Cities Alliance
Cities Without Slums

KNOW YOUR CITY
A Catalytic Fund
Learning Exchange

Workshop Documentation
Brussels, 25- 27 September 2017

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EXECUTIVE SUMMARY

This report summarises key debates, insights, and conclusions from the "Know your City" Catalytic Fund (CATF) Learning Exchange, which took place in Brussels from 25-27 September 2017. Representatives of 10 projects from around the world discussed how city-level data and information can catalyse change in their cities.

The Cities Alliance Catalytic Fund provides financial support to innovative projects that promote the role of cities in reducing poverty and sustainable development. In 2014, the Call for Proposals focused on the theme "Know Your City – Information for Transformation." Eleven projects from Africa, Asia, and Latin America were selected for funding.

The "Know Your City" theme encouraged grantees to think and create ways of coping with the "data gap" in cities using innovative and sustainable solutions. It also prompted them to address effective governance and engagement gaps that prevent data from attaining concrete transformation.

The Learning Exchange started with an introduction to the ten projects. Representatives focused on getting to know their differences and similarities, including main challenges and prospective opportunities.

Six thematic sessions focused on the different elements that were inherent to the debate and to collecting and using data for sustainable urban development. The first session on technology demonstrated that web platforms and mobile applications can be successfully leveraged to collect and use data, while at the same time creating direct communication channels between citizens and authorities.

The second session on engaging with local authorities and citizens highlighted the particular challenges related to collaborating with authoritarian, underfunded, or uncommitted governments. Although a one-size-fits-all solution for this situation does not exist, promoting engagement, awareness and information sharing between civil society and government was identified as a fundamental strategy.

The third session showed that communication strategies are crucial to projects as levers for advocacy and action, because they convey messages that enable external actors to understand and support a project's mission.

The fourth session explored how to make the most of the participants' data, discussing data use from a potential and risk perspective. Identifying the main data users – as well as their power and interest in the project – is challenging but necessary to yielding more from data usage. However, careless data sharing and inaction can be risky, as people tend to lose interest when data does not translate into change.

The fifth session explored the potential of using data and information as a strategy to deal with the global problem of forced evictions. Different approaches for prevention and documentation of evictions and potential responses were discussed, such as risk mapping, social media scanning, data triangulation and awareness campaigns.

Finally, the last session on gender mainstreaming emphasised how the transformative power of data and information can be catalysed by incorporating gender in all aspects of a project, including its activities, budget, outputs, outcomes and indicators.

The Learning Exchange also held a public session at the *EU InfoPoint*, welcoming external stakeholders and the public to learn about the key topics of the learning exchange and to engage in a debate with the project representatives.

Overall, the Learning Exchange showcased a variety of innovative strategies deployed by the 2014 CATF projects. As an exchange experience, it successfully strengthened connections and enabled knowledge and experience sharing among participants, allowing them to explore new capacities, perspectives, and strategies to address common challenges.

INTRODUCTION

The Catalytic Fund is a Cities Alliance funding instrument which provides grant support to innovative projects that strengthen and promote the role of cities in the reduction of poverty and sustainable urban development. In 2014, a call for proposals on data and cities was launched on the topic "Know Your City – Information for Transformation."

The phrase "Know Your City" – created by Slum Dwellers International and United Cities and Local Governments – has a powerful meaning and a strong relationship with Cities Alliance's core work, according to Julian Baskin, Head of Programme Unit at Cities Alliance.

- **KNOW** means to attain the knowledge that makes achievement and success more likely, which is only possible when one has both information and understanding of a given subject at the same time, considering that neither alone could provide the means to achieve one's goal.

- **YOUR** means ownership and implies responsibility. Because it is not just any city, but yours, one understands it and wants to make an impact and participate.

- **CITY** is not just a geographical space or the place where humans have control over the environment. City is a place where different systems come together and work simultaneously: governance, human capital, services, economic and environmental systems. It is necessary to understand and respect these interconnected systems, or else there will be negative results.

The "Know Your City" CATF call for proposals aimed at leveraging citizen and local government initiatives to produce and understand data and information on cities by responding to two broad imperatives. The first was producing innovative, sustainable ways of collecting relevant and accurate data to bridge accountability, transparency and trust gaps, as well as supporting inclusive city planning and responsive service delivery. The second was starting a dynamic engagement among city decision makers, service providers, communities, informal worker groups, and other excluded segments that are currently not fully represented in the city´s formal governance and planning process.

Eleven projects were selected for funding and are implementing "Know Your City" initiatives across Asia, Africa and Latin America. The grantees are from a wide range of institutions – local governments, NGOs, international organizations and social entrepreneurs – and are working on various topics such as public transportation, safety, informal settlements, public services, environment and gender equality. All projects promote innovative collection and use of data and information, as well as collaboration between governments and citizens at the local level.

To increase learning outcomes for grantees, Cities Alliance decided to hold the "Know your City" CATF Learning Exchange.[1] It brought together one representative from each of the 2014 CATF grantees to:

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[1] The "Know Your City" event built upon the experiences from a previous learning exchange with grantees of the 2012 CATF on the topic "Youth and the City".

- Promote an exchange of experiences and learning;
- Map lessons learned and good practices, with a focus on innovation and replication/upscaling potential;
- Develop policy recommendations; and
- Create networking opportunities.

In addition to supporting learning among its grantees, Cities Alliances uses the lessons learned from these innovative projects to improve its own work, especially for global advocacy and as inputs into Country Programmes.

THE TEN CATALYTIC FUND PROJECTS

Ten projects had representatives at the learning exchange. They were presented on the first workshop day, with a focus on project background, objectives, activities and results. After each presentation, participants had the opportunity for questions, comments and clarifications.

One 2014 Catalytic Fund project was unable to attend the learning exchange: BUMP, Bangalore Urban Metabolism Project - Informing Better Governance for Urban Sustainability. Instead, a project from the 2012 Catalytic Fund – The Human City Project, Nigeria – participated to share its strong work on participatory mapping and "Know Your City" focus.

Group picture: Our ten grantees with Cities Alliance staff. © Cities Alliance

1. RedACTES - Citizens' Action Network for Safe and Efficient Public Transportation

Where: Guatemala City, Guatemala
Partners: Transparency International and Acción Ciudadana
Representative: Ms. Gabriela Ayerdi, Project Coordinator at Acción Ciudadana

RedACTES encourages public transport users to report incidents through its web and text-based platform. © RedACTES

More than two million people use public transportation in Guatemala City every day, even though the service has high levels of violence, extortion, corruption, inadequate coverage, sexual assaults and lack of state control. RedACTES started in 2015 with the goal of contributing to a safe, efficient public transportation service in the city, with a focus on gender, by creating a communication system between government and users. The project worked through various means, such as creating a web-based platform to monitor, report and respond to failure in service delivery, and campaigns to publicise the problem and raise awareness of users' rights. By doing so, it aimed to promote changes in the public transportation service, reduce corruption, and improve accountability as well as service efficiency. The main challenges were raising awareness of the responsible authorities and guaranteeing the project´s long-term sustainability. Lessons learned included decisions to use SMS and a web-based platform so that public transportation users could report the problems easily, free of charge, and at any time, even on unsafe public transportation or when without internet access.

