

# KNOWLEDGE PARTNERSHIP PROGRAMME



## Progress Report

### Safetipin Active Learning Solution

Submitted to



Department for International Development (DFID)



Expanding Horizons. Enriching Lives.

IPE Global (P) Ltd.

**February 2015**

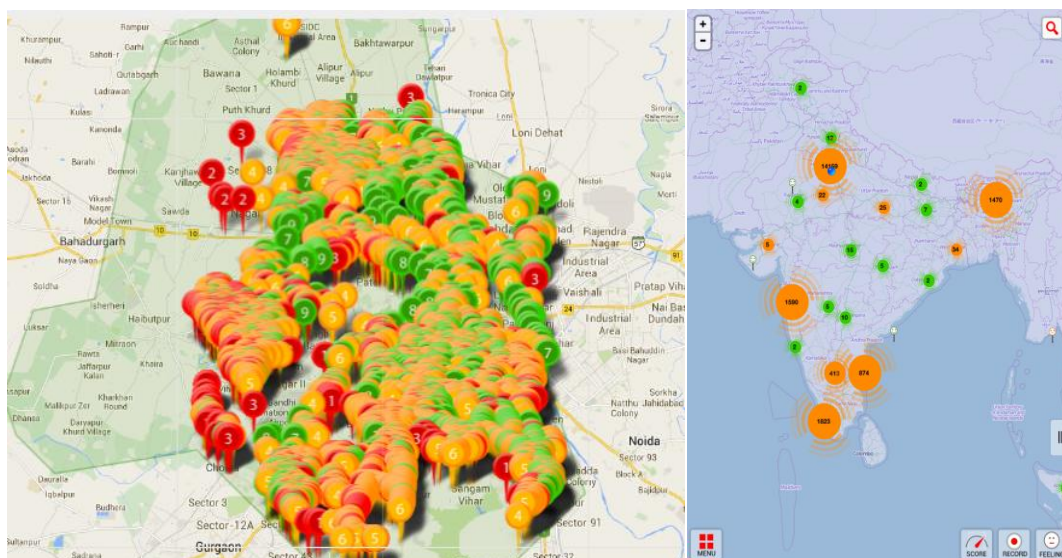
## SafetiPin Progress Report October 2014- February 2015

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### Introduction

Since the launch of SafetiPin app in November 2013 in Delhi, the app has grown in terms of visibility, usage and data collection. There are 12,878 safety audits, 653 hazards reported, 1922 places recorded, 503 feelings recorded and 86 incidents of harassment in the Delhi NCR area. Some of the data has been shared with stakeholders including the police and the transport department.

In addition to Delhi, SafetiPin has run pilot projects for data collection in Chennai, Trivandrum, Kochi, Calicut and Jaipur as part of this program. There are over 22,800 points mapped in India and there have been over 30,000 downloads. Pilot projects to collect safety data in the mentioned cities have been completed.



### Technology Changes and Safety Score

During the period, the SafetiPin app was released in Spanish, Hindi and Bahasa. In addition to being available on IOS and Android, SafetiPin is now also available on the Windows 8 platform.

A Safety Score was released as well. The score is on a scale of 0-5, and is available wherever there are audits nearby. The score is computed based on nearby safety audits and factored with publicly available information about places. The score is available on the app. The SafetiPin website was completely revamped to become more of a portal into a number of services that SafetiPin provides, making it a single point of entry for stakeholders. Some features of the portal are:

- SafetiPin Online. Most features of the app are now available online. Communities can access it and post Harassment and Hazard information as well. It includes the safety score.
- About Safety Score. The safety score of the location from which the website is viewed is provided by default. Selecting the option provides an interface from which the user can see all nearby amenities and safety information
- Analytics Engine. The engine can now be accessed directly through the website
- Resources. All reports and project information is available to the public and stakeholders through the resources section.

Enhancements have been made to the app to make it faster to use. A few changes have been made to the text of the safety audit rubric, based on feedback received by users.

### Advocacy

#### *Safety Audit of Key Bus Terminals in Delhi*

SafetiPin conducted a series of safety audits for Delhi Transport Corporation (DTC) in the month of August 2014. The purpose of the safety audits was investigating the DTC bus terminals from the perspective of infrastructure and safety and recommend suggestions for easy and safer accessibility of the terminals by female passengers. The audits were conducted for six main DTC bus terminals – Azadpur Terminal, Mehrauli Terminal, Nehru Place Terminal, Shahadra Terminal, Uttam Nagar Terminal and Shivaji Terminal – located in different parts of Delhi.

