Research Report on Young Women’s Perceived Level of Safety in Slums in Lusaka, Zambia

March 2019
#MakeSlumsSafe
The creation of recreational facilities will help to reduce GBV – it is stupid that we have more bars than recreational facilities”.

Male FGD participant from Linda.
Contents

Contents ......................................... 1
Acronyms ....................................... 2
Acknowledgements .......................... 3
Call to all Community members ........... 4-5
Executive Summary .......................... 6
Young women in slums do not feel safe .... 6
Summary of Recommendations .......... 9
Introduction .................................. 12
Context ....................................... 12
Purpose of the research .................... 13
Literature Review ............................ 15
Methodology .................................. 17
Approach to the Research Assignment .... 17
Methods used in Collecting
Data/Information and Sampling ........... 17
Training Workshop ........................... 18
Data Analysis .................................. 20
Quality Control ............................. 20
Limitations .................................... 20
Results ....................................... 21
Discussion .................................... 36
Recommendations ........................... 40
Conclusion .................................... 42
References (APA format) .................... 43
Annexes 1 to 14* ............................. 44
Annex 1 - How to Read EvalC3 Tables .... 45

* Annexes 2 to 14 are available to download or request separately – please see full list on page 44.
<table>
<thead>
<tr>
<th>Acronyms</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSO</td>
<td>Central Statistical Office</td>
</tr>
<tr>
<td>DHS</td>
<td>Demographic and Health Survey</td>
</tr>
<tr>
<td>FGD</td>
<td>Focus Group Discussions</td>
</tr>
<tr>
<td>GBV</td>
<td>Gender Based Violence</td>
</tr>
<tr>
<td>KII</td>
<td>Key Informant Interviews</td>
</tr>
<tr>
<td>ILO</td>
<td>International Labour Organization</td>
</tr>
<tr>
<td>M&amp;E</td>
<td>Monitoring and Evaluation</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-Governmental Organisation</td>
</tr>
<tr>
<td>NGOCC</td>
<td>Non-Governmental Organizations Coordinating Council</td>
</tr>
<tr>
<td>SWHAP</td>
<td>Swedish Workplace HIV/AIDS Programme</td>
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<tr>
<td>QCA</td>
<td>Qualitative Comparative Analysis</td>
</tr>
<tr>
<td>UNICEF</td>
<td>The United Nations International Children's Emergency Fund</td>
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<td>VAW</td>
<td>Violence Against Women</td>
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<td>VSU</td>
<td>Victim Support Unit</td>
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<tr>
<td>WDC</td>
<td>Ward Development Committee</td>
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<tr>
<td>WFC</td>
<td>Women for Change</td>
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<tr>
<td>WLSA</td>
<td>Women and Law in Southern Africa</td>
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<tr>
<td>YCI</td>
<td>Y Care International</td>
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<tr>
<td>YMCA</td>
<td>Young Men's Christian Association</td>
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<tr>
<td>YWCA</td>
<td>Young Women's Christian Association</td>
</tr>
<tr>
<td>ZDHS</td>
<td>Zambia Demographic and Health Survey</td>
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Acknowledgements

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❖ The nine young women researchers/YWCA volunteers who gave their time to help conduct the field research in the George and Linda compounds on which this report is based.
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❖ Participants of our key informant interviews.
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Research Team
Principal Investigator: Hur Hassnain
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Y CARE and Y W C A conducted research in the George and Linda slum compounds in Lusaka to find out the ‘perceived level of safety and security of young women and how this affects their access to work’. The research was conducted in December 2018.

**Research Summary Infographic - Young Women are not safe in the slums of Lusaka, Zambia**

YCARE and YWCA conducted research in the George and Linda slum compounds in Lusaka to find out the ‘perceived level of safety and security of young women and how this affects their access to work’. The research was conducted in December 2018.

74% of young women are currently unemployed

33% of those who are working feel unsafe in their workplace.

Safety concerns which can act as a barrier for young women to access work include fear of violence/harassment when travelling to work as well as fear of sexual harassment in the workplace.

Prevalence of Gender Based Violence (GBV):

41% of the young women had experienced GBV of which

55% did not report their case. GBV cases go unreported due to many reasons e.g. lack of access or trust in the service providers, economic reasons e.g., the GBV survivor is financially dependent on the perpetrator, bureaucratic or long processes e.g., when taking a case to court as well as cultural/social norms which encourage women to persist in relationships. The research confirms that a woman is more likely to report a GBV case if she is economically independent (i.e., she is in work).

At home, most young women perceived themselves to feel safe (90%). However, when this was probed further findings suggested otherwise.

81% of young women fear poverty

73% feel unsafe from physical violence

76% feel at risk of being forced into early marriage

77% of young women do not feel they have access to appropriate services.

Support services e.g. health clinics and victim support units are lacking necessary resources and skills required to meet need requirements.

85% of young women believe they would have difficulty accessing a community leader - some don’t know who their community leader is and those who do know are often discouraged by the long process required to get a response.

Research showed that young women aged 15-24 feel more unsafe in the community (71%) compared to those aged 25-35 (29%).
In Zambia, despite many efforts by the Government and different NGOs to help improve the lives of young people, slum settlements such as George and Linda are in urgent need of investment in public services such as schools, libraries and recreation centres to provide young people with opportunities to spend their time in a proactive and resourceful way.

Collective community action is needed to improve safety and security for young women.

Examples of actions to take:
- Encourage neighbourhood watch schemes
- Introduce public transport for women to go to work safely
- Increase lighting in community areas
- Provide more youth friendly spaces

Investing in young women's economic empowerment, including access to school and skills development is one of the most urgent and effective means to drive progress on gender equality, poverty eradication, and inclusive economic growth and consequently improve their levels of safety.

Feedback from the YWCA youth activities.

“I come from a home where GBV was perpetuated. I experienced GBV where my dad abused mom when he got drunk in 2013. Through YWCA advocates, I was helped to report what was happening and now we live in harmony at home”.

George

“The YWCA has helped my community in educating people where and how to report GBV cases and more people are now aware about their wellbeing in terms of GBV in their homes and communities.

Linda

Summary of recommendations:

To improve safety in the workplace & safety when accessing work:
1) It is important that employers enact policies that help to prevent and address issues of GBV in the workplace.
2) Measures need to be taken to ensure that young women can access work safely.

To improve safety in the home & the community:
1) Awareness campaigns and influencing work on social/cultural norms regarding gender roles and appropriate behaviour should be implemented.
2) Awareness/training sessions should be provided to all key community service providers.
3) Regular community stakeholder meetings should be held to discuss safety concerns and joint initiatives.
4) Youth friendly spaces (like those implemented by YCI/YWCA) should be introduced in all communities.
5) Engagement and influencing work should take place with policy makers to improve safety within the community.

To improving access to community services:
1) Increase access to education and provide skills training to help girls and young women succeed.
2) Measures need to be put in place to ensure that community services are adequate and meet the need requirements of young women.

Volunteers for future community activities could become ‘Agents for change’, helping service providers to meet the needs of young women and girls with improved security and safety.
The Project:
The research on ‘Young Women’s Perceived Level of Safety in Slums in Lusaka’ follows on from Y Care International’s four-year project, “Empowering Young Female Slum Dweller to Tackle Gender Based Violence (GBV) In Lusaka” which ran through 2015 to 2019 and was implemented in two slum communities in Lusaka: George Compound and Linda Compound. The project as well as this research was funded by Comic Relief and implemented by the Young Women Christian Association Council of Zambia (YWCA) in collaboration with Women and Law in Southern Africa (WLSA).

The Research Objective:
The main objective of this research was to assess the perceived level of safety and security of young women living in the slum communities in Lusaka, Zambia and how this affects their access to work.

The research aims to generate evidence to prove that collective action is needed to empower young female slum dwellers and other community members to enhance both safety and security levels for young women in the slum communities to improve their access to work.

Methodology:
The research comprised of a mixed-method approach, consisting of literature review, a mobile based survey using KoboToolbox, focus group discussions, key informant interviews and validation workshops, mainly led by nine (9) young women living in the slum communities as part of the research team.

The research data was analysed using Microsoft Excel which was further supported by the EvalC3 software for configurational analysis using a set of 20 attributes comprising the characteristics and personal data of young women. The findings and research recommendations were validated with different groups of people living in both slum communities and the young researchers.

The research was carried out using the Respondent Driven Sampling (RDS) technique with 128 young women (15 to 35 years old) living in George and Linda slum communities. Half of these respondents never benefitted directed from the YCI/YWCA intervention.

Key Findings:
Young women in slums do not feel safe and this affects their access to work.

Overall, the findings from this research show that young women living in both the George and Linda slum compounds do not feel safe at work, at home and in their communities and violence against women is a deterrent for them to take up employment.

Young women feel more unsafe in the community they live in compared to their home and workplace. This perception of unsafety is attributed to young women lacking adequate support services and a lack of security in the slum compounds which is linked to many GBV cases which often go unreported.

This research found a strong relationship between a young woman being economically active and her perception of safety, access to services and her decision to report a GBV case. For example, the Configurational Analysis\(^2\) of the research data showed that a woman is more likely to report a GBV case if she is economically independent (i.e. she is either working or runs a business) while cases of GBV are at risk of going unreported if a woman is not economically independent. Moreover, women who are working were found feeling safer compared to the ones who were not working.

The findings suggest that measures to help improve opportunities for young women to become economically independent would simultaneously empower them to report their safety concerns. More reporting of GBV cases would enable more evidence to be gathered regarding specific security issues and would help to highlight which areas of concerns need to be addressed within the communities to improve young women’s safety.

The main highlights from the research are given below whilst the detailed analysis can be found in the main body of the report:

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1 See www.evalC3.net
2 See Methodology section for details. EvalC3 software make use of the Qualitative Comparative Analysis and Prediction Analytics to produce configurational analysis.
Safety at Work:

- High levels of unemployment and poverty are observed among the young women in both the George and Linda compounds. The percentage of female unemployment in the Zambian labour force was reported at 7.7% in 2017\(^3\). The two slum communities studied are currently experiencing figures of female unemployment which are much higher than the national average. 94 out of 128 young women survey respondents (74%) are currently unemployed. 33% of the young women who are currently in employment feel unsafe in their work environment.

- Safety concerns as a barrier for young women’s access to work:
  - Travelling to work: This research shows that young women fear sexual harassment, physical violence and rape on the streets while travelling to work alone.
  - In the work place: Sexual harassment and exploitation were found to be the key safety concerns for women at work in the slum communities.
  - Work Toilets: 54 per cent of the young women who are currently employed feel particularly unsafe while accessing work toilets.
  - Level of literacy: The young women who can read and write feel safer at work compared to the women who cannot read and write.

- Knowledge about where to go in case of safety concerns: young women who have knowledge of where to go were found to be feeling safer compared to the women who do not know where to go in case of safety concerns. Although it was not the prime objective of this research, the data shows that women who benefitted from the YCI/YWCA project had more knowledge of where to go to compared to those who did not benefit directly.

- Configurational Analysis: The research shows that a young woman will not feel safe at work if she has the combination of the following three attributes: (i) she does not feel safe in her slum community, and (ii) she does not know where to go to in case of safety concerns, and (iii) she cannot read and write. This combination of three attributes (i.e., the model) was found as the best performing amongst all the 20 attributes, with 78% accuracy, but this model is neither “Sufficient” or “Necessary” for young women to not feel safe at work. Please see annex-1 for the explanation of these terms and the methodology.

The findings suggest that measures taken to improve the safety for young women in their community would also enable them to feel safer in their workplace. This makes sense considering that many young women work in a public space within the community e.g. at the market. The findings also suggest that ensuring young women have knowledge about where to go to in case of safety concerns and that they are able to read and write would also have a beneficial impact in terms of improving young women’s perceived level of safety at work.