Questions and answers after the presentation:

- Have the platform reports related to corruption or bad service provision generated any punishment to bus companies or drivers? "*Some reports have promoted punishment, but in general, work is being done to improve the transportation system.*"

- What is the relationship between the project and service providers? "*Through the Human Rights Attorney, we have an agreement with the government (Transport Department) and they follow up on the complaints.*"

- What was the project´s communication strategy? "*We gave information at bus stops (face-to-face communication), and used social media and radio ads to promote our work and platform.*"

2. Imagine Monrovia – Using Innovative Data Resources to Manage Monrovia´s Development

Where: Monrovia, Liberia
Partners: Monrovia City Corporation (MCC), Liberia Institute for Statistics & Geo-Information Services (LISGIS)
Representative: Mr. Fole Sherman, Project Manager at MCC

In Liberia, most data production efforts are concentrated at the national level, so there is a lack of reliable data at the city level. Monrovia has 1.2 million people and the urbanization rate is expanding rapidly, resulting in an increase in the population living in informal settlements and slums. This project aims to change this scenario of lack of local data and inform an improved strategy for city planning and service delivery. To achieve this goal, it is developing:

The Monrovia City government collects data for better informed decision-making. © *The City Government of Monrovia*

- An innovative data collection system, including a municipal business survey;
- A participatory methodology;
- Capacity building of city staff, such as GIS training;
- A data landscape survey (information on what kind of data there is in the city); and
- A land use map.

The project is still in the developmental stage due to changes in the local administration, which postponed its start to 2016. The main lessons learned include the importance of reporting information to the authorities and citizens, and understanding that a city's database should contain several layers of data that will enable authorities to make diverse decisions about the communities and the financial alignment regarding costs with all affected agencies and institutions.

Most of the questions were on the business survey, with the following responses: "*This survey included informal and formal businesses. It did not cover 100% of businesses in the city, but it gave a general idea of it. The small informal businesses responses to the survey were very high, perhaps because municipality currently does not charge them taxes.*"

3. Knowing each other better to build Bissau's future (Mieux se connaitre pour construire l´avenir de Bissau)

Where: Guinea-Bissau
Partners: ESSOR, ALTERNAG, ANADEC
Representative: Ms. Mathilde Bullot, ESSOR Head Office

1-stop shops and city days provide residents with information on basic services and facilitate contact with local authorities.
© Essor

Guinea-Bissau is a very small and unstable African country[2] in which public service delivery – such as waste management, sanitation, health, electricity, and water supply – is highly inefficient, especially in informal settlements and for those on the lower end of the socio-economic spectrum. Compounding the problem, citizens and government departments[3] lack a full understanding of the services that actually exist. Through the implementation of citizen information centres ("one stop shops," or *Balcão de Informação e de Orientação Social e Profissional (BIOSP)*) and the organization of City Days (*Encontros Cidadãos*) this project fostered knowledge and information sharing among government and citizens, and on improving access to services. Specifically, the project intended to bridge the knowledge and trust gaps by enhancing the government's understanding of citizens' needs and increasing citizen awareness of services offered by NGOs and the government.

Achievements highlighted were both a positive impact on community associations – which are now stronger and are better equipped to maintain a dialogue with local government – and improved services (for instance, extended coverage of rubbish disposal in neighbourhoods that were previously not serviced). The most relevant lesson learned was the need to digitalise data, which helped gather consistent data and improve the project's response level; mobilise community based-organizations to improve services in their own neighbourhoods; and recognise that the project´s efficiency is linked to networking efforts and a multi-actor involvement. Challenges included data compilation and use, difficulty in mobilizing officials in an unstable political climate, and the project´s financial sustainability.

Questions and answers after the presentation:

- Governmental willingness to engage in public dialogues and talks with civil society: "*In Bissau you can work with officials and there are highly qualified and enthusiastic people. But they cannot do much. The biggest issue in this context is sustainability, because it cannot rely on government funding at all, it has to rely on a multi-partner relationship.*"

- Project´s sustainability: "*Good thing is that we have another project with the European Union. Cities Alliance's funding allowed us to get this other funding. With this new funding, until mid-2019, we hope to achieve a better sustainability.*"

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[2] According to the presenter, the country had one coup or coup attempt every two years since the early 2000's.
[3] The presenter explained this by saying that even public agents, for example, in the ministry of health do not know of or how to implement the programmes.

4.   Using SafetiPin to Build Safer Communities

Where: India, Colombia, Kenya
Partners: Active Learning Solutions Pvt. Ltda., Bogota Secretaría Distrital de la
                        Mujer (Secretary of Women), Nairobi City Planning Department
Representative: Ms. Kalpana Viswanath, Co-founder of SafetiPin / Active Learning
                        Solutions Pvt. Ltda.

The SafetiPin app collects crowdsourced data to conduct safety audits. © *SafetiPin*

This Indian-based organization started in 2013 to cope with the issue of safety in cities, with gender as the entry point. SafetiPin is a technology platform that gathers information about safety in cities using crowdsourced data (any user can contribute on the app and provide safety-related data) and collection of night-time pictures of the city to measure public spaces for safety. A driving force of this app is that women´s safety is a global issue, which relates to current debates on Sustainable Development Goals 5 and 11, even though there are different degrees of this problem from city to city.

The goals of this CATF project were to: collect comprehensive data in Delhi, Nairobi and Bogota about factors that affect safety in these cities, especially at night; engage with a range of stakeholders from government and civil society to give visibility to the issue and findings; and to employ the data to make cities safer and more inclusive. Highlighted results were the signature of Memoranda of Understanding (MOUs) with the municipalities, the use of the collected data to improve cities safety[4] and the fact that Bogota and Delhi will now seek more funds to continue the work. The main challenge of this project was working with city administration; it is essential to bring about change, but it is always challenging in terms of elections, transfer of officials and changes in priority.

Questions and answers after the presentation:

- What were the most reported problems on this app? "*SafetiPin has 9 parameters: lighting, openness, people, visibility, public transport, security, walk pathway, gender diversity, feeling of safety.*"

- How do you cope with so much data? Does a person look at every image? "*It is a very intensive process; we have a team of 7-8 people and 2 reviewers. The coder also looks at Google View and the picture gives an idea of lighting.*"

- Is the platform the same in the three cities? "*It is the same in all cities. But we recognise that contexts are different, so we always include local partners.*"

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[4] For example, the presenter mentioned that Delhi incorporated SafetiPin data into the official data sets, leading to a coordinated effort to improve the lighting at the city´s dark spots identified; in Bogota, authorities decided to map and improve bicycle tracks.

