

TOWARDS THE JUST CITY IN ZAMBIA

ISSUES PAPER



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Executive Summary

This report was commissioned by Friedrich Ebert Foundation Zambia Office who provided the financial support for a study to gather baseline information for the preparation of an Issues Paper on the Just Cities Initiative (JCI) in Zambia. The field phase of the study was conducted in four cities: Chipata, Kitwe, Livingstone and Solwezi from 18th April 2022 to 20th May 2022. The study was commissioned under the auspices of the global framework agreement between UN-Habitat and the Friedrich-Ebert-Stiftung (FES), who have agreed to collaborate and occasionally host joint events, dialogue programmes and workshops on variety of topics with the objective of contributing to the achievement of SDG 11 and other related SDGs.

At national level, FES Zambia and UN Habitat in Zambia have agreed to work together and with other institutions to increase dialogue and engagement in policy making in order to accelerate the achievement of SDG 11 - making cities and human settlements inclusive, safe, resilient and sustainable. The partnership further aims to strengthen coordination with local authorities, trade unions, civil society organisations public and private actors, like-minded cooperation agencies and special interest groups and associations, and stakeholders living in informal settlements.

The study methodology was highly participatory and involved community and stakeholder consultations. Primary data was collected through focus group discussions (FDGs) and key informant interviews (KIIs) in 4 pilot cities-Chipata, Kitwe, Livingstone and Solwezi. Approximately 209 participants took part including 166 community members, 53 institutional stakeholders and over 40 individual respondents selected randomly in the four cities. Participants included public and private entities, Civil Society Organizations, marketeers, Bus Operators, Taxi owners, cyclists, motor bike owners research institutes and academia.

The study findings reveal that, as currently designed, Zambian cities are lag behind in achieving SDG 11, that is, the attainment of socially inclusive, resilient, sustainable and just cities remains an unmet objective. This is a source of concern as Zambia is accountable to the Global Community on meeting the SDGs, Agenda 2030 and the New Urban Agenda by 2030. The key findings highlight social breakdown, escalation in social vice (crime, drug abuse, gambling and prostitution), lack of household coping strategies, family

disintegration, and unequal distribution of benefits from local economic resources.

There is a significant economic, infrastructural and social gap between residents of informal unplanned settlements and formal settlements, and unequal power relations between the urban residents and civic and traditional leaders on one hand and political leaders on the other hand. Leaders who wield political power are unable to use their influence to benefit the urban residents. Of significance, the study findings point to the lack of accountability and transparency in the use of scarce public resources and in sharing the benefits from economic activities such as mining and tourism. Unequal benefit sharing is a major source of socio-political tensions and conflicts in Zambian cities. There are fewer economic and employment opportunities, social mobility, inability to access friendly social space and breakdown in family and community cohesion.

The challenges faced by urban residents can be directly attributed to unsupportive policies and legislation, and constitutional provisions. For example, housing provision is only a directive of State Policy which constitutionally does not compel Central Government, Local Authorities and other public bodies to provide housing and municipal services. Weak capacities of local authorities to deliver urban and social amenities, infrastructure and basic services and non-implementation of urban plans and social welfare programmes are major experienced by urban residents. Concerted and collaborative efforts and partnerships are required to move urban residents out of their current dire situation.

The key recommends are that a programme/project intervention, around the Just Cities thematic area, be conceptualized, designed, piloted in a selected city and scaled up to promote urban and social development outcomes that will contribute to SDG 11. The proposed intervention will complement the Local Authorities' existing urban development plans (including IDPs), and social and community development programmes through establishment of multi-level and multi-stakeholder urban governance, public policy dialogues (PPDs), and urban forums, and through advocacy for social accountability and peer-to-peer cooperation with cities within Africa that are already implementing the Just Cities initiatives. Policy dialogues will be driven and coordinated by Local Authorities, just cities core groups and designated implementing partners. The intervention will promote linkages with key policy making public institutions and will be aligned to relevant national development plans, policies and

List of Acronyms

AZIEA	Alliance for Zambia Informa Economy Associations
AU	African Union
CBO	Community Based Organisation
CBU	Copperbelt University
CDF	Constituency Development Fund
CSO	Civil Society Organisation
CSR	Corporate Social Responsibility
CSPR	Civil Society for Poverty Reduction
FBO	Faith Based Organisation
FDG	Focus Group Discussion
FES	Friedrich Ebert Stiftung
IDP	Integrated Development Plan
JCCG	Just Cities Core Group
JCI	Just Cities Initiative
JCP	Just Cities Project
JIDP	Joint Integrated Development Plan
KII	Key Informant Interview
LA	Local Authority
LAP	Local Area Plan
LCC	Livingstone City Council
LTA	Livingstone Tourism Association
LUP	Land Use Plan
MAZ	Marketeers Association of Zambia
MSPA	Ministries and Spending Agencies
MUZ	Mineworkers Union of Zambia
NASW	National Association of Social Workers
NDP	National Development Plan
NGO	Non-Governmental Organisation
NMT	Non-Motorised Transport
NTA	National Technical Adviser
OHCHR	Office of the High Commissioner for Human Rights
P2P	Peer-to-Peer
PF	Patriotic Front
PPD	Public Policy Dialogue
PWD	People with Disability
PTTDA	Public Transport and Taxi Drivers Association
RTSA	Road Transport and Safety Agency
SCP	Safer Cities Programme
SDG	Sustainable Development Goal
SEA	Strategic Environmental Assessment
SHDP	Save Humanity Development Programme
SWASCO	Southern Water and Sanitation Company
UPND	United Party for National Development
UNGA	United Nations General Assembly
UN Habitat	United Nations Human Settlements Programme
UN	United Nations
UNDESA	United Nations Department for Economic and Social Affairs
UNGA	United Nations General Assembly
YWCA	Young Women's Christian Association
ZAPD	Zambia Agency for People with Disability
ZEMA	Zambia Environmental Management Agency



CHAPTER ONE

INTRODUCTION

1. Introduction

1.1 Background

In 2015 the UN General Assembly (UNGA) adopted the Sustainable Development Goals (SDGs) or Global Goals to guide progress and human development up to 2030. In response, Zambia has domesticated the SDGs and the Global Agenda 2030, and is thus upholding the principle of “Leave No One Behind”. Zambia is also a signatory to several conventions and protocols including the AU Agenda 2063, Copenhagen Declaration on Social Development, the Paris Agreement on Climate Change, and the Sendai Framework on Urban Disasters, among others. Of particular importance, to ensuring safe, inclusive, resilient and just cities, is SDG No. 11: Ensuring Sustainable Cities and Communities.

The Friedrich Ebert Stiftung (FES) and the United Nations Human Settlements Programme (UN Habitat) have signed an agreement at Africa level to collaborate, and occasionally host joint events, policy dialogue programmes and workshops on a variety of topics with the aim of contributing to the achievement of SDG No. 11.1 At national level, the collaboration between FES Zambia and UN Habitat is expected to increase dialogue and engagement in policy making in an effort to accelerate the realisation of SDG 11. The partnership further aims at strengthening coordination with local authorities, public and private sector stakeholders, Civil Society Organisations (CSOs), cooperation agencies and special interest groups and associations.

Both FES Zambia and UN Habitat have long histories working with various institutions in Zambia. FES Zambia’s programming work is centred around its strong beliefs in social democracy and the principles of freedom, justice and solidarity. FES strives to ensure a free and just society where citizens are given equal opportunities to participate at all levels: political, economic, social and cultural regardless of their social status, origin, sex or religion. FES promotes the advancement of socio-political and economic development through civic education, research, and international cooperation. UN Habitat works with national government agencies, local authorities, private sector and non-governmental organizations (NGOs) to ensure sustainable human settlements development. It is responsible for implementation of SDG 11, Agenda 21, New Urban Agenda and during the last decade the turnkey Safer Cities Programme (SCP).

1.2 Urban Development Context

Urbanization and the evolution of cities and towns in Zambia have been driven by mineral exploitation on the Copperbelt and along “Line of Rail”. Large provincial centres mainly evolved as either garrison towns or (British) colonial administrative centres. The abolition of Pass Laws² and the introduction in 1964 of Article 24 of the New Constitution of Zambia removed all restrictions on movement of people which resulted in mass migrations of people from rural areas into urban centres. A major consequence was the rapid growth and expansion of informal unplanned settlements which currently occupy half of the available land in major urban centre in Zambia.

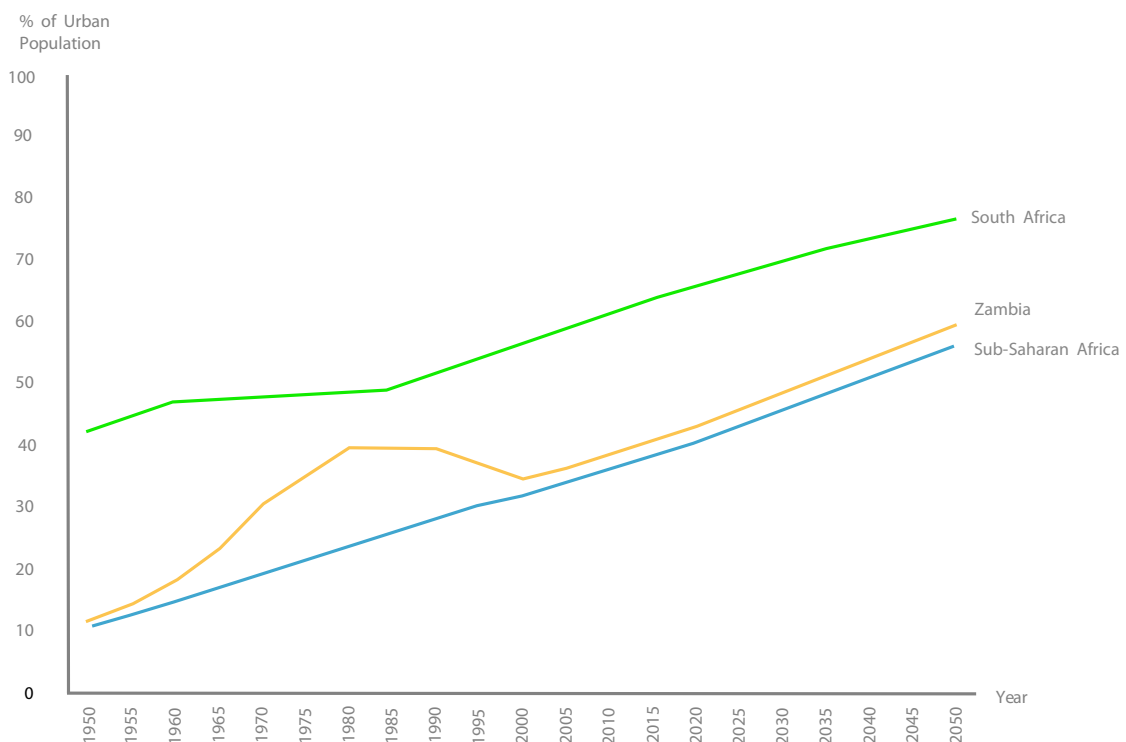


¹ FES Zambia Terms of Reference, approved May 2022

² The Colonial Government imposed a series of measures including the Pass Laws and Hut Tax that restricted migration of indigenous Zambians to urban centres

Urbanization has further been driven by natural population growth from 3.5 million inhabitants in 1963 to an estimated 18 million, a six-fold increase which is further projected to reach 24.9 million by 2030 and 44 million by 2050.³ Figure 1 below illustrates comparative urban population growth trends between Zambia and Sub-Saharan Africa between 1950 and 2050. The urban population has doubled from 20.7% in 1963 to an estimated 41 percent, which is projected to increase from 5.1 million in 2010 to 11.9 million in 2030 and 26.8 million in 2050.⁴ The bulk of the projected urban population increase will occur in Lusaka, Kitwe, Livingstone, Chipata and Solwezi.

