

## SYNTHESIS OF WORKSHOPS ON INCLUSIVE CITIES

The following are the key issues and recommendation coming out of the four workshops dealing with inclusive cities. They are organized according to four thematic areas, namely information and communication technologies; employment policies and finance; housing and social integration policies; and urban governance.

### **Workshop 2: Inclusive Cities** **INFORMATION AND COMMUNICATION TECHNOLOGIES**

#### **Topics and countries**

- ❑ ICTs contribution to improve livelihoods of the poor – *Peru, Zimbabwe, Sri Lanka*
- ❑ What information for the poor through ICTs? – *South Africa*
- ❑ Using ICTs for training – *Bangladesh*

#### **Key Issues**

- Information is critical for development and this is certainly valid for the urban poor. There is a definite concern that information related to urban issues is not sufficiently finding its way to the poor.
- Information should be seen as a tool to reduce uncertainty and vulnerability. Information enables the poor to take initiative in times of crisis.
- The information needs and priorities depend on the local context, including human rights; land and property situation; the size of the city; the characteristics of the target population (e.g., women, youth).
- The status and role of key informers (who possess important information) need to be reviewed, as they do not always enjoy the trust of the population. For example, the distrust in local politicians manifests itself often alongside an almost blind trust in religious organizations.
- Information intermediaries (including local government services but also neighbourhood based organizations) do not always have effective communication methods so their messages often do not get the anticipated impact
- ICTs have been successfully used to promote family planning, human resource management (skills and employment) and environmental resource management
- In other cases, the impact of ICTs has been hampered by the fact that needs are not well identified and the information content is sometimes inappropriate
- In absolute terms, new information and communication technologies are not yet playing a major role in the strategies for fighting urban poverty. In cases where they have been used, it has often been in the framework of subsidized interventions which endangers their sustainability.

#### **Recommendations**

1. We need to look at the impact of information on the poor, before considering the impact of technologies used for transmitting this information.
2. Information priorities need to be defined with a high degree of precision (employment available, skills required, basic and social services available).The poor should be more involved in the development of communication policies.
3. It is important to recognize the importance of informal information networks, which are crucial for survival and coping strategies, but sometimes help to perpetuate the communication divide.
4. This communication divide works both ways. Not only the poor have difficulties in accessing formal communication networks, but city administrations and elites do not have access to informal networks, which are critical for effective poverty alleviation strategies. Therefore, communication should be bi-directional and avoid to further accentuate social exclusion.
5. Enhance the capacity of local leaders in fulfilling their evolving roles as communicators.
6. Promote ICT initiatives with direct benefits for the urban youth.
7. Public-private-community partnerships are essential for efficient promotion of ICTs, which should be made more accessible and affordable. The ultimate aims should be to prevent crisis situations for the urban poor, to develop networking possibilities to access urban resources, and to reduce urban exclusion.

#### **Workshop 4: Inclusive Cities** **EMPLOYMENT POLICIES AND FINANCE**

##### **Topics and countries**

- Settlement upgrading and home based enterprises: some empirical data – *Bolivia, India, South Africa, Indonesia*
- Habitable environments partnership programme – *South Africa*
- Facilitating environment for developing micro-finance schemes in Hue City - *Vietnam*
- Socio-economic integration of vulnerable groups of Poto-Poto, *Congo Brazzaville*

##### **Key Issues**

###### *Partnerships*

- Partnerships between public and private sectors are crucial to social inclusion. These partnerships should include small enterprises and the informal sector, which appear to be key actors and beneficiaries of local partnerships aiming at inclusive local policies.
- Partnerships need to be developed at all levels, including the level of the neighbourhood, where they can influence decision-making on home based enterprises, urban environmental management and urban space use.
- Partnerships require creative internal coordination mechanisms. Sensitisation of key groups is often necessary before starting concrete actions to successfully fight urban poverty.
- Most activities geared towards inclusion are long term by nature. Therefore, the coherence of policies is essential. All the partners have to commit to stick to an agreed policy and not abandon it prematurely before evaluating impact.