5. Digital Neighborhood (Barrio Digital)

Where: La Paz, Bolivia
Partners: Gobierno Autónomo Municipal de La Paz, World Bank
Representative: Mr. Rodrigo Ricardo Soliz Bonilla, Municipal Secretary of Public
                     Infrastructure of La Paz Municipal Government

One of the main challenges the municipality of La Paz faced in its *Barrios de Verdad* informal settlement upgrading initiative was difficulty in communicating with residents after the upgrading was completed, which could harm the sustainability of the improvements made in these areas. This project developed a web-based platform called *Barrio Digital* (Digital Neighbourhood) that enables citizens in the neighbourhoods to send real-time feedback, suggestions and assistance requests to the municipality, both online and by SMS. This contributed to maintaining improved living conditions, high-level responsiveness to citizen requests, and a more results-oriented

The 'Barrio digital' platform enables residents to provide feedback to the municipality on its informal settlement upgrading initiative, an example of which is shown here. © Barrios de Verdad

communication between government and citizens. It also supported a more efficient service delivery; in a city of one million inhabitants with only 4,000 staff, the municipality cannot be constantly aware of all citizen's needs.

The project also had a strategy to involve the most marginalised people from those communities: use of Aymara language in the platform and field activities to explain the project to the population and show them how to use SMS (since most dwellers in those neighbourhoods have no access to smartphones). *Barrio Digital* was introduced in 2016 in four neighbourhoods.[5] Now, the biggest challenges are to consolidate the technology and to expand it to other areas and keep high levels of responsiveness (95% of the queries were solved in due time).

Questions and answers after the presentation:
- How does the platform process the requests? "*We have a staff that looks at the SMSs received in the platform and deliver the demand to the corresponding governmental area to provide a solution.*"
- Costs to the dwellers: "*An SMS costs 0.2 Bolivian cents, about 0.02 dollars.*"
- What were the most common requests and complaints? "*Infrastructure improvements, cleaning or building of a new park, maintenance of the infrastructure built during the program, such as waterworks, lighting etc.*"

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[5] *Barrio de Verdad* was carried out in 100 (out of 300) informal settlements in the city, and *Barrio Digital* was in 4 of those 100 neighborhoods.

6. Grassroots mobilization towards improved emergency responsiveness and slum upgrading in East Jerusalem

Where: West Bank/Gaza
Partners: UN-Habitat, The Arab Thought Forum
Representative: Ms. Lubna Shaheen, Project Manager and Senior Urban
                      Planner for UN-Habitat

Four neighbourhoods in East Jerusalem became isolated by the separation wall. The project collects data for advocacy purposes.
© UN-Habitat

When a separation wall was constructed in 2002, residents of four East Jerusalem neighbourhoods became isolated between the wall and the city boundaries. Since then, they have been neglected by the municipality of Jerusalem, resulting in growing informality, lack of basic services, reliable data and political representation. This project aimed to mobilise and train those communities to develop an urban database that would bridge the data gap and work as an advocacy tool to engage decision makers and donors to improve quality of life. Data collected was used to produce assessment reports, maps, atlas and an online platform, which are public and present the collected information separately for each neighbourhood. The project has successfully provided accurate and transparent information that highlights the urgent needs of the population and will help them advocate for better provision of social and physical infrastructure. It also mobilised and empowered the targeted communities with reliable data and tools.

The project faced many challenges, such as the complexity of the political situation, which diminished dwellers´ participation, affecting the data collection and making the process time consuming. Another challenge was the low capacity of staff and the absence of an efficient archiving system in the local councils of the targeted areas.

The most relevant lessons learned relate to community engagement and mobilization. This is a lengthy process, which requires time for community trust, and should be linked to tangible incentives. Other lessons learned were the importance of involving key governmental stakeholders, which gives a sense of seriousness and encourages commitment; the need to build the capacity of implementing partners and to translate the collected data into simple infographics, which helped the communities understand the project's results; and finally, the understanding that working in complex political contexts requires some flexibility and ability to modify the original work plan according to the changing circumstances.

Question and answers after the presentation:
- Mapping and GIS layers: "*We had an agreement with an NGO who does the GIS mapping and some of the data was collected on the streets. The area is not very big, but it is highly dense, so it was possible to collect the data on field trips and document it on GIS.*"
- How did the project deal with the risks involved in non-regulated buildings? "*Difficult question. This area was supposed to be regulated by the municipality, but it's not. Most dwellings are illegal. What we tried, with all these limitations, is to create awareness among the dwellers.*"

7. Know Your City, Plan Your Settlement - Creating Momentum for Change through Innovative Information Generation and Engagement at the City-level in Africa

Where: Namibia, Uganda, Kenya, and Zambia
Partners: Shack/Slum Dwellers International (SDI), Association of African Planning Schools (AAPS)
Representative: Ms. Inga Taatsu Boye, Regional facilitator/SDI-Namibia Chapter

This project is a partnership between SDI and the Association of African Planning Schools. It promotes participatory data collection and planning processes to improve the living conditions in informal settlements and to build partnerships between slum dwellers, local planning schools and the municipality in four cities in Kenya, Uganda, Malawi and Namibia. This presentation focused on the case of Gobabis, a city in Namibia where about half of the population lives in informal settlements. In Gobabis, the project resulted in the enumeration of 3,429 structures, participative planning with support from university students, and learning exchanges with other project countries. It also achieved many improvements in the settlements, such as reblocking activities, instalment of basic services, and certification title for each household (Social Tenure Domain Model).

Slum dwellers map their settlements and participate in learning studios to engage in the planning process of their communities. ©SDI

The project generated ownership of the process by the community, resulting in an improvement in people's participation that led the community and government to realise that working in partnership is a win-win situation. In Boye's words:

"It is important to include community to participate in planning because they are the ones who know the area and live there. If you plan with the community from the beginning, they will learn the process and be part of it. They will go along with the process if they understand why and feel part of the project, with their needs being respected."

Based on Gobabi´s experience, there is now a civil society strategy to up-scale participatory informal settlement upgrading programmes to the national level in Namibia. The highlighted challenges of the project were community engagement – some dwellers didn't understand the project at first – and the lack of access to electricity and good sanitation in the communities.

Questions and answers after the presentation:

- Financing of community instalment of services: "*It is government funds, but the dwellers make the installation.*"

- Government and community´s planning: "*Local authorities approved the layout of re-blocking so that the process could go ahead.*"

- Strategy to influence governmental decision to create a national participatory upgrading programme: "*We are contributing to prepare the national strategy. The good things we did at Gobabis, why can´t we implement them in other towns?*"

- Land tenure: "*Local authorities agreed that, after the process, they give a certificate that shows that the property belongs to Inga and she can make it her definitive property; the certificate is given only to women.*"

8. Mapping Yangon: The Untapped Communities

Where: Yangon, Myanmar
Partners: UN-Habitat, Yangon City Development Council
Representative: Mr. Bijay Karmacharya, UN-Habitat Country Manager in Myanmar

Informal settlement mapping in Yangon. The data is now used for advocacy work and policy development. © UN-Habitat

In Myanmar, the recent re-democratisation and economic development brought rapid urban growth and an increase in slums and informal settlements. This project helped to address a complete absence of data and knowledge on these settlements in the city of Yangon, a necessary step to improve living conditions in the sites. In a region with a history of forced evictions and denial of poverty, this project comprised mapping, enumerating and surveying the city's informal settlements and slums with a strong community engagement component, as well as the incorporation of this information into the Yangon City Development Council (YCDC) data set.