Figure 1: Zambia’s Urban Population Growth Trends 1950-2050⁵



Following the decline of the Copperbelt⁶ from the 1980s into the 1990s⁷, there has been significant demographic shifts towards Solwezi and the North Western mining towns of Kalumbila and Lumwana (Barrick Gold) which collectively are referred to as the “New Copperbelt”. Lusaka, the primate and capital city with a population of over 2.5 million residents remains a major pull factor and destination for labour migrants from the defunct Copperbelt and rural areas. An estimated 70 percent of Lusaka’s residents now live in informal unplanned settlements without adequate basic infrastructure and services.

3 UNDESA, 2014

4 UN Habitat data (2013)

5 United Nations, Department of Economic and Social Affairs, Population Division (2014). World Urbanization Prospects: The 2014 Revision, CD-ROM Edition

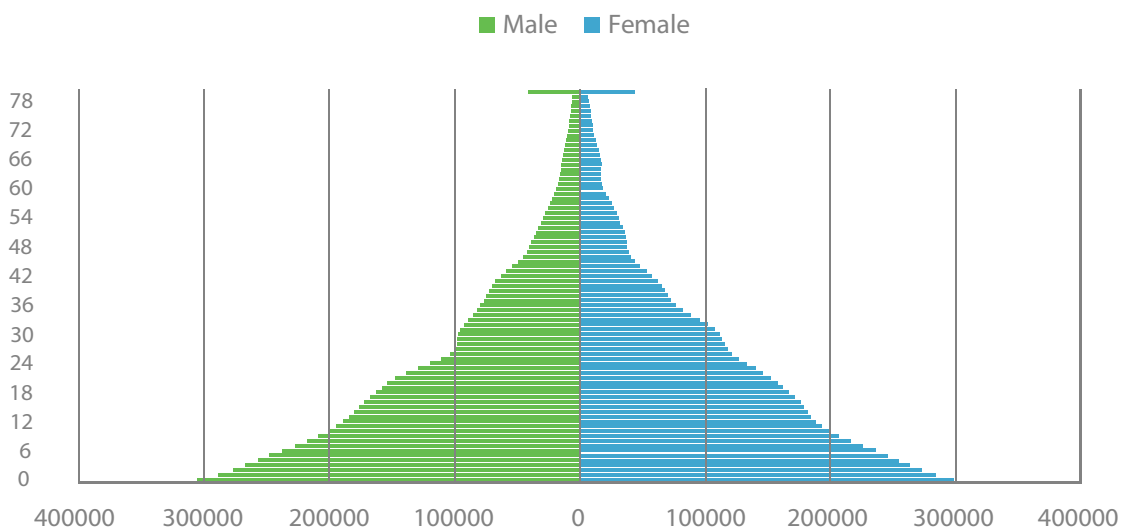
6 Due to the spill over effects of the international oil crisis and collapse of copper prices in the 1970s, and political instability in the 1980s, the Copperbelt experienced counter-urbanisation with significant depopulation of all its major towns. Lusaka and the new mining towns of the North Western Province with Solwezi as the economic hub, were the main beneficiaries of the influx of new labour migrants

7 Potts, D. (2005): “Counter-urbanization on the Zambian Copperbelt? Interpretations and implications”. Urban Studies, Vol. 42, No 4, pages 583–609.

Rural to urban migration remains a major driver (push factor) of urbanisation in Zambia. Inadequate economic and job opportunities in rural areas, low farm wages and incomes, high variability of rainfall resulting in poor agricultural yields and climate induced droughts have all contributed to push rural people into the cities for jobs and better quality of life. Government policies of ‘go back to the land’ in the 1980s had little impact on containing rural to urban migration while economic liberalization and privatization policies of the 1990s did not produce the desired results of a market driven economy. Urban residents continue to experience economic and social challenges due to high poverty levels estimated at 54 percent, low wages and high cost of living, and inadequate urban and social infrastructure.

An important demographic fact is that Zambia is a relatively young population with the concentration of people in the 0-15 years and 15-35 years age groups. Figure 2 illustrates Zambia’s population pyramid. The World Bank estimates that youth labour force will double from 5.5 million in 2015 to 10.1 million by 2035. An estimated 80 percent of all Zambians are below the age of 35 years. This youthful population represents a long run development challenge of ensuring that as the economy grows, sufficient jobs and economic opportunities are created to respond to the growing working age group. The urban youth overwhelmingly comprise the ranks of 15% unemployed labour force in Zambia which presents a significant problem for the authorities.

Figure 1: Zambia’s Urban Population Growth Trends 1950-2050⁵



Despite many urban development challenges, evidence suggests that cities in Zambia are “engines” of economic growth, and job creation. Cities, if well managed, can catalyse industrialization by taking advantage of agglomeration economies and their relatively good infrastructure and services, high population density and diversity.

1.3 Problem Context

The response to challenges posed by urbanisation has generally been reactive, ad hoc, uncoordinated, piecemeal and compartmentalized (siloed). With more than 40 percent of its population living in urban centres, Zambia is considered to be one of the most highly urbanized

countries in Sub-Saharan Africa (SSA). Cities account for nearly 80 percent of Gross Domestic Product (GDP), and yet they continue to experience high urban poverty, illiteracy, community and social breakdown and significant decrease in political space, participation in local democratic processes and increasing political polarisation and politically motivated violence. Social and community breakdown is partly induced by growing social problems, high unemployment and lack of economic opportunities, growing income inequalities and corruption. Socio-political challenges are exacerbated by inadequate urban and social infrastructure. The failure of local authorities to prepare and implement urban development plans and programme is a major challenge that requires attention if Zambia is to achieve SDG 11 and ensure just cities.

1.4 Purpose of the Issues Paper

The purpose of this study report (hereinafter referred to as the “Issues Paper”) is to consolidate and synthesize baseline information on social justice and urban development conditions in four pilot cities – Chipata, Kitwe, Livingstone and Solwezi, and to draw inferences, conclusions and recommendations that will facilitate the design of a novel Just Cities intervention in Zambia. The emergent priority issues raised in the Issues Paper will enable national, district and community level stakeholders to meaningfully engage policy dialogue, and to participate in local democratic processes thus ensuring greater respect for human rights. The specific objectives of the Issues paper are to:

- a) establish the need for establishing appropriate local and national structures to spearhead the proposed Just Cities initiative in Zambia;
- b) assist the Zambian Government to adequately report on its achievements of implementing SDG No. 11 and other UN conventions and protocols.
- c) highlight the main socio-urban challenges and opportunities, establish priority areas, and identify realistic policy positions;
- d) suggests actionable, relevant, practical and implementable policy recommendations to support Zambia in achieving SDG 11 and its targets.

1.5 Scope of the Issues Paper

The Issues Paper is intended to highlight the key issues emerging from a study of the interface between social justice, especially cultural and political aspects and urban development issues. This is a significant departure from traditional urban and social studies that focus more on challenges associated with provision of urban and social infrastructure. The study is more of an exploration of the interface, linkages and interrelationships between urban development and social justice issues as they unfold in urban areas. Geographically the study covered four (4) major cities in Zambia: Chipata, Kitwe, Livingstone, Lusaka, and Solwezi with Lusaka represented by national stakeholder institutions.



CHAPTER TWO

POLICY AND LEGAL FRAMEWORKS



2. Policy and legal frameworks affecting Urban Development

This section of the study report presents the main policies, legislative and regulatory frameworks relevant to realisation of SDG 11 and to ensuring urban development and social justice outcomes necessary to achieve inclusive, safe, resilient, just and sustainable cities.

2.1 Urbanisation and urban development Policies

The Urban and Regional Planning (URP) Act No. 3 of 2015 is the principal legislation regulating urbanisation and urban development in Zambia. It supersedes all other Laws in terms of urban planning and development unless in cases of subject specific plans (tourism, forestry, Wildlife, agriculture etc.). The Ministry of Local Government (MLG)'s Department of Physical Planning (DPP) applies the URP Act to prepare Integrated Development Plans (IDPs) and Local Area Plans (LAPs). The MLG has prepared IDP Guidelines (2019) and URP Regulations to help forward planning and control, and monitor urban development. In traditional customary areas planning agreements between Chiefs and Local Authorities are a new and innovative way to promote formal LUP and to control and manage urban growth.

Urban development largely benefits from national development planning processes and programmes, The Vision 2030 provides a long-range development vision and government's aspirations for making Zambia a prosperous middle-income nation by 2030 while the National Development Plans (NDPs) broadly focus on strategic development, economic diversification and job creation; poverty and vulnerability reduction; reducing developmental inequalities, enhancing human development; and creating a conducive governance environment for

diversified and inclusive growth. The National Decentralisation Policy aims to ensure that Zambia is a fully decentralized and democratically elected system of governance characterised by open, predictable and transparent policy making and implementation processes at all levels of the public service.

Other policies relevant to urban development include the Gender, Disability and Youth Policies. The Gender Policy is designed to ensure the attainment of gender equality in the development process by redressing the existing gender imbalances in the nation, providing equal opportunities for women and men to actively participate and contribute to, as well as equitably benefit from national development. The Disability Policy provides for the consideration of persons living with disability and it aims to ensure that persons living with disabilities live decent and productive lives without any barriers. It promotes equal opportunities for all in the provision of basic needs and human wants. The National Cultural Policy aims at facilitating participation by all in the creation and enjoyment of our cultural wealth.

2.2 Land, Security of Tenure and informal settlements Policies

The 1995 Land Act removed many restrictions on land ownership, use and development that were imposed by the 1975 Land (Conversion of Titles) Act. It promotes private ownership and participation planning and development of land including land in customary areas (Section 2). Chiefs and Headmen have significant regulatory role of customary tenure. The Act provides for the continuation of leaseholds and leasehold tenure; vesting of land in and alienation of land by the President; statutory recognition and continuation of customary tenure; and conversion of customary tenure into leasehold tenure. It establishes the Lands Tribunal and Land Development Fund (LDF). Housing Policy guide the development of adequate affordable housing for all income groups in the country.