Post the safety audits, a detailed report was generated for each bus terminal explaining each audit point and observations of the auditor. Additionally, major findings from the safety audits were shared in the form of a table with description and suggestions for each safety audit parameter. This detailed report was jointly presented with Jagori to DTC authorities where terminal supervisors were briefed about each terminal audit. Our safety audit recommendations and suggestions were taken into consideration and the DTC authorities agreed to implement on them.





### ***Safety Score of Bus Stops***

Safetipin has shared the Safety Score of major bus stops in the city with the Transport Department of Delhi government. The Department is interested in working closely with Safetipin to do regular audits of bus stops and make the Safety Score available to the public for their safety. Currently they have shared GPS data about 1200 bus stops and we have made public the Safety Scores at points where we have safety audits conducted.

### ***Safety Audit on December 16 2014***

On the night of 16th December, 2014 several civil society organisations led by Jagori, members of the media and individuals in New Delhi came together to conduct safety audits using the Safetipin App. The event was organised to mark the second anniversary of the horrific gangrape of a woman in a moving bus in Delhi. 4 routes were created for the event. The first starting at the Civil Lines Metro Station, The Second starting at the Murnika Bus Stop, The third starting at Shantiniketan Bus Stop and the fourth starting at the Rajiv Chowk Metro Station. A formal report was compiled and submitted to the office of the Lieutenant Governor of Delhi and the Home Minister.

### ***Working in Low Income Neighbourhoods: Safety Chaupals***

Safetipin has worked on building safety chaupals with several organisations in Delhi and Gurgaon.

#### ***Satark Nagrik Sangathan***

Safetipin partnered with the Satark Nagrik Sangathan (SNS) to set up a Safety Chaupal in the Motilal Nehru Camp. The slum community 'is located in the Munirka area of south Delhi. The Safety audits were conducted by the SNS team, the Girls and Mothers' group of SNS and the Safetipin Team. The audits indicated an immediate need for better policing in the area and several infrastructural changes like better lighting, walk path and access to public toilets. The SNS and Safetipin teams worked hard to involve the larger community at Motilal Nehru Camp in the conversation of

safety as we conducted the audits. Many relevant stories came up that showed us that there were high crime rates with rampant thefts and drug peddling inside the community. Many women shared their problems of not being able to access spots in the community after dark due to fear of being harassed or mugged. The safety audits in this lower income neighborhood has shed light on the challenges that almost half of Delhi's slum dwelling population faces and the relevance of programs like the Safety Chaupal.

### ***Jagori***

'Safetipin' initiative with Jagori was launched in July 2014 with special focus on urban slums of the southeast district of Delhi. As part of the process, women from Badarpur, a municipal ward in south east were engaged with support from Jagori and Safetipin to conduct safety audits using the mobile application in the low income community. The initiative focused on having a dialogue around women and safety in the neighborhood and the examining how safe the areas in and around Badarpur are for women, by analysing various aspects such as infrastructure, transportation, role of police force, feeling of safety etc. For this, safety audits were conducted using the Safetipin mobile application.

Findings from the chaupal audits suggest that proper lighting, visible security and open spaces to walk around need urgent attention. Mobility of women and children, especially during the evening, is limited due to the lack of proper infrastructure and safe environment. Cases of harassment are a routine event in the community where not only women but also young men are targeted. The findings and observations from the safety chaupal in Badarpur will be compiled and used for advocacy purpose by the women from community and Jagori.

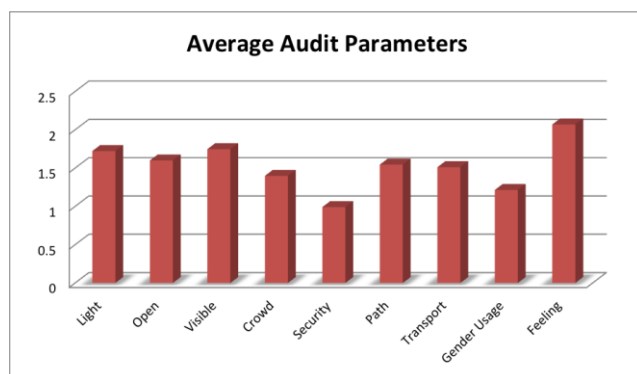


### **Safetipin Pilot in Chennai**

In collaboration with Prajnya, an organization based in Chennai, the SafetiPin app was introduced in Chennai. Prajnya is a non-profit centre for research, public education, and networking on issues related to peace, justice and security. The organization used the SafetiPin app to collect safety information in Chennai, share it with government bodies for better infrastructure and improved safety.

