Four ways to support local service delivery in expanding urban environments

Lessons Learned from the Field

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www.tetratech.com/resilientcities
Expected Outcomes

• Learn about key factors for promoting social cohesion and building resilience.
• Understanding the role of local service delivery to foster resilience.
• Generate discussion and share/exchange lessons on promoting resilience
The Dynamic of Cities

Graph 1

World’s distribution of urban population by settlement size and by UCLG regions* (%)

Diverse Urban Contexts

Different **degrees** of decentralization

- Post Conflict (Colombia)
- Post Recovery (Haiti)
- In Transition (Georgia, Albania)
- High Risk for Natural Disasters (Peru)

Different **levels** of governance

Different **service delivery** arrangements
Four Building Blocks of Resilience

Policy Dialogue

Before

Local Capacity

After

Citizen Engagement

Transparency & Accountability
Policy Dialogue

- Affords citizens and government officials an opportunity to discuss and engage.

- Promotes civic education and participation (conflict prevention and management).

- Builds trust and social cohesion.
Local Capacity

- **Quality & access** to service delivery in local governments is linked to technical, financial, management, organizational and institutional capacity.

- **Capacity** of citizens, CSOs, service providers and governments.
Citizen Engagement

- Working *simultaneously* on state responsiveness and effectiveness, citizen empowerment, and accountability.

- *Integrated* approaches to citizen engagement.
Transparency & Accountability

- Service delivery depends on **holding** local governments accountable.
- **Multiple** channels and mechanisms.
Lessons Learned

• **Tailored** and integrated approaches
• **Top-down and bottom-up** strategy
• Local space is also **political**
• **Systemic** change
• Capacity as **shared learning**
• **Local solutions**