC V5L 5G2 Tel: 604-872-8212 Fax: 604-876-8450 E-mail: tamare@rapereliefshelter.bc.ca Website: www.rapereliefshelter.bc.ca
Women in Cities International	Canada	NGO	Marisa Canuto- Coordinator	465 Saint-Jean, Suite 803, Montréal, Québec H2Y 2R6 Tel: 514-861-6123 Fax: 514-288-8763 E-mail: info@femmesetvilles.org Website: www.femmesetvilles.org
CALACS de l'Estrie	Canada	NGO. Victim's assistance	Josée Anctil / prevention - education coordinator	C.P. 1594, succ. Place de la Cité, Sherbrooke (Quebec) J1H 5M4 Tel: 819-563-9999 Fax: 819-563-0359 E-mail: calacsestrie@videotron.ca
Stella	Canada	Community-based organization, made up of both sex workers and former sex worker volunteers	Elsa Lemaire	2065 Parthenais #404 Montreal, Quebec H2K 3T1 Telephone: 514 285 8889 Fax: 514 285 2465 Email: info@chezstella.org Website: www.chezstella.org
Horizonte de Amistad (Horizon of Friendship)	Canada	Foundation	Patricia Rebolledo Kloques- Executive Director	P.O. Box 402 Cobourg, Ontario, Canada Tel: 905-372-5483, Ext.11 Fax: 905-372-7095 E-mail: prebolledo@horizons.ca Website: www.horizons.ca

AVP- Asociación para le Vivienda Popular Simon Bolivar	Colombia	NGO- Member and Reference NGO for Colombia of the Latin American Woman and Habitat Network	Marisol Dalmazzo	AVDA 39 No14-66, Bogotá, Colombia Tel: 57-1-2453388 Fax: 57-1-2883281 E-mail: proyectos@avp.org.com
Red Nacional de Mujeres, CIASE	Colombia	NGO- Member of the National Women's Network	Rosa Emilia Slamanca	Calle 33 No 16-18, Bogotá Colombia Tel: 57-1-2879883 E-mail: rosaesalamanca@yahoo.com
SISMA Mujer	Colombia	NGO	Claudia Ramirez	Calle 38 N° 8-12.OF.502 Tel: 2882877/2880536 Fax: (571) 2856441 E-mail: sismamujer@cable.net.co Website: www.observatoriomujeres.org
UNIFEM	Colombia	UN Agency- Sub-Regional-Country Office	Donny Meertens	Tel: 57-1- 6919147
Corporación Casa de la Mujer- Suba (Women's House Corporation- Suba)	Colombia	Grassroots women organization	Jeannette Patricia Alba Rojas- Legal advisor/ representative	Calle 147 #90- 62, Piso 2, Bogotá, Colombia Tel: 2140148 Fax: 2145334 E-mail: casadelamujersuba@hotmail.com
UNAF (Union National des femmes)	Congo	Not clear.	Mme Solange Kambidi Nsia-ki- Ngwem-National President	12, rue Kisaku Kinshasa-Lemba Tel: 243 (0) 997038190 E-mail: solangekambidi@yahoo.fr
Fondation Orpholimat au Congo (FOC)	Congo	Not clear.	Kusa Bunkete- President of Board	Q/ Kinsaku NO 21 BIS MATETE Tel: 243.815.084.262 E-mail: focjulia@yahoo.fr / reseaufoc@yahoo.fr
Femmes africaines pour le développement economique et social (FADES)	Congo	NGO	Madame Balbine Fernande Dibendila	52/C Quartier Kunda / Commune de Matete / ville de Kinshasa / RDCongo Tel: 243815170436 E-mail: ongdfades@yahoo.fr
Jeunesse congolaise pour les Nations Unies (JCNU)	Congo	Not clear.	Evariste Mondikabeka- Secretary General	16 bis rue Bakoukouyas, Brazzaville, Congo Tel: 5.218.236 E-mail: villageartisanat@yahoo.fr
Comité des femmes pour le développement des villages (CFDV)	not mention but phone number leads to Democratic Republic of Congo	Not clear.	Magombe Kabungo Christine- Coordinator	No address listed Tel: 243.813.882.464 E-mail: cfdvbilembo@yahoo.fr