Quoting Prajnya on our mobile app, "SafetiPin is a new and contemporary technology, which is engaging in many ways. It increases visibility by covering more areas through audits."

To begin, a two-day workshop was conducted in the month of June with the team and volunteers. At the workshop, the participants were given an orientation on the working of SafetiPin app and how to conduct safety audits, which was followed by mock safety audits. In all, 1000 audits were completed in Chennai city between July 2014 and January 2015. Of this, 323 audits were done by male users and 677 audits by female users. The audits covered several areas of the city including Adyar, Besant Nagar, Royapettah, Mylapore, Thiruvannamiyur, Anna Nagar and Kilpauk. One volunteer focused on Tambaram, a rapidly growing suburb south-west of the city. Of the 1000 safety audits in Chennai, majority of them were carried out after dark, with 74% of audits done between 7pm and 9pm and 13% after 9pm.



The graph above shows that Light, Visibility, Walk path and Gender diversity in the crowd in public spaces rate above average. However, security still remains lowest indicating that security is lowest during after dark hours, followed by easy availability of public transport and crowd. They will now plan for using this data for advocacy with the Chennai Corporation.

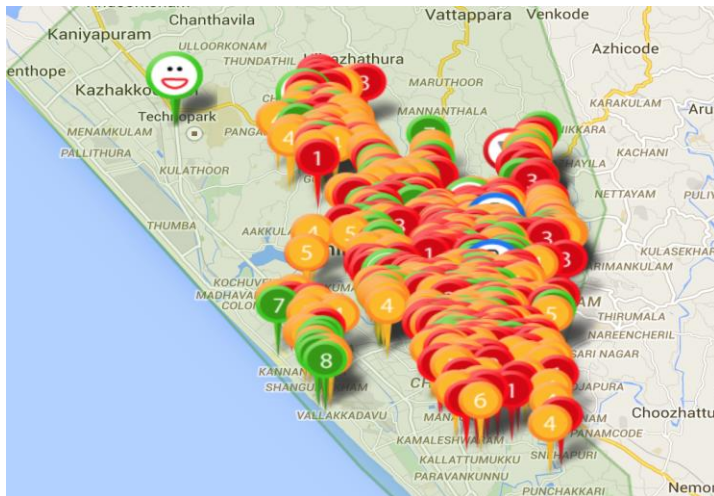
### Safetipin Pilot in Kerala - Trivandrum, Kochi and Calicut

In Kerala, Safetipin partnered with Sakhi to conduct a pilot in three cities mentioned above. Sakhi is a women's resource centre set up in 1996. Sakhi works with young people, especially adolescent girls in six districts of Kerala. They have developed life skills education manual in Malayalam with 13 modules and 89 sessions. Sakhi also collaborates with other organisations and institutions in further advancing the cause of women.

The audit team consisted of 8 men and 9 women based in Thiruvananthapuram between the ages of 19 to 30, mostly from the Department of Social Work at Loyola College of Social Sciences. In Kochi the audit team consisted of 4 men and 9 women between the ages of 19 to 30 from Sacred Heart College, Thevara, Maharaja's College and Livelihood Advancement Business School. The audit team in Calicut



comprised of 19 men between the ages of 19 to 25. As Calicut is a conservative city and women's mobility is restricted it was difficult to find women who would be a part of the audit team.



In total 800 audits were done in each of the cities. amongst all the audit parameters, except for public transports all the other parameters are below the average line. The average score in the cities showed that public spaces are poorly lit, less open for good visibility of the area, less eyes on the street, low public and private security available, poor or no walk paths, imbalanced ratio of women and children in the crowd. A number of suggestions and recommendations have come up as a result of the audits including proper and wide walk, cities to be planned and constructed with more open areas with proper visibility in the upcoming city development plans, by minimizing the blind corners and areas without clear sightline, installation of more street lights, more number of public transport to reduce the rush in and especially at night, proper and regular maintenance of public roads and waste disposal and more gender friendly parks, hangout places, city squares to be built.

