

Terms of Reference & Scope of Services

Safety Audit Survey

April 2019

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1. Introduction:

The “HAYA” Programme “**Eliminating Violence Against Women in the West Bank and Gaza Strip**” is a five-year joint programme funded by the Government of Canada with an overall programme objective of building just and secure communities for women and girls in the West Bank and Gaza Strip. This will be achieved through progress against three main outcomes focusing on: (1) Decreased harmful practices and attitudes that perpetuate and validate violence against women and girls within targeted households and communities; (2) Increased access by women and girls of gender- responsive EAW services (economic, medical, psychosocial, security, shelter) free of discrimination; (3) Strengthened institutional capacity to develop and implement legal and policy frameworks that promote and protect women’s and girls’ rights with regards to VAW. Under outcome (1), there is a special focus on building an enabling policy environment to combat violence against women and Increase the knowledge and capacity to undertake comprehensive local interventions for prevention and response on EAW by local authorities and municipalities.

UN-Habitat in cooperation with the Ministry of Local Government intends to use part of the grant to hire a consultancy firm to perform specific tasks under the contract entitled Safety Audit Survey at the selected municipalities in West Bank. (Listed in Annex A). The proposed consultancy will support UN-Habitat in conducting city-wide public space assessments, with a specific focus on providing safe, inclusive and accessible public space for women and girls, especially in the most disadvantaged communities.

2. Background:

“Public spaces are key element of individual and social well-being, the places of a community’s collective life, expressions of the diversity of their common, natural and cultural richness and a foundation of their identity”. Charter of Public Space, Rome, 2013

The United Nations Human Settlements Programme, UN-Habitat, is mandated by the UN General Assembly to promote socially and environmentally sustainable towns and cities with the goal of providing adequate shelter for all. UN-Habitat has the mandate to work with public space, to promote local governments “to use public space for inclusion, economic improvement, culture, and environmental resilience in cities”, to “facilitate and implement exchange, cooperation and research between partners working in this field”, “to develop a policy approach on the role that public spaces play in meeting the challenges of our rapidly urbanizing world, to disseminate that policy and its results widely and to develop

a plan for ensuring its application internationally". *Governing Council Resolution 23/4, April 2011*. A key milestone was the adoption of the SDG 11.7 which states: that *by 2030, provide universal access to safe, inclusive and accessible, green and public spaces, particularly for women and children, older persons and persons with disabilities*. The indicator for the target is requesting local and national governments to collect the meta-data for the *"Average share of the built-up area of cities that is open space for public use for all, by sex, age and persons with disabilities"*.

Over the past few years there has been growing attention to creating safe, inclusive and accessible public spaces, especially for women and girls. The adoption of SDG 11.7 and the elaboration of the New Urban Agenda provide significant recognition of the importance of public space to sustainable development and whilst it is a critical first step, on its own it will have little impact without an appropriate follow up mechanism. Therefore, there is a need for supporting local and national governments in developing legislation, policy, norms and practices, which support governments in adopting a holistic and integrated approach to the planning, design development, creation, protection and management of public spaces which are safe, inclusive and accessible for women and girls. Despite the importance of public space, especially for women and girls, it has seldom been given the attention it deserves and, more importantly, in policy and action especially at the local level. Therefore, the requested Safety Audit Survey is considered the first step to inquire factual information and assess women's safety in public spaces in the targeted cities to inform policy makers at the local and national levels.

It is worth mentioning that the women's safety audit (WSA) was first developed in Canada in 1989 by the Metropolitan Toronto Action Committee on Violence Against Women and Children (METRAC), and since then, it has been widely used both nationally and internationally (WICI, UN Habitat, SIDA 2008). METRAC defines the WSA as *"a method to evaluate the environment from the standpoint of those who feel vulnerable and to make changes that reduce opportunities for assault"*.

