



INTERNATIONAL  
**RESCUE**  
COMMITTEE

# **Urban Response + Public Service Delivery**

## **Humanitarian Action in an Urban World**

# IRC 2020 Strategy

*“the pressure on us and our colleagues in the international system is not just to do more work, but to **work in different ways**. The context for our work is changing - as **urban refugees increasingly dominate the landscape**.”*

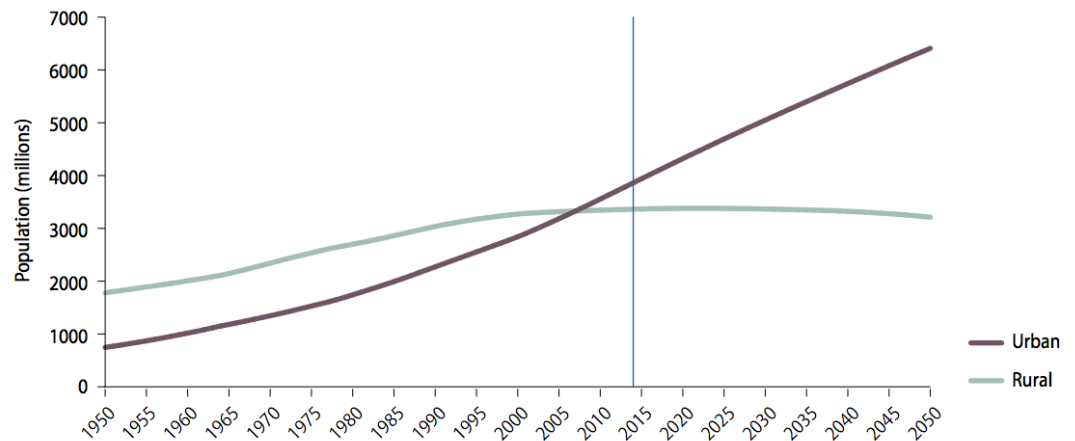




# Our Urban Future

- Globally, more people live in urban areas (3.9 billion) than rural areas, with the world population projected to be 66% urban by 2050
- Refugees/IDPs moving to urban areas
  - **90% of the Syrian refugees** UNHCR serves live in urban areas
  - **More than half of IDPs** live in urban areas

Urban and rural population of the world, 1950–2050



Source: UN World Urbanization Prospects

Urban area in 1975

1982

1992

1998

2002

## Dar es Salaam:

On track to become  
a megacity of 10M+  
by 2025

Unbuilt/agricultural  
Dar es Salaam region

Unbuilt/agricultural  
Pwani region

Central business district  
(CBD)

KINONDOMI

UBUNGO

ILALA

KIGAMBONI

TEMEKE



## Refugee Experience

“ I went to my ward office with a series of grievances concerning exploitative practices against me. The ward officer promised to connect me with legal services for refugees but never followed up. ”

A RESEARCH PARTICIPANT

## Marginalized Experience

“ Children are not receiving the education they should be getting. The level of education in itself is low. In one class, there are about 150 students. It's hard for a teacher to pay attention to all those students. ”