A report for each city has been prepared by Sakhi and shared with key stakeholders including the police and city planners. They will need to follow up for further advocacy and changes.

### Safetipin Pilot In Jaipur

SafetiPin collaborated with Vishakha to conduct safety audits in Jaipur. Vishakha is an NGO that works on reestablishing woman as an individual with her own rights, by creating a society without discrimination and violence. They work with women and girls from urban and rural settings on subjects of violence, counseling, education, capacity building, legal aid and policymaking. Our partnership with Vishakha involved collecting safety data in main Jaipur city through SafetiPin mobile app and use the information for advocacy with local and government bodies to improve the city infrastructure and making it safer for women.

For the pilot program in Jaipur, a two-day orientation and training session was conducted with 17 volunteers in Jaipur. This session included discussion on harassment in public spaces, role of citizens in changing the environment of their city, how the SafetiPin app works and how to conduct safety audits. Post the session a mock safety audit walk was organized for the volunteers.

In Jaipur, 7 male volunteers and 10 female auditors collected a total of 968 pins of which 900 pins are safety audits, spread across the main Jaipur city. Additionally, safety audits were conducted at major transport terminals and popular routes in the city. The audits were done at different times of the day. Like any other city, some places that are accessible in the day turn inaccessible and unsafe after dark. About 30% of safety audits were conducted before 5pm and majority were carried out post dark. The findings from safety audits indicate that 5 of 9 safety audit parameters are below average, and the rest just a little above the average. Poor lighting, less open areas, unavailability of visible security, poor condition of the walk paths and low gender diversity in the crowd on public spaces makes Jaipur far behind in terms of public infrastructure and feeling of safety. When the rating of each audit parameters was correlated with the feeling of safety scored by the volunteers, it was seen that presence of crowd affect the feeling of safety the most, followed by light, gender diversity and availability of public transport.

These findings have been combined in a report that will be used to advocate for better infrastructure and violence free public spaces.



### Safetipin Scoping Visit to Dhaka

In November 2014, we undertook a scoping visit to Dhaka. Meetings were held with DFID, Bangladesh, Manosher Jonno Foundation and Action Aid Nepal. Further a presentation was made to several civil society organisations about the working of Safetipin. Safetipin also met with a representative of the Ministry of Women and



Child Development and the Bangladesh Women Police Network. MJF has planned to partner with Safetipin to conduct a pilot in Dhaka in the next phase of the project.

### National Workshop with Safetipin Partners

SafetiPin hosted a national workshop in New Delhi on 29-30<sup>th</sup> October 2014, inviting its city partners to share experiences and learning from collecting data on safety using the SafetiPin app. The workshop was attended by our partner organisations from 7 cities – The North East Network, Guwahati; Jagori, Delhi; Samyak, Pune; Bengaluru Needs You, Bangalore; Sakhi, Kerala; Prajnya, Chennai and Swayam, Kolkata. The workshop was also attended by national and international organisations based out of Delhi including Breakthrough, UNICEF, IPE Global, Population Foundation, etc.

The 2-day national workshop focused on bringing together our partners in order to share the work that they have undertaken using SafetiPin in their respective cities. The workshop also intended to strengthen the coalition of organisations working on the issue safe cities. At the workshop, each city partner presented the data collected so far and shared recommendations. The organizations also touched upon future advocacy projects that they will undertake and how the unique element of having quantitative data on safety will strengthen the advocacy and outreach.

For Advocacy strategies the partners shared plans of action, which included working with the police department so that they can improve safety by monitoring and patrolling unsafe areas; city municipal corporations for fixing existing infrastructure especially street lights and walk paths; public and private transport operators; collaborate with NGOs, youth and women groups to act as pressure groups.



## Increased Engagement

### *Partnership with Gurgaon Ki Awaaz*

SafetiPin partnered with Gurgaon Ki Awaaz FM 107.8, a civil society led community radio station in the NCR of New Delhi. Broadcasting 22 hours a day in Hindi and Haryanvi, the station is a community-run platform for marginalized voices in Gurgaon, mainly local villagers and migrant workers. SafetiPin hosted a weekly show for four weeks in October to November where we shared findings from safety audits in Gurgaon and listeners called in to report their experience of safety in Gurgaon.