The project established a knowledge base in the city, allowing YCDC to improve its understanding of the causes of slum formation, the strengths of social capital in these settlements, and how that capital can be tapped. The data included facts such as that 365,000 people in Yangon live in slums, which is 5-6 per cent of its population. In addition, the data is making it easier to advocate for peoples' rights and against forced evictions. The project´s main challenge related to the risks involved in sharing the collected data with governmental stakeholders in favour of slum evictions and resettlement. The lessons learned include the pivotal role that the local government plays in allowing projects to become a reality, and the need for outside organizations to guide their decisions to achieve the most equitable results for project beneficiaries.

Questions and answers after the presentation:

- After years of dictatorship, what were the difficulties in carrying out the surveys in the households? "*There is a genuine desire from the government to change this. People begin, nervously at first, speaking. But there were sensitive questions that they didn't want to answer, such as who owns the land.*"

- What were the data collection strategies? "*The survey was carried out in partnership with Yangon City Development Committee – government was ahead and the UN behind, so people were responding to the municipal government.*"

- With the data in hand, are there tensions between relocation and permanence?
  "*When we were designing the program, we wanted to go systematic about informal settlement upgrading, looking at areas that could be improved and those that needed to be resettled, but political changes fluctuated, and the danger of forced eviction is still there.*"

9. More information for more security (Más información para más seguridad)

Where:	Lima and Callao, Peru
Partners:	Instituto de Defensa Legal (IDL)
Representative:	Ms. Fabiola Franceza, Researcher in Public Safety at IDL

This project helped bridge data and transparency gaps by providing accurate and disaggregated data on public safety, which is a main concern among Peruvians (nine out of ten Peruvians feel unsafe). A lack of access to data on safety prevents both police and municipal government action, and hinders citizen participation in the local governance of public safety. Residents from poor and marginalised communities are the most affected by this problem. Implemented in the 50 municipalities of Lima and Callao, where a third of the country´s population lives, the

The project collected and analysed data on public safety, which was widely disseminated with citizens, municipalities and the police.© IDL

project enabled better public safety strategies and greater citizen engagement. It succeeded in collecting and disseminating relevant data on safety, especially to those responsible for the local governance of public safety: citizens, municipalities, and the national police. It also contributed to strengthening citizens, especially the members of the Neighbourhood Boards, in how to access, understand, and use the information to actively participate in the management of public safety, thereby making it more transparent and efficient.[6] One of the primary challenges was the difficulty in obtaining public information, particularly from local governments, despite a regulatory framework that guarantees access.

Questions and answers after the presentation:

- What is the link between police and local government? "*The police depends on the central government, but should, according to the legal framework, coordinate with the local government.*"
- Why is the feeling of insecurity so high in Peru? "*It is a complex question. Peru is not the most insecure country in the region, but it has high rates of victimisation and homicide rates are increasing; it also has to do with a lack of trust in institutions in general.*"

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[6] The cases of Villa María del Triunfo and Villa El Salvador are emblematic, as the residents of these districts formed citizen groups which have been promoting important actions in citizen safety.

10. Human City Project

Where: Port Harcourt, Nigeria
Partners: The Collaborative Media Advocacy Platform (CMAP)
Representative: Mr. Michael Uwemedimo, Co-founder and Director of CMAP

The Human City Project set up a radio channel and mapping and planning programs to engage slum dwellers in the urban planning process.
©CMAP

Human City Project is a community-driven media, architecture, urban planning and human rights movement in Port Harcourt, Nigeria. This initiative aimed to change a scenario of social exclusion and forced evictions in waterfront informal settlements in the city through a participation and communication approach. One of its components was the creation of a radio channel, which empowered youth "*to make their voices heard*" in the city's space through media training and projects. Another main component was youth-led participatory mapping and planning, which has increased the communities´ capacity to plan their neighbourhood and raise awareness on informal waterfront settlements, "*literally putting them on the map.*"

The project has helped citizens gain the skills and confidence to advocate for their rights and work together with local and multilateral partners to influence urban planning visions. Forced evictions in Port Harcourt are decreasing, and 250,000 people were included in an African Development Bank Water and Sanitation Improvement Project. The Human City Project provided media training to hundreds of young residents. Its main challenges are the organizational and operational changes needed for transforming an innovative catalytic project into a sustainable city-wide enterprise delivering at scale. The most important lesson learned is about the approaches to participation and scale: "start small and iterate; demonstrate and recruit".

The participants asked questions related to the external communication strategies and successes in this project. The answer was that, in the Human City Project, communication efforts had varied strategies and tools, but the results were better with the waterfront residents, the municipality and the international community, than with the city residents in general.

THEMATIC SESSIONS: KEY ISSUES AND DEBATES

1. ICT for Development: Catalysing City Change Through Web Platforms and Mobile Apps

In this "world café" session, those Catalytic Fund projects that are using technology to support their project objectives presented their tools to the other participants. The apps or web-platforms were shown in action, and the groups discussed their experiences with using ICT for development.

Web-Platform and SMS service for citizen feedback on public services and infrastructures

Barrio Digital

Residents in La Paz use mobile phones to practice submitting feedback to their municipal government via the Barrio Digital tool.
© Barrios de Verdad

The grantee presented the web-based platform and its functions: the user can see the citizens' demands sent by SMS and the response of the government, including when the intervention took place or is scheduled to happen. Some information on citizens, including their location, name and telephone number is available to the municipality. Other information is public, such as the message sent by citizens (date, neighbourhood and the content of the message itself) as well as the municipality´s answer. Demands can be filed under two categories: infrastructure, which involves public lighting, street cleaning, roads, upgrading maintenance; and social, including the improvement or maintenance of self-managed community houses and the support of dwellers´ economic activities. Most of the reported demands related to infrastructure.

The rate of governmental responsiveness to the requests is very high, reaching 95 per cent in the four pilot areas. However, as the municipality plans to expand the project to 20 neighbourhoods, it also expects a decline in responsiveness. The average time of service delivery remains internal information, but it varies according to the type of demand. Participants suggested including the information on service delivery deadline in the platform to increase transparency. Processing demands in the platform received extra attention in the presentation:

(1) Dwellers send an SMS or online message with their demand or feedback;
(2) Government replies confirming the receipt of the message;
(3) Platform administrator filters each demand, and e-mails them to the responsible public manager; and
(4) Government informs dwellers by SMS about the intervention date.

