



Valuing What Matters



This report summarizes the major strategic engagements of the Quality of Life Initiative at the 12th Session of the World Urban Forum, held in Cairo, Egypt from November 4-8, 2024. Particular emphasis is given to how these engagements contribute to the major strategic pillars of the Initiative and build on the momentum generated over the last two years.

This summary is designed to serve as a forward-looking knowledge product for the Initiative, informing potential avenues for action and engagement as it moves into a new phase of scaling up and outreach for the second phase of the Initiative.

Introduction to the **Quality of Life Initiative**

In a rapidly changing world, multiple challenges and emerging opportunities have upended the notion of the 'good life'. This reality has been particularly acute in cities, where increasing density has amplified impacts across a range of factors relative to the lived experience of individuals. It is against this backdrop that the Quality of Life Initiative took shape in 2023. Implemented by UN-Habitat and sponsored by the Quality of Life Program, the spotlight
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of th Initiative aims to develop a comprehensive, human-centric concept of quality of life including objective and subjective factors and to promote it as a primary urban development objective.

Central to the Initiative is the creation of a tool - an Index - to help local leaders better understand and measure quality of life in their communities, in order to design better, more impactful interventions. Preparations for the presence of the Quality of Life Initiative at the 12th session of the World Urban Forum were informed by the ongoing work in a number of areas. The different events were conceptualized with an eye to identify partnerships, knowledge, innovations and expertise which can take the Initiative to the next level of scaling up and out to other cities, transforming how we view and improve urban development through the lens of quality of life.

Leading to the World Urban Forum - the Global Conference of the Quality of Life Initiative

In the days leading up to the World Urban Forum, the Quality of Life Initiative held it's first Global Conference on November 2-3, also in Cairo.

This was strategically timed to bring together around 150 key stakeholders who have been working with the Initiative in different capacities over the past two years. This conference was an opportunity to kick off the scale up phase and build momentum, which could inform multiple engagements the following week at the World Urban Forum and beyond. Indeed, many of the participants at this conference - from across the UN system, academia, and many more including city representatives themselves – were key players and organizers of all the Quality of Life Initiative



engagements at the World Urban Forum detailed in the rest of this report.

Focusing for a moment on the cities themselves, as the key beneficiaries of the Quality of Life Initiative, this conference gave them a chance to explain why they signed up for such an initiative, and how a quality of life approach has impacted how they view urban development. It likewise inspired a number of cities not yet involved with the Quality of Life Initiative to sign on to join the Initiative.

It is these cities that would become some of the strongest ambassadors for the Initiative during the following days of the World Urban Forum, and it is their experiences and support which will take the Quality of Life Initiative to the next level.

Key Takeaways from the 12th Session of the World Urban Forum



Identifying and leveraging strategic partnerships for UN cooperation

Quality of life as the glue

- Quality of life can serve as a powerful unifying concept to bring together different agendas and provide a framework for establishing strategic partnerships around a shared goal.
- Bringing together numerous UN agencies into a common discussion provided insights on leveraging the UN 2.0 capabilities innovation through data/digital, behavioral science, and strategic foresight to elevate how quality of life can be mapped onto urban development.
- UN Regional Commissions highlighted opportunities for collaboration across vastly different contexts, by mobilizing diverse regional perspectives through a quality of life lens.

Mobilizing momentum in cities Quality of life as the storyteller

- Representatives from extremely different contexts are able to use a quality of life approach to tell the story of development in their own context.
- The Quality of Life Initiative has opened up doors in cities, allowing local decision-makers to better understand what people really value and how they can design local services, programs and policies that respond to their needs.
- Having a tailored approach to measuring quality of life in each city based on local needs, priorities and aspirations, is a huge selling point for increased engagement by city governments in the Quality of Life Initiative.
- The role of data in telling the story of quality of life in cities is a crucial challenge and opportunity.