ACTION POUR LE DEVELOPPEMENT INTEGRAL DE LA FEMME « A.D.I.FE/O.N.G. »	Congo	NGO	Joachim Bongeye w'Esongola Matondo-President Henriette Masonga Wasolua-Coordinator	18, avenue Flora, quartier Kauka I, Commune de Kalamu, Ville de Kinshasa/RD Congo Tel: (00243) (0)810745212 - (00243) (0) 814011675 E-mail: adif2004_ong@yahoo.fr
Fundación Arias para la Paz y el Progreso Humano (Arias Foundation for Peace and Human Progress)	Costa Rica	Foundation	Felicia Ramírez A.- Coordinator of the Good Governance and Human Progress Working Area	San José, Costa Rica. Barrio Francisco Peralta, Casa N.37 Rotonda Frente al IMAS. Tel: (506) 224 1919 Fax: (506) 224 4949 E-mail: felicia@ice.or.cr Website: www.arias.or.cr
United Nations Research and Training Institute for the Advancement of Women	Dominican Republic	UN Research and Training Institute	Nicola Popovic, Programme Officer, Gender, Peace and Security	Address: United Nations INSTRAW, Cesar Nicholas Penson 102A Santo Domingo, Dominican Republic Telephone: 1 809 685-2111, ext. 228 Email: nppovic@un-instraw.org Website: http://www.un-instraw.org
Centro Ecuatoriano de Desarrollo y Genero Valdivia	Ecuador	NGO	Julieta Logroño-President	10 de Agosto y Checa Edificio Uica 9no. Piso. Tel: 2623-385 Fax: 2623-385 E-mail: mercyjulia@yahoo.com.mx
Movimiento Nacional Luna Creciente	Ecuador	NGO	Laura Carlozama-National Coordinator	Francisco de Orellana, Ecuador Tel: 062 882 727 E-mail: lauraccuaspu@yahoo.es
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Asociación Movimiento de Mujeres "Mélida Anaya Montes" ("Mélida Anaya Montes" Women's Movement Association)	El Salvador	NGO	Sandra Edibel Guevara Cargo-Executive Director	Urbanización Palomo, calle Victoria No. 123, Colonia Layco Tel: 22252511 Fax: 22256865 E-mail: melidas@integra.com.sv Website: www.lasmelidas.org
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Women's Information Services and Networks Organization (WINO)	Ethiopia	Women's organization	Mr. Shirega Minuye- Gender Research Division Head	Addis Ababa, Ethiopia Tel: 2511911658102 Fax: 25116477905 E-mail: contact_wino@yahoo.com Website: www.winoethiopia.com

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Kargah e. V. (umbrella organization for SUANA – Consultation Center for Migrant Women Victims of Male Violence, Flüchtlingsbüro – Office for the Refugees and Krisentelefon – Hotline for Girls and Young Women victims of forced marriages)	Germany	Multi-cultural umbrella organization	Dr. Natalja Zabeida, Counsellor; PR and Outreach	Main Contact: Dr. Natalja Zabeida, Counsellor; PR and Outreach Address: Zur Bettfedernfabrik 1, Hanover, 30451, Germany Telephone: (49) (0) 511-1260- 7814; Fax: (49) (0) 511-1260- 7822 Email: natalja@kargah.de , suana@kargah.de Website: http://kargah.de/
Secretaría Presidencial de la Mujer –SEPREM- (Presidential Secretary of Women)	Guatemala	National Government	María Gabriela Núñez Pérez- Presidential Secretary of Women.	Palacio Nacional de la Cultura, 6ª. Av. 6ª. Calle zona 1, 2do nivel ala Poniente of. 7, Guatemala. Tel: 22 30 3431/22 30 3437 Fax: 22514732 E-mail: mgnunezp@gmail.com OR Website: seprem@guate. net.gt
Asociación de Cooperación para el Desarrollo Rural de Occidente (Cooperation Association for Rural Development)	Guatemala	NGO	Gregorio Tzoc Norato- Executive Director.	Totoncapán Tel: 77662175, 77662177, 77662179. Fax: 77662183 E-mail: cdro@cdro.org
Instituto de Enseñanza para el Desarrollo Sostenible –IEPADES- (Teaching Institute for Sustainable Development- IEPADES).	Guatemala	NGO	Carmen Rosa de León-Escribano- Executive Director	11 avenida 15-17 zona 10. 01010, Guatemala Tel: (502) 2366-2616, 2366- 2619, 2333-6505 Fax: (502) 2367-0287 E-mail: iepades@iepades.org Website: www.iepades.org
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Red Departamental de Mujeres Chiquimultecas REDMUCH (Departmental Network of Chiquimulteca Women- REDMUCH)	Guatemala	Women's Network	Carla Yadira De León Alvarado- Coordinator of the Women of Esquipulas COMUES	4ª. Av. 0-59, Zona 1 Col. Los Arcos, Esquipulas, Chiquimula Tel: 79434442 - 52111423 E-mail: redmuchguate@yahoo.com carlayadira@gmail.com
Asociación Red de Mujeres de Partidos Políticos (Network of Women Political Party Members Association)	Guatemala	Women's Network	Irma Chacón- President	5ª Av. 5-55 zona 14, Edificio Europlaza Torre II, Of. 803 Tel: 00 (502) 2385-3359 E-mail: irmaleti@yahoo.com
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Grupo Guatemalteco de Mujeres (Guatemalan Group of Women)	Guatemala	Women's Department/Area	Giovana Lemus- Executive Coordinator	Zac. 8-28 zona 1, edificio los Cedros 4º. Nivel Guatemala, Guatemala Tel: 22500235--22302674 Fax: 22302361 E-mail: ggms@intelnet.net.gt
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Bufete Popular, Universidad Rafael Landívar	Guatemala	Lawyers' Centre	Claudia Abril- Director Déborah Talavera- Manager	13 calle 2-73 zona 1 Tel: 2230-5111 – 2230-5117 Fax: 2230-5121 E-mail: cpabril@url.edu.gt OR dtalavera@url.edu.gt