Resettlement Policy (2016) provides for the identification and acquisition of land for resettlement, preparation of Resettlement Action Plans (RAPs), demarcation of farm plots, processing of applications for resettlement, and allocation of settlement farm plots to suitable applicants. It further recommends deserving settlers to acquire certificate of titles to their farm plots from the Commissioner of Lands and co-coordinates the provision of infrastructure in resettlement schemes. It is implemented by the Department of Resettlement in the Vice President's Office.

The Constitution of Zambia provides for certain economic, social and cultural (ESC) rights some of which are only covered as "Directives Principles of State Policy," implying that the state is not constitutionally obliged to provide certain services.⁸ The Constitution has since been reviewed and many barriers to individual rights removed. The Constitution also regulates land ownership, alienation and land use and development. Chapter 1, Article 16 provides for the fundamental right to land and protects persons from the deprivation of land.

2.3 Urban mobility and public transport Policies

The principal legislation is the Roads and Road Traffic Act⁹ Chapter 464 Part X Public Service Vehicles and Public Services of the Laws of Zambia whose implementation is overseen by the Ministry of Transport and Communications (MTC) and the Road Traffic Safety Agency (RTSA). The projected increase in urban population of 60% by 2050 which implies a strain on public transport systems. Based on this trend it is important to reshape urban mobility to ensure that travel that promotes a sustainable future. Vehicular transport significantly contributes to greenhouse gas emissions and hence the importance of rethinking urban mobility.

2.4 Climate change and human health Policies

The National Climate Change Policy provides for home grown initiatives targeted at minimising the impact of climate change on national development. It also provides stakeholders with a single framework on how to tackle climate change and vulnerability in Zambia. The Forest Act, 2015 is implemented by the Department of Forestry, provides for the establishment and management of National and Local forests including urban forests, conservation and protection of forests and trees. The Act also provides for the involvement of local communities and the private sector in the planning, management and utilization of forest resources and the sharing of costs and benefits obtained from the open and forest reserves.

2.5 Resilient and sustainable human settlements Policies

The most relevant policies guiding attainment of resilient and sustainable human settlements include: Environmental Management Act No. 12, 2011 which is implemented by the Zambia Environmental Management Agency (ZEMA) and provides for some regional, district and site-specific planning associated with Strategic Environmental Assessment (SEA) and Environmental Impact Assessment (EIA).



⁸ Article 112, d and h of the Constitution of Zambia; OHCHR (not dated).
⁹ <https://www.parliament.gov.zm/documents/acts>



CHAPTER THREE

STUDY APPROACH AND METHODOLOGY

3. Study Approach and Methodology

3.1 Conceptual and Operational Definitions

The main concepts underpinning all aspects of the study are social justice and Just City. The concepts are explained in detail in the following sections and provide the conceptual basis for the overall design and implementation of the study.

3.1.1 Social justice Concept

Social justice is centred on and around the idea of fairness, equity and equality, and the principles of equitable access to resources (particularly access to public goods), human rights, diversity and participation. Everyone should have equal economic, political and social rights and opportunities. The National Association of Social Workers¹⁰, define social justice as an act of opening doors of access and opportunity for everyone, particularly those in greatest need. This definition aligns with the UN Agenda 2030 principle of “Leave No One Behind”, especially those furthest behind. The five principles of social justice¹¹ which also guided the study design are presented in detail in Box 1 below:

Box 1: Five Principles of Social Justice

a) Access - refers to the extent to which different socioeconomic groups receive equal access to give everyone an equal start in life e.g., access to education, healthcare, food, etc Many societies offer a multitude of resources and services for their citizens, such as healthcare, food, shelter, education, and recreational opportunities, but there often exists unequal access to such services.

b) Equity - refers to how individuals are given tools specific to their needs and socioeconomic status in order to move towards similar outcomes. Equality is where everyone is offered the same tools to move towards the same outcome. As such, often, things that are equal are not equitable due to the more advanced needs of some individuals and groups. Social justice, integrated with addressing equity issues, might include advancing policies that provide support to overcome systemic barriers.

c) Diversity - Understanding diversity and appreciating the value of cultural differences are especially important because policymakers are often better able to construct policies that take into consideration differences that exist among different societal groups. It is important to recognize that some groups face more barriers in society, and by considering the inequities, policymakers and civil servants will be in a stronger position to expand opportunities for marginalized or disadvantaged groups. Discrimination in employment on the basis of factors, such as race, gender, ethnicity, sex, age, and other characteristics are constant issues in society, and enforcing policies to countermand discriminatory practices are one way in which diversity is taken into consideration.

d) Participation - refers to how everyone in society is given a voice and opportunity to verbalize their opinions and concerns and have a role in any decision-making that affects their livelihood and standard of living. Social injustice occurs when a small group of individuals makes decisions for a large group, while some people are unable to voice their opinions.

e) Human Rights - are one of the most important principles of social justice and form a foundational part of the concept. Human rights and social justice are certainly interrelated, and it is impossible for one to exist without the other. Human rights are fundamental to societies that respect the civil, economic, political, cultural, and legal rights of individuals and governments, organizations, and individuals must be held responsible if they fail to ensure the upholding of these rights.¹²

¹⁰ The National Association of Social Workers (NASW) is a professional organization of social workers in the United States. NASW Was founded in 1955 and has about 120,000 members.

¹¹ Adapted from <https://corporatefinanceinstitute.com/resources/knowledge/other/social-justice/>

¹² Human Rights are extremely important in many societies and are recognized internationally through institutions, such as the International Criminal

Table 1: Community and Stakeholder Consultation Process

Dates	District/ City	Type of Consultation	Other method
		Focus Group Discussion	Stakeholder Meetings & Key Informant Interview
			Direct Observation
18-22 April 2022	Chipata	4 Communities sampled: 3 Peri-Urban and 1 Urban for Focus Group Discussions (FGDs) Total Participants = 69	KIIs held with 14 public institutional stakeholders and CSOs - with public workers, CSOs, marketeers, cyclists, motor bike owners, etc. Transect walks conducted in sampled communities Emailed questionnaires and Zoom interviews with key stakeholders
25th – 29th April 2022	Solwezi	2 Communities were sampled for Focus Group Discussions conducted in 2 communities – 1 Peri-Urban – Kabwela and 1 Urban – Kyawama Total Participants = 37	Key informant Interviews conducted mainly with 14 Public and Private Sector Stakeholders, Civil Society Organizations, marketeers, Bus Operators & Taxi owners, etc.; Observations made in communities through transect walks Emailed questionnaires and Zoom interviews with key stakeholders
2nd-6th May 2022	Kitwe	2 Peri-Urban Communities were sampled for Focus Group Discussions – Ipusukilo (Regularized informal settlement) and Luyando Ward (Unregularized or Illegal informal settlement) Total Participants = 47	Key informant Interviews (KIIs) were conducted mainly with 15 Public and Private Sector Stakeholders, Academia, and Civil Society Organizations, marketeers etc. Observations made in communities through transect walks Emailed structured questionnaires and Zoom interviews with key stakeholders
16th – 20th May 2022	Livingstone	1 Peri-Urban Community was sampled for Focus Group Discussion in Simatobolo Ward of Libuyu township Total Participants = 13	Key informant Interviews (KIIs) conducted mainly with 10 Public and Private Sector Stakeholders, Academia, and Civil Society Organizations, marketeers etc. Direct Observations made in communities Emailed questionnaires and Zoom interviews

Content analysis¹⁴ is a research tool used to determine the presence of certain words, themes, or concepts within some given qualitative data (i.e., text). Using content analysis, researchers can quantify and analyze the presence, meanings, and relationships of such certain words, themes, or concepts.

3.1.2 Just Cities Concept

The Just City concept was first developed by Susan Fainstein (2014), whose vision was “creating a city where public investment and regulation would produce equitable outcomes” rather than support the wealthy, and thereby achieving social justice outcomes. A Just City is one where there is ‘just’ distribution of benefits and burdens between its residents and one in which each person is socially and economically secure, and where the state is politically, legally, and administratively inclusive and fair. A Just City enhances social justice including equal distribution of opportunities, social mobility, enhanced access to social space as well as family friendliness to achieve socially inclusive and just cities in Zambian cities.

A Just City is thus one in which equity, democracy, and diversity are important considerations and outcomes. Cities should thus not only be perceived as catalysts or engines of growth but as social space in which diversity, equity, social interactions and relationships should thrive in a democratic manner. Yet many cities are unequal and tend to concentrate public resources in a few favoured areas and tend to pitch the city plan against market forces; equity against efficiency; and most importantly participation against power. Addressing these issues that present structural barriers to social progress and urban development is at the core of the Just Cities initiative.

3.2 Study Methodology

The study applied participatory qualitative research methods to collect information on urban development challenge and social justice issues affecting urban residents in four (4) pilot cities of Chipata, Solwezi, Kitwe, and Livingstone. Secondary information was collected through a comprehensive documentary review. Nationally based institutions would provide inputs during the stakeholder validation workshop. Data processing and analysis was conducted using the Content Analysis¹³ method used for mainly qualitative data analysis. The study was conducted from 18th April 2022 to 20th May 2022.

Approximately 209 participants took part including 166 community members, 53 institutional stakeholders and over 40 individual respondents selected randomly in the four cities. Respondents included public and private entities, Civil Society Organizations, marketeers, Bus Operators, Taxi owners, cyclists, motor bike owners research institutes and academia FGDs were conducted using interview guides in 9 communities in the 4 pilot cities. Four (4) communities were engaged in FDGs in Chipata: 3 Peri-Urban (Magazine, Navutika and Munga Ward) and 1 Urban community (Kanjala) while in Solwezi 2 communities were engaged: 1 Peri-Urban community (Kabwela) and 1 Urban (Kyawama). In Kitwe 2 Peri-Urban Communities were engaged (Ipusukilo a regularized informal settlement) and Luyando Ward (unregularized or Illegal informal settlement) while in Livingstone 1 peri urban settlement (Libuyu Township) participated in the study. The study ensured a good gender balance and disaggregation among the participants and institutional respondents with more than 110 females out of 209 total participants in the study. Youths and youth organisations were also included in the various stakeholder meetings and interview.

Stakeholder Consultations and Key informant interviews (KIIs) were organised and conducted in each of the 4 pilot cities through workshops which brought together representatives of key stakeholder institutions including government agencies, civil society organisations (CSOs), community and faith-based organisations, private sector, academia and research institutes, and special interest. Key Informant Interviews (KIIs) or face-to-face interviews were conducted using open-ended questions from specially designed semi-structured questions. The KIIs targeted individuals (change agents in targeted communities) as well as those from stakeholder institutions.

The study used a method of Content Analysis¹⁴ and anecdotal information from participants and respondents to process, analyse and synthesize the findings into an Issues Paper. Table 1 illustrates the Community and Stakeholder consultation process

Content analysis is a research tool used to determine the presence of certain words, themes, or concepts within some given qualitative data (i.e., text). Using content analysis, researchers can quantify and analyze the presence, meanings, and relationships of such certain words, themes, or concepts.