Articulating a new vision of urban health **Quality of life as the lens**

- By looking at urban health through the lens of quality of life, city leaders can recognize that prioritizing social and emotional health alongside physical health such as mental health, community cohesion, and personal joy can contribute to greater long-term societal resilience.
- A growing perspective in urban development is that local communities, rather than top-down decision-making, are key to improving quality of life. Empowering residents to actively shape their urban environments is essential for addressing the root causes of inequality and health disparities.
- By focusing on emotional health, social connectivity, and innovative partnerships, a quality of life lens pushes the conversation around urban development beyond economic growth to a more holistic view.

Putting innovation at the core of urban development

Quality of life as the spark

- The event co-organized with UN Global Pulse on Harnessing UN 2.0 Capabilities reinforced that current modes of sustainable development are not sufficient. Innovation at scale is needed to tackle today's and tomorrow's challenges to build resilient and just communities.
- The Quality of Life Initiative can be a laboratory for putting into practice the capabilities of UN 2.0 at the local level, and mobilizing the comparative advantage, knowledge and tools from across different entities in the UN system.
- There is an appetite for collaboration from cities and others to leverage the innovative capacities of UN 2.0 to improve quality of life in cities. A vision and framework for such collaboration will be needed to articulate how different capacities can be leveraged, and how quality of life can be the spark to ignite and sustain effective collaboration.

Identifying and leveraging strategic partnerships for UN cooperation

Quality of life as the glue

Key Events

One UN Event: Harnessing the UN 2.0 capabilities and valuing what matters to people in cities and towns

Read the concept note

One UN Event: United for Enhancing Quality of Life in Cities: An Inter-Regional Approach

Read the concept note



Background

The challenges we face today are too big for any one project, organization, city or country to solve on their own. And the same principle holds for leveraging the massive opportunities that the technological revolution and others have opened up.

To bring the transformative change at the scale required means rethinking how we conceptualize sustainable urban development and progress. It means thinking outside the box, reaching out to new partners, and bringing new innovation and ideas to existing collaborations.

The concept of quality of life is paradoxical, in that it is relevant to everyone, but means different things for different people. What matters to someone living in London is probably very different to someone living in Madinah, or Rio de Janeiro, or on a small island in Tahiti.

The Quality of Life Initiative recognizes that quality of life is a dynamic – that is to say ever-changing – assessment, collective or individual, of the opportunities a city provides for people to thrive. It is just as relevant to understand what quality of life means to someone living in an informal settlement as to someone in New York City. Having a better, more dignified, quality of life is relevant and important to everyone, everywhere. This is how quality of life acts as a glue, helping to pull together different agendas, expertise, knowledge and tools to shape how we view urban development through the lens of quality of life in all situations.

This principle guided several discussions at the World Urban Forum, to better understand how a quality of life approach can bring together different UN institutions around a common framework which puts impact on the well-being of individuals at the center of the discussion and at the core of urban development.

Strategic engagement at WUF

The Quality of Life Initiative was closely involved in several key events that highlighted the potential of quality of life to work as a unifying concept across various strategic partnerships. The One UN Event, Harnessing the UN 2.0 capabilities and valuing what matters to people in cities and towns, was co-organized with UN Global Pulse, the innovation lab of the UN Secretary General. The event brought together key UN agencies (UN-Habitat, UNEP, UNICEF, IOM, UN Global Pulse) and other experts to shed light on the potential of scaling up innovation through the lens of UN 2.0 principles, in order to enhance societal resilience and progress in cities and towns around the world.

The individual UN agencies provided compelling examples of work they are doing which employ a number of UN 2.0 principles in order to bring more innovative and impactful solutions to cities. From a geospatial situation room harnessing data from across more than 40 UN agencies (UNEP) to the application of behavioral science techniques to increase vaccine uptake (UNICEF). and much more, the use of UN 2.0 principles is already integrated across a great deal of work in the UN system. With regards to how these solutions can be scaled up, there is not one definitive answer. Agencies have their own mandates, and thus the importance of formalizing UN to UN partnerships was raised. Inclusion was also raised as a significant factor when scaling up innovative solutions. How can youth and other stakeholders be involved? How can citizen-data be harnessed in such a way that it helps to tell the story of how people are doing in a city? The UN 2.0 principles around data and digital, behavioral science and strategic foresight provide potential to better inform that picture, for local leaders and others. The lens of quality of life can further complete the picture, by providing information on how the objective and subjective factors in urban environments come together to impact the lived experience of individuals.