Safety at Home:

- 90% of the young women perceive themselves to feel safe at home however when probed further results clearly contradicted this. 81% young women out of the total surveyed reported they fear poverty at home, 76% early marriage and 73% violence from family members. There also seems to be high safety concerns regarding those who drink alcohol at home.

- Comparatively, the younger women between the age of 15 to 24 years feel more unsafe in their home from others they live with (31%) compared to women who are between the age of 25 to 35 (14%). Those between 15 to 24 years also feel more unsafe from those who drink alcohol at home (87%) compared to women who are between the age of 25 to 35 year (77%).

- Configurational Analysis: The research shows that a young woman will not feel safe at home if she has the combination of three attributes: (i) she fears early marriage, and (ii) she cannot read and write, and (iii) she has had an experience of GBV. Although this combination of three attributes (i.e., the model) were found as the best performing amongst all the 20 attributes, with 82% accuracy but this model is neither “Sufficient” and nor “Necessary” for young women to not feel safe at home.

- The findings suggest that measures to help spread awareness about the effects of early marriage

3 https://www.theglobaleconomy.com/Zambia/Unemployment_rate/
e.g. that it can often act as a contributor to cases of GBV as well as initiative to help tackle GBV in the community more generally would help to improve young women’s perceived level of safety within the home. The findings also suggest that helping young women to access education (to ensure that everyone can read and write) would also help to increase levels of safety within the home.

Safety in the community:

Comparatively, young women feel more unsafe in their slum communities (70%) than in their workplace (33%) and at home (10%). The younger women between the age of 15 to 24 years feel more unsafe in their communities (71%) compared to women who are between the age of 25 to 35 (29%).

More specifically, 97% of the young women do not feel safe from sexual violence/rape when walking on the streets alone in their slum communities. Women who were between the age group of 15 to 24 years feel more unsafe walking in the streets compared to women who are between the age of 25 and 35 years; (75% cases compared to only 25% cases). Lack of adequate security to protect young women on the streets means that many young women fear walking alone during the day and at night.

There are currently no community spaces/recreation in either of the slum communities which means that young women who are out of work/school have limited options with what to do with their time. The lack of community facilities also results in other community members who are unemployed or other young people who are out of work/school to spend their time in the streets or in the bars to pass the time. The lack of productive activities for young people to engage with has resulted in the presence of gangs on the streets who can harass, threaten and in worst case scenarios violate young women who are walking alone in the community.

Configurational Analysis: The data shows that a young woman will not feel safe in her slum community if (i) she does not have access to appropriate services, and (ii) she does not have access to community leader, and (iii) she does not have self-confidence. Although this combination of three attributes (i.e., the model) were found as the best performing amongst all the 20 attributes, with 74% accuracy but this model is neither “Sufficient” and nor “Necessary” for young women to not feel safe in their community. See annex-1 to read more on the terms used and the methodology for configurational analysis.

These findings show that 1) providing young women with knowledge about how to access support services – also making improvements to help services meet need requirements; 2) ensuring that all young women have knowledge of who their community leaders are and how they can access them and 3) putting measures in place to empower young women and increase their self-confidence, are all steps which can be taken to help improve young women’s perceived level of safety in their community.

Prevalence of GBV in the slum communities:

GBV cases often go unreported in the slum communities due to many reasons including but not limited to lack of access or trust in the service providers, economic reasons e.g., the GBV survivor is financially dependent on the perpetrator, bureaucratic or long processes e.g., when taking a case to court as well as cultural/social norms which encourage women to persist in relationships. This research confirms that a woman is more likely to report a GBV case if she is economically independent (i.e., she is in work).

41% of the 128 young women survey respondents said that they had experienced GBV in their lives. This number was lower than expected considering that many of the participants of the FGDs were able to give examples of GBV within their community. It is possible that the concept of GBV was not properly explained to the survey respondents or it may be the case that the young women did not want to report this to the researchers who belonged to the same community.

More than half (55%) of these women who had experienced GBV did not report the case due to the reasons mentioned above.

Configurational Analysis: A young woman is not likely to report a GBV case if she is not working. This attribute has 70% accuracy amongst all the cases studied but it is “Not Sufficient” and “Not Necessary” for young women to report a case of GBV.
A woman is not likely to report a GBV case if she has the following four attributes: (i) she does not feel safe at home and (ii) she feels safe in her slum community, and (iii) she does not have access to a community leader, and (iv) she is not able to read and write. Although this combination of three attributes (i.e., the model) were found as the best performing amongst all the 20 attributes, with 69% accuracy but this model is neither “Sufficient” and nor “Necessary” for young women to report a case of GBV. See annex-1 to read more on the terms used and the methodology for configurational analysis.

A woman is not likely to report a GBV case if she does not feel safe at home. This analysis is true with 62% Balanced Accuracy, but Not Sufficient and Not Necessary for a woman to not to report a case of GBV.

The findings suggest that measures to help increase levels of female employment, ensuring all young women can read and write, initiatives to help increase safety within the home as well as ensuring all young women have access to community leaders are all steps which can be taken to help encourage more young women to report GBV cases when they arise.

Support Services:

Support services which are currently available for young women are not deemed as adequate for purpose and do not meet need requirements according to 77% of the young women.

Community leaders are currently not accessible for all young women and some young women do not know of any support systems available if they experience safety concerns. 85% of the young women survey respondents believed that they would have difficulty to access a community leader.

The findings show that more young women who have benefitted from the YWCA project have a better knowledge about where to go regarding their safety concerns (91%) when compared with those who have not benefitted (68%). This indicates that awareness raising is vital to ensure that young women are aware of support service available to them.

Summary of Recommendations

1) Improve safety in the workplace & safety when accessing work.

It is important that employers enact policies that help to prevent and address issues of GBV in the workplace. Sexual harassment and exploitation are safety concerns which need to be addressed as well as improvements to increase safety in areas of concern e.g. the toilet areas. Y Care International and its partners in Zambia can benefit from lobbying the state duty bearers through a collaborative approach.

Lessons can be taken from the companies in the Swedish Workplace HIV/AIDS Programme (SWHAP) network in South Africa who are using social dialogue to address issues around sexual harassment in the workplace.4 Steering committees from different companies have been trained on how to conduct workplace social dialogues (involving management, employees and trade unions) that challenge structures and beliefs that perpetuate violence against women in all spheres.

2) Measures need to be taken to improve women’s security and ability to access work safely.

Neighbourhood watch schemes should be encouraged to help reduce young women’s fear of harassment/sexual violence on the streets during the day and at night. As well as increasing security for young women, these community schemes can help to ensure that victims of GBV are directed towards appropriate support and GBV perpetrators are reported to the police. In addition, public transport schemes could be introduced to enable women to access work in a safe and secure way – this would need to be financially supported to ensure that the service is affordable and accessible to all.

3) Improving safety in the home & the community

Awareness campaigns and influencing work on social/cultural norms regarding gender roles and appropriate behaviour in the workplace, home and community should be

4 http://www.swhap.org/news/workplace-programmes-tackling-gbv-against-women-and-girls/?occur=1&cover=0&album=20&photo=259
implemented to help increase safety levels in the community. Campaign activities should include interactive approaches e.g. drama/theatre roadshows, door to door campaigning with brochures written in the local language as well as working with local youth groups/artists to create visual ways to raise awareness for the whole community.

4) Awareness/training sessions should be provided to all key community service providers on how to deal with safety concerns and cases of GBV. These sessions should include all service providers e.g. police, health workers, community development and social workers, church leaders, teachers, community leaders and local business owners. Moreover, YCI and YWCA could lobby for a space where service providers can discuss and share ways in which they can help to address safety concerns through improved ways of working e.g. the police could deploy officers to patrol the streets which could help to increase security for young women as well as building trust within the community.

5) Regular community stakeholder meetings should be held to discuss safety concerns and joint initiatives which could be implemented.

These sessions should:

- Include time to discuss and share learning resources made available from similar global initiatives to help increase the safety of young women in communities.

6) Youth friendly spaces (like those implemented by YCI/YWCA) should be introduced in all communities. These spaces should aim to ensure that young people have a safe environment in which they can discuss topics such as GBV, human rights and safety concerns and raise awareness of how to deal with GBV and safety concerns. They should provide a way for young people to receive informal education which promotes positive morals and nonviolence. YCI and YWCA could support volunteers to lobby for a venue where these youth friendly spaces can be held going forward and also provide knowledge based on the evaluation of the YWCA/YCI project regarding key things to consider when organising/volunteering to support this type of activity for young people.

7) Engage and influence the policy makers to improve safety within the community. Regular community meetings can be held (involving service providers, parents and young people) to discuss what policy changes are required to help improve safety within the community. E.g. it could be decided that enforced restrictions on bar opening times would address some of the safety concerns of young women on the streets. ‘Youth Advocates for change’ can be introduced to ensure that law and policy makers are made aware of the safety concerns in the community and to ensure that the suggestions regarding law/policy changes are shared. YWCA safe spaces mentors would be ideal candidates for this role since they have already developed a good rapport with key stakeholders within the community and have a good knowledge regarding existing safety concerns threatening the community and particularly young women.

8) Increase access to education and provide skills training to help girls and young women succeed. Investing in young women’s economic


Research Report on Young Women’s Safety Concerns in Slums in Lusaka, Zambia
empowerment and skills development is one of the most urgent and effective means to drive progress on gender equality, poverty eradication, and inclusive economic growth and consequently improve their levels of safety.

Activities can include the following:

- Introduction of informal skills training centres and encouragement of skills sharing within the community - to ensure that young women who are unable to receive formal education are provided with an opportunity to develop their skills and learn from others.
- Lobbying for financial support to enable all families to afford public transport costs for young women to access formal education.
- Local councils must be made aware of the need to improve the capacity of the schools within the communities which are currently under resourced and overcrowded – collective action and support from YCI/YWCA with lobbying could help to highlight this issue.
- Awareness raising regarding different career options available to young women and providing advice about practical steps which can be taken to achieve their career goals.

9) Measures need to be put in place to ensure that community services are adequate and meet the requirements of young women.

Activities can include the following:

- Awareness raising regarding referral mechanisms and how young women can access community leaders for their safety concerns;
- Community leaders must be made aware of what young women think about how easy it is to contact them regarding safety concerns as well as support services in the slum communities.
- Improvements to support service provision in the community e.g. an increase in staff capacity in the VSUs (Victim Support Units of the Police) and health clinics to ensure that all young women can access services available.
- Introduction of financial support schemes to ensure that no young women are prevented from reporting GBV cases due to poverty. Examples of institutions which can be targeted for support are the Ministry of Youth and Sport, Ministry of Gender, Ministry of Finance, The United Nations International Children’s Emergency Fund (UNICEF) and The International Labour Organization (ILO).
- Introduction of mobile fast tracks courts would help to speed up the process of reporting and trial of GBV cases and help to reduce the amount of financial support required to enable young women to report GBV.
Background:
From 2015 to 2018, Y Care International (YCI) and Young Women's Christian Association of Zambia (YWCA) implemented the “Empowering young female slum dwellers to tackle gender-based violence in Lusaka”, a slum upgrading and development project in Linda and George compounds in Lusaka, Zambia. The project was funded by Comic Relief, a major UK based charity with a vision of a just world, free from poverty. This project was a part of Comic Relief and the UK Aid’s ‘4 cities initiative’, which aims to share knowledge and learning around various aspects of slum upgrading and development in Lusaka, Freetown, Kampala and Cape Town. The project was implemented by YWCA Zambia in collaboration with Women and Law in Southern Africa (WLSA).