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CHAPTER FOUR

STUDY FINDINGS

4. Study Findings

4.1 Presentation of Study findings

The study findings are presented under the themes: community cohesion, social inequality, conflict and injustices; economic challenges; access to public goods and benefit sharing; power relations and spheres of influence, urban planning and Integrated Development Plans; municipal service delivery; environment and climate change. The discussion makes reference to the guiding principles of social justice and just city tenets (See Section 3.1 above) and takes into consideration the principles of fairness, equality, equitable access to public goods, participation, diversity and human rights and links the principles to diverse value systems and multiple identities of urban residents.

4.2 Discussion of key findings

Central to the discussion is the extent to which cities provide access to equal economic, political and social rights and opportunities to all urban residents. Particular attention is paid to the just and unequal distribution of benefits and burdens and whether public investments and regulations, urban plans and social programmes are producing equitable outcomes for all urban residents. The discussion also focuses on the role of the central state and local authorities and community level actors in enhancing social mobility, access to safe and secure social spaces, access to economic and job opportunities, and enhancing family friendliness and community cohesion.

a) Community Cohesion and Social Safety nets

The study reveals a breakdown in community cohesion, social safety nets such as extended family systems as well as rapidly diminishing democratic and social space. Men, women and youths are equally affected mainly due to lack of economic opportunities and participation in local decision making affecting their lives. A major social problem identified in the peri-urban and low-income communities in the four pilot cities is the selling of illicit drugs¹⁵ and alcohol especially to under age children. The participants in FDGs reported rampant alcohol and substance abuse (which was also observed by the study team), prevalence of crime and prostitution especially among young girls who are caught up in vicious cycle of seeking for money for gambling and alcohol. A major problem identified is juvenile delinquency which has resulted in a growing cadre, in all cities, of young children aged between 12 and 16 years who are locally called “junkies” and who, under the influence of drugs, commit all sorts of crime thus creating fear, lawlessness, and lack respect for the elderly people. The junkies are evidently a “timebomb” if not quickly resolved by the local authorities and agencies.

b) Social inequality, conflict and injustices

The study found that in all four pilot cities there is growing social inequality, conflict and tensions and injustices which are mainly politically and economically induced. The main drivers are cited as increasing political polarisation between the supporters of the ruling United Party for National Development (UPND) and its predecessor the Patriotic

Front (PF) with delivery of public resources favouring one group over the other. Corruption was also cited as the main cause of inequality and injustices as it diverted resources meant for the communities and public in general to enrich a few people who wield considerable power and influence over the majority. Lack of accountability of the use of public resources such as the Constituency Development Fund (CDF) and low levels of trust and confidence of public officers and political leaders have given rise to rising tensions in the communities.

c) Main economic issues affecting the pilot cities

The FDGs and KIIs conducted in all four cities: Kitwe, Lusaka, Livingstone and Solwezi, reveal high levels of unemployment especially among men, women aged and youths aged between 15 and 35 years. The International Labour Organization (ILO) defines “unemployed workers” as those who are currently not working but are willing and able to work for pay, currently available work, and have actively searched for work.¹⁶ In Zambia, the unemployment rate was 13 percent in 2021 with reports indicating a growing trend in unemployment rate.¹⁷ High unemployment rates has resulted in increasing social problems such as crime, prostitution, juvenile delinquency, income inequality and increased poverty at household level.



The respondents in the study cited the high cost of living, low wages and high cost of basic needs as major areas of concern. Escalating transport costs were especially cited as having a major impact. Transport costs have kept changing due to the government's monthly fuel cost adjustments fueling inflation and rising costs of goods and services. The respondents reported having changed their mobility patterns by resorting to walking long distances in excess of 10km to work places in the CBD. Walking though posed many risks to the respondents including motor vehicle accidents considering most roads in the cities do not have proper pedestrian separation facilities. The respondents also cited exposure to attacks from junkies, delinquents and criminals. Related to the high cost of living is the Cost of Doing Business which has risen with the respondents in peri-urban areas reporting having shelved their business ideas or existing small business.

The study observed a high dependence of urban residents especially in the mining cities of Kitwe and Solwezi on mining activities or mining related activities such as supply of services and goods. Respondents reported arbitrary laying off of workers, casualization and poor working conditions including low wages as major problems in the privatized mines. Government regulations on casualization are grossly overlooked with the mine owners circumventing the issue by engaging Zambia sub-contractors to employ casual mine workers thus making it difficult for government to impose the regulations due to resistance. Mining operations are often negatively impacted by global economic trends e.g., decrease in copper prices and locally frequent increases in fuel prices which result in downsizing of the work force and loss of employment.

The four cities involved in the study – Chipata, Kitwe, Livingstone and Solwezi, have a large informal economy which is characterized by unregulated open air trading activities and street vending. In Solwezi for example the non-regulation of trading activities by the authorities has resulted in wholesalers engaging in retail activities there by affecting the retailers. Respondents at the Saturday Market in Chipata felt that trading outside of the main market

gave them an edge in sales against those inside the market but also cited inadequate space as the main reason for selling in open air. Many of the marketeers have no access to capital and so cannot access loans from the banks as they cannot meet the demand for the bank loans

d) Access to public resources and Benefit Sharing

In relation to access to public goods and benefit sharing, two major issues were raised by the respondents in the study: i) benefits from mineral resources and mineral royalties are not properly accounted for and used or shared in a transparent manner by those who directly receive the mineral royalties or mineral taxes on behalf of the community and general public, and ii) the Constituency

Development Fund (CDF) a government subvention whose value was recently increased from ZMW1.7million to ZMW25.6million and whose accessibility remains enigmatic to the local communities.

Zambia's economy is highly dependent on mining and mining operations yet the country remains poor including communities who live next to the mines. The study sampled two such communities in Kitwe and Solwezi. It was a government requirement that 10 percent of the mineral tax collected from the mines was given to the community through Local Authorities to help improve their livelihoods and service delivery. In Kabwela community, which is located adjacent to Kansanshi Mine in Solwezi, the community stated that they did not see the actual benefits mineral resources on the ground. The mine had to great extent not fulfilled what they had promised to provide services in the community citing the lack of piped water, poor road network, the lack of a proper market the congested school and lack of teachers houses, and small clinic without a maternity wing.

The community had no electricity thereby affecting operations of the school and the clinic even when it was 10 kilometers from Solwezi town where the Zesco power line (national grid) ended. The community also faced serious water challenges as the water from boreholes was not clean and was likely contaminated (oilish water). Blasting from the nearby mine had resulted in cracked in some houses. The community further claimed that people who were displaced by mine from their farms due to mining activities had not been compensated even after 15 years of mining operations. The respondents also felt that the online application system the mine in Solwezi was using for job advertisements disadvantaged the locals who did not have the requisite knowledge and access to Internet facilities to apply.

The application of the CDF is a major issue of concern for respondents in all the four pilot cities. It has been observed that there are low levels of sensitization and awareness of CDF among the local communities especially those in peri-urban and low-income areas. The low community uptake of the CDF is mainly due to the absence of CDF facilitators to sensitize and train the local people on how to apply for CDF. The highly technical nature of the CDF Guidelines, the many requirements to qualify and the costs involved during the application process have been cited as major constraining factors to the local communities. The marketers at Solwezi's biggest market, Kyawama, disclosed that they had about CDF but did not know how to apply or benefit from it: "We are helped by our fellow marketers and not by the government. We don't know who receives the empowerment" they stated. Other communities like Kabwela near the Solwezi mines expressed satisfaction that the CDF had helped to build more class rooms blocks at Kabwela primary school.

16 ILO, <http://www.ilo.org/public/english/bureau/stat/res/index.htm>

17 <https://knoema.com/atlas/Zambia/Unemployment-rate>. In Zambia, unemployment rate from 1986 until 2020 has averaged 12.94 percent

e) Participation, imbalance in Power Relations and Influence

The study found that communities in all four pilot cities are polarized on grounds of political affiliations with supporters of the ruling UPND pitched against the Patriotic Front (PF) which had recently lost the General Elections in 2021. This was especially evident in Kitwe and Solwezi where the PF (now in opposition won some seats) and where tension and conflict are rife among community members.

The respondents cited the lack of information on development matters from local political leaders which was a source of mistrust and lack of confidence in local political leaders. They cited a growing gap between politicians and community members and lack of participation in local decision-making and democratic processes. The respondents felt that there was no unity between civic leaders and the community. There is lack of seriousness by those spearheading projects. Women and youths were more favored than men due to mismanagement of resources by most men.

The respondents submitted that local politicians had too much power and are inaccessible to ordinary community members. For example, the residents of Luyando Ward in Kitwe complained that “They (Area member of Parliament and Councilor) only come during political campaigns and disappear for good”. Councilors who were not cooperative and whose commitments were torn between community groups thus heightening political tensions. In Livingstone the respondents submitted that power and influence over their affairs were mainly vested in the Local Authority, the Minister of Tourism and the Area Member of Parliament. If they met the Member of Parliament, or Town Clerk, they would ask for more employment opportunities for all groups including women. Some communities like Nakatindi in Livingstone were completely isolated and was not benefitting from development projects

f) Urban Planning and Integrated Development Plans

In all four pilot cities respondents felt that cities were not properly planned and that there were too many informal settlements which were contributing to environmental and public health problems. In Kitwe for example a recently created settlement, Kafue Park, was inaccessible and had no transport yet the Local Authority continued to relocate people in this new area. Lack of legitimate boundaries and roads, inadequate land and urban planning were the source of conflicts in the community. Due to lack of proper urban planning, plot boundaries and undesignated construction of buildings on road reserves were major challenges. The cities did not have enough recreation centers for youths who resorted to drug and alcohol abuse due to idleness. In Luyando informal settlement in Kitwe there was a long-standing issue of landownership which resulted in threats of relocation of the 11,000 residents. Due to its illegal status, Luyando Ward did not have social services like schools and clinics and lacked access roads. The lack of security of tenure in form of land records for most of the residents

in informal settlement mean that they cannot make any meaning improvements to their homes.

g) Municipal Service Delivery

The delivery of adequate and functioning municipal services emerged as one of the major issues of community and stakeholder concern in all the four pilot cities. A major issue of concern is public transport which for all the four cities remain inadequate and poorly managed. The rising cost of public transport and inadequate intra- and intercity bus stations are major challenges in all four cities.

The issue of public transport mismanagement was best highlighted in Chipata City which has a long history and boasts of widespread use of bicycles and motor bikes for transportation of goods and people. During the 1980s, the Chipata Eagle Bicycle plan was established which give impetus to the growth of a vibrant bicycle industry. Although the bicycle manufacturing plant was privatized in the mid-1990s, Chipata has remained a major user of bicycles for transportation in Zambia. In response the Local Authority designed the main road complete with pedestrian separation, a potential model for many other cities to emulate. The study however noted the highly unregulated bicycle and motor bike industry with hundreds of unlicensed cyclists and motor cyclists without proper safety gear (like helmets) who pose a danger to their passengers and other road users. The narrow and poor roads especially in informal settlements and the hilly terrain of Chipata make public transport extremely difficult to use by the public.