When Mohamed El Zarkani, the UN Resident Coordinator from the Kingdom of Saudi Arabia, closed this event, he remarked that a focus on quality of life makes his job of coordinating the activities and priorities of different UN agencies in a country much easier. Quality of life is relevant to all of these different mandates, and so each piece of the UN can latch onto and collaborate around those elements which are most relevant to them.



In essence, a quality of life approach helps to move us beyond a sectoral approach and towards a holistic one.

Mohamed El Zarkani,

UN Resident Coordinator, Kingdom of Saudi Arabia

This event showed the appetite across the UN system for broader engagement and more systematic cooperation around the unifying concept of quality of life. Application of the UN 2.0 principles are a promising means for accelerating such action and bringing the current innovative solutions to scale.

Such engagement is promising for UN cooperation at the global level, but the initiative also wanted to dive into the conception of quality of life across different regional contexts. What kind of strategic partnerships are necessary for the Quality of Life Initiative to better understand regional specificities and design knowledge and tools that are relevant?

In coordination with UNESCWA (the UN Economic and Social Commission for West Asia), the Quality of Life Initiative co-organized with four of the UN Regional Commissions another One UN event, United for Enhancing Quality of Life in Cities: An Inter-Regional Approach.

The event aimed to explore the inter-regional perspectives on quality of life in cities, illuminating both commonalities and regional nuances. By showcasing how diverse regions tackle similar challenges with tailored approaches reflecting their unique social, economic, and environmental contexts, the event was designed to contemplate solutions which transcend geographical boundaries.

The representatives from the different commissions (UNECA, UNECLAC, UNESCWA, UNESCAP) provided,

as expected, quite diverse perspectives in terms of the priorities and challenges related to quality of life in their regions.

And yet, what stood out once again was a certain amount of convergence around ideas which are central to the Quality of Life Initiative. All of the representatives welcomed the human-centric principle of the initiative, noting that people themselves can actually be critical sources of information and data, regardless of the regional context. These remarks provided additional opportunities to build on the discussion in the previous UN Global Pulse event where the latest techniques of gathering citizen-generated data were key. Community engagement was highlighted as an opportunity across regions to bring in a quality of life approach to better identify the needs and priorities and residents through such a human-centric lens.

Perhaps most importantly, the members of all regional commissions recognized that a quality of life lens does not mean advancing on particular dimensions of urban development that may be relevant only in specific contexts. The entities across cities and countries in each region will continue to advance on those issues and priorities most important to them. Rather, the discussion highlighted an appetite for adopting a quality of life approach which repositions human well-being at the center of urban development discussions. This integrated and cohesive approach is one which all regional commissions can work on together,



Mobilizing momentum in cities

Quality of life as the storyteller

Key Events

Networking Event: Towards Future Cities: putting quality of life and people's wellbeing at the core of urban planning

Read the concept note

Voices from Cities: Measuring and enhancing wellbeing in urban environments - lessons learned from the Quality of Life Initiative pilot cities

Read the concept note



At the core of the Quality of Life Initiative are cities. They are the stakeholders for whom the knowledge and tools which are provided must be relevant, applicable, and can guide decision making in a way which improves quality of life for individuals and communities across a vast range of contexts.

This Initiative seeks to address cities' evolving needs, focusing on people-centered data that highlight what inhabitants value most, and measuring satisfaction in their daily lives and their environment.

At the end of the day, this is about telling a story. This Initiative is offering a global framework designed to help cities tell their story by revolutionizing how they understand and improve quality of life and foster urban environments where everyone can enjoy better living conditions, and a dignified life.

Little by little, these stories build upon one another, empowering individuals and communities to assess their living conditions by capturing objective and subjective conditions of what matters to them.

Currently, these stories are being told by a small number of champion cities, who are piloting an innovative index that presents a portfolio of indicators for cities that enables local decision-makers to undertake a pulse check across 9 essential quality of life domains to guide and evaluate community priorities and actions.