CICAM (Women's Research, Training and Support Center)	Guatemala	Women's Department/Area.	Angélica Valenzuela and Milagro López	6ª. Avenida 0-60 zona 4, Centro Comercial Zona 4 Torre I Oficina 203 Tel: 2335-2172, 2335-1866, 2335-1779 Fax: 2335-1777 E-mail: cicam@cicam.org.gt OR cicam@itelgua.com Website: www.cicam.org.gt
Fundación Red de Sobrevivientes de Violencia Doméstica -Fundación Sobrevivientes- (Foundation Network of Domestic Violence Survivors - Survivors Foundation)	Guatemala	Foundation	Norma Cruz-Director and Legal Representative. Nora Montoya-Manager	11 calle 11-12 zona 1, ciudad capital Tel: 22850100 Fax: 22850139 Website: www.sobrevivientes.org
Médecins Sans Frontières/ Doctors Without Borders Switzerland	Guatemala	Doctors/Medical Organization	Alain Rias	12 Calle 22-75, Zona 11 Residenciales San Jorge Tel: 2485-7346 OR 2473-7405 E-mail: msfch-guate-ciudad@geneva.msf.org Website: www.msf.org
Ministerios Integrados para Mujeres-MIM (Integrated Women's Ministries- MIM)	Guatemala	Women's Department/Area.	Kim Agrillas. Dr. Mike Soderling	Ciudad San Cristóbal, Zona 8 de Mixco Tel: 43-3420 Kim Agrellas Cel. 5805-4477. Tel: 2460-0439 Doctor Mike Soderling Cel. 5306-0828
Misión Internacional de Justicia- MIJ (International Justice Mission-IJM)	Guatemala	Cooperative	Pablo Villena-Director. Miriam Cruz de la Torre	13 Calle 2-73 Zona 1, Interior del Bufete Popular de la Universidad Rafael Landivar Tel: 2230-5410 Fax: 2230-5377 E-mail: pvilleda@ijm.org mcruz@ijm.org Website: www.ijm.org
Oficina Municipal de la Mujer. Dirección de Desarrollo Social. Municipalidad de Guatemala. (Municipal Women's Office. Social Development Department)	Guatemala	Municipal Office	Patricia Samayoa Méndez-Coordinator. Maria Teresa Rizzo-Coordinator. Álvaro Hugo Rodas- Director.	21 calle 6-77 Zona 1 Centro Cívico, Palacio Municipal, 6to. Nivel Tel: 2285-8648 Fax: 2253-8589 E-mail: psamayoa@muniguatate.com Website: www.miniguatate.com
Programa de Prevención y Erradicación de la Violencia Intrafamiliar- PROPEVI (Program on the Prevention and Eradication of Intrafamily Violence- PROPEVI)	Guatemala	Not clear.	Sharon América Díaz López-Director. Juan Alfredo Mendoza Puac-Deputy Director.	2da calle 3-13 zona 1 Ciudad de Guatemala. Tel: 22535888 Family help-line, ext: 1515 Fax: 22535889 E-mail: Propevi@terra.com.gt
Ministerio de Agricultura Ganadería y Alimentación (Ministry of Agriculture, Livestock and Food)	Guatemala	Ministry- National Government	Silvia Montepeque-Gender Specialist	5 av 8.06 zona 9 Tel: 23617786, 51200054 Fax: 23617783 E-mail: upiemaga@yahoo.com silvia.montepeque@gmail.com Website: www.maga.gob.gt
Organisation de Femmes Pour le Développement de Thomonde - OFAT	Haiti	Women's network	Guerda BENJAMIN-President	4, Rue Morelly / Christ-Roi, Port-au-Prince, Haiti Tel: 509 457-7513 Fax: 509 245-9908 E-mail: ofathaiti01@yahoo.fr