Two additional issues received remarks: women´s involvement and government monitoring. The project has no specific focus on gender, but women were the main users of the

platform, followed by the youth and the elderly, since they more frequently stayed in the neighbourhoods instead of going out to work. Now there is reliable, accurate and public database on these settlements and their residents' demands: local government has information on each neighbourhood (investments, dwellers, activities carried out, etc.), while civil society and citizens have access to information, such as amounts of investment, in each area.
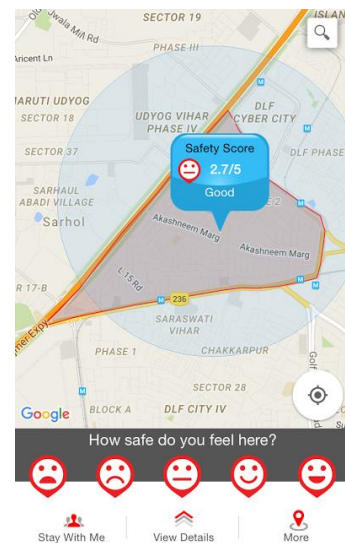
Mobile phone application to collect and share crowdsourced data on safety in public space

SafetiPin

The grantee presented the users and uses of the app. There are two main target users: regular citizens who use the app for their own security, and authorities who gather information for official use. SafetiPin has four functionalities:

(1) Calculate a safety score, an equation based on data sent by users and pictures of the city at night: crowdsourced data and the night-time pictures generate the Safety Audit, which in turn composes the safety scores;

(2) Provides the safest route from one place to another;

(3) Allows someone to track the user virtually; and

(4) Provides an alert if the user is in an unsafe area.

The SafetiPin app asks you to indicate a safety score, as shown here. ©SafetiPin

Participants asked about an "emergency" feature, but Viswanath said that SafetiPin could not be responsible for such a call: this could lead women thinking that they would be safe, but there could be no guarantee that the police would respond quickly to the app.

Another point of interest was the actual collection of crowdsourced data. The survey measures women's "feeling" and what influences their fear; there are 9 parameters and only 1 is subjective ("feeling of security"). The addition of a subjective aspect is important to avoid simplistic associations between infrastructure and safety: a rich community might be unsafe due to the absence of people ("eyes") on the streets. As for the pictures, SafetiPin uses a large number taken by automatic cameras in cars, allowing the comparison among cities based on the safety scores.

SafetiPin is a technology tool based on a pre-existing safety audit methodology, and various stakeholders – Universities, NGOs, local governments – may use it in different ways. However, SafetiPin focuses on transforming data into action, which points to the importance of working with local governments to achieve the result of making cities safer. A potential expansion area encompasses the creation of a safety score in hotel booking services (such as TripAdvisor) and ride-sharing apps (such as Uber).

Web-Platform to facilitate access to settlement data in a highly complex political context

Grassroots mobilization towards improved emergency responsiveness and slum upgrading in East Jerusalem

Lubna Shaheen from UN-Habitat demonstrates the electronic databases of her project to other grantees. © Michael Uwemedimo

The grantee showed the project´s website, which is accessible to the public and displays the data collected on each neighbourhood's general conditions, specifics, key challenges and priorities, as well as references for social problems, administrative divisions, among others. It also has user-friendly infographics and maps that summarise and present data per district. There are icons for public transportation, housing, demography, economic conditions, environment, social services such as healthcare and education, and other services within the area.

The project collected data to be used as an evidence base for advocacy in a very complex political context, showing that the infrastructure in the communities between the Separation Wall and the municipal boundary has deteriorated. The project produced data on areas that are not included in the official census, so there were no reliable and updated pieces of information on them. For example, according to an Israeli survey, a given neighbourhood had 16,000 people, but the data collected by this project indicates that approximately 50,000 people live in this area. Due to the complex political scenario, the project did not collect direct household information. Instead, it measured the number of residents in each area by alternative means, such as the amount of trash produced and water consumption, while recognizing that these indicators can present loopholes.

Platform for reporting of corruption, safety threats and poor service delivery in public transportation, by SMS, phone or web

RedACTES

The grantee presented the project's website, which receives online messages and free-of-charge SMS, as many public transportation users do not have a smartphone or access to Internet. Users can also call a toll-free number. Most reports came from SMS and phone calls; even if people have access to smartphones, they may not feel safe using them on public transport.

RedACTES encourages public transport users to report incidents through these types of advertisements. © RedACTES

On the website's home page, anyone can see how to file a report and view the reports that have already been filed. It is possible to sort these reports by status (not solved, solved, in process), type of transport (public or private companies), and type of problem reported. Crucially, the personal information of citizens who report issues is private. Any person can report on the quality of service (fares, accessibility, maintenance, and bus stops),

safety (sexual assaults, aggression, murders) and corruption (bus owners can report problems with government subsidies).

Most complaints received so far (approximately 800) are about high fees, especially on buses from private companies. Although the project has a focus on gender, reports on sexual harassment are rare. The lack of legislation addressing sexual harassment and the habit of taking crowded public transportation are elements that could help explain this. On the other hand, participants argued that maybe women do not feel comfortable with the reporting service, so they suggested developing focus groups to deal with issues women face together with women's associations in an attempt to establish the gravity of the problem.

Another topic of interest was the post-report procedures. When reports arrive, they are filtered and sent to the corresponding authority through the platform's back office system. Government and bus companies have been partners in the project from the beginning. This was useful because bus owners are not necessarily aware of problems caused by drivers. Finally, participants discussed how people's participation and the project could be scaled up. The careful and accurate collection of data was highlighted, as scaling up should aim primarily at social change, which is not always in the interest of politicians.

Final considerations

This session showed that ICT can be used to catalyse city changes through bridging data gaps, improvements in communication between citizens and government and more effective service delivery. However, these changes can only be leveraged when the ICT tools correspond to and are adapted to local stakeholders' needs and contexts, such as the use of SMS and face-to-face communication associated with web-based platforms to engage with vulnerable population in the RedACTES and Barrio Digital projects. The session reiterated the need to work in partnership with multiple stakeholders, especially local governments and citizens, to guarantee the collection of reliable and transparent data, the mobilization of community and civil society, and "*to turn data into action,*" responding to the most urgent social needs.

2. Engaging Local Government and Citizens

Based on a "clinic" methodology, different people played the role of "patients" who shared problems they have faced when engaging with local government and/or citizens, and others played the role of "doctors," offering possible solutions.

Problem 1: Engaging local government that does not pursue public interests

The first problem referred to engaging with local authorities that allocate public resources for private interests, hindering development and public interest. How is it possible to engage with government in such cases? Participants offered possible solutions:

- Empowering people and organised civil society groups is key to decreasing the extent of government's activities that go unchecked. This can be challenging because citizens may not be interested, either because they believe that the government will never change, or they have reduced availability to engage in public action, since much of their energy and time is dedicated to private and professional activities.

- It is necessary to make government more accountable by demanding reforms, such as a right to information act that makes information more accessible, in turn using it as a political tool.

- It is important to take advantage of windows of opportunity. Any occasion of citizen mobilization, regardless of the initial motivation, can be a seed to raise awareness, increase civil participation, and demand governmental responsiveness.

- Regardless of a country's political system, there is a greater possibility to influence implementation processes at the local level, bringing policies closer to citizens' needs, due to the higher proximity between citizens and local authorities.

- Mobilizing people around issues that represent collective concerns could be a solution that forges alliances between different groups.

Within this context, the group debated other interesting issues, such as the double-edged use of social media, which allows mobilization but consumes much time and energy, and the possible risks involved in government collection of data on citizens. As one participant noted, *"One of the guys was late for a mapping session. He called and he disappeared, they tracked his phone calls. Government cannot get traffic lights to work, but they can track people´s calls!"*

The group also approached other issues: the current political representation crisis in democracies, in which voting is not enough to bridge the gap between government and citizens; and the challenges involved in working with marginalised communities, where there are multiple groupings and interests that make conflict and negotiation inevitable.