The World Urban Forum provided an opportunity for these cities to tell their stories firsthand to a global audience. It is important to understand what adopting a quality of life approach actually means in a city's unique context, in order to understand how other cities could benefit.

Strategic engagement at WUF

The engagement with cities took on a few different forms at the World Urban Forum, in order to explore a number

of angles and gather a more comprehensive picture of current engagement as well as opportunities to scale up.

The Program of the Kingdom of Saudi Arabia organized a networking event entitled Towards Future Cities: putting quality of life and people's wellbeing at the core of urban planning.

This event was designed to further build momentum around the concept of quality of life as a primary objective of urban development, featuring interventions from a number of experts across the UN, academia, the Quality of Life Program, and cities themselves.



The challenges we face together have reinforced the need for tools that prioritize human well-being, lifestyle, and livability.

Khalid AlBaker

CEO, Quality of Life Program

The power of quality of life as a storyteller was once again evident, as the mayor of another pilot city of Logan (Australia), went into detail about how the involvement of his city in this Initiative has allowed his team to plan for the future based on what people really value. The City Councillor from Bilbao (Spain) who is not yet part of the Initiative, told a moving anecdote about how the onceindustrial city redefined itself as an arts and cultural hub based on social cohesion, sustainability, and innovation.

This testimony, from a city who is not yet part of the Initiative, but which touches on so many elements central to a quality of life approach, was an indication of the untapped potential of cities around the globe which the Quality of Life Initiative can mobilize.

To tap into this potential, the Quality of Life Initiative wanted to organize a forum where those cities most fully integrated in the Initiative could share their story with a wider audience and inspire others to join.

At the Voices from Cities event entitled Measuring and enhancing wellbeing in urban environments - lessons learned from the Quality of Life Initiative pilot cities, there was an opportunity to do just that. Representatives from six pilot cities of the Initiative: Vancouver (Canada), Nis (Serbia), Madina (Saudi Arabia), Puna'auia (French Polynesia), Logan (Australia), and Querétaro (Mexico), came together to discuss why they joined the Initiative; how innovative data approaches and a focus on quality of life have enriched their local analyses; and how they see involvement in this Initiative shaping future policy in a way which responds to peoples' needs and values in their communities, both today and in the future.



The Quality of Life Initiative gave a purpose to this data. It helped us to connect data with people.

Tanja Obradovic

Advisor, Ministry of Construction, Infrastructure, and Tourism - Nis (Serbia)

Again, the power of quality of life as a unifying concept was visible in the discussion which featured representatives from such vastly diverse contexts. Across these cities, there was a fundamental appreciation of how simply paying attention to what people really value can provide powerful insights for how to design and run a city. Listening to citizens is a way to filter classic policy decisions and discussions through a quality of life lens which goes to the core of what the residents really identify as important. These priorities will of course vary widely from city to city, but these pilot cities have found great value in the approach.

The cities also noted that such an approach helps to 'humanize' the data that they are working with. It gives more of a purpose to the data, by connecting it to people. This is made possible through the innovative structure of

the quality of life index being developed, which allows each city to define a tailor-made, local layer which takes on board the metrics, indicators, and priorities which contribute to meaningful quality of life in that particular city.

Another issue which was raised, and which goes to a central pillar of the Quality of Life Initiative, was around inclusion. More specifically, how can residents and local leaders in conflict situations focus on the measurement of innovative new indicators on quality of life when the provision of basic needs and even survival is at stake? This question is one which came up across a number of engagements at the World Urban Forum, and needs to be explored further. Inclusion is one of the primary lenses of quality of life through which this Initiative views urban development, and can be unpacked further both from a theoretical (academic) perspective, but also from a practical one, to discuss how a dignified quality of life takes shape in such contexts.

All of these engagements came together to demonstrate the work which has gone into creating an innovative framework and solid foundation on which to build. The experiences of these cities provide insights into the potential for massively scaling up such efforts to hundreds and thousands of urban areas around the world, by reconceptualizing how we look at progress and urban development through the lens of quality of life.