Project Partners:
Y Care International (YCI) is the YMCAs’ global lead in youth enterprise and employment. Through partnerships with YMCAs worldwide and other community-based organisations, they support the world’s most disadvantaged young women and men to achieve their aspirations by getting into work and out of poverty.

YWCA is a global women’s right movement. In over 100 countries, they work with women, young women, and girls across faith, culture, and region, supporting them to connect, inspire, mobilise and act for transformational change, for a sustainable world. They believe that when women rise to leadership, they transform power structures and policies around human rights, gender equality, peace, and justice. When women lead, they are empowered to address global agendas of sustainable development.

Women and Law in Southern Africa (WLSA) is an organization which was set up to respond to the socio-legal needs of women in the region and to develop women’s rights methodologies. Their mission is to contribute to the socio-economic political and legal advancement of women and girls specifically within the Southern African countries of Botswana, Lesotho, Malawi, Mozambique, Swaziland, Zambia and Zimbabwe.

Zambian Context
The population of Zambia as of March 2019 is at 18 million⁶. Statistics indicate that the population of the youth in Zambia between the ages of 15 and 35 years is placed at 4.8 million (36.7% of the total population) and this, according to the United Nations Population Fund (UNPF), is the largest population of young people in the history of the country.

Most Zambians live on subsistence agriculture however the economy continues to revolve around copper since the country is Africa’s second largest copper producer after the Democratic Republic of the Congo. After decades of mismanagement the copper industry is now doing well thanks to higher commodity prices and investments made after privatization. This has meant that the country has experienced rapid economic growth over the last decade. Unfortunately, this economic growth together with the massive Chinese investment in recent years has failed to improve the lives of most Zambians, with two-thirds currently living in poverty. Zambia is also reported to have one of the world’s fastest growing populations with the UN projecting that its population will triple by 2050.

The population of Lusaka according to figures published by the Central Statistical Office (CSO) was 3 million (2017)⁷. The city has yet to match major regional metropolitan centres, but with a population growth of 5% per annum, it will not be long before it does. With the rapid spatial expansion of the main urban centres, boundary encroachment is occurring on surrounding agricultural and customary land due to private speculation. Moreover, due to poor planning and a lack of investment in housing, cities are expanding through informal settlements. In Lusaka, an estimated 70% of the population lived in informal settlements in 2007. These areas are difficult to integrate in the local governance systems and often lack basic infrastructure and amenities usually associated with urban living.

According to the 2017 Labour Force Survey⁸ conducted by Zambia’s statistics agency, the CSO, 59% of the total estimated Zambian labour force

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6 https://countrymeters.info/en/Zambia
7 http://www.zamstats.gov.zm/phocadownload/Dissemination/Zambia%20in%20Figure%202018.pdf
8 http://www.mlss.gov.zm/?wpfb_dli=52
(2,971,170 out of 5,049,059 people) had employment. According to the same survey, 24% of the people were in formal employment whilst 76% were working in the informal sector. The figures further showed that unemployment was higher among females compared to males (49% compared with 35%). The figures of youth unemployment also stood at 49%, with urban areas recording a higher youth unemployment rate when compared with rural areas.

Sexual and Gender Based Violence

GBV is known to be on the rise in Zambia, especially within slum areas. This is also the case of slum areas in Lusaka Zambia: including the Linda and George compounds.

According to the YWCA/Y Care Citizen report card of 2016, GBV had reached alarming levels in Zambia.

The 2013/2014 Zambia Demographic and Health Survey (ZDHS) reported that in Zambia, 43% of women aged 15 – 49 had experienced physical violence since the age of 15 with 37% of women having experienced physical violence 12 months prior to the survey. The report further revealed that 47% of married women aged 15 – 47 had experienced physical, sexual and/or emotional violence from their current or most recent husband or partner while the most commonly reported perpetrators of physical violence among married women are the current husband or partner (63%).

Reports from the Zambia Police Victim Support Unit (VSU) indicate that the total number of reported GBV cases increased from 8,261 cases in 2009 to 18,088 cases in 2015. These alarming numbers seem to be on the increase, as also observed from the 2017 Mid Term Evaluation (MTE) of the “Empowering Young Female Slum Dwellers to Tackle Gender Based Violence (GBV) in Lusaka” project which was written by Kelvin M. Luputa and submitted to the YWCA.

The Ministry of Gender has been coordinating a joint programme between the government and the UN on GBV, which has a multispectral approach and involves enhancing access to health services, legal services and social protection systems for survivors of GBV. Under the joint programme, two fast-track courts in the cities Kabwe and Lusaka have been established to help GBV cases to be dealt with quicker.

The Non-Governmental Organizations Coordinating Council (NGOCC) has been advocating for the scaling up of the fast-track courts and the operationalization of an anti-GBV fund to help survivors.

Purpose of the research

Y Care International and YWCA have commissioned this research project on ‘young women’s safety and security concerns’ in slums in Lusaka’ to assess the ‘perceived level of safety and security’ of young women in the slum communities they live in and how this affects their access to work’. This research follows on from the “Empowering Young Female Slum Dweller to Tackle Gender Based Violence (GBV) In Lusaka” project mentioned earlier.

The following four sub questions have been explored:

1. How does young women slum dwellers’ economic independence impact their perceived level of safety and vice versa?
2. Do young women slum dwellers know who to go to in case of their safety concerns?
3. What coping mechanisms are available for them to deal with their safety concerns.
4. What aspects of gender-based violence experienced by young women are barriers to young women slum dwellers’ access to work.

Objectives of the research:

This research project has five main objectives:

1. Assess the perceived level of safety and security of young women slum dwellers within the communities they live;
2. Identify to what extent economic independence can have an impact on women’s perceived levels of safety and vice versa;
3. Identify what existing coping mechanisms are used by women experiencing safety concerns and how much awareness there is regarding support services available for women;

9 Overall safety and security could include: all kinds of physical, mental and psychological violence including gender-based violence, theft, threat of eviction, disasters (flooding etc.), drugs, insecure housing, terrorism, gangs etc.
4. Document discussions with young people in the slum compounds and key informants regarding current levels of safety and security for young women in the community;  
5. Make recommendations for ways in which safety and security of young women could be improved.

Any learning and communication materials created following this research e.g. the report card with key statistics, will be shared with YWCA who can then disseminate as appropriate with government representatives or at national events.

The research aims to provide the required evidence to prove that collective action is necessary to empower young female slum dwellers and other community members and to improve both safety and security levels for young women in the slum communities.
Safety concerns in relation to Gender Based Violence

GBV is derived from unequal power relationships between men and women. Violence is targeted at individuals or groups on the basis of their gender. GBV affects women disproportionately. It includes, but it not limited to, physical, sexual, and psychological harm, all of which can have a detrimental effect on a person’s wellbeing.

GBV can be manifested through a multitude of actions, including forced marriage of young girls, people trafficking, female genital mutilation/cutting (FGM/C), female infanticide, marital rape, purdah, violence directed at lesbian, gay, bisexual and transgender (LGBT) individuals, sexual violence, verbal abuse and laws and regulations that limit women’s and girls’ rights and access to services. These practices are not only violations of the human rights of the individuals affected, but also affect the security and wellbeing of certain groups, in particular women and girls. Women living in poverty are particularly vulnerable, as they face difficulty in accessing health and legal services needed to address the effects of GBV.

Acts of GBV in homes, the workplace or within the community are clearly linked to safety concerns of women and girls in the slum areas. The places which have the highest level of safety concerns include; busy roads, markets, churches, shops, schools and small shanty streets.

According to the United Nations, Zambia has one of the world’s highest rates of intimate partner violence in the world (UN Department of Social and Economic Affairs, 2010; UN, 2010), with almost half of all women having experienced physical violence from the age of 15.

Other factors contributing to GBV include sexual cleansing rituals, initiation ceremonies, women’s financial dependence on men, socialization of boys and girls at home and in school, inadequate laws on GBV and domestic violence, as well a lack of law enforcement on intimate partner violence (DHS, 2007).

Gender-based violence is a significant barrier to the achievement of every development outcome. Sustainable Development Goal 5 recognizes that gender equality is the foundation for a “peaceful, prosperous and sustainable world” and that this includes a world free of gender-based violence. Goal 5 explicitly calls for the elimination of “all forms of violence against all women and girls in the public and private spheres.” (United Nations. 2018).

Economic independence for young women

Achieving economic independence for women has been at the core of the vision for gender equality across the globe. Economic independence is about expanding the capacity of women to make genuine choices about their lives through full and equal participation in all spheres of life. It is about recognising women’s work, paid and unpaid, as valuable, both socially and economically. It is about having policies and systems that value and celebrate women’s contributions, and reflect the reality of women’s lives (United Nations, 2018).

According to the Y Care International and YWCA’s Annual Report 2018, Women in Zambia and across the globe represent a disproportionate share of those without bank accounts. Financial tools such as bank accounts enable secure savings and access to credit which is an essential need particularly for women who often resort to keeping money in the home. The ability to create savings, with or without a bank account, can lead to greater financial independence and resilience.

Support services available for safety concerns

To safeguard women, there is a need for every community to have effective services that

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10 “Women are also much more likely than men to be sexually assaulted as children, adolescents or adults, and the vast majority of perpetrators of sexual violence are male, as are virtually all perpetrators of rape.” Heise L, Ellsberg M, Gartmoeller M., 1999. Ending violence against women. Population Reports. Series L, No. 11. Baltimore, Maryland: Population Information Program, Johns Hopkins University School of Public Health

support women. GBV survivors in Lusaka have reported an improvement in the quality of service provided by the police especially in circumstances where WLSA and the volunteer paralegals have been involved in the cases’ follow up. The Police and WLSA have improved relations moving from tension and mistrust to a collaborative partnership. WLSA are instrumental in placing pressure on the police to ensure cases are investigated and can access transport resources for the police to conduct arrests or investigations. (YCI Comic Relief Annual Report 2018)

Mechanisms to better enable reporting of safety concerns in relation to GBV could include: bringing gender-based violence clinical services to lower-level health facilities, easy reporting systems for GBV, GBV survivor mechanisms as well as more adequate training for support service providers. There is ample global guidance on how to address gender-based violence through certain sectors, such as health, or through discrete actions, such as providing standards for shelters or training for counsellors. (Zambia Demographic and Health Survey 2013–2014)

GBV as a barrier to Access Work

Women have experienced GBV as one of the major barriers to access work; this can be because of the area in which they live. For example, in some communities, women may be attacked on the way to the workplace due to lack of police security or the lack of street lights for those who need to access work during the night. Sexual violence, economic violence and psychological violence are examples of GBV which can be perpetuated in the workplace. Additionally, work is often a habit that can be easily tracked by potential stalkers and can enable them to readily locate intended victims. (United Nations, 2018).
The research focused on young women’s perceived level of safety and security in the slum communities they live in and how this affects their access to work. It used a mixed-method approach, consisting of a literature review, a mobile based survey, focus group discussions, key informant interviews and validation workshops, mainly led by nine (9) young women researchers (YWR) living in the slum communities as part of the research team.

Ten (10) young women researchers (YWR) were selected, five (5) from each of the two slum communities to attend a three (3) day workshop before carrying out the research to acquire a deeper understanding of the slums’ context and to carry out training on research methods and tools. One researcher from Linda Compound dropped out because of personal reasons.

During the three-day workshop, the research team finalised the sampling approach, designed tools focusing on framing the questions in an ethical manner most appropriate to the context and carried out training on the data collection and research ethics. Focus was also laid on how to deal with any trauma that could potentially arise from the data collection.