- This is also applicable to issues of finance and credit. Subsidies and credit to enterprises should be part of a clear policy aiming at inclusion and should be in line with the overall policy goals. In this regard; equal access of women to credit is critical.
- Partnerships against exclusion should be part of an integrated approach. The development of skills, the fight against violence, the provision of basic infrastructure and social services are all important components of such an integrated approach.

#### *Employment policies*

- The market segments that are accessible to the urban poor should be protected by a range of measures that enable the poor to develop their capacity to produce and sell. The development of these market segments has several advantages, including the generation of work for women, the increase of family revenue and the provision of neighbourhood services.
- Home based enterprises are sometimes incompatible with established norms for the built environment, as the users change the buildings to suit their production needs. HBE are to be protected, not necessarily through home ownership, but through the guarantee of non-eviction.
- Policies aiming at developing the informal sector should assess spin-offs on urban services, which in turn can have an important impact on the quality of the urban environment.

#### *Financing small enterprise*

- Finance to small enterprises constitutes a major aspect in inclusion of the poor in labour markets. These policies should be supported by local authorities as part of their mandates to stimulate local development in a context of decentralization. These policies should, however, be coherent with national policy objectives and maintain a balanced development of all cities within a certain region.

#### *Vulnerable groups*

- Inclusion policies for vulnerable groups, such as soldiers who are demobilized after a conflict situation, can be linked to re-employment programmes. However, in such situations, it is important that these policies are accompanied by specific training, sensitisation; and psychological support to victims and their families. Inclusion of groups at risk coming out of violent conflicts is extremely difficult and requires innovative and integrated approaches in order to succeed.

### **Recommendations**

1. Develop tools and mechanisms to promote the access of marginalized youth to the employment market, through professional training and technical assistance for starting an own business.
2. Civil society organisations must mobilize their energies and resources to network and form strong partnerships in each city to help mainstreaming the excluded into civil society.
3. Employment policies should be coordinated across government levels. National governments should create the means and capacities to monitor the implementation of the local government employment policies.
4. Women should be targeted in credit schemes related to employment policies.

5. With regard to investments in home based enterprises, the feeling of security of tenure is more important than the actual ownership of the property.
6. Flexibility is required to facilitate the establishment and development of small scale enterprises and home based enterprises.
7. Groups at risk, including youth affected by civil wars, ex-prisoners, young offenders should be targeted in inclusion policies at different levels, in partnership with civil society.

## **Workshop 6: Inclusive Cities HOUSING AND SOCIAL INTEGRATION POLICIES**

### **Topics and countries**

- Rental Housing and inclusive cities – *India*
- Institutionalization of partnerships for housing upgrading – *France*
- National policy instruments for urban upgrading and preventing slums development – *Morocco*
- Preventing homelessness – *Austria*

### **Key Issues**

- Rental housing is integral to well-functioning cities. It is an important part of the portfolio of individual and household livelihood responses. Rental housing markets are influenced by and affect local conditions. Rental housing markets can be exclusionary and can be shrouded by insecurity as a result of government policy. Improvement of housing usually increases rental prices.
- Female headed single parent families represent the largest group among evicted populations.
- Significant conflicts exist between local and national concerns, traditional and modern law, landlord and tenant needs, etc.
- There is a need to enhance interagency collaboration in housing development. It is an issue of debate whether this can be forced through legislation.
- Promoting inclusion (e.g. rehabilitation of substandard housing) is also contributing to develop more productive cities (e.g. creation of employment in the building industry).
- It is desirable but difficult to transfer experiences and lessons learnt, between cities on the one hand, and between issues on the other hand.

### **Recommendations**

1. Approach housing as a global issue within the framework of a large partnership (central government, local authorities, housing services...). Recognize the diversity of actors, their needs, priorities, and capabilities and advocate for the involvement of stakeholders in the project activities from the outset. Consider inhabitants as a diversified social group that can not be served by an undifferentiated policy.
2. Collect more data regarding rental housing market that allow a comparison between cities in the North and the South.
3. To maintain city diversity and inclusiveness, efforts should be made to increase the range of types and opportunities of housing.
4. Prevent the phenomenon of homelessness via national policies linked to regional and local policies of housing rehabilitation, involving NGOs, local authorities and law and

order. Widen the reference frame for assessing costs and benefits of eviction to fully consider the enormous cost of homelessness.