Articulating a new vision of urban health

Quality of life as the lens

Key Events

Training Event: Happy City - Viewing the City through a Quality of Life Lens

Read the concept note

Special Session: The Heartbeat of the City

Read the concept note

Background

The global layer of the index which the Quality of Life Initiative is developing consists of nine domains, agreed upon as universally relevant to quality of life, after a wideranging consultation and series of expert group meetings. They are: Housing, Education, Health & Wellbeing, Economy, Environment, Basic services & Mobility, Culture & Recreation, Social Cohesion, and Governance.

These domains, on their own, are not unique. Each of them has been vastly studied across several disciplines related to urban development.

What sets the Quality of Life Initiative apart, however, is that it frames these domains through the lens of quality of life. This means talking about familiar issues in unfamiliar ways. It means talking about Housing, for example, in terms of how it affects the lived experience of people with regards to belonging, trust, connectedness, access, choice, or inclusion. The Initiative looks at how the knowledge and tools under development can be filtered through these lenses, to provide a more holistic understanding and measurement of quality of life in urban environments.

These lenses help filter the results from the Quality of Life Index and link them to policy insights that can enhance the lives of individuals and communities. When looked at through the prism of quality of life, these fundamental building blocks of society – whether housing or any of the others – take on a renewed importance and relevance to the prospering of our communities.

Strategic engagement at WUF

The Quality of Life Initiative, along with the International Society for Quality of Life Studies (ISQOLS) and the Smart City Institute of Japan organized a training event entitled Happy City - Viewing the City through a Quality of Life Lens, targeting city representatives, to provide a crash course on how to mainstream and measure quality of life in their cities. This included a presentation from ISQOLS on quality of life indicators, an example of a quality of life framework from the Smart City Institute of Japan, and a presentation of the methodology used by the Quality

of Life Initiative for taking into account local priorities, and moving from metrics to action.

This final module importantly highlighted the importance of looking at urban interventions through a quality of life lens, taking the example of public space, to demonstrate how it can be examined through the prism of access, belonging, choice, trust, and so forth. This focus on how objective and subjective factors come together to inform the human experience is a defining characteristic of the Quality of Life Initiative. Testimonials from the pilot cities of Nis (Serbia), and Querétaro (Mexico) described how this shift in mindset has had profound consequences on the identification of metrics which really reflect what people in their communities value.

The reactions from those participating in the training was positive, and it was clear that there is an appetite from cities to move beyond traditional metrics of progress. The perspective of a quality of life approach, which tries to more holistically take into account what really matters to people, was well-received. Whereas this training provided a hands on opportunity for cities to get a better feel for the practical application of using a quality of life lens,

the Initiative also had an opportunity to participate in a high level forum digging into how this can be applied for one specific domain – Health.

The Quality of Life Initiative was invited to contribute to the organization and framing of a Special Session, entitled The Heartbeat of the City. This important event was co-organized by UN-Habitat and WHO, to explore the opportunity to prevent and respond to health challenges through better planning and innovative measures, through the promotion of quality of life and health-centred decision-making, policies, and actions. The focus was on placing people, their well-being, and quality of life at the heart of urban sustainability, in order to future proof communities against a wide range of health concerns.



This framing is very important to the Quality of Life Initiative, as it was an opportunity to take a deep dive into one specific domain of the Initiative – Health – and explore how filtering it through the prism of a quality of life lens actually can take shape in cities, and what this means for the people who live there.

When it comes to health, this means understanding that health and wellbeing are central pillars of quality of life, affecting one's ability to live fully and thrive. The discussions pointed to the need for a paradigm shift in urban planning and monitoring of policy efficiency. The health and wellbeing of people cannot be seen as a byproduct of other factors, but rather as a measure of city performance. This means designing spaces that proactively support health and well-being at all stages of life.

Doing so means leveraging data and insights through a quality of life lens which keeps human wellbeing and engagement as the starting point. Inspiring examples pointed to how such an approach can be operationalized, so that data is not seen just in terms of operational efficiency—but rather in terms of how it can empower communities by providing insights into people's perceptions of their spaces. Doing so ensures that technological solutions are aligned with real human needs. This balance of technology with human-centered values is critical for making cities not only efficient but also resilient and adaptable to future challenges.