Problem 2: Engaging with authoritarian governments

This problem points to the difficulties in engaging with authoritarian governments, especially high-level decision makers. How can they be persuaded to change their minds? Many 'doctors' said they face similar problems in their countries. The group did not come up with a single solution, but pointed out a few examples of what works with authority.

First, it is always important to take into consideration the mayors' interests. Discourse and strategies need to be redesigned to speak to them, so that mayors understand and value these projects.

Second, it is necessary to raise awareness among officials on the problems that citizens face, and among citizens about their rights.

Third, it is important to acknowledge that there are conflicting interests within a community, and it is sometimes difficult to come to a consensus with a joint voice towards government stakeholders.

Problem 3: Engaging with underfunded ministries

The third problem related to insufficient financial resources: How is it possible to work with underfunded ministries who have no budget? There is no easy solution to this problem and sometimes factors such as resource misuse, lack of priorities and corruption can play a role in and contribute to worsening this challenge. A way around the lack of resources problem is to foster collaboration with other NGOs that can contribute financially to the programmes.

Final considerations

This thematic session promoted a group debate on the problems with engaging local government and/or citizens, and possible solutions to them. The main problems identified relate to engaging with local governments that do not pursue public interests, are authoritarian, and/or underfunded. It was acknowledged that these are complex issues which cannot be solved with simple solutions.

Recommendations included: promoting empowerment among organised civil society groups; mobilizing people around issues that represent collective concerns; having long-term project funding and numerous donors; redesigning discourses so that mayors understand and value the projects; and raising awareness among officials on the problems that citizens face and among citizens about their rights. For the groups, solving these engagement problems was not an easy task, but engaging civil society, collecting and sharing data and raising awareness were essential steps that contributed to solving or minimizing these difficulties.

3.   Changing the Story: Communication, Advocacy and Action

Michael Uwemedimo of the Human City Project conducted this session. This project has wide experience in using communication tools for community organization and advocacy, such as movies, social media, pictures, and radio. By sharing Human City's work experience, communication strategies and campaigns, Uwemedino provided concrete examples of communication for advocacy and action, as well as lessons learned, challenges and opportunities. A practical exercise followed, and participants spoke in pairs about the posters they used in the project presentations on the first day, drawing from the session's learning.

Michael Uwemedimo from CMAP presents on the importance of having a good communication strategy. © Cities Alliance

The presentation opened with the idea that "*the city is a space of communication, so, if we want to change space in the city, we have to change the story of the city and how the city communicates*." Based on this concept, a video from the beginning of the project in 2008 was screened, showing a forced eviction in Port Harcourt, Nigeria. Uwemedimo argued that community dwellers commonly feel uncomfortable with cameras because they are frequently used against them by discourses that promote city embezzlement or a "law and order" approach. However, in this film, people are actively participating and directing the camera by saying "film this, film that." They know there are two sides: Bulldozers on one side, and them on the other. This time, they were sure the camera was on their side. In communication, it is paramount to think about the project's side on the plot, one's personal position, and the narrative conveyed, since there are many ways of telling a single event.

There was a brief presentation on the Human City Project, followed by a short debate on the role of communication in the participants´ projects. Participants agreed that communication is essential because it ensures people understand what they do and functions as a tool to

make an impact and generate more support to the project's cause, including from the government.

The presentation then addressed the projects' communication strategies: target audience(s) (WHO), the motivation that drives the actions (WHY), the message to be delivered (externally and internally), and main tools (resources available). An interesting point raised was the fact that communication success may vary among different target audience(s).

Other themes and messages during the presentation and debate:

- Communication strategies: "*It is not just about gathering a bunch of pictures.*" It is necessary to have a well-defined strategy to deliver a message and mobilise.

- Importance of communication and its elements, such as colours and sound: They matter and move people in ways they may not realise;

- Relationship between information, narrative and emotion, particularly the latter as a key driver. In Uwemedimo´s words:

  "*Pay attention to that because thinking about how we can move people is valuable. We want to create passionate advocates of what we do. It is generally not a lack of information, people know things, but we need to move people to engage in transforming things.*"

- The role of dwellers in communication: They should have an active participation in projects and communication activities, besides being part of communication material. "*We need to make people see themselves in the pictures, so that they can say 'I was there, I helped to make changes.'*"

- Need for both a narrative and a space dimension. "*From changing the stories to changing places.*" After all, coproduction of public space is related to coproduction of a discourse and "*in the order of space, a social order is hidden.*" It is a plot, therefore a physical space and a plan.

Key message and challenges

One of the key messages of this session was a simple and powerful one: "*Show, don't tell.*" It emphasised the need to think beyond the textual message and focus on how the message is transmitted, or if it is transmitted well. It also highlighted the need for a communication strategy that touches peoples' emotions and delivers the message directly, without additional explanations. Participants agreed that everything one does is communication, so it is not enough to do projects, but they must be able to communicate deeds in an innovative and creative way to donors and other stakeholders. It was also highlighted the need to work on the understanding of communication relevancy with external donors and within social development organizations. "*Sometimes it is hard to convince people that communication is important. The relationship between project and communication is not so clear to many development practitioners.*"

Participants brought up a few challenges they face in developing good communication, such as "*the difficulty we have is that we need capacity, people, money, and it is difficult. We are working and from time to time we discover the need for communication, and it is too late when you discover that it would be good to communicate better…*"

Final considerations

This session addressed the issues of communication, advocacy and action. Participants agreed on the relevance of communication in social development projects, noting that it is always important to create external understanding of the project's mission to generate more impact and support to the project's cause. Other technical issues were identified, such as the need for a well-defined strategy to deliver a message and the importance of colors and sounds, as well as of emotions to create "passionate advocates of what we do." In addition, participants talked about the role of citizens and/or dwellers in communication and the need to produce public spaces and discourse narratives at the same time.

Even though participants concurred on the importance of communication, they shared the difficulties in carrying out communicational activities due to the absence of a direct link between project and communication to many development practitioners and lack of financial and human capacity within the organizations.

4. Making more of the data: exploring new use cases and data audiences

Danny Lämmerhirst of Open Knowledge International opened this session by asking participants about the meaning of data and explaining that data has different concepts. The participants were then asked to prepare a stakeholder map or diagram, answering the following questions related to power and interest:

Our grantees discuss different strategies to turn data into action. © Cities Alliance

- Who has an interest in your information? How does this interest manifest itself?

- What power does this stakeholder have?

Participants made diverse comments, such as the difficulties in identifying key stakeholders in complex places like cities, and the need to make projects' data products valuable in order to achieve financial sustainability and overcome dependency of grants. They also noted that data is more valuable than technology today because its influence goes beyond the moment of production: "*Data can be accessible to anyone, even when the project is over.*"

One participant complemented this practical activity of analysing the stakeholders' interests and power in data collection with an example. In his project, women are relevant stakeholders who have considerable interest in the project, but reduced power. He wondered how to turn them into stakeholders with high interest and high power. The need to increase women's participation in this project became clear through the discussions. This experience displayed the challenges of finding a satisfactory balance between users and targets, and turning data into power for some target groups.