**Sampling:**

Considering the fluidity of the context in the slum communities, this research was carried out using the Respondent Driven Sampling (RDS) technique in addition to the snowball sampling technique with multiple entry points including (i) participation in the project, (ii) age range, (iii) geographical locations. The survey was carried out with 128 young women living in George and Linda slum communities. 64 out of 128 young women (50% of the total) were those who benefitted from the YCI project, whilst the other half of the respondents never received any direct benefit from the project but lived in the same slum compounds.

The sample size for this data collection was guided by Y Care International and YWCA in the Research Design document.

The age disaggregation of the survey respondents was as follows:

- Between 15-17 years old, 40 young women (31%),
- Between 18-24 years old, 52 young women (41%),
- Between 25-35 years old, 36 young women (28%)

**Methods for Data Collection:**

The methods for collecting data included the following:

a. Literature review of relevant documents from the YCI/YWCA project implemented in the two communities as well as other reports related to the topic of security and safety of young women.

b. Mobile based survey using KoboToolbox\(^{12}\), a mobile/tablet-based data collection software, was administered with 128 young women (aged 15-35) within the Linda and George compounds; 64 young women from each of the two communities using a respondent driven sampling (RDS) method.

c. Focus group discussions with young women and men were held in both the Linda and George compounds. Each FGD was attended by no more than 16 members and was attended by two researchers who played the role of facilitator and note-taker respectively. Table 1 shows the list of participants in the FGDs with sex disaggregation in both the slum communities:

12 www.kobotoolbox.com
Table 1: Focus Group Discussions conducted

<table>
<thead>
<tr>
<th>Community</th>
<th>FGDs held and attendees</th>
</tr>
</thead>
</table>
| George    | One Group Young Men (16 attendees)  
            One Group Young Women (12 attendees) |
| Linda     | One Group Young Men (8 attendees)  
            One Group Young Women (9 attendees) |

d. Key Informant Interviews: Key informant interviews were conducted with key stakeholders. See Table 2 for details of the number of people and the institutions consulted.

Table 2: Key Informant Interviews Conducted

<table>
<thead>
<tr>
<th>Target Interviewee</th>
<th>Interviews Conducted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stakeholders</td>
<td>One interviews with Ward Development Committee – Linda</td>
</tr>
<tr>
<td>Church</td>
<td>One interview with George Church elder</td>
</tr>
<tr>
<td>Health Centre</td>
<td>One interview with George Health Centre worker and community leader</td>
</tr>
<tr>
<td>Police (VSU officer)</td>
<td>One interview with Victim Support Unit – Linda</td>
</tr>
</tbody>
</table>

e. Validation workshops were held in both the Linda and George compounds to present the findings of the survey and collect feedback from the community on the accuracy of the information gathered by the young women researchers. Members of the community were informed through the project coordinator of YWCA with the help of volunteers supporting the project by phone calls and through invitations in person. Additionally, people were informed about the workshop during the FGDs and KIIIs by the researchers. The workshops provided an opportunity to identify and prioritize the major problem areas and possible interventions. Table 3 below shows a summary of the participants and length of each validation workshop.

Table 3: Validation Workshops conducted

<table>
<thead>
<tr>
<th>Community</th>
<th>Validation Workshops Held</th>
</tr>
</thead>
<tbody>
<tr>
<td>George</td>
<td>Attended by 30 people inclusive of community leaders, parents, young women and men from the slum compound.</td>
</tr>
<tr>
<td>Linda</td>
<td>Attended by 13 people inclusive of community leaders, counsellors, GBV advocate volunteers, young women and men from the slum compound. Total duration = 1.5 hours</td>
</tr>
</tbody>
</table>

Training Workshop with young women researchers

A three-day training workshop was attended by ten young women researchers (YWR), 5 from George and 5 from Linda Compound. On the end of the second day one YWR from Linda Compound dropped out due to some personal reasons. The objective of the training was to acquire detailed understanding of the context, give the YWRs an overview of the monitoring and evaluation methods, enable understanding of survey data collection via Kobo Toolbox, to finalise data collection tools and test them prior to field data collection. The training also included a session on research ethics and referral mechanisms / approaches in case of encountering a young woman who feels uncomfortable speaking about GBV.

These photos are from the FGDs with Young Women and Young Men in Linda.
The workshop also provided some useful information which contributed towards the research findings. A separate summary report has been prepared on the outcomes of the training workshop, see annex 3 for more information.

Data Analysis

Assessment, analysis and verification of the data collected from the survey, FGDs and key informant interviews have informed the basis of the research findings. Data analysis has been done using Kobo Toolbox, Excel and EvalC3.

Since most of the qualitative data centred on respondents’ opinions, attitudes, views and so on, the data from FGDs and key informant interviews were analysed using content analysis focusing on key thematic areas as per the focus of the main research question and sub questions.

This method of analysis has focused on identifying reoccurring themes within the collected data/information and using deductive judgement to arrive at findings and conclusions. The level of bias (subjectivity) which is often associated with this method of analysis was minimised by testing and interrogating the preliminary findings in the validation workshops conducted in both communities.

Configuration Analysis using EvalC3:

A configurational analysis was conducted using EvalC3 software. The data generated from the research surveys in the both the Linda and George communities was coded and analysed to identify a set of attributes (see table 4 below with the full list of attributes) that predicted the following outcomes:

- I - A young woman feels safe at workplace
- II - A young woman feels safe at home
- III – A young woman feels safe in the slum communities
- IV - A young woman reports a GBV case

Table 4: Attributes for EvalC3 analysis

<table>
<thead>
<tr>
<th>No.</th>
<th>Attribute</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YWS Slum Compound</td>
</tr>
<tr>
<td>2</td>
<td>YWS Age</td>
</tr>
<tr>
<td>3</td>
<td>YWS’ work status?</td>
</tr>
<tr>
<td>4</td>
<td>YWS’ self-confidence?</td>
</tr>
<tr>
<td>5</td>
<td>YWS can take decisions about their life?</td>
</tr>
<tr>
<td>6</td>
<td>YWS has knowledge about where to go when have safety concerns?</td>
</tr>
<tr>
<td>7</td>
<td>YWS has access to community leaders?</td>
</tr>
<tr>
<td>8</td>
<td>YWS has access to appropriate services?</td>
</tr>
<tr>
<td>9</td>
<td>YWS is a beneficiary of the YWCA project?</td>
</tr>
<tr>
<td>10</td>
<td>YWS names YWCA as a support service?</td>
</tr>
<tr>
<td>11</td>
<td>YWS can read and write?</td>
</tr>
<tr>
<td>12</td>
<td>YWS is free of fear from early marriage?</td>
</tr>
<tr>
<td>13</td>
<td>YWS has experienced GBV?</td>
</tr>
<tr>
<td>14</td>
<td>YWS reported the GBV case?</td>
</tr>
<tr>
<td>15</td>
<td>YWS feels it is easy for a YW to get a job?</td>
</tr>
<tr>
<td>16</td>
<td>YWS feels safe at home from beatings/physical violence?</td>
</tr>
<tr>
<td>17</td>
<td>YWS feels safe working in their slum communities?</td>
</tr>
<tr>
<td>18</td>
<td>YWS feels safe from sexual violence/rape when walking alone?</td>
</tr>
<tr>
<td>19</td>
<td>YWS feels safe in their community</td>
</tr>
<tr>
<td>20</td>
<td>YWS feels safe living in their home?</td>
</tr>
</tbody>
</table>

Above is a photo taken from the three-day training workshop.
The EvalC3 analysis involves a workflow that begins with a cross-case analysis, looking for configurations of attributes associated with an outcome occurring, and leads to a within-case analysis stage where representative cases are chosen for an in-depth examination of any causal processes that might be at work behind such configurations. The analysis process makes use of Predictive Analytics (PA) search algorithms and a Qualitative Comparative Analysis (QCA) view of causality.

In other words, the analysis explored the drivers for the above four outcomes to materialise. Based on a set of attributes that emerged from the life-history interview, this analysis explored which attributes, as well as combinations of attributes (also known as configurations), are Sufficient and/or Necessary for the outcomes stated above. Annex 1 of the report provides a more in-depth description of the methodology adopted.

Quality Control

To maintain data quality, the researchers conducted the FGDs and KIIs personally. The quantitative data was collected via KoboToolbox - a mobile/tablet-based data collection software and results were downloaded in an Excel format.

Limitations

The research faced many challenges and limitations, which is important to consider when reading the results.

- **Research Design** – there was limited preparation time prior to and during the training workshop and data collection which is likely to have had an impact on the quality of the survey results.

- **Availability of research participants** – The availability of FGD participants proved difficult due to lack of availability of young people in the community at short notice, perhaps also due to the time of the day it was conducted, i.e., working hours or due to commitments at home (i.e., making dinner).

- **Instruments** – the smart phones used to carry out the surveys with the young women had a limited battery power which restricted the time that could be spent on the data collection. In future Power Banks should also be bought to deal with battery issues.

- **Access to survey respondents** – this was completely reliant on the YWCA young women researchers and responses to questions depended on people's willingness to respond.

- **Restricted resources in terms of budget and time** available to carry out the data collection as well as the lack of resources available for the initial training workshop e.g., internet and projector.

- **Problems occurred with the data analysis** due to missing data – this was due to people not wanting to answer all the questions which could be because of the sensitive and/or confidential nature of some data.

- **The distorted data and subsequent analysis** may have also been because the investigators were local women and may have not felt comfortable asking or probing on sensitive issues, especially regarding domestic violence, younger women (aged 15-24 years) were less willing to open up to the local researchers about issues of GBV compared to the older women (25 – 35 years). This may have been due to the stigma attached.

- **Short timeframe** – the research team did not have more time to do within-case-analysis for the configurational analysis using the EvalC3 findings.
Safety in the Workplace

Unemployment in the slum communities:

94 out of 128 young women survey respondents (74%) are unemployed. Discussions during the FGDs and KIIs indicated that there are very few jobs available for young women in the community. Jobs which are typically carried out by young women were identified during the FGDs. They include domestic work (maids/cleaning), hospitality work (waitressing/bar work) and retail work (sales personnel/shop keeper).

The results indicate an extremely high unemployment level for young women in both the George and Linda compounds. According to the young women survey respondents, the most common reasons for why young women can face difficulty with accessing work are the following:

- **Cultural norms** - women are considered as weak and vulnerable compared to men, they are not capable to work, and their place is considered to be at home rather than in the workplace.
- **No jobs available** in or near the community or men are preferred.
- **Lack of education** - some companies only allow those who have been to school.
- **Corruption** e.g. women needing to pay/have sex with a boss/supervisor to obtain a job
- **Sexual harassment/safety concerns** e.g. many of the FGDs mentioned that young women are unsafe when travelling alone to work.

“Even early in the morning e.g. 5:00/6:00 am... there are women who have been raped on the way to work”.

A female FGD participant in Linda stated.

“Women who are walking on the streets e.g. someone returning late from work, are attacked by gangs who threaten with bottles or knives”.

A female FGD participant in George stated.

Results

<table>
<thead>
<tr>
<th>Safe</th>
<th>Not safe</th>
</tr>
</thead>
<tbody>
<tr>
<td>22 (67%)</td>
<td>11 (33%)</td>
</tr>
</tbody>
</table>

11 out of 33 (33%) young women who are currently in employment do not consider themselves safe in their work environment. (See figure 1).

Discussions during the FGDs and KIIs indicated that more safety is needed in the workplace. “Sexual abuse and cases of women working and not being paid by their employer are common” a female FGD participant stated.

<table>
<thead>
<tr>
<th>Safe</th>
<th>Not safe</th>
</tr>
</thead>
<tbody>
<tr>
<td>15 (46%)</td>
<td>18 (54%)</td>
</tr>
</tbody>
</table>

54% of the 33 young women survey respondents who are currently employed do not feel safe when using the work toilets. (See figure 2).

