

# Four ways to support local service delivery in expanding urban environments

*Lessons Learned from the Field*

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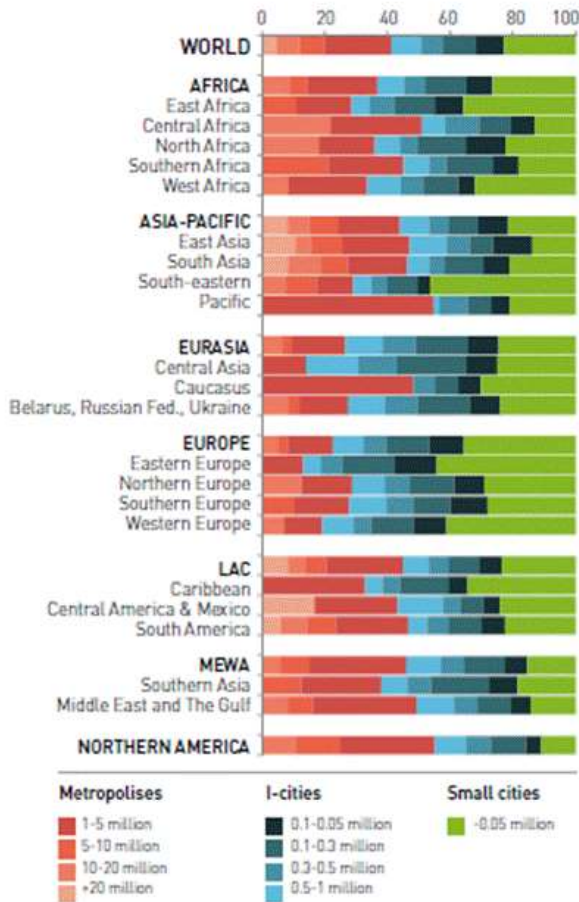
[www.tetrattech.com/resilientcities](http://www.tetrattech.com/resilientcities)

# Expected Outcomes

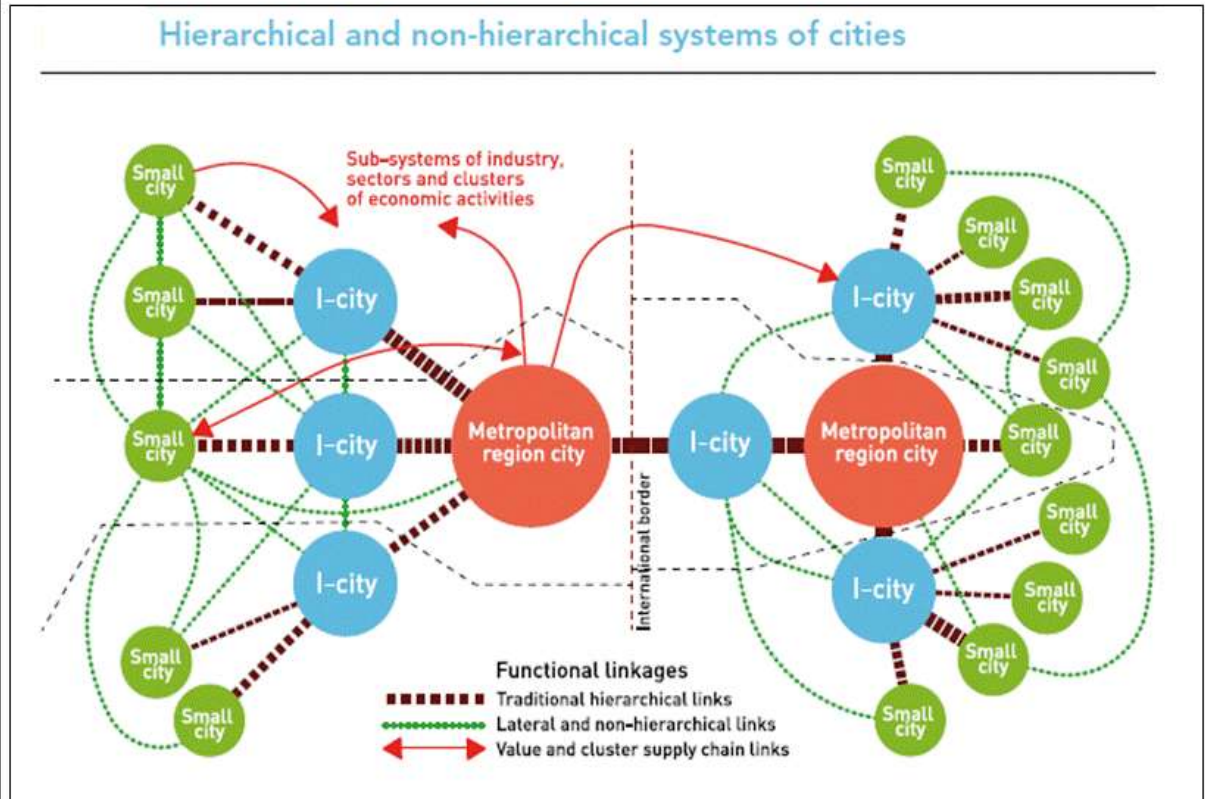
- Learn about key factors for promoting **social cohesion** and building resilience.
- Understanding the role of **local service delivery** to foster resilience.
- Generate discussion and **share/exchange lessons** on promoting resilience