Another key issue was how to engage central governments, which frequently have great power but little interest. One idea is to associate city-level disaggregated data with the national government´s need to monitor the SDG goals. In Namibia, central and local authorities have different objectives related to data; in general, the central government wants statistics as knowledge and a record of the population (data on schooling,

employment, etc.), but people do not see concrete results from this. Local authorities also have power, but are interested primarily in information on settlement size and number of houses so they can upgrade the informal settlement. "*It is more effective data.*"

Final considerations

This thematic session generated much debate around the challenges in identifying the main data users and changing power/interest positions among stakeholders in the projects. It also addressed the possibility of engaging national governments through their data needs, especially those related to monitoring the SDGs. It emphasised the relevance of turning data into action ("*we also need to use data, people get data tired*"), the importance of having a strategy for sharing data with each stakeholder, and the risks involved with data sharing. In the words of a grantee: "*There are critical data that government does not have. You want to collect this data for a positive change. However, when data is available, it can be used for any purpose including damaging.*"

5. Mapping and Profiling Informal Settlements – Project Lessons to Tackle the Global Challenge of Evictions

How to tackle evictions? Brainstorming on risk assessment, reliable data, community mobilisation, advocacy, and much more.
© Michael Uwemedimo

Julian Baskin of Cities Alliance led this thematic session. In his opening remarks, he pointed to the current increase in forced evictions worldwide, the growing availability of tools and technologies to map and profile informal settlements, and the distinction between negotiated and forced eviction. There was collective brainstorming on different approaches to avoid forced evictions, including participatory planning, community engagement, media and street campaigns.[7]

The participants were divided into two groups to discuss forced evictions in their local contexts, and to think about the development of a global tool to gather information on this topic. Who are the people being evicted and for what reasons? Currently there are many technologies available, but no organization is acting worldwide to monitor the issue. Therefore, Cities Alliance is considering developing a global campaign to fill in the data gap on forced evictions, contributing to their documentation and prevention.

Baskin mentioned that the groups should consider the scale and location of the problem and the challenges of mobilizing people and organizations. He also pointed out the complexities involving evictions. On one hand, it is important to understand the challenges and limits that city officials face, such as limited resources and population living in at-risk areas. On the other hand, the majority of evictions currently take place in non-risk areas because of 'world-class city' projects and land-value capture.

For one group, the point of entry was the recognition that any attempt at forced eviction would foster a social media reaction. Therefore, the first recommendation was to skim social

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[7] The complete list is displayed in Annex 1.

media platforms. To make this more effective, they suggested integrating existing networks and organizations that work to avoid evictions, and giving them simple tools (such as specific hashtags) to use on these social media platforms. The group also indicated the relevance of developing a feedback mechanism to communities and suggested identifying trigger events and hotspots that could support the prediction of forced evictions.

Another group recommended creating a mechanism to check which communities are more at risk, for example with an emergency ranking. To have more accurate knowledge on the number of people living in slums, this group recommended crossing various sources of information – censuses, satellite images, drones, and household sizes – with official and unofficial data. They also highlighted the need to engage local governments to share information on evictions, as well as to involve NGOs and create awareness through community mobilization.

Final considerations

This thematic session focused on forced evictions and provided insights for developing a global tool to document and prevent forced evictions. Organizations that monitored evictions globally estimated that 5 million families were evicted every year. Currently, there is more technology available to map and profile informal settlements. However, even though the number of forced evictions seem to be increasing worldwide, there is a lack of accurate information.

Julian Baskin, the session coordinator, highlighted three broad ideas brought up by the groups that were very appealing to support the development of a global tool: Skimming social media platforms that already publicise forced evictions; developing a feedback mechanism to communities; and triangulating various sources of information such as censuses, satellite images, and drones.

6. Mainstreaming Gender to Catalyse Innovation

Why should one mainstream gender? Our grantees learn by playing a game. © Cities Alliance

In the final session, Laura Lima of Cities Alliance gave a presentation and led a practical activity on gender mainstreaming. This concept implies "*to put into practice the radical idea that men and women are equal.*" According to Lima, gender mainstreaming is important because it contributes to maximizing the capacity of women and men as well as the use of scarce resources, and harnessing the capacities of both genders.

The presenter recognised the challenges of turning this idea into practice. First, the need to make sure that the broad notion of gender mainstreaming goes down to the project level; after all, "*if it is not written, it is not binding and it will not happen.*" Second, implementing a political idea is very difficult and one has to consider the long term: "*When you talk about a mindset change you are not talking about a 2-year project. It goes way beyond that, it takes time.*"

Lima organised a group activity in which the teams received a project description and then had to consider what they would change in the project to make it more gender inclusive. One of the groups wondered about the key stakeholders' gender: "*Who are the stakeholders, are they considering women´s needs? Are women among those key stakeholders?*" They also noted that the project description, its background and planned activities had no specific information on women. The group suggested the following changes: Addition of gender-disaggregated data, for example, on how many women work in informal and formal businesses; and planning the activities with a gender perspective. Related to the last recommendation, a grantee explained, "*For us it is very important that women take part in capacity building sessions, so we have to ensure childcare services and that the children have something to eat. These are extra needs we need to communicate with our donors regarding the budget.*"

The other group recommended including women in the design and decision-making processes to guarantee a diverse and inclusive group, as well as in the project's construction process and training. They suggested considering the needs of all groups, including women and informal workers; collecting disaggregated-gender data, such as number of women in the area, how many of them work in informal or formal businesses; and the number of female-led households. "*If you interview 50 men, they might feel safe, but it could be different for women.*"

Final considerations

Development projects should have an inclusive lens and be gender responsive, reinforcing that safe communities and use of public spaces are for all, including women. It is essential to include gender in the entire project – activities, budget, outputs, outcomes and indicators – in order to have more equality and better results. In the words of a grantee: "*When you have a focus on women, you can make big transformations.*"

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EU INFOPOINT SESSION

Know your City: Innovative Data for City Transformation

Q&A session at a full InfoPoint. © Cities Alliance

This session was held at the European Union External Cooperation InfoPoint, which is a venue open to the general public, the development community and staff of the European institutions. Paolo Ciccarelli, Head of Unit for DEVCO C5 – Cities, Local Authorities, Digitalization and Infrastructures at the European Commission-EuropeAid, introduced the event and highlighted that 'data and cities' are currently a heated topic because of data's essential role in supporting knowledge-based policy formulation and decision making. For instance, the need for disaggregated data is key to monitoring progress of inclusive policies that target gender and disadvantaged groups. Lisa Reudenbach, Urban Analyst at Cities Alliance, gave a short explanation about the Cities Alliance, the Catalytic Fund and the "Know your City" Call for Proposals, as well on the learning exchange with the 2014 grantees.