It would be a safe assumption to say that this is likely to be due to the frequent cases of sexual harassment mentioned in the FGDs which happens in the workplace.

These results indicate that changes need to be implemented to ensure that safety in toilet areas is improved.

Furthermore, according to participants of the FGDs “bullying or mistreatment is likely if you try to speak out”. Discussions highlighted that some places advertise for staff and when young women ask about...
the job the employers can often say something along the lines of ‘you can have the job if you are my girlfriend’. It was also mentioned that there is a lot of discrimination in the workplace and many jobs are only seen as suitable for men e.g. construction/brick layer jobs. These comments suggest that more needs to be done to educate employers about work ethics, treating male and female employees equally and measures need to be taken to address any discrimination or incorrect forms of behaviour in the workplace.

According to the Configurational Analysis using EvalC3, a young woman is more likely to feel safe at work if she feels safe in her slum community, and if she has knowledge about where to go with any safety concerns, and if she can read and write. (This model was true with 78% Accuracy). See figure 3 below.

The findings suggest that measures taken to improve the safety for young women in their community would also enable them to feel safer in their workplace. This makes sense considering that many young women work in a public space within the community e.g. at the market. The findings also suggest that ensuring young women have knowledge about where to go in case of safety concerns and that they are able to read and write would also have a beneficial impact in terms of improving young women’s perceived level of safety at work.

Safety in the Home

Fig 4 How safe do you feel at home?

13 out of 128 (10%) of the young women survey respondents do not feel safe at home. (See figure 4).

These results indicate that most of the young women survey respondents perceive themselves to be safe at home. However, when they were probed further it is evident that there are several issues concerning the safety of young women in the home.

Comparatively, the younger women between the age of 15 to 24 years feel more unsafe in their home from others they live with (31%) compared to women who are between the age of 25 to 35 (14%).

Fig 3 Model Attributes for a woman to feel safe in her workplace

Model accuracy 78%, Not Sufficient and Not Necessary (Information on how to read the Truth Tables can be found in Annex-1)

<table>
<thead>
<tr>
<th>Best performing combination of attributes</th>
<th>Outcome</th>
<th>Confusion Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>She feels safe in her slum community</td>
<td></td>
<td></td>
</tr>
<tr>
<td>She is able to read and write</td>
<td>She feels safe at her workplace</td>
<td></td>
</tr>
<tr>
<td>She has knowledge about where to go in case of safety concerns</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Evaluate

Total cases: 128

<table>
<thead>
<tr>
<th>Model attributes are</th>
<th></th>
<th></th>
<th>cases</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Present</td>
<td>12</td>
<td>100%</td>
</tr>
<tr>
<td></td>
<td>Absent</td>
<td>18</td>
<td>17%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Model status</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not necessary</td>
<td>Not Sufficient</td>
<td>Present</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Model performance overall</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accuracy</td>
<td>78%</td>
</tr>
<tr>
<td>Balanced accuracy</td>
<td>78%</td>
</tr>
</tbody>
</table>

Instructions on how to read Confusion Matrix can be found in Annex-1
In one of the FGDs it was mentioned that “many families in the slum compounds are living in houses with just one room which needs to cater for the whole family”\(^{14}\).

Having to share a room means there is a distinct lack of privacy for young women in the home which is bound to have implications on how safe or comfortable they feel. Another issue mentioned was that there are many homes where alcohol is brewed and sold e.g. Kachasu beer and wine. These homes are often unsafe for women and have a lot of visitors.

81 out of 128 (63%) young women do not feel safe at home from poverty. (See figure 5).

These results indicate that there is a high safety concern regarding poverty in both the George and Linda compounds which coincides with the high level of female unemployment in both communities.

The KII in George alluded to the fact that “Economical violence is common due to high poverty levels. For example, this can be parents fighting due to fathers who don’t provide for their families.”

“Some girls are kept by grandmothers and used economically by indulging in sexual relations. They are abused sexually and economically. “A male FGD participant in Linda.

During the KII with the WDC in Linda it was mentioned that “High illiteracy and poverty levels are due to low education. Instead of going to school young women are often selling things to provide an income for their families.” This highlights that measures need to be taken to ensure that young women are able to access education whilst at the same time ensuring that this has a minimal economic impact on low income families.

Discussions during the validation workshops also highlighted that poverty levels are very high in both communities which leads to an increase in safety concerns among young women slum dwellers. Unemployment may lead to inactivity which can be associated with alcohol or drug abuse, premature sex and early marriages, all of which can provoke a rise in GBV cases in the community.

107 out of the 128 (84%) young women do not feel safe at home from those who drink alcohol at home. (See figure 6).

These results indicate that alcohol consumption is a factor which is having a negative impact on how safe young women feel in their home. Comparatively, the younger women between the age of 15 to 24 years feel more unsafe in their home from those who drink alcohol at home (87%) compared to women who are between the age of 25 to 35 years (77%).

The drawing shown in figure 7 came from one of the FGDs with young women when the group was asked to draw an example of their safety concerns in the home.

\(^{14}\) An average household size in the slum communities is over 6 members.
The description of the drawing says, ‘Too many drunk
guys/men’ and shows two figures which we can
assume are men with one woman. This image also
highlights that the consumption of alcohol can cause
safety concern for young women in the home.

Fig 8 How safe do you feel at home from beatings/
physcial violence?

93 out of 128 (73%) of the young women survey
respondents do not feel safe at home from
beatings/physical violence. (See figure 8).

A statement given during the KII in the George
compound was that "Young women are often abused
by their relatives, so they are not safe at home".

As mentioned earlier, many cases of GBV in the home
can be linked to economic reasons.

Some of the FGDs mentioned that violence at home
is more common during the night. This is likely to be
due to the fact that family members who have drank
alcohol are more likely to be intoxicated and drunken
actions can aggravate any underlying tensions that
already exist within the household.

97 out of 128 (76%) of young women admitted that
they do not feel safe from early marriage. Figure 9
shows the comparison of perceived levels of safety from
early marriage between the three different age groups.

73% of the young women survey respondents between
the age of 15–17 years old do not feel safe at home
from early marriage compared with 81% of the young
women between the age of 18 – 24 years old and 75% of
the young women between the age of 25 – 35 years old.

These findings suggest that measures need to be
taken to help empower young women to feel safer
from early marriage and to ensure that they and all
family members are aware of the risks that early
marriage can pose, in terms of exposing young
women to violence, trapping them in poverty and
compromising their health and education.

According to the Configuration Analysis using EvalC3,
a young woman feels safe at home if she is free from
fear of early marriage, and can read and write, and
she has not experienced GBV in her life. See Figure 10.
(Instructions on how to read the Confusion Matrix can
be found in Appendix 1).

The findings suggest that measures to help spread
awareness about the effects of early marriage e.g.
that it can often act as a contributor to cases of
GBV as well as initiatives to help tackle GBV in the
community more generally would help to improve
young women’s perceived level of safety within the
home. The findings also suggest that helping young
women to access education (to ensure that everyone
can read and write) would also help to increase levels
of safety within the home.
90 out of 128 (70%) of the young women survey respondents reported that they do not feel safe in their community. (See figure 11).

This high number highlights that there is a cause for concern regarding safety levels in the community areas and comparatively, results indicate that young women feel more unsafe in their slum communities than in their workplace (33%) and at home (10%). The younger women between the age of 15 to 24 years feel more unsafe in their communities (71%) compared to women who are between the age of 25 to 35 (29%).

According to the young women survey respondents, the three areas within the community which cause the highest safety concerns are the bars, roads and the church. (See figure 12).

Discussions in one of the FGDs mentioned “in both the George and Linda Compounds there are many street bars and lots of men and women drinking alcohol at all hours”.

During a KII in Linda it was mentioned that “illegal nightclubs and drinking places are dangerous for young women who can be abused there”.

Fig 10 Model attributes for a woman to feel safe at home
Model accuracy 82%, Not Sufficient and Not Necessary (Information on how to read the Truth Tables can be found in Annex-1)

<table>
<thead>
<tr>
<th>Best performing combination of attributes</th>
<th>Outcome</th>
<th>Confusion Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>She is free from fear of early marriage</td>
<td>She feels safe at home</td>
<td>Evaluate Total cases: 128</td>
</tr>
<tr>
<td>She is able to read and write</td>
<td></td>
<td>Data says outcome is</td>
</tr>
<tr>
<td>She has not experienced GBV</td>
<td></td>
<td>Present     Absent</td>
</tr>
<tr>
<td></td>
<td></td>
<td>cases</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Present      TP = 11    FP = 4   12%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Absent        FN = 19    TN = 94 88%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>23%            77%             100%</td>
</tr>
</tbody>
</table>

Model status
- The current set of attributes is: Not necessary Not Sufficient for the outcome to be: Present

Model performance overall
- Accuracy 82%
- Balanced accuracy 66%

Instructions on how to read Confusion Matrix can be found in Annex-1

Fig 11 How safe do you feel in your community?
- Safe – 38 (30%)
- Not safe – 90 (70%)

Fig 12 Which areas within your community do you experience safety concerns?

<table>
<thead>
<tr>
<th>Roads</th>
<th>Church</th>
<th>Bars</th>
</tr>
</thead>
<tbody>
<tr>
<td>36.36</td>
<td>9.09</td>
<td>54.54</td>
</tr>
</tbody>
</table>

Research Report on Young Women’s Safety Concerns in Slums in Lusaka, Zambia
The large number of bars in both slum compounds which are open from 06:00 in the morning until late at night results in a high number of drunk people on the roads causing safety concerns for young women who fear being sexually assaulted or harassed. The early opening time of the bars is deeply concerning and results in many people being drunk before midday.

The FGDs helped to shed more light on why the roads can cause safety concerns for young women. During one of the FGDs in Linda the following statement was given “women fear rape, murder and harassment from gangs on the roads who make you strip off your clothes and steal your belongings.”

Participants of the FGDs confirmed that there are currently no community/recreation spaces in either of the slum communities which means that young women who are out of work/school have limited options with what to do with their time. The lack of community facilities also results in other community members who are unemployed or other young people who are out of work/school to spend their time in the streets or in the bars to pass the time. The lack of productive activities for young people to engage with has resulted in the presence of gangs on the streets who can harass, threaten and in worst case scenarios violate young women who are walking alone in the community.

Regarding reasons why the church could also pose safety concerns for young women – it was mentioned during the FGDs that there have been many cases of GBV linked with church pastors and attending services can be unsafe due to the risk of sexual harassment.

124 out of 128 (97%) young women do not feel safe from sexual violence/rape when walking on the streets alone in their slum compound. (See figure 13).

This finding is extremely concerning and indicates that serious measures need to be taken to help ensure that community leaders prioritise and tackle this problem. As mentioned earlier, the FGDs highlighted that fear of gangs and drunken people on the streets are the biggest safety concerns for young women who are alone in their compound.

118 out of 128 or 92% of the young women survey respondents do not feel safe when walking near busy roads. (See figure 14).

The FGD with young men in Linda indicated that “there is no neighbourhood patrol or watch” and we’ve heard of police patrols but they are not serious and the police lack man power”.

In George, there is already a volunteer based neighbourhood watch scheme in place, however, result findings show that more efforts could still be made to improve community safety.

122 out of the 128 or 95% of the young women do not feel safe from being harassed when walking on the streets alone in their compound. (See figure 15).
Only 4 young women stated they feel safe from harassment when walking alone in the streets in their compound. 3 out of these four women were between the age of 25 and 35 years old while 1 was between 15 to 24 years old. The within-case-analysis of these 4 cases show that these women share the below attributes:

- They all had self-confidence
- They can take decision about their lives
- They never experienced GBV
- They feel safe in their communities
- They feel safe at home

Women who were between the age group of 15 to 24 years feel more unsafe walking in the streets compared to women who are between the age of 25 and 35 years; (75% cases compared to only 25% cases).