Centro de Derechos de Mujeres-CDM (Human Rights Centre)	Honduras	NGO	Gilda Rivera Sierra- Executive Director	Col. Lara Norte, Calle Lara No. 834, Tegucigalpa, Honduras Tel: (504)221.0459/(504)221-0657 Fax: (504)221.0459/(504)221-0657 E-mail: cdm@cablecolor.hn Website: www.derechosdelamujer.org
Cooperativa Mixta "unidas para Progresar" Limitada COOMUPL (Mixed cooperative- United for Progress- Limited COOMPUL)	Honduras	Grassroots Organization	Derma Gonzáles Guzmán Cargo- General Manager	Barrio Concepción dos cuerdas arriba del Instituto Hondureño del café IHCAFE Tel: 764-48-21 Fax: 764-59-46 E-mail: coopunidas@yahoo.es Website: www.coomupl.org
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Cooperativa Mixta de Mujeres Emprendedoras Altos del Paraíso Limitada COMMEAPAL (Mixed Cooperative of Women Entrepreneurs- Altos del Paraíso Limitada COMMEAPAL)	Honduras	Cooperative	Mirian Aguilera Navas- General Manager	Colonia Cantarero López frente a la Escuela la Gran Estrella Tel: 260-4691 Fax: 260-4691 E-mail: commeapal2007@yahoo.com.mx
Cooperativa Mixta Mujeres en Accion Limitada (Women in Action Ltd. Mixed Cooperative)	Honduras	Cooperative	Norma Martinez Cruz- General Manager	Barrio San Jose altos del Mercado Nuevo Municipal El Progreso yoro. Honduras C.A Tel: 647-0135 Fax: 648-1341 E-mail: comixmal2005@yahoo.es
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JAGORI	India	Women's based organization. Not clear if it has NGO status.	Shrutipriya Dalmia- Campaign Manager	B-114 Shivalik, Malviya Nagar, New Delhi 110017 Tel: 91-11-26691220 Fax: 91-11-26691219 E-mail: safedelhi@jagori.org Website: www.safedelhi.jagori.org
Indian Institute for Peace, Disarmament & Environmental Protection	India	Institute. Not clear if it is public or private.	Dr. Balkrishna Kurvey- President	53, Sakkardra Road, Nagpur -44009 India Tel: 91-712-2745806 Fax: 91-712-2743664 E-mail: iipdep_ngp@sancharnet.in