3. Scope of Services:

3.1 OBJECTIVE:

The overall objective of the consultancy is to counter the absence of verifiable data on women's experiences and challenges in accessing public spaces in Palestine, and to support UN-Habitat in rolling out the Kobo Collect mobile application - the tool for assessing the safety, inclusiveness, accessibility, distribution, quantity and quality of public spaces in the targeted cities, and to support the selected municipalities and the Ministry of Local Government in identifying possible safety measures and developing policy recommendations to ensure that public spaces are safe, accessible and inclusive of women and girls.

3.2 MAIN TASKS AND EXPECTED OUTPUTS:

The consulting firm will support the targeted cities (Annex A) in conducting a city-wide assessment for the existing formal and informal public spaces through assessing the safety, accessibility and inclusiveness from the perspective of women and girls, in addition to the distribution, quantity and quality of these spaces. The collected information from the Safety Audit will give an overview on the attitudes, perceptions and physical conditions of the public spaces, and will form a baseline data on women’s safety in public spaces.

The requested assignment will focus on but not limited to the following tasks:

<p>Task One: Preparation Phase</p>	<ol style="list-style-type: none"> 1. Conduct a desk review for all related Safety Audit documents including but not limited to the Kobo Collect App (Annex B), local legislations, laws, policies, building codes, etc., that have a bearing on public space. 2. Review and update the existing base maps (high resolution imagery) and compare them with the existing situation for the public spaces in the selected municipalities. The maps should: <ul style="list-style-type: none"> ● Extract urban extent of the city¹. ● Acquire public space information as dwg and shapefiles format from the local municipalities and academic institutions. The layers should include: 1) the streets, such as sidewalks, boulevards, avenues, main commercial streets 2) open public spaces, such as parks, cemeteries, gardens, and 3) public facilities such as, markets, churches, public schools, mosques, temples, hospitals, public libraries, etc.² ● Download open public space data from open sources such as GeoMolg or OSM to ensure that all open spaces are captured, in addition to the data from the open sources, complete the missing data and draw all open spaces from satellite imagery within the urban extent. 3. Selection of the data collectors / field workers, who preferably should be from the targeted city citizens who know well their city. 4. Support municipalities in mapping of partners/stakeholders that are pertinent to and have an interest in public spaces. 5. Prepare the inception report as foreseen in the deliverables section of this ToR.
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¹ UN-Habitat has prepared a training module on how to extract the urban extent, the training manual will be shared with the selected firm at the beginning of the assignment.

² For the full definition of public space and the different typologies please refer to the SDG 11.7.1 module and the public space definition paper in the NUA and in Habitat III issue paper: http://habitat3.org/wp-content/uploads/Habitat-III-Issue-Paper-11_Public-Space-2.0.compressed.pdf.

	<p>Outputs:</p> <ul style="list-style-type: none"> - <i>Inception Report</i> - <i>Annexes with: A) A map in GIS with all open public spaces, streets and public facilities. B) An overview of the public space legislation, laws and policies related to public space. C) A mapping of key stakeholders/partners</i>
<p>Task Two: Survey and data collection</p>	<p>6. Mobilize the technical team and set up the Kobo Collect mobile App, GIS mapping and conduct trainings for the field surveyors / App users on how to register the data.</p> <p>7. Conduct meetings and workshop/training. Ahead of the workshop it is important to prepare the agenda for the workshop and to select the participants that will be trained, including university students, local government officials, community members, media, etc. The basic training material should contain:</p> <ul style="list-style-type: none"> • Public space definitions, issues, theories and types of public space, definitions and principles as well as an introduction to the benefits and importance of developing a public space strategy. • Training on the use of Kobo Collect App, including field testing of the questionnaire. <p>Output: <i>Workshop report including presentations delivered and list of participants</i></p> <p>8. Conduct interviews (5 in each city) with key stakeholders to assess main attitudes of the (community members, service providers, media professionals, educational institutions’ staff, women, etc.) in relation to gender equality, and safety in public spaces in their communities and communities and assess what are the impediments to the access of vulnerable women to services. This might require focus group meetings if needed.</p> <p>9. Data Collection: This step is dedicated to the field work and conducting physical inspection and attitudes towards public spaces in each selected municipality. The purpose of the inspection in this task is to establish the database and evaluate the status of public spaces in each city. The team leader is to support the teams of field workers, having to troubleshoot and support the teams on the ground and also do the quality control of the submitted questionnaires. Other important points are included in Annex B2. The field workers should ensure quality control by using the credentials provided by UN-Habitat and upload each point collected automatically to the server, therefore, it is important to check each point with the data</p>