“The statements above taken from FGDs in both communities highlight that young women are concerned about gangs in their community who have been known to harass women and in worst case scenarios violate them physically or sexually. Knowledge that some gang members are hiding, ready to jump out on intended victims is a reason for why young women are reluctant to walk the streets of their community alone.

Figure 16 shows two graphs which compare how safe the young women feel when walking alone in the day (left graph) compared to during the night (right graph).

The results show that 84 out of 128 or 66% of young women survey respondents do not feel safe whilst walking alone in their compound during the day. The results also show that 122 out of 128 or 95% of the young women survey respondents do not feel safe whilst walking alone at night.

The comparison above shows that there are safety concerns both during the day and at night for young women. However, during the night there is a much higher level of safety concerns.

Reasons why it may be less safe for young women to walk alone in their community at night were discussed during the FGDs. During the FGD with young men in George it was stated that “young women are scared because they think they might be raped by drunk men”. Further to this, it was mentioned during the FGD with young women in George that “there are no or barely any street lights”
indicating that the lack of lighting in community areas is yet another factor which can have an impact on young women’s perceived level of safety in the community.

According to the Configuration Analysis using EvalC3, attributes required for a young woman to feel safe in her slum community are that (i) she has access to appropriate service and (ii) she has access to a community leader and (iii) has self-confidence. Although this combination of three attributes (i.e., the model) were found as the best performing amongst all the 20 attributes, with 74% accuracy but this model is neither “Sufficient” and nor “Necessary” for the outcome to come true. See annex-1 to read more on the terms used and the methodology for configurational analysis. (See Figure 17).

These findings show that 1) providing young women with knowledge about how to access support services – also making improvements to help services meet need requirements; 2) ensuring that all young women have knowledge of who their community leaders are and how they can access them and 3) putting measures in place to empower young women and increase their self-confidence, are all steps which can be taken to help improve young women’s perceived level of safety in their community.

Prevalence of GBV:

Fig 18 If you have experienced gbv, did you report the case?

53 out of 128 (41%) of the young women survey respondents reported that they had experienced GBV. This finding proves that despite recent efforts to reduce the prevalence of GBV in the Linda and George slum communities it continues to be a serious issue which is affecting young women.

29 out of these 53 young women (55%) who had experienced issues of GBV, did not go on to report their case. This indicates that as well as GBV still being a security concern in the community, young women are also facing barriers which prevent them from accessing support services to report GBV case and bring GBV perpetrators to justice. (See figure 21).
The FGDs and KIIs highlighted a variety of reasons for why GBV cases can go unreported, including financial dependencies, a lack of trust in support services and the associated reporting procedures, lack of financial means, traditional/cultural norms and lack of awareness of rights:

Many GBV perpetrators are often the bread winners of the family. The reliance on these household members for income allows a form of economic abuse to be carried out, with the breadwinner displaying control over other household members through acts of GBV.

GBV cases in the workplace are similarly unlikely to be reported due to financial implications and dependency on their employment to earn an income.

Some young girls are used economically by family members to provide an income for the household by indulging in sexual relations in return for money. These cases are unlikely to be reported due to family involvement and lack of empowerment.

“GBV is not taken seriously by police authorities so there is a lack of trust and often no justice is given to GBV perpetrators” A female FGD participant.

Many GBV victims who have attempted to report their case are unable to proceed due to an inability to provide a means to support costs involved e.g. transport to court. This highlights the fact that high poverty levels are acting as barrier to young women’s ability to access available services.

“GBV is not taken seriously by police authorities so there is a lack of trust and often no justice is given to GBV perpetrators” Female FGD participant.

“The police often request that GBV victims pay a sum of money or look for a vehicle before they can take any action and people simply cannot afford this.” Female KII participant.

“Traditional counsellors give the advice that marriage is meant to be endured and that whatever happens in your home – you’re not supposed to take it outside” Female FGD participant.

“In some cases, people have been turned away from reporting a GBV case because of not being able to speak English.” Female FGD participant.

Cultural/Traditional norms which teach women the values of Shipikisha (to persist) in relationships. If problems in a marriage arise (including cases of GBV), women are encouraged to attend marriage counselling rather than reporting their case in public.

“The current process for reporting a GBV case is too long and puts people off” according to one of the female FGD participants. Victims need to go to the VSU and then the clinic for tests for a medical report required for any court proceedings. Delays are common due to lack of identity documents and changes in the statements given. A medical report is also difficult to obtain for any GBV cases which are not physical (economical/emotional violence) therefore this process is not relevant for all GBV victims.

Many people choose to resolve GBV issues at home - setting for money or food in return for silence rather than reporting the case with the police. An example was given by one of the female FGD participants “a young couple were forced by their parents to get married after they had sex. Parents of the girl demanded that the boy pay 3,000 Kwacha”.

Lack of knowledge about young women’s rights and how to identify signs of GBV.

The FGDs and KIIs showed that many GBV cases which are initially reported to the police are later withdrawn. For example, during the KII in the George compound it was stated that “earlier this month
a father raped his 9-year-old daughter. He was arrested and the case was later withdrawn.” This is an example of where the breadwinner of the family has been able to get away with exercising economic power over other members of the household.

According to the configurational analysis using EvalC3, a young woman is more likely to report a GBV case if she is working. This attribute has 70% accuracy amongst all the cases studied but it is “Not Sufficient” and “Not Necessary” for the outcome to come true. (See figure 19).

In addition, a woman is likely to report a GBV case if she feels safe at home. This analysis is true with 62% Balanced Accuracy, but Not Sufficient and Not Necessary for the outcome to come true.

Moreover, according to the configurational analysis using EvalC3 shows that attributes required for a young woman to report a GBV case are that (i) she feels safe at home, and (ii) she does not feel safe working in her slum community, and (iii) she has access to a community leader, and she is able to read and write. Although this combination of three attributes (i.e., the model) were found as the best performing amongst all the 20 attributes, with 69% accuracy but this model is neither “Sufficient” and nor “Necessary” for the outcome to come true. See annex-1 to read more on the terms used and the methodology for configurational analysis. (See figure 20).

The findings suggest that measures to help increase levels of female employment, ensuring all young women can read and write, initiatives to help increase levels of female employment, ensuring all young women can read and write, initiatives to help increase
safety within the home as well as ensuring all young women have access to community leaders are all steps which can be taken to help encourage more young women to report GBV cases when they arise.

Fig 21 Were you satisfied with the support you received regarding your GBV case?

58% of the 24 young women survey respondents who had experienced GBV and went on to report their case, were not satisfied with the support they received. (See figure 21).

This finding indicates that measures need to be introduced within both slum communities to ensure that young women can access a satisfactory level of support when they need to raise any safety concerns. During the KII with the Victim Support Unit (VSU) in Linda it was confirmed that any GBV cases reported to the inquiry office are automatically referred to the VSU. If the victim is juvenile social welfare services can also become involved. The VSU supports victims to take cases to court and provides counselling.

Although research findings didn’t deny that support mentioned above is provided by the VSU for victims of GBV cases, the FGDs did highlight that limited resources e.g. staff capacity, as well as cases of corruption e.g. being forced to pay a sum of money before support is given can seriously affect and limit the number of young women who can access a satisfactory level of support.

The FGDs and KIs confirmed that YCI/YWCA activities such as the weekly ‘Safe spaces’ where young women from George and Linda were given a space to discuss issues such as GBV in a safe environment, ‘Insakas’ where young men were given the same opportunity as well as the twice monthly awareness campaigns were well received by both communities. Over 200 young women on average would attend the safe spaces and they would then be split into groups of 10-15 people who would have a YWCA advocate/mentor to guide discussions and support them. The YWCA project helped to provide young people with awareness about GBV issues and how they can access support in their community.
Despite the positive response received on the YCI/YWCA project, it should be noted that only a small percentage of the young women in the George and Linda slum communities were able to benefit from the activities implemented therefore more work still needs to be done to ensure similar activities are replicated and made accessible to other areas within both slum communities.

**Access to Services in the Community**

**Fig 22 Do you feel you have adequate access to services?**

- Yes – 29 (23%)
- No – 99 (77%)

99 out of 128 or 77% of the young women survey respondents do not feel they have adequate access to appropriate services. (See figure 22).

A few comments from the FGDs indicate possible reasons for this consensus of lacking adequate access to services within the community. For example, during the FGD with young men in Linda it was stated that “corruption is affecting us because only a few people have access to resources.”

The FGDs and KIs confirmed that current services for the community need to be improved. Many community service providers e.g. the police, health clinics, schools etc. lack staff trained in how to deal with GBV issues. During the FGD with young women in the George compound it was stated that “there is only one health clinic serving 4,000 people”. In another FGD it was stated that “the issue of security is not helped by the fact that there is only one police officer on shift in the compound at any one time – one in the afternoon and one at night.” Both statements allude to the fact that there is a lack of staff within the police and health clinics. This greatly limits the amount of true support they can provide to the slum communities and has a knock on impact regarding how safe young women can feel.

100 young women responded to this section of the survey which asked them to give details of the support systems they are aware of. (See figure 19).

49% of the 100 young women could give details of at least two support systems or more.

Please note that the term ‘family builders’ in Figure 23 refers to local trusted councillors who can be family based or within the community.

The results show that the police or VSU unit is the most commonly known support service, followed by NGOs such as YWCA and WLSA.

19% of the 128 young survey respondents did not know of any support system which can help with safety concerns. This indicates that measures need to be taken to ensure that all young women are aware of what support services are available and how to access them.

More young women who benefited from the YCI/YWCA project are aware of support services compared to young women who were not the direct participants of the project.

91% of the 64 young women survey respondents who are beneficiaries of the YCI/YWCA project had knowledge about where to go to regarding safety concerns compared to only 69% of the 64 young women survey respondents who are non-beneficiaries. Please note that attributing to the impact made by this project is not the primary objective of this research.
85% of the 128 young women survey respondents believe they would have difficulty accessing a community leader to raise any safety concerns. This figure includes 11% of the young women who admitted that they didn’t feel they could access a community leader at all. (See figure 24).

According to the young women researchers, in the George compound, councillors are elected by people within the community and in most cases, are represented by the Ward Development Community.

These results indicate that measures need to be taken to ensure that all young women in the community are provided with information on how to access their community leader. This information can also be shared with the community leaders and the key decision makers in the slum communities.

Participants of the validation workshop stated that “Accessibility of prominent community leaders is a challenge when people need to report or discuss safety concerns because of too much bureaucracy”. Furthermore, they added that “Many people within the slum compounds do not know who their community leaders are”.

Suggestions from young women:

The young women survey respondents were asked to give suggestions regarding measures which can be taken to improve safety for young women in their community. 122 of the 128 respondents answered this open question which resulted in 15 different categories of suggestions (see Figure 25 over).

The most popular suggestion to improve safety for young women in the George and Linda compounds is for more awareness campaigns/programmes to be implemented to increase sensitisation of GBV, safety and other important issues such as sexual health within the community. The FGDs and validation workshops highlighted the need for these activities to include all members of the community including young people, men, women,
parents and community support service providers (police, council, churches, schools, health services providers and development committees). It was suggested that awareness activities involve interactive and inclusive methods. For example, theatre roadshows including drama and poetry or door to door campaigns as well as brochures written in local languages to maximise impact at the community level.