Respondents in all the four pilot cities cited inadequate water supply as a major issue of concern especially in the peri-urban and informal settlements. In Solwezi for example the Kabwela community blamed the poor quality of water on nearby mining operations. The same applied with the residents of Luyando Ward who felt mining operations were the cause of contamination and pollution of community water sources. For both communities water safety was not guaranteed as most boreholes and wells were constructed close to shallow pit latrines. The government regulation was for boreholes to be sited at least 30m away from pit latrines and septic tanks and soak-aways. The respondents of informal settlements reported the prevalence of the water borne diseases like Cholera especially during the rainy seasons when water and effluents from wells and pit latrines co-mingled. Outbreaks of water borne diseases in informal settlements posed risks to all residents of a city. The respondents blamed the water utility companies that applied discriminatory water services which served the wealthier areas of the city at the expense of poorer sections of the city.

Poor waste management is another major issue in the pilot cities. Littering and large amounts of uncollected garbage pose the risk of disease outbreaks. Chipata has a unique waste management challenge considering that the only operational Council dump site is located upstream of city's main water source with frequent contamination of water supply to the residents. The Council has plans to relocate the dump site and build a new landfill site but a constrained due to lack of funds. Chipata also needs a comprehensive and integrated waste management system from waste generation to storage and transportation and final disposal. In the City of Kitwe has closed its only dump site, Uchi, and

is seeking alternative sites. The study observed that Solwezi has significant amounts of uncollected waste most of which is recyclable (biodegradable) and is generated at the largest market, Kyawama Urban Market. Indiscriminate dumping of wastes in the immediate environment around the market is posing a huge public health problem to the residents of Solwezi which also requires an Integrated Waste Management system including waste recycling initiative considering that much of the waste is biodegradable.

Sanitation is a major challenge in all peri urban and low-income communities where the systems are either very old and replacement or are non-existent. In Kitwe's Ipusukilo informal settlement, water pollution was caused by homes that were dropping sewer waste into small streams that led to the Kafue River, the main source of water supply for the city. It was also observed that the distances between shallow wells and toilets were less than the standard 30m which was a source of concern due to possible water contamination from the toilets. In Livingstone residents in Libuyu low-income area still use the old bucket system developed in the 1950s for fecal sludge management. The use of the bucket not only has environmental effects but is socially demeaning. The Southern Water and Sanitation company seem to be condoning the bucket system by charging the residents exorbitant fees for emptying the buckets instead of introducing modern and socially acceptable sanitation systems. The Southern Water and Sanitation Company (SWASCO) seem to be condoning the practice by charging people emptying services. Most areas of Chipata city remain without proper water borne sewerage systems.

The operation and management of Urban Markets is an issue of concern in all the four pilot cities under the study. In Solwezi, which has one of the largest urban markets in Zambia, Kyawama Market, which serves the entire North Western Region, is reported to have poor security resulting in many traders losing their goods due to theft. There are no storage facilities including cold storage facilities for perishables most of which ended in the illegal dump sites around the market. Street vending is a major issue of contention between the market traders and those who sell on the road pavements. There is huge potential for large market fires given that most market stands are makeshift temporary wooden stands which are prone to catching fire. Car parks are inadequate contributing to congestion and increasing the number of accidents. Water supply and sanitation at the markets is insufficient and costly to use by traders and residents resulting in the use of nearby abandoned structures and bush which is a high public health risk.

Roads and drainage systems were cited as major issues of concern in all four pilot cities under the study. The challenge of poor urban roads and drainage systems is more pronounced in the low income and informal settlements. Chipata with its hilly terrain and Solwezi with its high rainfall have poor roads and drainage systems. During heavy rains most parts of the cities are flooded resulting in houses and fences collapsing sometimes with fatalities. In the informal settlements social infrastructure and services such as schools, police posts, health centres

and recreational facilities and social welfare services to cater for the youths and children are missing. Access to electricity is a major challenge to the residents of informal settlements in all the four pilot cities. Residents resort to the use of charcoal which contributes to greenhouse gas (GHG) emissions and increases deforestation around the cities thus increasing the effects of climate change.

h) Environmental and climate change issues

The main issue related to environment noted in all four cities are the fluctuating rainfall and climatic patterns characterised by late rains and variations in frequency and geographical occurrence and incidence of the rains. Incidents of above normal temperatures (including hotspots) and high winds which often result in blown roofs in informal settlements have been reported by the respondents. Changes in rainfall and temperature patterns have led to an increase in crop pests such as army worms with devastating effects on crop yields. A respondent in Chipata summed up the unpredictable rainfall pattern by stating: "One doesn't know when it comes or how long it's going to rain. climate change. There is no specific time table for rain. It can come early or late, thus affecting the harvest". Changes in the rainfall pattern have had significant impact on farmers' incomes as they depend on agriculture for their livelihoods. The food security in towns is threatened by climate change effects. A noticeable effect has been the drying up of wells threatening the only sources of water for residents of informal settlements.

The study found that deforestation was an issue of concern in all the cities in the study. The casual factor is high dependence on charcoal for energy mainly cooking by urban residents especially those in informal settlements who cannot afford the high cost of electricity. Deforestation is common especially on the foothills of Chipata town **where** massive cutting down of trees is contributing to climate change effects. Related to deforestation are human- animal conflicts which are very common in peri-urban settlements of Livingstone that have encroached on the animal corridors of the Game Parks. The local authority has authorized allocation of residential plots along animal corridors causing constant animal-human conflicts.

Urban disasters and the resulting stress and shocks on the residents are major issues of concern to the residents in all the four pilot cities. Urban disasters are caused by the effects of climate change as increased rainfall. Flash floods during heavy downpours are common and are compounded by the poor urban drainage systems. Homes of vulnerable people, aged, and widows in informal settlements often collapse sometimes with fatalities. The respondents also reported that Covid-19 was a major shock that had resulted in significant stress for all urban residents. Not only has Covid-19 been a major health problem but has resulted in restrictions affecting the poor people's businesses and livelihoods.

Mining related environmental issues including contamination and pollution of water, displacement of people from their farmers and effects on crop farming of mining activities are common in mining towns. In Solwezi for example ground water

has been polluted as the people are were told to stop using the water from Kansanshi stream which passes through the mine to the community area and then Kifubwa river. Air pollution due to operation of smelters and from tailings dam is a major environmental problem. Mine blasting has been reported as having various effects on the health and homes of the residents located near the mining operations

4.3 Key Emerging and Priority Issues

4.3.1 Chipata: Emerging and Priority issues

- a) high levels of vulnerability and high levels of drug and alcohol abuse giving rise to “junkies” (under-age boys who terrorise the communities), prostitution especially among young girls and women and crime mainly in Chipata’s informal and low-cost settlements. The social challenges are directly attributed and linked to high unemployment levels and the lack of economic opportunities for both youths and adults;
- b) poorly managed and regulated public transport system especially in licensing of bicycle and motor cycle operators and poor safety for the users of the public transport system.
- c) Pollution of the main sources of drinking water for the Chipata at Lunkwakwa River and Dam from an improperly sited Waste Dump which needs to be relocated elsewhere. Chipata also experiences citywide challenges of waste management from collection to storage and transportation, and final disposal;
- d) Constituency Development Fund (CDF) Guidelines are too technical to be understood by lay urban residents and have not been well publicised to be understood and accessed by the residents. Yet CDF which has been increased from ZMW1.6million to ZMW25.7million per Constituency is the main instrument for devolution of financial resources to catalyse local development processes;
- e) Urban sprawl and uncontrolled urban growth on the foothills of the mountains surrounding Chipata has high potential of landslides with safety of the urban residents at stake due to weakening of land on the foothills due to urban sprawl. There is significant deforestation going on the foothills with potential to induce climate change effects;
- f) Non-implementation of the Chipata Joint Integrated Development Plan (JIDP) since its finalisation in 2021. Yet the JIDP remains the main instrument for budgeting (including use of the CDF), planning and guiding socio-economic development and environmental protection in Chipata.

4.3.2 Solwezi: Emerging and Priority Issues

The key emerging and priority issues in Solwezi, are as follows:

- a) Unsatisfactory and low levels of accountability and transparency in the use of benefits from mining activities. Solwezi boasts of one of the largest Copper and Gold mines which contributes significantly to both national and local revenues. The Local Authority and Traditional Leaders periodically receive revenues (land rates/mineral royalties) from First Quantum Minerals’ Kansanshi Mine
- b) Despite some visible efforts in form of improved roads and social services, there is general dissatisfaction with the contributions of the mining company to community and social welfare programmes as well as to local infrastructure development. The mines on the other hand contend that they pay large sums in taxes to the national government, Local Authority and Traditional Leaders, revenues which should be used improving urban and social services;
- c) The unprecedented growth and expansion of informal unplanned settlements as a result of huge influx of labour migrants (in the Mines) and demographic shifts caused by the decline of the Copperbelt towns. Solwezi is now the hub of Zambia’s mining activities which has attracted many people seeking for economic and employment opportunities and a growing service sector
- d) Poor waste management particularly the lack of Waste recycling in the large markets and bus stations despite the high potential

4.3.3 Kitwe: Emerging and Priority Issues

The key emerging and priority issues for the City of Kitwe are as follows:

- a) Community polarization, differences and tensions caused by different political affiliations (e.g., Patriotic Front (PF) vs United Party for National Development (UPND) of urban residents
- b) Illegal informal settlements that require recognition and/or regularisation considering the large population and lack of basic services such as clean and safe water, access roads, schools and health facilities in the settlements
- c) Environmental pollution (water, noise and air pollution related to mining activities that continuously affect the city residents as well as environmental degradation resulting from poor citywide waste management
- d) Poor working conditions including low pay and casualisation of labour in the mines
- e) Lack of accountability and transparency on how the benefits from the large Copper and Cobalt mine (Mopani Copper Mines (MCM)

4.3.4 Livingstone: Emerging and Priority issues

The key emerging and priority issues for Livingstone City are as follows:

- a) Benefit sharing from the proceeds of the tourist attractions sites such as Victoria Falls and Game Parks in and around the city and related industry is not transparent with those responsible not are not fully accountable to the residents or pay lip service to equitable distribution of the proceeds of the tourism industry
- b) Labour issues related to casualization of labour, low wages and poor working conditions in the large tourism Industry
- c) Encroachment of urban developments and residences into Game Parks has led to Human-Animal conflicts with reported fatalities following animal attacks mainly elephants
- d) Poor sanitation and environmental and living conditions of the urban residents due to inadequate municipal services
- e) Urban sprawl towards protected forest areas due partly to non-implementation of the Livingstone IDP which if actualized could contribute immensely to socio-economic development and environmental regeneration and sustainability of the city