The listeners had a chance to know more about the safety situation in their neighborhood with specific issues like the condition of walk path, security, lighting, public transport, etc. Encouraged by the suggestions offered on air by the Safetipin team, many people in Gurgaon called in to report safety in the city turning the show into a Radio Safety Chaupal.

### *16 Days of Activism*

Safetipin celebrated 16 Days of Activism an International Campaign to End Violence against Women. We ran a photography competition, "City Vibes: Engaging with public spaces" in order to create a wider dialogue on how women access public spaces globally. The competition was hosted on social media with participants sending in photographs on Facebook and getting votes. We had 116 entries and 1865 votes for winners. The competition had entries from Bangladesh, Pakistan, Singapore, Turkey in addition to India.

Safetipin collaborated with Jagori in New Delhi to co-host celebrations in Tajpur Pahari, a lower income neighborhood in South East Delhi. On 2<sup>nd</sup> December, 2014 the Safetipin team joined in the celebrations and held safety chaupal discussions with the women who are part of the *Mahila Shakti Samuh* a women's SHG that Jagori supports in the area. During previously held safety audits by Safetipin in the area the community hall locally called *Baraat Ghar* was identified as one of the unsafe places for women. It was collectively decided that the event would be held here to reclaim the space and make it more gender inclusive.

### *Delhi University Safety Audits*

Safetipin worked with 3 colleges of Delhi University to set up conduct safety audits with Safetipin in the areas surrounding their college. The colleges are Gargi, Institute of Home Economics and LSR. In two of the colleges the audits are complete, and reports have been prepared for the purpose of advocacy.

The response from the students has been tremendous. They have enjoyed using the app and learning about the discourses on gender, mobility and urban planning. The

sessions have been successful in igniting an interest in talking about the issues. We are now looking to advocacy and change projects that can improve safety in the neighbourhoods.

## Tweetathon

The SafetiPin team hosted a Tweetathon on Building Gender Inclusive Cities. The session was held on the 9<sup>th</sup> of September. The session saw tweets from organisations, activists, news and media outlets, academicians and netizens from across the cyber world. Safetipin used its Twitter handle to moderate the discussion that sought the views and suggestions on questions like what is your idea of a gender inclusive city? Why is your city not gender inclusive? Who is accountable for gender inclusive cities? What can we do to make our cities safer for women? And finally we sought creative ideas to educate and promote gender inclusive cities? all tweets carried the hash tag #CitiesForWomen. By the end of the hour long session our # was trending on Twitter indicating high usage and conversation on the subject.

## Safetipin Walk in Trinidad and Tobago

The Network of NGOs of Trinidad and Tobago for the Advancement of Women demonstrated the use of the Safetipin App and recommended its use for promoting safer communities. Safetipin was introduced at a fair to commemorate International Day for the Elimination of Violence Against Women on the 25th of November, 2014. During the event held by the Ministry of Gender, Youth and Child Development the NGO lead members of the public on a walk around Independence Square and facilitated the use of Safetipin.

Microsoft T&T together with Nokia provided the network of NGOs Windows Phone Devices with the Safetipin App pre-installed on them. These phones were then used to collect safety data.

Some views from the day were - *"SafetiPin provides an opportunity for individuals, groups, and organisations to play an integral part in creating safer communities by leveraging the Global Positioning System technology and audits that is at the app's core."* -Terry Ince, Project Manager, Women's Transformational Leadership in Politics Project.

## Mentions in Press

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## Next Steps

Safetipin has been in contact with the Transport Department, Government of Delhi to set up a Committee of key stakeholders who will play a role in the data collection and usage of data that has been collected. This Committee will provide Safetipin a method of regular interactions and exchange on the kind of data to be collected that will be useful. This will ensure that the data is used by the government to plan safety initiatives.

Also, we are working on the technology to improve the app so that we can widen the user base.

The data collected through Safetipin in Delhi and the other cities have provided a great deal of information about the process of data collection and advocacy following from that. From this experience, it is possible to document how change can take place, the process of policy advocacy and some possible policy documents to enhance advocacy efforts and replicate the pilot model in cities across the world.

Scoping visits undertaken to Dhaka and Kathmandu have been successful and in the next phase, pilot studies will be conducted in both cities in partnership with DFID and local organisations. One scoping visit to Nairobi was not possible in the project period and will be done in the next phase.