Gender & Space Project, Partners for Urban Knowledge, Action and Research (PUKAR)	India	Research & Action Institute	Shilpa Phadke, Sameera Khan & Shilpa Ranade	Address: PUKAR, 272 Shivaji Nagar, BMC Colony Kher Wadi Road, Bandra East, Mumbai 400 051, India. Telephone: 91- 98207-37750 (Shilpa Phadke), 91 22 2411 2802 (Sameera Khan) Email: shilpa02@gmail.com, sameerakhan@gmail.com, shilparanade@gmail.com Website: www.genderandspace.org
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AMNESTY INTERNATIONAL SECTION COTE D'IVOIRE	Abidjan / Ivory Coast	NGO (worldwide)	Kokou Rabet Herve Delmas- Campaign coordinator « halte a la violence faite à la femme »	04 bp 895 abidjan 04 Tel: 00225 07 85 26 09 / 00225 22 44 32 03 Fax: 00225 22 44 32 03 E-mail: hervey_delmas@yahoo.fr Website: www.amnesty.org
Réseau Ivoirien des Organisation Féminine (RIOF)	Abidjan / Ivory Coast	Not clear.	Mme Mady Annick- President	BP 1786 Abidjan 08 Tel: 225 22 47 50 54/ 00 225 07 09 22 73/ 00 225 22 00 225 05 77 95 73 Fax: 00 225 22 47 50 75 E-mail: cosci@africaonline.co.ci / asapsu@hotmail.com
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Center for Equality Advancement	Lithuania	Legal Center	Virginija Aleksejune, Executive Director	Address: Raugyklos 15 – 201, LT-01140 Vilnius, Lithuania Telephone: + 370 5 2335380 Email: info@gap.lt Website: www.gap.lt
Women's Issues Information Centre	Lithuania	NGO	Jurate Seduikiene, Director	Main Contact: Jurate Seduikiene, Director Address: Olandų str. 19-2, Vilnius LT- 01100 Telephone: +370 5 2629 003 Email: mic@lygus.lt Website: www.lygus.lt
Crisis Center "Hope"	Macedonia	Crisis Center	Verka Ugrinovska, Manager	Address: Lazar Pop Trajkov 24 1000 Skopje, Republic of Macedonia Telephone: +389 2 3173 424 Email: info@krizencentar.org.mk Website: www.krizencentar.org.mk
ONG AREM (Association pour la Réhabilitation de l'Environnement au Mali)	Mali	Women's group. Not very clear.	Sékou Tidiani Traore- Project coordinator	Missira, Rue 43 porte 461 Bamako Mali Tel: 221 632 15 32 E-mail: ong_arem@yahoo.fr
Association pour le Progrès et la Défense des Droits des Femmes (APDF)	Mali	Non-profit organization / National association	M'Baye Kadiatou Keita- Administrative secretary	Avenue Cheick Zayed Hamdallaye ACI 2000 ; Immeuble Djiré ; BP : 1740 Tel: 229 10 28 Fax: 229 10 28 E-mail: apdf@datatech.toolnet.org Website: http://www.apdf.org.ml
Conseil appui pour le développement intégré et durable (CADID)	Mali	NGO	Moussa Toure- Executive director	BP-E 910 Tel: 00 223 229 04 46 / 00223 646 49 Fax: 51 / 00223 229 08 48 E-mail: cadidsanaba@yahoo.fr
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Institute of Women's Rights	Moldova	Public organization	Elena Protenco, Director	Address: Moldova, mun. Chisniov-2038, str. Melestiu 10, of.28 Telephone: 27-58-88; 068529392 Email: iowr.moldova@gmail.com Website: http://iowr.org.md/

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Union de Cooperativas Brumas Nicaragua	Nicaragua	Grassroots women's organization/ Cooperative	M. Haydée Rodríguez- President of the Board	B9- 20 de Mayo de la Iglesia s/expedito, 1/2 cuadra al norte, Jinotega, Nicaragua Tel: 00505- 7823026 E-mail: mujeres@ibw.com.ni OR coopbrumasiga@yahoo.com
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Rah-e-Amal Welfare Trust	Pakistan	Children's based organization	Mrs. Zehra Fasahat Syed- Trustee	542-C, Aibak Road, Westridge – 1, Rawalpindi Cantt. PAKISTAN Tel: (92 51) 547 1507 Fax: (92 51) 547 4951 E-mail: fasahat@comsats.net.pk Website: www.raheamal.com (Under Construction)
Voces Vitales de Panamá	Panama	NGO	Haydée Méndez- Director	Apartado 6556, Zona 5 Panamá, RP Tel: (507) 223-0305 Fax: (507) 223-0305 E-mail: mendesepino@gmail.com
Fondo de Seguridad Social de la Mujer y la Niñez (Social Security Fund for Women and Children)	Panama	NGO.	Tania B. Wald Jaramillo- President/Director	calle B Norte, Barrio Bolívar, Edificio Fismu, David, Chiriquí, Panamá Tel: (507) 221-7621 Cel: (507) 6747-5805 Fax: (507) 221-7621 E-mail: taniawald@yahoo.com
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Servicios Educativos El Agustino- SEA. Programa Promoción de la Mujer y la Familia. (El Agustino Educational Service- SEA, Program for the Promotion of Women and Families)	Peru	NGO	Bertha García Cossio - Program Coordinator	Jr. Renán Olivera N° 249 – La Corporación Distrito El Agustino. Tel: 51-1-327 0784 / 99911039 Fax: 51-1-3270175 E-mail: sea@seaperu.org OR berthagarcia13@yahoo.com
Centro de Comunicación e Investigación Aplicada MUJER Y SOCIEDAD (Communication and Applied Research Centre- WOMEN AND SOCIETY)	Peru	NGO	Zoila Hernandez Aguilar- President	Av. Petit Thouars 479 – 481 Lima 01 Tel: 51 – 1- 3302439 - 330 1705 Cel. 511 – 9741 6662511- 330 2439 E-mail: ctres3@yahoo.com (personal), mujerysociedad@terra.com.pe (institucional) Website: www.mujerysociedad.org.pe
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Juntas Vecinales (Neighbourhood Boards/ Councils)	Peru	Grassroots organization	Rosa Valeriano Napán- Coordinator	Av. El Bosque Mzn Lote 10, Asoc: Sta Mata El Agustino, Perú Tel: 3264865 OR 326050 5 Cel: 95608347 E-mail: rouale1709@hotmail.com
Coordinadora Metropolitana de las Comites del Vaso de Leche (Metropolitan Coordination of the "Glass of milk" committees).	Peru	Grassroots women's organization	Ivone Ruth Tapia Vivas- President	Jr. Placido Jimenez 999 A.H. Los Alamos de Lima, MzB- Lote 5- barrios Altos- Cercado de Lima Tel: 92060868 OR 3853645 E-mail: coordmetrovasodeleche@yahoo.es