4.4 Comment on progress, opportunities and challenges in achieving SDG 11

Based on the study findings the following are the main issues hindering the realisation of the SDG 11 in Zambia:

- a) In terms of urban development, SDG 11 unlikely to be achieved due to the inability of relevant actors and institutions such as local authorities to put in place effective measures and strategies and development plans such as Integrated Development Plans (IDPs) to counter the negative effects of urbanisation. Cities are engines of growth and social transformation due to agglomeration economies can be leveraged to achieve the positive transformative effects and achieve SDG 11.
- b) A major challenge in ensuring sustainable cities and communities in Zambia is inadequate or lack of funding to implement forward plans and failure of local authorities to provide adequate municipal services. The increments to the CDF from ZMW1.6 million to ZMW25.7 million is a significant opportunity to implement the IDPs and Local Area Plans and to improve municipal delivery. Very low levels of community awareness of the CDF and the highly technical nature of CDF guidelines are major constraining factors for local decision making on the use and application of CDF.
- c) Informal settlements remain a significant challenge and structural barrier to attainment of SDG 11. This is due to the failure of urban planning and municipal service delivery systems to respond to the needs of urban residents and migrants into towns. Developing effective national and citywide informal settlement upgrading programmes land tenure initiatives, living and environmental improvement programmes will ensure that SDG 11 is addressed.
- d) Urban mobility and public transport are a major challenge in most towns of Zambia to inappropriate means of transport which result in long walking distances to work, now compounded by high cost of bus and taxi fares. Public transport is not inclusive and does not cater for people living with disability (PWDs) The reliance on the private sector only to provide public transport disadvantages many low-income earners and vulnerable groups who cannot to afford the high fares. The buses used are not conducive for use by children, people with disability (PwD) and the aged. The main issue and priority for the JCP will be advocacy around improving urban mobility through use of non-conventional means of travel, operationalising the national transport policy and the non-motorised transport (NMT) strategy, exploring other measures like improving and transforming public transport to be run on a PPP basis;
- e) Climate change is reflected in the rain that comes with a lot of challenges. Rain is now unpredictable. One doesn't know when it comes or how long it's going to rain. The massive cutting down of trees has immensely contributed to climate change. There is no specific time table for rain. It can come early or late, thus affecting the harvest. Crop insects such as army worms are also affecting crops in the country. Displacement of farms to far places due to plots allocation threatening food security. Due to climate change, wells are drying up leaving people without safe water. There are no trees in the area. The main issue for the JCP will be increasing awareness and sensitization of the effects of climate change, and advocating for mitigation and adaptation measures including use of alternative energy for the vulnerable populations in cities
- f) Improving access to clean energy is a major issue for ensuring resilient and sustainable cities and communities. The respondents are of the view that reliable energy (electricity) at home and at work is critical to achieve the objectives of a Just City. A number of building structures in the surveyed towns are not connected to ZESCO and hence reliance on charcoal and wood as main sources of cooking and heating which have effects on local climates and result in deforestation. Implementing and enforcing building regulations and planning standards will ensure that buildings are able to withstand shocks due to climate change including heavy than usual rains, urban disasters such as floods and fires.



4.5 Key catalytic areas needed for policy strengthening and engagement

The main catalytic areas needed for policy strengthening and engagement with policy makers and non-state actors include:

- Engaging the relevant authorities in policy and legislative review work to include social justice as a key element and dimension of urban planning and urban development particularly for vulnerable and poor sections of society;
- Engaging the relevant authorities and stakeholders including the Local Authorities, Chiefs, Senior Government Officials and mine authorities on the greater need for greater accountability of benefits from Government subventions e.g., CDF, mineral and tourism royalties accelerate urban development
- Engaging Local Authorities on improve security of tenure, informal housing, basic infrastructure and services (water and sanitation, waste management, energy, access roads, trading places, etc) in peri-urban and informal settlements
- Engaging the relevant authorities e.g., Chambers of Commerce and Industry and Mine Workers Unions on improving conditions of workers to reduce on casualization, discriminatory and child labour and mitigation of environmental effects of mining operations thus safeguarding jobs



CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5 Conclusions and Recommendations

5.1 Main Conclusion

It is evident from the study findings that, as currently designed, Zambian cities lag behind in achieving SDG 11, that is the attainment of socially inclusive, resilient, sustainable and just cities. The findings clearly reveal unequal distribution of benefits and burdens that come with rapid urbanisation and urban development. There is a significant economic, infrastructural and social gap between residents of informal unplanned settlements and formal settlements, and between the residents and civic, traditional and political leaders who are unable to use political power and influence to benefit their subjects and residents at large.

5.2 General Conclusions

When analysed carefully the study findings reveal similarities and commonalities in the emergent issues. At least 7 emergent issues across all the four pilot cities have clearly been identified resulting in the drawing of the following general conclusions (GC) of the study:

Conclusion #GC1: Compared to other contexts, urban settings differ in terms of greater numbers and concentration of people in one place (density), diversity of stakeholders and scale of socio-spatial and economic development. Cities operate on longstanding and interconnected networks of service provision channels, markets, governance structures and social systems. A broad understanding of the scale and complexity of economic, environmental (shocks and stresses), and urban crises and social issues affecting the urban resident is therefore required to design and implement a Just City initiative;

Conclusion #GC2: Regardless of the identified urban needs there is neither one single actor capable of solving the urban and social challenges, nor a one-size-fits-all approach that can be effective in complex urban contexts and settings. There is no clear and distinct path to finding solutions to urban challenges. A multi-stakeholder and multi-sectoral approach is highly recommended to effectively deal with social justice and urban development challenges;

Conclusion #GC3: The lack of accountability and transparency in sharing the benefits from mining activities and from the tourism industry are major causes of socio-political tensions and conflicts in Zambian cities and society. Many urban residents in economically productive cities/towns do not experience or exercise their right to enjoy the benefits of the wealth and resource endowments. Urban residents are not socially or economically secure due to unequal distribution of economic and job opportunities; face stagnation in social mobility, inability to access friendly social spaces and breakdown in family and community cohesion;

Conclusion #GC4: The global agreement between FES and UN Habitat to promote, design and implement the Just Cities interventions in Africa requires strong collaboration and cooperation among the participating cities/towns to ensure that Just cities are learning from each other and drawing on international good practices and success stories of their peers to improve their own programming;

Conclusion #GC5: Non-implementation of existing urban development plans and Integrated Development Plans (IDPs) due to weak capacities of local authorities to deliver urban and social infrastructure and basic services and to mobilise sufficient resources to implement the IDPs is a major cause for concern by all stakeholders. Social and Urban challenges as well as institutional barriers and constraints can be overcome through the full implementation of the IDPs - the principal strategic and urban planning instrument - which brings together all district stakeholders for a common development purpose. The absence of workable community development strategies and social programmes at district level contribute to the social challenges and urban crises major cities are experiencing.

Conclusion #GC6: Urban residents in the study cities have in the last 2 years experienced unprecedented shocks and stresses related to COVID-19, Climate Change effects (e.g., urban disasters) urban displacement and forced relocations due to land tenure insecurity, in informal settlements, and aftermath of a highly polarised General Election in Zambia.

Conclusion #GC7: Vulnerable and poor households especially those living in unplanned informal settlements- some in areas designated as illegal and unrecognized settlements - are less visible and more difficult to identify and engage with in decision making. Yet it has been proven that they play a significant role in local politics and democratic processes. The residents of informal unplanned settlements are confronted with legal and social barriers to access full municipal and social services such as education and health and have less access to employment opportunities. Yet residents of informal settlements are the main drivers of the informal economy that comprise 70% of the economy of Zambia

5.3 City Specific Conclusions

Urban areas and contexts are defined by the density and scale of the urban environment, greater concentration of resources, and heavy reliance on cash-based economies. Every city has unique political, social and service provision structures and systems which differ from other cities. The benefits and burdens of each city will also differ. It is for this reason that four city-specific conclusions (CSCs) are made as follows:

Conclusion #CSC1: Chipata is a regional hub with significant role in regional social and economic development. Yet the city faces unprecedented high levels of unemployment, community and social breakdown. Chipata is good model for full pedestrian separation which can be replicated to other cities in Zambia. Poor management of public transport (particularly the handling of commercial cyclists/motor bikes) and poor safety measures for end users of the public transport. Chipata faces major environmental threats such as water pollution from waste dumps and non-existent waste management which require urgent attention from the local authorities

Conclusion #CSC2: Solwezi is well endowed with a large copper and gold mine yet experiences unprecedented urban and social challenges. The benefits (royalties/local authority charges and fees) from the mines are not properly accounted for by stakeholders. The emergency of large mining activities in Solwezi has attracted labour migrants and a large service sector. With no corresponding increase in housing, infrastructure and services, Solwezi has witnessed the largest growth and expansion of informal unplanned settlements. Solwezi faces challenges of uncollected garbage not only in residential areas but also in public places such as Markets and Bus Stations. Lack of Waste reuse recycling

Conclusion #CSC3: In Kitwe the key issues are lack of accountability and transparency on how the benefits from the large Copper and Cobalt mine (Mopani Copper Mines (MCM)). Community polarization, differences and tensions caused by different political affiliations (e.g., Patriotic Front (PF) vs United Party for National Development (UPND) of urban residents. Poor working conditions including low pay and casualisation of labour in the mines. Existence of Illegal informal settlements that require recognition and/or regularisation considering the large population and lack of basic services such as clean and safe water, access roads, schools and health facilities in the settlements. Environmental pollution (water, noise and air pollution related to mining activities that continuously affect the city residents as well as environmental degradation resulting from poor citywide waste management

Conclusion #CSC4: Livingstone is well endowed with tourist attractions such as the Victoria Falls and Game Parks and is a major destination for both local. Yet benefit sharing from the proceeds of the tourism are not transparent with those responsible not accountable to the residents. Labour issues related to casualization of labour, low wages and poor working conditions in the large tourism Industry. Municipal service delivery especially in the peri urban settlements is almost non-existent. The Integrated Development Plan for Livingstone remain unimplemented due to lack of funding. Encroachment of urban developments and residences into Game Parks has led to Human-Animal conflicts with reported fatalities following animal attacks mainly elephants. Poor sanitation and environmental and living conditions of the urban residents due to inadequate municipal services. Urban sprawl towards protected forest areas due partly to non-implementation of the Livingstone IDP which if actualized could contribute immensely to socio-economic development and environmental regeneration and sustainability of the city



5.4 Recommendations

The findings and conclusions of the study and the issues highlighted in the report provide sufficient evidence and validation that cities in Zambia continue to face unprecedented urban, social and environmental challenges. This situation is inhibiting progress and making it untenable for stakeholders to achieve SDG 11. Barriers and constraints to equitable, inclusive, resilient and socially just urban development require an unparalleled response that also takes into account the diverse value systems and multiple identities of urban residents.