A TANZANIAN RESEARCH PARTICIPANT

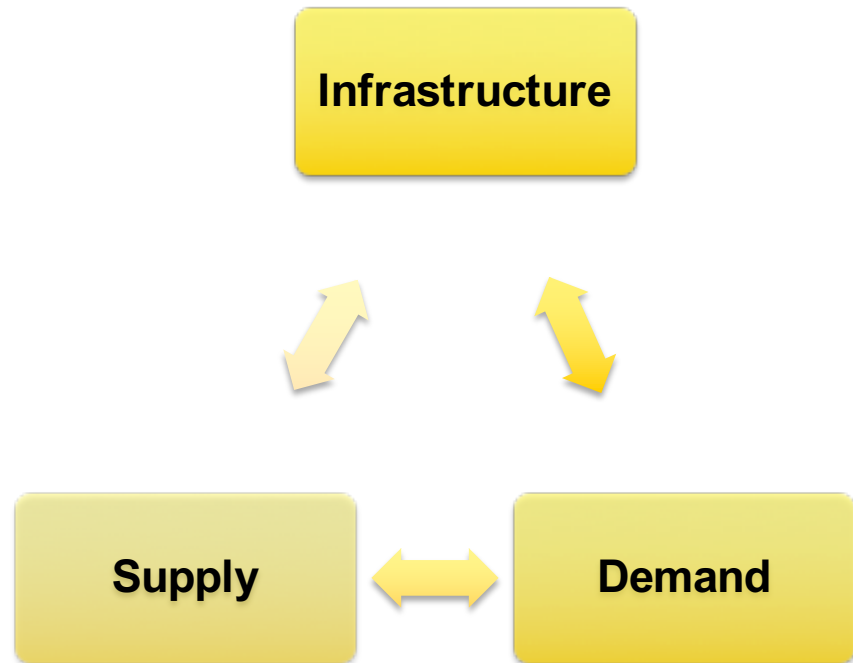
# Defining the Right to the City

An urban dweller's ability to **safely and fairly access public and social services**, opportunities for self-sustainability, education, employment, healthcare, and safe and welcoming environments in which to reside.

# Defining Public Service Delivery

A type of network combining actors, institutions, and means to deliver a certain good or service. These services mainly include those widely recognized as **rights-based services** that a government is entrusted to deliver to its population.

Examples of such services include education, **healthcare**, social protection, shelter, water, infrastructure (i.e. road networks), and waste management services.





# What Aid Actors Can Do

- 1. Understand the complexities of the urban context** prior to project implementation.
- 2. Coordinate and collaborate with other stakeholders**, including other aid actors, potentially through area-based approaches.
- 3. Engage in organizational capacity strengthening of municipalities and service delivery organizations.**
- 4. Advocate for PSD providers to be more inclusive of marginalized users**, particularly displaced residents.

# What Aid Actors Can Do

**1. Collaboration**

**2. Systems Strengthening /  
Organizational Development**

**3. Advocacy**

# Amman Resilience Strategy

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A welcoming,  
young and diverse  
city, balancing the  
old and the new,  
the progressive  
and the traditional.  
Amman promotes  
a culture of sharing  
and inclusivity,  
pioneering  
regional change.



## Action 3.C.2

### Pioneer day care centers in GAM buildings

We will support women's participation in the workforce by setting up day-care centers in GAM buildings, and convert 5 GAM cultural and social centers into day-care centers by 2025.

**Owner**  
GAM (Social Services Directorate)

**Status**  
New

**Timescale**  
Short

**Partners**  
N/A



#### Resilience Value

- Enhance public participation, gender equity and women's empowerment.
- Ensure that women have equal rights to economic resources, enhance social cohesion.

Work with civil society organizations to identify and support women-run businesses in marginalized neighborhoods and invite them to utilize the day care centers, while providing safe transportation services for them and their children.

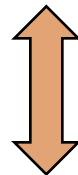
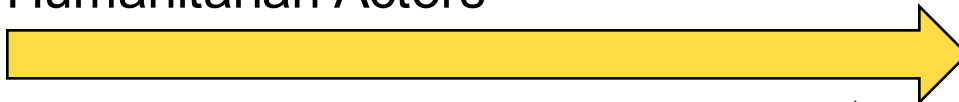


# Missed Opportunity

**“Humanitarian actors are trying to deal with a crisis in a city and local authorities are trying to manage a city in crisis.”**

- UN Habitat Representative

Humanitarian Actors



**Opportunity Lost**

Local Authorities



# Thank you.

**Samer Saliba, Master of Urban Planning (MUP)**  
**Urban Technical Specialist**  
[Samer.Saliba@rescue.org](mailto:Samer.Saliba@rescue.org)

## IRC Principles of Urban Response



**WORKING WITHIN A  
COMPLEX CONTEXT**



**URBAN PARTNERSHIPS,  
COLLABORATION  
AND INCLUSION**



**SUPPORTING RECOVERY  
AND RESILIENCE**