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Federacion Mujeres Municipalistas de America Latina y Carribe (FEMUM ALC) – Federation of Latin American and Carribean City Women	Peru	NGO	Olenka Ochoa Berreteaga	Calle Natalio Sanchez 244, Oficina 404 Jesus Maria, Lima, Peru Telephone: 51 1 999116006/ 51 1 4312449 Email: ochoaperu@yahoo.es , olenka.ochoa@gmail.com
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Instituto de Conciliacion por la Paz (Institute of Conciliation for Peace)	Peru	NGO	Brisaida Galindoo Fernandez – President	Av. Peru 2442. Distrito de San Martin de Porres. Lima Peru. Tel: 5673763 Email: brisaidag@hotmail.com
Mujeres Unidad para un Pueblo Mejor (Untied Women for a Better Town)	Peru	NGO/ grassroots women's organization	Luz María Sanchez	Calle Marques de Torre Tagle 161 Miraflores Lima, Peru Tel: +51 14466727 Email: marilush_2308@yahoo.com
Philippine Action Network on Small Arms (PhilANSA)	Philippines	Network	Jennifer Santiago Oreta (main contact relating to women's issues) - Member, PhilANSA Steering Committee; Instructor, Department of Political Science, Ateneo de Manila University, Philippines	Dept. of Political Science, Ateneo de Manila University, Loyola Hts., Quezon City 1108 Philippines Tel: (63 2) 426 6001 loc. 5250/ 5251 OR (63 2) 426 0906 Fax: (63 2) 426 0906 E-mail: jenniferoreta@yahoo.com OR joreta@ateneo.edu
COMultiversity	Philippines	Women's organizing and training institution	Luz B. Malibiran- Acting Executive Director	# 18 , Marunong Street, barangay Centrak ,Quezon City Tel: 9220246 OR 9270794 Fax: 9270794 E-mail: luz_malibiran@yahoo.com
Fellowship for Organizing Endeavors, Inc.	Philippines	Non-governmental foundation	Maria Sheila Cababa, Director	# 4, Queens Road, Middle Road, Mango Avenue, Cebu City Telephone: 412--6328/416-77-91 Email: forge_cebu@yahoo.com