# The Dynamic of Cities

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



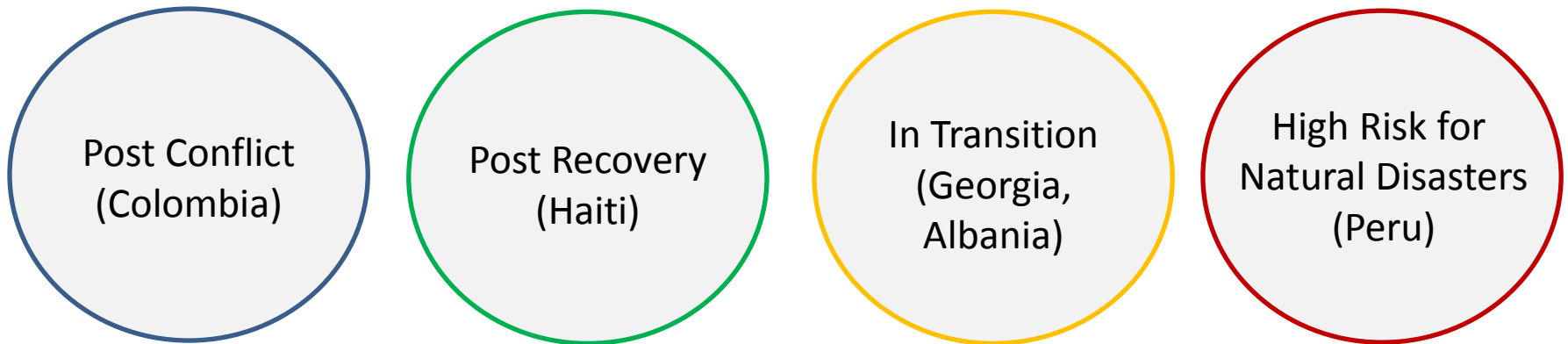
**Graph 1**



Source: United Cities and Local Governments (UCLG). Co-Creating the Urban Future: the Agenda of Metropolises, Cities and Territories, 2017

# Diverse Urban Contexts

Different **degrees** of decentralization



Different **levels** of governance

Different **service delivery** arrangements

# Four Building Blocks of Resilience



Policy Dialogue



Local Capacity



Citizen Engagement



Transparency & Accountability

# Policy Dialogue



Policy Dialogue



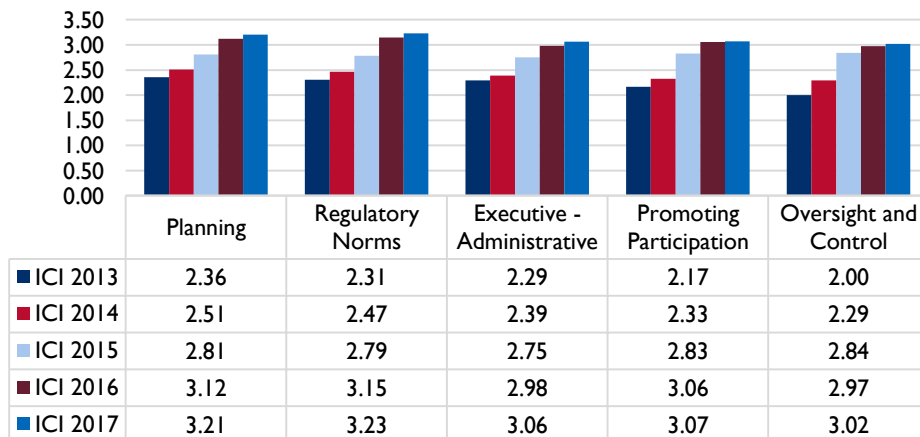
- Affords citizens and government officials an **opportunity** to discuss and engage.
- Promotes **civic education** and participation (conflict prevention and management).
- Builds **trust** and social cohesion.

# Local Capacity



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

**Average Institutional Capacity Index  
Comparative Data**



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

# Citizen Engagement



Citizen Engagement



- Working **simultaneously** on state responsiveness and effectiveness, citizen empowerment, and accountability.
- **Integrated** approaches to citizen engagement.



# Transparency & Accountability



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**