The second most popular suggestion to improve young women's safety was for more efforts to be taken by the police to improve safety in the community. This was also a reoccurring message which came from the FGDs and KIIAs in both communities. For example, they could employ more police officers to patrol the streets and increase security, especially in busier areas such as near bars or market places. They could build more police stations, seek to address any forms of corruption which currently exists, ensure more officers are educated about GBV and safety issues and work together with the council and community leaders on addressing specific safety concerns. Another suggestion was for the police to start monitoring how issues are handled to be able to learn from what is currently working versus what isn't.

Other suggestions to improve young women's safety in the community include the following:

- **Changes to laws and policies within the community** - implementing laws to help protect young women, to increase security measures in the community, to discourage/put an end to early marriages and to enforce restrictions on bars (e.g. opening and closing times) to help to reduce the number of people visiting bars which seems to have an impact on the level of safety of young women in both communities.

- The introduction of mobile fast tracks courts placed within the communities was also suggested to help to speed up the process of reporting and trial of GBV cases. If cases are dealt with immediately more people would be encouraged to report GBV issues. A quick response in dealing with GBV cases may also mean a reduction in the number of cases that are withdrawn, simply because there is less time for someone to change their mind and withdraw because of family or community pressure. Furthermore, by reducing the need to cover transport costs more young people would be able to access the service.
Supporting young women to access formal education. The challenge here, recognised in one of the FGDs is that “schools in both the George and Linda compounds are currently overpopulated and it is difficult to enrol in grade 1 to 8 – there are around 100 pupils per class”. In the George compound, there is no secondary school and the nearest one is quite far – costing 24 kwachas – around 1.50 GBP - to travel there and back. Many families simply cannot afford this cost and the education of young women suffers as a result.

Introduction of formal/informal skills training centres or community centres – these could help empower young women who have been unable to receive education at school or who have been to school but are subsequently unemployed due to lack of jobs available in the community. Provision of a space where young people can learn and share practical skills would be beneficial in several ways. One of the FGDs mentioned that “Young girls can be found in bars, they don’t go to school and are coming from poor families so they become dependent on men in the bars”. Providing entrepreneurial or vocational education training courses supported by numeracy, literacy and life skills could help young women to become less economically dependent on others and in the process also improve their levels of safety.

Implementing better security measures – if security is increased and access to education/skills training is provided this would empower young women and enable them to find work to support themselves financially. Results from the survey as well as the FGDs and KIIs identified the need to provide more activities for young people in the community who have dropped out of school.

Introducing more youth groups and recreation centres would be a way to provide young people with activities to use their time more constructively and as a result could help to improve the levels of safety, especially on the streets.

Building more schools, providing more programmes to improve safety (similar to that of the YWCA), and improvements by the government/council to improve community services e.g. increasing the number of water points in the community and providing safer toilet areas. The validation workshops mentioned that the introduction of one stop centres (where GBV counselling and health services are provided to the local community) would be beneficial to the community and help to improve safety concerns. Improved health clinic services – increasing the number of clinics which serve the community to allow for a better service. Support for entrepreneurs e.g. supporting young women with start-up capital as well as the skills training mentioned above.

Reporting safety concerns to community leaders should be a method by which young women can voice any issues they are experiencing. As the survey findings mentioned earlier show – more needs to be done to ensure that young women feel that they can access community leaders.
The overall objective of this research was to explore the following question: ‘What is the perceived level of safety and security of young women in the slum communities they live in and how does this affect their access to work?’. The discussion below is around the four sub questions of the research.

**SQ.1. How does young women slum dwellers’ economic independence impact their perceived level of safety and vice versa?**

The research findings indicate that there are extremely high levels of unemployment amongst young women in both the George and Linda compounds due to factors including cultural norms which discourage young women to work outside of the home, lack of jobs available in the community, lack of education which prevents them from accessing certain jobs and corruption/sexual exploitation within certain work places.

Typical jobs for the young women survey respondents in both slum communities involve short or informal contracts in hospitality e.g. waitressing/bar work, domestic work e.g. cleaning/working as a nanny and retail e.g. shop keeping/selling at market. The fact that many of the young women who are employed do not have formal contracts means that they do not have a dependable source of income which they can rely on.

By analysing the results from the young women survey respondents who are employed it is evident that their perceived level of safety does increase to a certain extent. For example, a young woman is more likely to report a GBV case if she is in work. It is likely that by providing an income for their household, these young women feel less dependent on the GBV perpetrators and more able to report their case and seek the support needed.

However, the results also show that young women who are employed are experiencing safety concerns within the workplace. The FGDs in both communities alluded to the fact that it is common for sexual harassment and bullying to take place in the workplace and there are many cases of employers who sexually exploit young women by refusing to offer positions or refusing to pay salaries without a sexual favour in return. In addition, over half of the survey respondents who
are currently employed admitted that they do not feel safe when using the work toilets. Location of the toilets as well as lack of lighting (electricity black outs are a common occurrence in both communities) can influence how safe these areas are for young women. The negative stories about young women’s experience at work are bound to have an impact on young women’s perceived level of safety and can also result in discouraging young women to actively make efforts to find work.

Results show that although economic independence can have advantages in terms of enabling young women to become more economically independent the drawback is that new safety concerns are potentially introduced from within the work environment. The data analysis highlighted that if a young woman feels safe in her slum community, has knowledge about where to go with any safety concerns and can read and write she is more likely to feel safe at work. This underlines the fact that measures need to be taken to increase safety within the slum community, spread awareness about services available for young women with safety concerns and improve informal/formal education. Improvements in these areas should have a positive impact on how safe young women feel at work. If young women are more assured of safety in the workplace this is likely to encourage them to try and access work and as a result gain economic independence.

**SQ.2. Do young women slum dwellers know who to go to in case of their safety concerns?**

49% of the 128 survey respondents could give details of at least two support systems available or more proving that many young women do know who to go to in case of safety concerns. The most commonly known service was the police or VSU unit followed by NGOs such as the YWCA/ WLSA. Community leaders, gender facilitators and health clinics were also high on the list of service providers mentioned. However, a worrying finding was that 25 of the 128 young women survey respondents (19%) did not know of any support systems which can help them if they experience any safety concerns, indicating that more needs to be done to ensure that all young women in both communities are aware of what support services are available.

Findings show that young women who are beneficiaries of YWCA have more knowledge about where to go to if they have safety concerns compared to the non-beneficiaries of the project highlighting a degree of success for the 4-year project whose aim was to reduce GBV and improve safety and security for young women in Lusaka’s slums. To ensure that young women continue to become aware of support available to them it is clear that similar activities to the YWCA project need to be replicated in both communities.

The results show that over half of the young women survey respondents who had experienced GBV had not reported their case. There are many reasons for why the GBV cases are unreported e.g. many GBV perpetrators are providing an income to their household and reporting them would have an economic impact on the family, inability to cover the costs necessary for cases to be taken to court, lack of young women’s empowerment to stand up for their rights as well as traditional practices which promote marriage counselling and do not encourage young women to speak out. The high level of poverty in both Linda and George means that many GBV cases are often not reported to service providers but instead dealt with at home. Accepting cash as reimbursement for any injustice caused is often chosen over involving the police.

Results showed that the majority of the young women in both slum communities are aware of which support services are available. However, there are many factors which discourage young women from seeking this support – these barriers need to be addressed to enable young women to make more use of the services.

**SQ.3. What coping mechanisms are available for them to deal with their safety concerns?**

As mentioned above the main coping mechanisms which young women are choosing to use to deal with their safety concerns are speaking with the police or VSU. GBV cases reported to the inquiry office are automatically referred to the VSU. The VSU then supports victims to take cases to court and provides counselling. However, according to the FGDs and KIIs the capacity of the VSUs are limited (1 person on shift during the day and 1 during the night) and many young women who initially report cases eventually withdraw their case due to their
inability to cover costs and due to the reporting process taking too long (amongst other reasons).

The introduction of safe spaces by YWCA gave an option for some young people to discuss their concerns in a safe environment and encouraged them to report any safety concerns. The VSU in Linda confirmed that levels of GBV cases decreased over the last few years however, the FGDs and KIIs highlighted that the number of young people which the YWCA reached was limited and there is a need to spread the awareness and education discussed in these spaces further.

Other community service providers which can be used as coping mechanisms include the health clinics, church, schools, traditional counsellors as well as friends or trusted adults. Rather than consulting a support service some young women choose to avoid safety risks by staying inside during the night and avoiding areas in which they consider unsafe. Although this is indeed a sensible option when safety risks are present in the community areas this wouldn’t give them a support mechanism if they are experiencing safety concerns at home or at work.

**SQ.4. What aspects of gender-based violence experienced by young women are barriers to young women slum dwellers’ access to work?**

The results showed that despite recent efforts to reduce GBV and improve safety and security for young women in Lusaka’s slums there is still a high prevalence of GBV in the both the George and Linda compounds. The FGDs and KIIs alluded to the fact young women face safety concerns when walking alone in their community. 97% of the young women survey respondents fear sexual violence/rape when walking on the streets and 95% of those interviewed do not feel safe from harassment when walking alone in the streets in their community. Whether the young women have first-hand experience of gangs/drunk people harassing or attacking them on the streets or whether their perceived level of safety is based on the experiences of others/second-hand accounts of GBV, the fact remains that most young women are fearful of potential dangers on the streets.

The survey findings showed that 73% of the young women survey respondents do not feel safe from beatings/sexual violence at home and the FGDs and KIIs also confirmed that many acts of GBV are perpetrated by family members. Cases of GBV in the home can be due to economic reasons e.g. the breadwinner of the household displaying power over other members of the family amongst other reasons. The high number of young women who fear early marriage is also concerning since this is known to be a contributor to cases of GBV.

FGDs alluded to the fact that GBV in the workplace is common. This can include harassment, bullying and sexual exploitation either by employers or colleagues. Common knowledge about such negative cases can result in young women feeling discouraged and being afraid of what safety risks they could face if they try to gain employment.

Whether GBV is experienced in the community, at home or in the workplace, it is likely to have a negative impact on a young woman’s self-esteem and confidence to engage with activities that could improve their situation and help them to access work. The safer a person feels within their surrounding environment, the more confident they are likely to be in their everyday life. If young women are constantly subjected to living in fear of violence, harassment or any other forms of GBV they are more likely to lack motivation to be working and active citizens.

The result findings show that a young woman is more likely to feel safe at work if she feels safe in her slum community, if she has knowledge about where to go with any safety concerns and if she can read and write. Therefore, to help dismantle the barriers which prevent young women from accessing work, measures need to be taken to improve safety levels within the community, improve community awareness and ensure more access to education for young women.

**Other factors to consider regarding perceived levels of safety?**

The safety concerns which young women are experiencing at home and in the community correlate with the high level of poverty as well as an increasing prevalence of alcohol abuse. The survey findings show that many young women do not feel safe from poverty, early marriage nor those who drink alcohol at home. Many families due to their economic situation are forced to live in one single room and having a lack of privacy/ space from other family members is bound to have
an impact on how comfortable and safe a young woman feels. An increase in alcohol abuse in both communities was mentioned frequently during the FGDs which is likely to increase the chances of GBV occurring in the home and in community areas. In addition, due to high poverty levels, many parents encourage their young daughters to find husbands to support them financially. This not only increases the number of early marriages in the community but it also simultaneously lowers the level of safety which a young woman feels at home.

It is evident that there are certain areas in the community where young women experience safety concerns and these tend to be busy areas such as bars and busy roads e.g. near markets. A surprising finding was that the church is also regarded to be an area where young women experience safety concerns. This finding makes more sense when bearing in mind the recent GBV allegations charged against church pastors in Lusaka and the examples given during FGDs regarding young women being sexually harassed during church services.

Lack of education can affect young women’s ability to access work since some jobs require certain minimum levels of education. Classrooms in both Linda and George are oversubscribed, and many families cannot afford transport costs to reach secondary schools meaning that many young women are unable to receive appropriate education. Supporting young women to access formal/informal education or introducing skills training workshops would provide a way to ensure that young women learns skills which are needed to access work.