Lihok Pilipina Foundation	Philippines	NGO	Teresa Banaynal Fernandez, Director	Address: 102 P. dele Rosario Ext., Cebu City 6000 Philippines Telephone: (63-32) 2548092, 2561341 Fax: (63-32) 2548072 Email: tbf_lihok@yahoo.com , lihOkpilipina@yahoo.com , tessbf@mozcom.com Website: www.lihokpilipina.com
Kaunsayan Formation for Community Development, Inc.	Philippines	unclear	Doris G. Melgar – Executive Director	Address: San Agustin Blg. Ibaba East, Calapan Plaza, Calapan City, Philippines Telephone: 0432867190 Fax: 0434410038 Email: dgmelgar@yahoo.com
DAMPA Inc. (Damayan ng Maralitang Pilipinong Api Inc)	Philippines	Community-based Organization	Felomina H. Duka, Secretary General	Address: 1- E Driod St. Barangay Kaunlaran, Cubao, Quezon City Philippines Telephone: 632-4150564, 632- 7213828 Email: dampafed@yahoo.com , femieduka@yahoo.com
Direcção-geral de Administração Interna	Portugal	National government (depends on the Ministerio de Administración Interna de Portugal/Ministry of Domestic Administration of Portugal)	Ausenda Vieira-Director	Av. D. Carlos I, nº 134 1249-104 Lisbon Tel: 351213947109 Fax: 351213909265 E-mail: avieira@sg.mai.gov.pt
Gender and Culture Study Group	Romania	Community based group	Michaela Mudure	Address: Str. Horea nr 31, Cluj, Romania Telephone: 40745274780 Email: mmudure@yahoo.com
The Information Centre of the Independent Women's Forum (ICIWF)	Russia	NGO	Liza Bozhkova-Director	p/b 230 119019 Moscow, Russia Tel: 7-495-366-92-74 Fax: 7-495-366-92-74 E-mail: iciwf@okb-telecom.net Website: www.owl.ru OR www.owl.ru/eng/women/org001/index.htm (ENGLISH)
Karelian Center for Gender Studies	Russia	NGO	Larisa Boychenko, chair-person, Doctor of History, Professor Petrozavodsk State University	Address: Russia, 185031, Republic of Karelia, Petrozavodsk Oktyabrskiy av., 26 "B"-28 Telephone: +7(814-2)77-39-19; +7 (814-2) 57-62-24 Email: larakira@onego.ru , genderkcs@onego.ru
Rwanda Women Network (RWN)	Rwanda	Women's based organization/NGO	Mary Balikungeri-Director	P. O. Box 3157 Tel: 250-583662 Fax: 250-583662 E-mail: rwawnet@rwanda1.com Webiste: www.rwandawomennetwork.org

Eighteen and Under	Scotland, U.K.	Local organization- Not clear if it is an NGO.	Laurie Matthew, Co-Coordinator	1 Victoria Road, Dundee, Scotland Tel: 1382206222 E-mail: lormac1053@aol.com Website: www.violenceispreventable.org.uk
Interest Association of Women	Slovak Republic	Crisis Center	Dusana Karlovska, Crisis Center Director	Address: P.O.Box F-12, 042 92 Kosice, Slovak Republic Telephone: +421-55-729 75 04 Email: fenestra@fenestra.sk Website: www.fenestra.sk
Return to Roots Foundation	South Africa	Non-governmental foundation	Addi Lang-Founding Member	PO Box 4072, Edenvale 1610, Gauteng, South Africa Tel: 27 11 82 5596 702 E-mail: addi@netactive.co.za Website: www.return2rootsfoundation.co.za
Connect Network	South Africa	Christian Network	Dee Moskoff / Nicole Stephens- Network Coordinator	PO Box 1005 Somerset West, 7130, South Africa Tel: 021 8529900 Fax: 021 8529900 E-mail: info@connect-sa.net Website: www.connectnetwork.blogspot
Positive Women's Network	South Africa	Network- not clear if it has NGO status or not.	Prudence Nobantu Mabele- Executive Director	185 Smith Street ,Auckland House,2ND FLOOR West Wing ,Bramfontein ,2017.PWN. P.O.Box 1639 ,Saxonwold,Johannesburg,2130 Tel: 27 11 339 7679 Fax: 27 11 339 7563 E-mail: pmabele@mweb.co.za OR pmabele@pwn.org.za Website: www.pwn.org.za
KZN Network on Violence against Women	South Africa	NGO	Cookie Edwards-Director	Mailing Address: P.O. Box 62245, Bishopsgate, Durban, South Africa 4008 Physical Address: 56 Rand Road, Manor Gardens, Durban 4000 Tel: 27 31 261 34 71 Fax: 27 31 261 34 71 E-mail: kznetwork@pnvaw.org.za
Voluntary Service Overseas (VSO)	South Africa	Not clear.	Nontuthuzelo " Ntuthu" Fuzile-Gender & HIV/ AIDS Program Manager	PO BOX 2963, Parklands 2121 8 Sturdee Street. 2nd Floor, RosePark North RoseBank, Johannesburg South Africa Tel: 21-11880 1788 Fax: 27-11 880 1783
LifeLine/Rape Crisis	South Africa	Women's based rape crisis centre	Fritse Muller-Rape Crisis Coordinator	14 Princess Street. Pietermaritzburg 3201. South Africa Tel: 27 33 342 44 47 Fax: 27 33 34 539 46 E-mail: rapeproject@lifeonline.co.za Website: www.lifeonline.co.za