	<p>collected in relation to the current state of public space.</p> <p>Outputs:</p> <ul style="list-style-type: none"> - Raw data collected for all public spaces in each city - Summary report extracted from Kobo toolbox of the data collected <p>10. Data Cleaning: It refers to the process of identifying and removing (or correcting) inaccurate records from the data set collected and this is done by the team leader and GIS analyst in collaboration with the targeted municipality. Proper data cleaning can make or break the assessment and you usually need to spend a large portion of time on this step. This entails removing unwanted observations from dataset and duplicate or irrelevant observations, fixing structural and handle outliers and missing data. This step can either be done with Kobo Toolbox or ArcGIS/Qgis as seen on Annex B2.</p> <p>Output: <i>maps showing all public spaces with information from the field with the statistics of all public spaces, and public spaces after data cleaning in the total area of urban area/municipality.</i></p> <p>11. Safety Walks: Assist and support the municipalities in preparing and conducting Safety Walks.: The safety walk is the central part of the Safety Audit. It allows women and girls to take ownership of urban spaces and take part in local decision making. Where duty bearers, including local government representatives/ decision makers are involved, local women experts can work with them to bring about the required changes to improve safety. The main goals of safety walks and audits as a whole are for women to identify ways to reduce opportunities for assault and harassment and increase women’s safety and sense of security. (Four places in each city will be chosen in cooperation with the Project’s team “UN-Habitat, MoLG and the targeted Municipality).</p> <p>Output: <i>A report summarizing the feedback of the participating women with a corresponding map that illustrate the route of the walk and the points where women highlighted safety concerns (see Annex C)</i></p>
<p>Task Three: Mapping and Analysis of Results</p>	<p>12. Data Analysis: Data analysis is a process of transforming, and modeling data with the goal of identifying the gaps, developing recommendations, and informing decision-making through:</p> <p>First: The public space assessment tool has several indicators related to safety, inclusivity, accessibility, ownership and management, typology and scale. Further spatial analysis is</p>

	<p>required such as, spatial distribution, land allocated to public space and green space, trend in the distribution and allocation of public space in relation to population density, population growth and spatial growth of the city. Additionally, a more in-depth analysis of the key priorities of the city is required, such as safety, heritage, health. This also means reporting on the gaps in the existing institutional framework, the legal framework, the policies and other relevant guidelines and strategies within the city/municipality.</p> <p>Outputs: <i>Maps and data representing different dimensions and providing actionable items for the municipality:</i></p> <ul style="list-style-type: none"> - <i>A report on the gaps in the existing institutional framework, the legal framework, the policies and other relevant guidelines and strategies within the city/municipality. This can be geared towards the priorities of the city within their SDIP “strategic development plan” and MP “Master Plan” of each city.</i> - <i>Relationship between the gaps in the existing institutional framework, the legal framework, the policies and other relevant guidelines and strategies within the city/municipality and the data analyzed</i> - <i>Using the available SDIP: A short paper on the vision for the city, objectives and strategic directions.</i> <p>Second: Public Space Assessment Reporting/Preliminary findings. It is important to have a report on the preliminary findings from the research and survey. This report provides an overview of the data, maps on key hotspot areas, data analysis, the vision, mission and strategic direction for the city/municipality, gaps in the institution, legal, policy and other relevant guidelines and strategies. It is important to share this report with the municipality and key stakeholders for inputs prior to the validation workshop.</p> <p>Outputs: <i>A report on the key findings from the analysis at the municipality level, the spatial and the normative work. Individual maps at a scale that is visible. This report will be used during the validation workshop in the next task.</i></p>
<p>Task four: Validation and Final Safety Audit Reporting</p>	<p>13. Validation workshop: To ensure that the information gathered is accurate and correct, the validation workshop provides an opportunity to identify the gaps and agree upon the recommendations emanating from the assessment. It is important to ensure that different stakeholders of national and local government, key experts and institutions, the academia and community members and other relevant stakeholders involved in</p>