5.4.1 Overall Recommendation

The key findings and conclusions of the study, the evidence collected, and emergent priority issues raised, fully justifies a programme/project concept development that is supported by an issue-and- evidence based Theory of Change (TOC) for the design, planning and initiation, resourcing (funding) and implementation of a Just Cities intervention in Zambia. On the basis of the TOC, the implementing parties (FES Zambia, and UN Habitat), working together with city stakeholders and residents will through a visioning process conceptualize an ideal future scenario where social and urban challenges are collectively addressed using appropriate methods and tools, and where, at outcomes and impact levels, the needs of the majority urban residents are sufficiently meet to contribute to SDG 11 of ensuring safe, socially inclusive, just and sustainable cities.

The proposed intervention should adopt an innovative approach to urban development in Zambia taking into consideration the interface between social justice and just city principles, and value systems and identities. At the core of its programming is promoting policy dialogues and civic engagements for better policy outcomes and to facilitate the design of future-proof policies that comprehensively address the needs of urban residents. Since value systems are considered the core drivers of policy change, the intervention will place greater attention` to the diverse value systems and multiple identities of urban residents. A good understanding of value systems and identities, as well as compromises and trade-offs between urban residents' values and interests will be vital to the Just Cities programme work in Zambia. In the same vein, policy makers will, through the Just City intervention, be assisted to make better laws and respond to emerging priority issues. Better policy making will require thorough analysis of the impact of policies on different values, identities and interests in the urban settings.

The proposed Just City intervention will bring together key stakeholders including Local Authorities, civic, traditional and political leaders, CSOs, Community Based Organisations (CBOs), Faith Based Organisations (FBOs), special interest groups and associations. Linkages with government line ministries, departments and agencies will be created and strengthened while aligning the intervention to urban and community development and social welfare policies, and other related policies, national planning, implementation and strategic frameworks e.g., the 8th National Development Plan, and Vision 2030.

5.4.2 General Recommendations

Based on its findings, the study has made a number of general conclusions and recommendations which are highlighted and explained in detail in Table 2: General Recommendations (GR) and Proposed Actions below. Table 2 also shows the proposed Lead implementing agency within the Africa level Just Cities framework agreement who will be responsible and accountable for the Actions under each recommended intervention line of programming. A special recommendation on community cohesion and social safety nets has been provided to complement the general recommendations.

	#General Conclusion	Recommendation & Proposed Actions	Lead Agency	When & Level of Priority
GR1	Conclusion #GC1	Prepare and/or update the (existing) Urban and City Profiles in the study's pilot cities and include in the city specific context and analytical framework the social justice and just city principles that underpin the Just Cities initiative in Zambia. The Urban Profiling will take into account the local power dynamics (democratic processes and citizen participation); social networks including support groups and structures; existing structures including political and governance structures and systems and socio-spatial geographies. These will help to identify suitable entry points and opportunities to leverage the city specific contexts.	UN Habitat FES Zambia	Short-term/High Priority
GR2	Conclusion #GC2	Develop and strengthen (existing) urban partnerships, collaborations and joint actions through establishment and strengthening of (existing) multi-level and multi-actor urban governance structures, and public policy dialogue forums (PPDF). Out of these structures will evolve the Just Cities Core Groups for each pilot city that will facilitate civic engagements and policy dialogues The target groups for Urban Partnerships will mainly be (existing) community groups and structures, Local Authorities, CSOs, CBOs, FBOs, private sector and special interest groups and associations. Government Line Ministries with representation at the lower levels will also be targeted	FES Zambia UN Habitat	Short-to- Medium- term/ High priority
GR3	Conclusion #GC3	Develop an advocacy programme to improve overall response of key stakeholders to shocks and stresses and urban social crises and building long term recovery and resilience. Strengthen advocacy work to influence policy to improve transparency and social accountability in benefit sharing in mining and tourism areas. An effective response will require policy advocacy and policy influencing actions e.g., production of policy briefs that will trigger full policy reviews e.g., related to mineral royalty taxes and their application by the beneficiary communities	FES Zambia	Short to medium term / high priority
GR4	Conclusion #GC4	Establish a Peer-to-Peer (P2P) cooperation programme with like-minded cities like Nakuru and Nairobi in Kenya that are already implementing the Just Cities initiatives. The P2P approach will generate learning and enable peer cities to sharing of experiences and evidence about what is working best and to workable develop Just Cities programming models, tools and approaches to meet specific urban challenges.	FES Zambia UN Habitat	Medium-to-Long term/ high priority

GR5	Conclusion #GC5	<p>Establish monitoring mechanisms (platforms) to support Local Authorities in their objectives of implementing social and urban programmes and to enable them fully understand and incorporate social justice, social welfare and just city principles in IDPs and other planning frameworks. The value of IDPs is that they help key district stakeholders to avoid designing and implementing projects in siloes but in an integrated manner.</p> <p>Forge stronger institutional coordination and partnerships and strategies to remove institutional and structural barriers to economic and urban development, and to improve social justice outcomes</p>	UN Habitat	Medium to long term / medium priority
GR6	Conclusion #GC6	<p>Develop city-level strategies and innovative measures to support urban residents recover from the shocks and stresses and urban crises and assist them to build resilience and self-reliance and strengthen their ability to influence decisions and policies that affect their lives. Within the local authorities and governance structures, build and strengthen capacities, knowledge base, understanding and skill sets required for cities to respond to and cope with shocks and stresses.</p>	UN Habitat FES Zambia	Medium to Long term / high priority
GR7	Conclusion #GC7	<p>Develop a programme for improvement of environmental and living conditions residents of informal settlements and for regularization and upgrading of informal settlements including formalization of security of tenure (land titling) and provision of basic services such as water supply, waste management and social amenities like schools, clinics and social welfare and recreation centres.</p>	UN Habitat	Medium to Long term / medium priority

The findings also reveal the multiple social challenges facing young children and youths that are common to all the four pilot cities but which may differ in depth and extent of the problem from city to city. The authorities in different cities are responding to challenges of the children and youths in different ways with some having successes while others are not making progress. Box 2 below illustrates the key recommendation of how to deal with young children and youth social problems.

Box 2: Recommendation on Strengthening Family Cohesion and Social Safety nets

Rationale: The study findings reveal a general breakdown in community and family cohesion, absence of strong social safety nets such as extended family systems and rapidly diminishing democratic and social space in all the four cities – Chipata, Kitwe, Livingstone and Solwezi – that took part in the study. Men, women and youths are equally affected mainly due to lack of economic and job opportunities and inadequate participation in local decision making affecting their lives. A major social problem identified in the peri-urban and low-income communities is the selling often to children (between 7-18 years) of illicit drugs such as marijuana, pot, crack, and a local derivative of petrol called “junta” which has significant mental and health effects on children and adult users. As a result of unemployment, the youths have resorted to crime, prostitution and gambling to raise money for drugs. Juvenile delinquency is high among children aged between 12- and 16-years giving rise to a growing social problem of “junkies” who, under the influence of drugs and alcohol commit all sorts of crimes and who are creating fear, lawlessness, and lack respect for the elderly people in the communities. If not addressed quickly, the problem of junkies is evidently a “timebomb” that will explode in the faces of local authorities and public agencies.

Recommendation: The social problems and issues affecting young children and youths in Zambia require a good response and workable solutions that will enable the stakeholder eliminate the conditions that lead to high levels of juvenile delinquency and that compromise the safety and security of the youths. The intervention will connect youths to better livelihoods and job opportunities and will assist children below 18 years to focus attention away from drugs, crime, prostitution, and gambling to find safe homes and spaces such as recreation centres. The programme will work with parents through a small community development programme to ensure parents take good care of their children, and with law enforcement agencies to raise awareness on how to deal effectively with social challenges faced by children and youths.

5.4.3 City specific Recommendations

CHIPATA

In relation to conclusion #1 for Chipata the following actions/interventions are recommended:

- a) Strengthen policy advocacy with local authorities and responsible government agencies on social accountability;
- b) Develop a policy advocacy program to engage government agencies, private sector and other stakeholders on the need for improved safety of public transport users and better public transport management in the city;
- c) Consider twinning of Chipata City with a European City where public transport has been better managed;
- d) Develop Citywide engagement plan and strategies for environmental protection and adaptation and mitigation of Climate Change effects particularly on the foothills
- e) Develop a plan or project to relocate the Waste Dump

Main Actors and Stakeholders

In Chipata, Save Humanity Zambia (SHZ) which focuses on social development and climate change issues is proposed to take the lead for the local just city initiative. Other proposed key actors and stakeholders include Chipata City Council, Road Transport and Safety Agency (RTSA), Zambia Police Traffic Section, Zambia Agency for People with Disability (ZAPD), Alliance for Zambia Informa Economy Associations (AZIEA), Public Transport and Taxi Drivers Association in relation to public transport, ZEMA (on water pollution and waste management including relocation of dump site) and the Zambia Road Safety Trust and commercial cyclists and motor bikes operators and Marketers Association of Zambia in relation to management of Urban Markets (Kapata and Saturday Markets).

SOLWEZI

In relation to **conclusion #2** for Solwezi the following is recommended

- a) Strengthen policy advocacy on social accountability to ensure mineral royalties benefit the local people
- b) Strengthen advocacy and engage the mines and other private sector actors to expand and strengthen their Corporate Social Responsibility programmes (CSR);
- c) Develop a Social Accountability program and tracking tool to monitor the application of benefits (land rates/royalties) from mines to Local Authority and Traditional Leaders (Chiefs)
- d) Engage government and strengthen advocacy to review policies and legislation related to mineral royalties to benefit residents
- e) Develop a pilot Integrated Waste Management and Recycling initiative focusing on the large Kyawama Market which caters for the whole North West Region

Main Actors and Stakeholders in Solwezi

In Solwezi it is proposed that **Civil Society for Poverty Reduction (CSPR)**, which is well established and conducts a lot of advocacy work. Other key actors and stakeholders will include Solwezi Municipal Council, Mineworkers Union of Zambia (MUZ), District Administration, Associations of Traditional Leaders and Chiefs and the CSR Centre of First Quantum Minerals (FQM), and Mine Workers Unions (MUZ), Alliance for Zambia Informa Economy Associations (AZIEA), Zambia Agency for People with Disability (ZAPD), Public Transport and Taxi Drivers Association in relation to public transport and bus stations, and Marketers Association of Zambia in relation to management of Urban Markets.