Defensoría del Pueblo Andaluz (Department of Protection- Anadluz)	Spain	Governmental	Esperanza Salinas Martín.- Advisor- Department/Area of Equality.	C/ Reyes Católicos 21, CP 41001 Sevilla, España Tel: 34954212121 Fax: 34954214497 E-mail: defensor@defensor-and.es Website: www.defensor-and.es
Municipality of Basauri	Spain	Local Government	Loly de Juan de Miguel- Mayor	Kareaga Goikoa S/N Tel: 94-4666338 Fax: 94-4666335 E-mail: alcaldia@basauri.net Website: www.basauri.net
Samasevaya	Sri Lanka	Women's rights organization	Mr. Samson Jayasinghe- National Secretary	Samasevaya National Secretariat, Anuradhapura Road, Talawa, Sri Lanka. 50230 Tel: 94 25 2275266 Fax: 94 25 2275266 E-mail: samasev@sltnet.lk Website: www.samasevaya.org
Association Sortir ensemble et se respecter	Switzerland	Not specified -no webiste	Jacqueline De Puy- President	case postale 70, 1071 Chexbres, SUISSE Tel: 4121 617 03 42 Fax: 021 617 03 42 E-mail: programme_seesr@hotmail.com
Swiss Association for the Rights of Women	Switzerland	Support centers	Jessica Kehl-Lauff, President	Address: Postfach 85, CH-9035 Grub AR, Switzerland Telephone: +41718914584 Email: secretariat@feminism.ch Website: www.feminism.ch
League of Women Lawyers of the Republic of Tajikistan	Tajikistan	Public Association	Mrs. Khamidova Kanoat Ibragimovna, Chairperson	Address: Dushanbe, Tajikistan, Ayni Ave. Apt. 3, House 53 Telephone: +992 372 21-21-49; 21-13-33; 24 20 71 Email: lwj_toj@rambler.ru , kanoat_kh@yahoo.com
Hurepi Rorya Women for Peace and Development Network (Hurowpena)- Hureprt-Trust	Tanzania	Not clear.	Mrs. Halima Mwitira Kirina- Women's Coordinator.	40 (Hurepi-Trust) P.O. Box 183 Shirati-Rorya District, Mara Region, Tanzania Tel: 255(0)787 088 281 E-mail: hurepi@hotmail.com
Uganda Community Based Organization for Child Welfare (UCOBAC)	Uganda	NGO	Mrs. Solome Mukisa- Executive Director	C/O Uganda Community Based Association for Child Welfare (UCOBAC) Spring Road Bugolobi, Plot No. 65A, House No. 87B., P. O. Box 7449, Kampala, Uganda Tel: 256-041-222926 E-mail: ucobac_1990@yahoo.com
Gender Based Violence Prevention Network	Uganda	NGO	Jean Kemitare	Address: 16 Tufnell Drive, Kamwokya. P.O. Box 6770 Kampala-Uganda Telephone: 256414531186 Fax: 256414531249 Email: info@preventgbvafrica.org Website: www.preventgbvafrica.org

Raising Voices	Uganda	Women's based organization	Jean Kemitare – Program Officer	Address: 16 Tufnell Drive, Kamwokya, P.O. Box 6770, Kampala, Uganda Telephone: 256414531186 Fax: 256414531186 Email: info@raisingvoices.org Website: www.raisingvoices.org
Área de Género y Equidad- Desarrollo Social- Municipalidad de Canelones (Gender and Equity Area- Social development- Canelones Municipality)	Uruguay	Women's Area/ Department- Local government	Selma Varsi- Area/Department Head	Dr Baltasar Brum y Luis Alberto Brause (hospital viejo) Comuna Canaria. Desarrollo Social Tel: 03323934-099511824 Fax: 3321497 E-mail: genero.equidad@imcanelones.gub.uy Website: www.imcanelones.gub.uy
CASA (Community Action Stops Abuse)	U.S.A.	Community organization	Linda A. Osmundson- Executive Director	PO Box 414, St. Petersburg, FL 33731 Tel: 727-895-4912 Fax: 727-821-7101 E-mail: info@casa-stpete.org Website: www.casa-stpete.org
Association of Cities of Vietnam (ACVN)	Vietnam	Local government organization	Prof. Vu Thi Vinh- Vice general Secretary of ACVN	389 Doican stress, Ba Dinh District, Hanoi city, Vietnam Tel: 84. 04. 7629571 Fax: 84.04. 7624884 E-mail: acvn@ipt.vn OR vuthivinhacvn@yahoo.com

APPENDIX 4 – TOOLS AND PUBLICATIONS

USEFUL TOOLS FOR WOMEN'S SAFETY

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