	<p>public space work are invited to the validation workshop. The validation workshop is also an opportunity to mobilize social and political support and to obtain the commitment necessary for the development of a public space strategy/policy. This includes:</p> <ul style="list-style-type: none"> • Presenting the findings from the Public Space Assessment report and the exercise, and using the maps prepared to assess the findings and provide inputs from stakeholders. • Distributing the report for further comments <p>Outputs: <i>A workshop report that consolidates the outcome from the stakeholders' consultation and validation, and recommendations for the public space strategy.</i></p> <p>14. Public Space Assessment Report: Once the data has been validated by the municipality. A final report is prepared, this report will provide a comprehensive overview of the state of public spaces in the city, including a strong component on the priority area for the city/municipality and this could be related to heritage, mobility, bio-diversity, safety, child-friendly, senior friendly public spaces, etc. A long-term strategic vision and public space spatial plan for the city needs to be modified at this step including key recommendations on policy, institutional set-up to anchor the public space strategy development and implementation. This step is important because:</p> <ul style="list-style-type: none"> ✓ This is the most crucial stage of the process as the report will form a basis for a long-term strategy for the city ✓ All inputs consolidated from different actors regarding the report and the data are revised and incorporated to the report ✓ Gaps (spatial such as deprived neighborhoods, priority public spaces for upgrading) and non-spatial (institutional set-up, legislation, policy gaps) from the analysis and research should be documented in a separate section in the report ✓ Preliminary recommendation on the spatial strategy, institution set-up and policy should be included ✓ Dissemination strategy for the report should be developed. <p>Outputs: <i>A comprehensive Public Space Assessment report on the data gaps and long term spatial and non-spatial recommendation for the city in relation to the vision, mission and objectives of the city, (please refer to Annex D for the recommended structure).</i></p> <p>15. Conduct a final meeting with the Project's team (UN-Habitat, MoLG and the targeted Municipalities) to present the safety audit reports and discuss the findings of the safety mapping</p>
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4. Consultant Qualifications:

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Title	Qualification
1 Team Leader	<ul style="list-style-type: none"> • Advanced degree in Urban planning, Architecture or any related field with at least 10 years of experience. • Has a significant experience in conducting research and surveys. • Good knowledge and experience in social and economic issues in Palestine. • Has strong analytical, communication and management skills. • Has previous experience as a team leader in consultancy assignments.
1 Socio-economical Expert	<ul style="list-style-type: none"> • Professional socio-economist or community expert with at least 10 years of experience in community development. • Has at least 5 years of experience in working with municipalities • Has strong analytical, communication and reporting skills.
1 GIS Analyst	<ul style="list-style-type: none"> • Professional Engineer with at least 5 years of experience in GIS • Has at least 5 years of experience in GIS mapping and analysis. • Strong analytical, communication & reporting skills.
Field workers	<ul style="list-style-type: none"> • Local surveyors working in teams (preferably from the targeted city or local universities), with proven ability to conduct field work (gender balance is a must)

5. Deliverables, timeline and level of effort:

5.1 DELIVERABLES³

Following are all the expected deliverables, each deliverable should cover all the details and the outputs listed in Section 3.2 – Main Tasks and Expected Outputs:

- **An Inception Report:** that summarizes key findings, issues discussed and an outline of the full set of actions and objects/documents vital for the successful completion of the assigned tasks, including the timing of the submission of the main deliverables. This deliverable should be prepared in English. The Report shall include the followings:
 - Methodology;
 - Work plan for the main activities, deliverables and milestones;
 - Personal schedule (considering the Time schedule/Work plan)

³ Deliverables should be submitted to the Client in three hard copies and soft copies. The files should be in an open editable format.