KITWE

In relation to **conclusion #3** for Kitwe the following is recommended

- a) Advocacy on improving labour relations working with MUZ
- b) Addressing mine related environmental issues and Pollution
- c) Advocacy on greater social accountability of benefits from the mines targeting Local Authority, Chiefs and Mine Authorities
- d) Initiate the process of regularising Luyando Ward in Kitwe into a recognised informal settlement so that it can receive urban and social infrastructure and municipal services

Main Actors and Stakeholders in Kitwe

In Kitwe it is proposed that the Copperbelt University Department of Urban and Regional Planning working jointly with the Mineworkers Union of Zambia (MUZ) will take the lead for the local just city initiative. The co-implementing partners will include Kitwe City Council, Copperbelt Development Foundation, CSOs and Mopani Copper Mines CSR Section. Others of relevance in Kitwe include Alliance for Zambia Informa Economy Associations (AZIEA), Public Transport and Taxi Drivers Association in relation to public transport and bus stations, Marketers Association of Zambia in relation to management of Urban Markets.

LIVINGSTONE

In relation to **conclusion #4** for Livingstone the following is recommended

- a) Develop a social accountability and advocacy programme to monitor the use of proceeds of the tourism industry
- b) Develop a Trust Fund for management and proper use of benefits and proceeds of Tourism tax and royalties for residents
- c) Develop Environment and Livelihoods improvement programmes focusing on improving sanitation and waste management in Peri Urban Settlements and the City as a whole
- d) Leverage the City's IDPs to implement development programs that promote safe, resilient, inclusive, just and sustainable urban development

Main Actors and Stakeholders in Livingstone

In Livingstone the following are the main actors that will be accountable and responsible for implementing the recommendations: Livingstone City Council (LCC) will take the lead for the local just city initiative. The other key actors and stakeholders include Livingstone Tourism Association (labour issues in the tourism industry), CSOs – Alliance for Zambia Informa Economy Associations (AZIEA), Public Transport and Taxi Drivers Association in relation to public transport, Southern Water and Sanitation Company (SWASCO) in relation to improved sanitation in informal and low-income settlements, ZEMA in relation to waste management and other actors to be identified.



APPENDICES

APPENDIX 1: Study Instruments - Interview Guides and Questionnaires

Instructions to the Interviewer:

This is an Interview Guide only but can also serve as a questionnaire for respondents. The Interviewer should ensure the following steps are undertaken and made known to the respondent:

1. The interviewer introduces themselves and the purpose of the interview (i.e., research on Just Cities Project in Zambia).
2. The interviewer asks the respondent to introduce themselves, their role and provide contact details (phone, e-mail only).
3. The interviewer informs the respondent of confidentiality and non-disclosure rules (that the respondent's identity will not be revealed and all information will be kept confidential)

Introduction instructions

Total participant time required: 10
Total focus group time: 2 hours
Break: 10 minutes

Equipment Needed:

- Paper and Pens for Everyone
- Markers
- Cards for Names Participants Want to Use
- Recording Equipment

INTRODUCTION [5 min]:

Good morning. My name is _____, and I am the facilitator for this discussion on Just Cities. First, I want to thank you all for taking the time to be with us today.

We will be discussing your thoughts and ideas about social justice and Just Cities in Chipata and beyond. Our discussion will provide guidance needed for us to prepare an Issues Paper in order to support social justice in a manner that provides sustainable growth, equity and the empowerment of the poor and marginalized. Before we begin, I'd like to explain what a focus group is and then give you some information about this specific focus group. As some of you probably already know, a focus group is like a discussion group. In a focus group, people are asked to discuss their thoughts and ideas about a subject.

I'll introduce a subject by asking the group a question. There are no right or wrong answers to the questions. What I am looking for is an informal discussion about how people think or feel. I encourage you to just jump into the conversation with how you feel about the subject I bring up or about other people's responses. Just like there is no right or wrong response, there is also no single opinion for any subject. I am interested in hearing what each of you think and feel about each topic. The more points of view, the better for our future plans for the district. In order for this group to be as engaging as possible for everyone, there are a few "ground rules" I am hoping we can all agree to before getting starting. {Review ground rules}

- (1) Please consider turning off your cell phones during the discussion or at least put them on silent.
- (2) Please try to protect each other's confidentiality (feel free to share what you heard here but don't link it back to someone outside this group). Some of you may know each other. Even if you do, please respect each other's privacy and confidentiality by not mentioning each other's presence in the group to other people. It is important that people respect each other's decisions to share or keep this information private from others.
- (3) Please respect each other and each other's opinions. There are no incorrect ways to feel or think here and we want to encourage everyone to have the opportunity to share.
- (4) Finally, please try to speak one at a time, so we can listen to what other colleagues have to say. This will also make it easier to transcribe our discussions accurately.

Are there any questions or concerns about these ground-rules? Can we please go around the room and each person please let me know if these rules are something that you can commit to following {Take the time for each participant to confirm that they agree to these group rules}

All of the information from our group will be kept confidential and will be only reviewed by professionals on the team, and any presentation of results based on these groups would never identify anyone here today by name or anything else that would give someone's identity.

Does anyone have any questions?

Before we start, let's begin by getting to know a little about each other, can we please go around the room and introduce our selves.

Interview Guide for Focus Group Discussions

The following is a summary of the main questions for all focus group discussions during community meetings and stakeholder workshops.

1. What are the main drivers of an inequality, and unjust cities, and lack of access to equitable distribution of public goods and resources?
2. What are the main stress factors, shocks and barriers to achieving safe, inclusive, resilient, sustainable and just cities?
3. What are the existing power relations and spheres of Influence (power) at local level and how are these applied by those holding the power? What is the geo-politics of distribution of power in society?
4. Do communities really participate in local decision making affecting them?
5. What measures or strategies can be put in place to ensure safe, resilient, inclusive and just cities? What strategies can be followed at the subnational level to improve social justice and achieve the qualities of a just city?
6. What are the economic, social and environmental forces, politics, planning and policies that have shaped Zambian cities?
7. What are the main characteristics and qualities of a Just City? and to what extent are the qualities of a Just City being realised in Zambia?
8. To what extent does the design and planning of human settlements (cities and towns) contribute to conditions of social justice or injustice?

Interview Guide for Public Sector Stakeholders / State Actors

1. Office of the Permanent Secretary
2. Provincial Planning Unit/Office
3. Provincial Health Office
4. District Education Office
5. District Labour Office
6. District Community Development and Social Welfare
7. District Agricultural Office
8. District Development Coordination Committee
9. Provincial Community Development Office
10. District Disaster Management Unit
11. District Planners
12. Zambia Police Services
13. Zambia Correctional Services
14. Others (TBC)

Objective of the interviews/consultations

To solicit input and identify areas of integration from respective government departments

Key Informant interviews or/and consultative meeting:

1. What are the main sources of conflict in your community/district/province?
2. What are the main economic challenges in your community/district/province?
3. What are the social challenges in your community/district/province?
4. Have you noticed any environmental or climate changes that is affecting people's lives?
5. What are main social justice concerns of your district for your department?
6. What are the drivers of inequality in your community/district/province?
7. What are the stressors, shocks and barriers?
8. What are the spheres of influence for promotion of safe, inclusive, resilient and just cities
 - community, sector and society levels
 - ways of working including partnerships
 - advocacy for safe, inclusive, resilient and just cities.
9. Is there existing information on the capacities of service provision?
10. Are there any existing neighbourhood or master plans for the city?
11. What are the risks that households or individuals in your District most commonly experience that your department is aware of (e.g., violence, crime, natural disasters, being pulled out of school, loss of assets etc.)
12. Is there information on geographic risks for different parts of the city or/and government departments

Interview Guide for Civil Society Stakeholders / Non-State Actors

1. Community Based Organisations
2. Women's economic empowerment program representatives
3. Young People's economic empowerment program representatives
4. National & International NGO representatives
5. Representatives of academia (learning institutions)

Objective of the interview with CSOs

To inform, consult and engage with community-based development organisations that can control access to key groups and individuals, or use influence to erode support development interventions. Academic institutions may have more in-depth existing secondary resources and data to inform social and economic assessment and context analysis

Key informant interviews (KIIs) and Focus Group Discussions questions:

1. What are the main sources of social conflict in your community?
2. What are the main economic challenges in your community?
3. What are the social challenges in your community?
4. Have you noticed any environmental or climate changes that is affecting people's lives?
5. What are the drivers of inequality in your community/district/province?
6. What are the stressors, shocks and barriers?
7. What are the spheres of influence for promotion of safe, inclusive, resilient and just cities
 - community, sector and society levels
 - ways of working including partnerships
 - advocacy for safe, inclusive, resilient and just cities.
8. What can your organisation do to make work within communities have more positive impact on your target populations
9. What are the most critical challenges that your communities face with regards to social justice?
 - Which community members are most affected by these challenges?
 - What do you think are causes of these challenges?
10. What are the most critical challenges that your community faces with regards to Services?
 - Which community members are most affected by these challenges?
 - What do you think are causes of these challenges?
11. If you had a chance to talk to the Council Town Clerk, Mayor, DC or PS what would you ask her/him to focus on community with regards to:
 - social justice issues?
 - public service delivery?

Interview Guide for Community and Opinion Leaders and Political Decision Makers

1. Traditional Authorities – Chiefs, Headmen and “Indunas”
2. Councillors and Mayor
3. Members of Parliament
4. Religious leaders
5. Women in leadership positions
6. Young people in leadership positions

Objective

To inform, consult and engage with community and/or opinion leaders that can control access to key groups and individuals, or use influence to erode support development interventions

FGD using the following structured discussion questions:

1. What are the main sources of conflict in your community?
2. What are the main economic challenges in your community?
3. What are the drivers of inequality in your community/district/province?
4. What are the stressors, shocks and barriers?
5. What are the spheres of influence for promotion of safe, inclusive, resilient and just cities
 - community, sector and society levels
 - ways of working including partnerships
 - advocacy for safe, inclusive, resilient and just cities.
6. What are the social challenges in your community?
7. Have you noticed any environmental or climate changes that is affecting people’s lives?
8. How would you describe the institutions of social change?
9. What are the reasons for your choice of description?
10. What categories of people or populations are in most need of social justice?
11. What are the opportunities to improve service delivery in your community? What are the gaps that need to be filled?
12. What should be the priorities for social justice and a Just City for the next five years with regards to your community?

Interview Guide for Private Sector Stakeholders

1. Local financial service providers
2. Local business association representatives
3. Local businesses owners
4. Local markets associations
5. Local private service providers & operators

Objective - To ascertain private sector actor’s interest in responding to social or economic issues, as they affect their community and systems needed for business success.

Key Informant interviews and exit interviews at registration and licensing points:

1. What are the main sources of social conflict in your community?
2. What are the main economic challenges in your community?
3. What are the social challenges in your community?
4. What are the drivers of inequality in your community/district/province?
5. What are the stressors, shocks and barriers?
6. What are the spheres of influence for promotion of safe, inclusive, resilient and just cities community, sector and society levels ways of working including partnerships and advocacy for safe, inclusive, resilient and just cities.
7. Have you noticed any environmental or climate changes that is affecting people’s lives?
8. What does the existing market system look like for your business?
9. What are the inhibitors of business growth in your district/community?
10. Are women and young people impacted differently by existing business and market systems in your district/community?
11. What can be done to make more business investment friendly?

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