The current lack of security measures within George and Linda means that young women are facing safety concerns when accessing work/in the workplace, at home and in the community. It is evident that all community service providers, especially the police/VSU need to implement measures to improve young women’s safety.

It is disconcerting that many of the young women survey respondents currently consider accessing their community leader to be a difficult task and that some don’t even know who their community leader is. It is imperative that all young women in the community are made aware how to raise safety concerns and where to go to for support.

The results of the survey showed that young women beneficiaries of YWCA have more knowledge about where to go to if they have safety concerns compared to the non-beneficiaries of the project. This indicates that if similar projects are implemented in both the Linda and George compounds awareness will continue to be raised within the community about how to deal with GBV and other safety issues.

By supporting young women and educating all members of communities about safety issues including GBV, young women are more likely to have the knowledge required to challenge any unjust behaviour and, in the process, improve their own feeling of safety. Although every person can take measures to improve their own personal safety a collective response is required to make the positive change needed to improve safety for young women on a larger scale.
Recommendations

Improve safety in the workplace & safety when accessing work.

1) It is important that employers enact policies that help to prevent and address issues of GBV in the workplace. Sexual harassment and exploitation are safety concerns which need to be addressed as well as improvements to increase safety in areas of concern e.g. the toilet areas. Y Care International and its partners in Zambia can benefit from lobbying the state duty bearers through a collaborative approach.

Lessons can be taken from the companies in the Swedish Workplace HIV/AIDS Programme (SWHAP) network in South Africa who are using social dialogue to address issues around sexual harassment in the workplace. Steering committees from the different companies have been trained on how to conduct workplace social dialogues (involving management, employees and trade unions) that challenge structures and beliefs that perpetuate violence against women in all spheres.

2) Measures need to be taken to improve women’s security and ability to access work safely. Neighbourhood watch schemes should be encouraged to help reduce young women’s fear of harassment/sexual violence on the streets during the day and at night. As well as increasing security for young women, these community schemes can help to ensure that victims of GBV are directed towards appropriate support and GBV perpetrators are reported to the police. In addition, public transport schemes could be introduced to enable women to access work in a safe and secure way – this would need to be financially supported to ensure that the service is affordable and accessible to all.

Improving safety in the home & the community

3) Awareness campaigns and influencing work on social/cultural norms regarding gender roles and appropriate behaviour in the workplace, home and community should be implemented to help increase safety levels in the community. Campaign activities should include interactive approaches e.g. drama/theatre roadshows, door to door campaigning with brochures written in the local language as well as working with local youth groups/artists to create visual ways to raise awareness for the whole community.

4) Awareness/training sessions should be provided to all key community service providers. These sessions should include all service providers e.g. police, health workers, community development and social workers, church leaders, teachers, community leaders and local business owners. Moreover, YCI and YWCA could lobby for a space where service providers can discuss and share ways in which they can help to address safety concerns through improved ways of working e.g. the police could deploy officers to patrol the streets which could help to increase security for young women as well as building trust within the community.

5) Regular community stakeholder meetings should be held to discuss safety concerns and joint initiatives which can be implemented.

These sessions should:

- Involve youth representation on a regular basis to ensure there is a platform to hear about current safety concerns for young people in the community and progress being made.

- Provide a space where service providers can discuss ways in which they can address safety concerns in a collaborative way. E.g. a joint initiative could be to suggest alternative recreation options for young people and the wider community to help tackle the issue of safety concerns related to high levels of alcoholism; or, to increase safety for young women at night improvements to community spaces could be introduced e.g. more lighting in areas of concern.

- Include time to discuss and share learning resources made available from similar global initiatives to help increase the safety of young women in communities.

6) Youth friendly spaces (like those implemented by YWCA/YCI) should be introduced in all communities. These spaces should aim to ensure that young
people have a safe environment in which they can discuss topics such as GBV, human rights and safety concerns and raise awareness of how to deal with GBV and safety concerns, how to seek support or report GBV-cases and provide a way for young women and men to receive informal education which promotes positive morals and nonviolence. YCI and YWCA could support volunteers to lobby for a venue where these youth friendly spaces can be held going forward and also provide knowledge based on the evaluation of the YWCA/YCI project regarding key things to consider when organising/volunteering to support this type of activity for young people.

7) Engage and influence the policy makers to improve safety within the community. Regular community meetings can be held (involving service providers, parents and young people) to discuss what policy changes are required to help improve safety. E.g. it could be decided that enforced restrictions on bar opening times would address some of the safety concerns of young women on the streets. Youth Advocates for change can be introduced to ensure that law and policy makers are made aware of the safety concerns in the community and to ensure that the suggestions regarding law/policy changes are shared. YWCA safe spaces mentors would be ideal candidates for this role since they have already developed a good rapport with key stakeholders within the community and have a good knowledge regarding existing safety concerns threatening the community and particularly young women.

**Improving access to community services**

8) Increase access to education and provide skills training to help girls and young women succeed. Investing in young women’s economic empowerment and skills development is one of the most urgent and effective means to drive progress on gender equality, poverty eradication, and inclusive economic growth and consequently improve their levels of safety.

Activities can include the following:

- Introduction of informal skills training centres and encouragement of skills sharing within the community - to ensure that young women who are unable to receive formal education are provided with an opportunity to develop their skills and learn from others.

- Lobbying for financial support to enable all families to afford public transport costs for young women to access formal education.

- Local councils must be made aware of the need to improve the capacity of the schools within the communities which are currently under resourced and overcrowded – collective action and support from YCI/YWCA with lobbying could help to highlight this issue.

- Awareness raising regarding different career options available to young women and practical steps which can be taken to achieve their potential.

9) Measures need to be put in place to ensure that community services are adequate and meet the need requirements of young women.

Activities can include the following:

- Awareness raising regarding referral mechanisms and how young women can access community leaders for their safety concerns;

- Community leaders must be made aware of what young women think about accessing them and the support services available in the slum communities.

- Improvements to support service provision e.g. an increase in staff capacity in the VSUs (Victim Support Units of the Police) and health clinics to ensure that all young women are able to access services available.

- Introduction of financial support schemes to ensure that no young women are prevented from reporting GBV cases due to poverty. Examples of institutions which can be targeted for support are the Ministry of Youth and Sport, Ministry of Gender, Ministry of Finance, UNICEF and ILO. Introduction of mobile fast tracks courts would help to speed up the process of reporting and trial of GBV cases and help to reduce the amount of financial support required to enable young women to report GBV.
In conclusion, from this research it is evident that young women in Linda and George compound in Lusaka, Zambia do not feel safe in their workplace, home and communities; there are many issues which need addressing in both the George and Linda Compounds to ensure that young women can live without any safety concerns.

The few young women who are employed are experiencing safety and security concerns in relation to sexual harassment, exploitation, unsafe toilets at the workplace and unsafe routes to access work. Common knowledge about these safety concerns linked to the workplace can discourage other young women in the community from wanting to access work outside the home and further strengthen the cultural norms around women to rather stay at home than work. To improve safety in the workplace policies need to change and improvements to services need to be implemented to provide young women with safe ways to access work.

One of the key findings was that young women feel more unsafe in their community in comparison with their home and workplace. High levels of fear regarding sexual violence, rape and harassment when walking alone in community areas are deeply concerning. Many of the safety concerns in the community areas are directly linked to the high levels of unemployment levels. The lack of recreation facilities and community spaces available means that young people who are not attending school/work are limited in what to do with their free time and are more likely to be involved in unproductive activities such as alcohol or drug abuse or getting involved in gangs who commit crimes within the community.

There are several ways in which the safety concerns within the slum communities can be reduced. However, the most necessary measure is to continue raising awareness about security and safety concerns in the communities. Spreading knowledge and education to all members of the community about GBV issues, human rights and services available for anyone experiencing safety concerns will help to encourage the whole community to push for positive changes to improve safety.

The introduction of regular community meetings which focus on the topic of safety as well as introducing ‘advocates for change’ are just some measures which will help to ensure community participation in decision making processes which can lead to changes being implemented to address safety concerns. Also, community leaders and other decision makers need to be informed about what young women perceive about their safety and their concerns around accessing the community leader and/or the support services.

Empowering young female slum dwellers to stand up for their rights and put an end to GBV as well as encouraging local service providers to make changes which can have a positive impact on community safety levels are some of the vital steps required to help improve young women slum dweller’s perception on safety and security levels in the communities they live in. If safety concerns are addressed through holistic and collaborative approaches, involving all members of community at all levels, the success and lasting impact of the efforts made will be much greater.
“Restrictions on drugs and alcohol would help to improve safety in the community – there are cheap beers sold with a high alcohol content and a cold syrup psychotic medication in regular use which often aggravates GBV issues.”

A female FGD participant.
Annexes

- Annex 1 – How to Read EvalC3 Tables
- Annex 2 - Research Design Outline
- Annex 3 – Research/Data Collection Training Workshop Summary
- Annex 4 – Key Informant Interview 1 (VSU officer) Linda Compound
- Annex 5 – Key Informant Interview 2 (WDC) Linda Compound
- Annex 6 – Focus Group Discussion 1 (Young Women) Linda Compound
- Annex 7 - Focus Group Discussion 2 (Young Men) Linda Compound
- Annex 8 - Key Informant Interview 3 (Community leader & church elder) George Compound
- Annex 9 - Focus Group Discussion 3 (Young Women) – George Compound
- Annex 10 - Focus Group Discussion 4 (Young Men) – George Compound
- Annex 11 – Focus Group Discussion 5 (Young Women Slum Dweller Researchers) Linda & George Compounds
- Annex 12 - Validation Workshop Outline
- Annex 13 - Validation Workshop Summary
- Annex 14 – EvalC3 Configurational Analysis

Note: Annexes 2 to 14 are available to download or request separately.
Annex 1 – How to Read EvalC3 Tables

Methodology used for EvalC3

Finding Sufficient and/or Necessary attributes or a combination of attributes (i.e., a model) is a core function of EvalC3 software. Through EvalC3 we identified predictors that are important (i.e. Necessary and/or Sufficient) for the outcome to come true. These configurations of attributes were supplemented by within-project inquiries to identify the casual mechanisms at work.

EvalC3 is an Excel application designed to find single-attributes or a combination of attributes of cases (aka models) that are the best predictors of an outcome of interest.

For each model, the results are posted in a truth table counting the number of cases for each combination of attributes and outcome as below:

- **True positive (TP)**, both attribute(s) and the outcome is seen, the model is a positive predictor
- **True negative (TN)**, neither attribute(s) nor outcome is seen, the model is a negative predictor
- **False positive (FP)**, the attribute(s) are present but outcome is not, the model does not work for these cases, other factors not in the model may have hindered the outcome
- **False negatives (FN)**, the attributes are not present but the outcome is, other mechanisms are likely to have led to the change in the absence of the model attributes

The EvalC3 analysis used ‘Averaged accuracy’ (termed ‘accuracy’ elsewhere for short), to measure the performance of each model. This calculates the average of TP as a proportion of cases where the outcome is present (i.e. positive predictor of the outcome), and TN as a proportion where the outcome is not present (i.e. negative predictor of the outcome). The higher the averaged accuracy score the better the model’s predictive ability for the desired change outcome.

- **Sufficient**: For models where FP=0, they are classed as Sufficient. This means that within the sample of projects analysed, if the model’s combination of attributes is present, the change outcome will be present.

- **Necessary**: For models where FN=0, they are classed as Necessary. This means that within the sample of projects analysed, for the change outcome to be present, the model’s combination of attributes must be present, but there may be cases where the attributes are present, but the outcome is not.