The session featured a keynote speech by Danny Lämmerhirt of Open Knowledge International, three examples of innovative use of data and information, a closing commentary, and a short plenary debate. The three examples were projects from the "Know Your City" Catalytic Fund: Kalpana Viswanath of SafetiPin, Rodrigo Ricardo Soliz Bonilla from Barrio Digital, and Inga Taatsu Boye of SDI.[8]

Lämmerhirt discussed how the public can use data to drive urban transformation. Cities are currently at the centre of many debates related to environmental sustainability and the achievement of SDGs. However, it is fundamental to think about who organises, produces and uses urban data. Two examples of data use and collection ("Caminos de la Villa" and "City Service Development Kit") showed different problem 'owners' or users, technologies, accountability schemes and degrees of participation. Data collection and use do not follow a single pattern and have no intrinsic value, and resources or capacities to tackle urban issues differ in various ways. To Lämmerhirt, the participation of stakeholders around urban issues (such as community-based organizations, local governments, universities, and NGOs) can drive transformation because it contributes to the removal of information asymmetries, enables better access to public services, and enhances understanding of the (adverse) effects of urban policies. However, tracing links between data use and outcomes remain challenging.

Julian Baskin of Cities Alliance wrapped up the session and brought the different aspects together. To him, the aim of this exchange was to learn from the 2014 Catalytic Fund projects and take these lessons to places where they are needed the most, often not very well-known cities. Countries throughout the world are at different stages of urbanization; Latin America and Europe are already significantly urbanised, while Africa and Asia are still a

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[8] For more information on these projects, see section 1.2

work in progress and now face the "most accelerated urbanization process the world has ever seen." If African and Asian cities do not have the necessary resources to face the upcoming urban challenges, is it possible to have a positive outlook?

To Baskin, the possibility of having communities and local governments working in partnership on urban projects gives hope for a better future: "*This notion of partnership is what will enable Africa and the world to deal with these rising urban problems. Now, when you go to a slum, the community has a plan. We need to reconsider how we conceptualise capacities, the role of cities, partnerships. Part of this process is enabling community to access the information they need to become part of the process.*" Baskin explained that the "Know Your City" Catalytic Fund projects reflect the importance of the Know Your City concept.[9]

Final considerations

The EU InfoPoint session explored innovative ways of collecting and using data for city transformation, providing opportunities to improve local governance and public service delivery. It comprised a keynote speech to introduce the topic, three cases studies, a closing commentary, and a short plenary debate. This session successfully displayed the impressive work of the CATF grantees, showing different innovative strategies to collect and use information to catalyse change in cities through dynamic engagement between local governments and citizens.

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[9] Please refer to section 1.1 for a presentation of the KNOW YOUR CITY concept.

CONCLUSIONS

Sixty per cent of the world's population will live in cities by 2030. Despite major advances and increasing use of technology for information and communications, accurate data on these fast-growing cities is scarce. This is especially true for low-income areas, where the shortage of useful and reliable information often reflects and reinforces the social and economic marginalization of the poor. Without relevant and accurate information, it is difficult to make informed policy choices for the whole city, and all citizens.

The 2014 Catalytic Fund on the topic "Know Your City" recognises the urgent need for data and information to catalyse city change. Sponsored by Cities Alliance, the CATF provides financial support to innovative projects that strengthen and promote the role of cities in poverty reduction and sustainable urban development.

The 11 selected projects of the 2014 CATF cycle focus on how city-level data and information can contribute to two broad imperatives:

(1) Producing innovative and sustainable ways of collecting relevant and accurate data and information to bridge accountability, transparency and trust gaps, as well as to support inclusive city planning and responsive service delivery; and

(2) Starting a dynamic engagement among city decision makers, service providers, communities, informal workers' groups and other excluded areas that are currently not fully represented in the city´s formal governance and planning process.

This Workshop Documentation Report summarises key debates, insights, and conclusions from the "Know your City" Catalytic Fund Learning Exchange that took place in Brussels from 25-27 September 2017. This exchange gathered one representative from ten of the 2014 CATF grantees, with one unable to attend. The event achieved its goals: to promote exchange of experiences and learning among the grantees; to map lessons learned, opportunities and good practices; and to create networking opportunities.

Many projects produced innovative ways of collecting data and information to bridge accountability, transparency and trust gaps between local governments and citizens, such as the projects in Lima (Peru), Guatemala City (Guatemala), Gobabis (Namibia) and Guinea-Bissau. Others also supported more inclusive city planning and responsive service delivery, as was the case in West Bank (Gaza), Port Harcourt (Nigeria), La Paz (Bolivia), Yangon (Myanmar), Monrovia (Liberia) and Bangalore (India). The SafetiPin project (New Delhi, Bogota, Nairobi) is a good example: Through crowdsourcing and other data collection tools, this platform managed to increase awareness related to women's safety in cities. It also had an impact on local policies through alliances with municipalities, which contributed to improving public lighting in New Delhi.

All the projects were able to introduce more dynamic engagement among city decision makers, citizens and other relevant urban stakeholders, especially those who are minimally represented in the city´s formal governance structures and planning processes. The building of new alliances and partnerships contributed to bridging trust gaps and developing collective action to deal with complex social problems. In Namibia, for example, the dwellers' data collection generated reliable and accurate information on the city's informal settlement that was used to strengthen the partnership with local government and create several improvements in the settlements, such as the issuance of property titles and instalment of infrastructure services. However, achieving more engagement among

stakeholders is highly sensitive in political contexts, including electoral outcomes and changes of government, which can harm the long-term sustainability of the engagement and partnership.

The workshop also drew attention to the fact that some projects face challenges in replication and up-scaling. Some of the projects experienced great success in their data collection and use and are poised for expansion. For example, the project in La Paz-Bolivia improved communication between the municipality and dwellers in four upgraded settlements, and now the municipality is preparing to expand it to 20 areas. Other grantees noted that their main concerns relate to the project's long-term sustainability, particularly in financial and organizational terms, and only to a lesser degree in expansion plans.

Overall, the workshop contributed to deepening Cities Alliance´s understanding of how the different projects contributed to the broad goals that were set. The organization may now use the lessons learned from these innovative projects for global advocacy and improvement of its own work, for example by implementing them in Country Programmes.

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ANNEXES

Brainstorming: different approaches to monitor, mitigate and prevent forced evictions (Thematic Session 5 - 27/09/2017)

1) Community mapping - Participatory planning
2) Data gathering - collection
3) Strategic litigation
4) Community mobilization & engagement
5) Negotiations
6) Identification of location – City wide mapping
7) Local government engagement
8) Advocacy
9) Legal aid
10) Technology
11) Media campaigns - Radio
12) Street campaigns
13) Experience sharing
14) Enumeration (social-economic data)
15) Crowdsourcing
16) Citizen audit
17) Community visioning
18) Increasing community awareness of services
19) Interactive mapping
20) Data from community, national government and police
21) City platform
22) Enable everyone to communicate with governments (SMS, platform)
23) Occupation & resistance
24) Network solidarity – South-South
25) Self-help & mobilization
26) Empowerment
27) Connection of grassroots with international organizations
28) Lobbying
29) Coherence of efforts of international organizations
30) Capacity building
31) Satellite image – Desk research