This process of actually listening to our community has led to continuous measurement rather than reliance on a single benchmark.

Rogelio Alcocer Gomez

Director of the Cadastral Institute, the State of Querétaro, Mexico

The fact that this event took such a holistic and human-centric approach to the discussion is already a positive sign for the direction that the Quality of Life Initiative is taking. In addition, significant high-level support was provided to such an approach, through a dialogue near the end of the session between the UN-Habitat Deputy Executive Director and Assistant Director-General of the World Health Organization. This was a critical and strategic moment around a number of suggested actions to advance more and better joint activities in the areas of urban health, well-being and quality of life.

This event provided a high-profile opportunity to explore the articulation of a quality of life lens around one particular domain – Health. The discussion demonstrated the appetite, from across a number of stakeholder groups, for shifting how we talk about health in urban settings. Participants emphasized the need to put the health and wellbeing of residents at the core of urban planning and design of housing, public space, and access to services. The Quality of Life Initiative is testing this approach across a number of cities, to understand how a quality of life lens can be applied not just to health, but across all domains. Doing so has the potential to design policies which are more inclusive, sustainable, resilient, and human.

This session demonstrated that a number of cities are already leading these efforts, and the Quality of Life Initiative needs to work with the right partners to incorporate such knowledge in a way which is applicable, scalable and impactful.

Putting innovation at the core of urban development Quality of life as the spark

Key Events

Harnessing the UN 2.0 capabilities and valuing what matters to people in cities and towns

Read the concept note



Background

The Quality of Life Initiative took form because of the realization that traditional methods of development work are not sufficient to address the scale of challenges that the world faces. At its core, the Initiative endeavors to reimagine what we mean by progress, and transform quality of life into a core objective of urban development. Without massive amounts of innovation, such a monumental shift is impossible. And not just technological innovation (though this must certainly play a role); but innovation in how we understand quality of life in all its forms, so that we can better measure it. For decades, practitioners and researchers have been plagued by an all too obvious challenge: The fact that quality of life is relevant to everyone, and yet the same for no one. How can an index be built which takes into account such universality, while allowing for the contextual, cultural, social, geographical and other differences which make the lived experience so unique for each individual and each community?

The Quality of Life Initiative proposes the development of a dual layer index, to account for universal elements of quality of life on the one hand, while also mapping on a local layer which is defined with and by the stakeholders in a particular city.

This concept was an innovative spark, conceptually, and it led to the realization that further innovation in data collection, digital insights, and partnership development would be necessary to realize the transformational potential of the Initiative.

The UN 2.0 network is the embodiment of a vision of a modernized UN system, focusing on mainstreaming data, innovation, digital foresight and behavioral science expertise. UN Global Pulse is the innovation lab for this Initiative and works as a cross-system catalyst for UN 2.0 capabilities.

The Quality of Life Initiative sees enormous potential in harnessing the UN 2.0 capabilities in order to tell the stories behind the data, to better understand the decisions that people make, and how city leaders can integrate these findings into decisions which will make cities more sustainable, resilient, and future-proof, for a better quality of life for each and everyone.

Strategic engagement at WUF

Although discussion around innovation was woven into many of the engagements of the Quality of Life Initiative at the World Urban Forum, it was particularly in focus during the event Harnessing the UN 2.0 capabilities and valuing what matters to people in cities and towns, co-organized with UN Global Pulse.

This was a very strategic engagement for the initiative, as it provided an opportunity to hear from a number of UN agencies who are leading the way in harnessing the UN 2.0 capabilities in ways which have led to real impacts on the ground.

These examples provided a starting point to talk about data-driven approaches and other innovative behavioral science and strategic foresight techniques which can lead to improvements in quality of life. The Quality of Life Initiative provided a short demo of the digital platform it is developing which is using Al-powered tools and advanced data filtering techniques to present snapshots of quality of life in a number of pilot cities around the world.

Moving forward, it will be critical to understand how this platform and other data and knowledge collection efforts of the Quality of Life Initiative will benefit from the approaches presented by the various actors present from the UN system. Developing such strategic data partnerships across the UN system is critical for the sustainability and the scaling up of the Initiative as it