5. Integrate social with spatial strategies or at least, if spatial concerns have priority, incorporate associated measures that explicitly benefit populations groups with different social needs (e.g., micro-credit, access to employment).
6. Develop the professional competences of NGOs and support their recognition within the professional community.
7. Further clarify housing topics, issues, and experiences to allow the sharing of know-how between cities in different parts of the world and between different thematic concerns.

## **Workshop 8: Inclusive Cities** **URBAN GOVERNANCE**

### **Topics and countries**

- Decentralization, a pre-condition for local development and poverty reduction – *Morocco*
- Reinvent planning for good urban governance based on participatory planning and management tools – *Senegal*
- Participatory management from the neighbourhood to the city level – *Peru*
- Pro-poor urban governance – *South Asia*

### **Key Issues**

- Decentralization aims at promoting local communities and should be seen in the framework of the eradication of poverty, the fight against social exclusion, and the promotion of minority rights.
- Macroeconomic policies of the past were geared towards infrastructure building, rural development, and arbitrary aspects of the international economy. This is now being redefined To include literacy, sanitation, engagement of social programs, employment and training.
- Local government is close to the local population and therefore able to act much quicker through education, environment and employment creation.
- The use of old methods of giving out food as the main action to fight poverty is still very much used, bearing in mind that elected representatives do not have training on international methods to combat urban poverty.
- Good urban governance can be enhanced through consultation mechanisms at various levels. A wide range of complementary tools and instruments for this have been developed and tested in various parts of the world.
- The relation between local communities, NGOs and local elected leaders is not always smooth. There are often overlaps in tasks. Conflicts and tensions are common and there is a problem of representation of some groups.
- Social representation is vital for the democratisation process. The representation issue is much more complex nowadays as communities are more diversified and the social fabric is now much more complex and dense, which make it more difficult to focus.
- Access to information is important for governance, but it is often lacking. City profiles (focusing on environmental, safety, and poverty) provide an occasion to bring actors together to validate urban information.

- People are sometimes afraid of participating with institutions that they do not know. There is need to train both the population and the elected representatives, preferably together, to encourage mutual knowledge to build confidence.
- The process of participation and working towards a common vision reinforces the social fabric of civil society as a whole. However, participatory planning is not easy and takes a lot of time. Manipulation of situations is sometimes a problem.

## **Recommendations**

1. Local leaders should be prepared and trained to act as agents to fight poverty. This can be done by their political parties before elections and through national training programmes following elections.
2. In many countries, the percentage of women leaders should be dramatically increased to integrate the power and skills of women in fighting poverty. Under-representation of women is often not due to legislation, but a result of tradition which is often stronger than law. Advocacy is needed - including within political parties - to create conditions to give women equal access to power at the local level. Women and children's voices must be heard otherwise 2/3 of the population's needs are excluded.
3. When starting participatory processes, the entities involved and the roles need to be well defined. It should be clear what is up for negotiation and what is not.
4. It is important to encourage local communities participation in the definition of priorities. Participatory budgets are a powerful tool in this respect, whereby budgetary approval required by the poor communities before elected representatives can allocate spending.
5. There seem to be three basic conditions for participatory management processes to be successful: a sense of urban citizenship and belonging, appropriate representation and the presence of a legitimate institutional framework. Where these basic conditions are already in place, we should work towards consolidating them. This can only be done within a broader framework. Therefore, for local participatory planning to work, it is necessary to ensure that it links up with the national policy.
6. Pro-poor local government should orientate and commit to strategic planning; they should re-engineering their internal systems to enhance openness and transparency; they should enable the resourcefulness of the poor; and they should promote triangular partnership between public, private and community sectors.
7. The above approaches are all aimed to create space for municipal government to engage with the citizens on a legitimate basis, and not at the whim of the leaders. There are evaluation mechanisms available to ensure that this interaction occurs. However, in order to be successful, participatory planning and management processes must begin with the firm political commitment by all levels of government to make urban governance more inclusive.

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