- Communication plan with the different project stakeholders; and
 - Anticipated risks and preliminary risk management plan.
- **Field Survey Reports (Questionnaires and Interviews Report):** that include filled questionnaires for all public spaces in each city, interviews and safety walks conducted, and basic maps used.
 - **Public Space Assessment Report:** Preliminary findings in reference to the ToR that incorporates all computerized analytical maps.
 - **Final Safety Audit Reports:** a final safety audit report for each city should be prepared according to the main outline listed in annex D.
 - **Progress Reports** that summarize the achievements of each month in reference to the TOR, results analysis of the main activities, obstacles, encountered during the reporting period, mitigation measures and outline the planned steps during the following reporting period (with respect to the submitted work plan). In each progress report the consultant should attach copies of the interim reports concluded during the reporting period. These reports should be in English and in weekly schedule.

The consultant should prepare a final report a week before the end of the assignment. This Report should summarize the activities of the consulting firm including: documentation of all collected data, the analyses, the obstacles encountered, and lessons learned, outputs and achievements, recommendations and actions to be taken for audit practices. This report should be prepared in English.

Note: each progress report should include annexes of interviews, workshops, or safety walks conducted.

5.2 TIMELINE

This consulting assignment is expected to be for a **3 Months** period.

5.3 DELIVERABLES SUBMISSION SCHEDULE

ID	Deliverable Name	Expected Date
1.	Inception report	Two weeks after the commencement of the assignment
2.	Survey Questionnaires, interviews report and basic maps computerized database.	five weeks after the commencement of the assignment
3.	Public Space Assessment Report including Analytical Maps (3 hard copies, three electronic copies)	Eight weeks after the commencement of the assignment
4.	Progress reports	by the end of every month,

	Each report should be submitted including a final report that summarizes the steps, process, obstacles encountered and recommendations	
5.	Final Audit report	Ten days before the end of the assignment

5.4 LEVEL OF EFFORT

The Consultant is expected to accomplish the tasks associated with this assignment within the designated timeframe and for an estimated input of time/effort of up to **50 person/month for the core team**. The consultant should provide a breakdown for the Level of effort for each staff member per municipality.

Suggested LoE:

Title	Man/ Month per area (each municipality)	Man/ Month for selected municipalities
1 Team Leader	20	
1 Socio-economical expert.	10	
1 GIS Analyst	20	
Field workers	one month (lump sum)	

6. Contract Type and Payment Schedule:

This contract is a lump-sum contract. Payments will be arranged according to the following:

- First Payment: 10% of the contract value will be made after the submission to and approval by the Client of the **Inception Report**.
- Second Payment: 40% of the contract value will be made after finalizing the **field surveys and interviews report** and submission the data to the municipality, and a submission of a **cover letter** to the Client about the completion of the field work accompanied with a **basic map** that highlight all the surveyed locations cleared and signed from the engineering department of the targeted municipality.
- Third Payment: 20% of the contract value will be made after the submission to and approval by the Client of the **Public Space Assessment Report** including database and analytical maps printed from GIS software and signed from the municipality.
- Fourth Payment: 30% of the contract value will be made after the submission to and approval by the Client of the **final Audit report** and all deliverables.

7. Reporting and Management

UN-Habitat in collaboration with the Ministry of Local Government and the targeted municipalities will be responsible for coordinating activities with the consultant and reviewing the submitted reports. UN-Habitat will be in charge of processing payments and for acceptance of the deliverables. All communications and submittals should be addressed to the Project Manager Dr. Lubna Shaheen, on the following contact details:

United Nations Human Settlements Programme (UN-Habitat)
17 Nizar Qabbani Street, 2nd Flr UCI Bld, Al Masyoun, Ramallah
Landline: +972 (0) 229 762 85
Jawwal: +972 (0) 599 963 950
Email: lubna.shaheen@un.org

List of Annexes:

- **Annex A:** Selected Municipalities in West Bank
- **Annex B:** Kobo Collect App
 - **Annex B1:** Introduction to Kobo Collect
 - **Annex B2:** Kobo Collect Use Manual
 - **Annex B3:** Questionnaire
 - **Annex B4:** Data Collection Manual
- **Annex C:** Safety Walks Report
- **Annex D:** Recommended Report Structure