URBAN PROFILING
IN HUMANITARIAN AND DEVELOPMENT CONTEXTS:
A Guide for Turkish Municipalities Impacted by Migration and the Syrian Refugee Crisis

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SKL International
AFFILIATED TO THE SWEDISH ASSOCIATION OF LOCAL AUTHORITIES AND REGIONS

RESLOG
Resilience in Local Governance

Local Governance and Migration Series

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Yerel Yönetimlerde Rezilyans Projesi • TÜRKİYE

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Swedish Association of Local Authorities and Regions

The Swedish Association of Local Authorities and Regions (SALAR, SKR with its Swedish acronym) is a member organization for all of Sweden's municipalities, country councils and regions. SALAR, and its predecessors, has existed for over 100 years and strives to promote and strengthen local self-government and the development of regional and local democracy. Due to the global nature of challenges that municipalities face today, SALAR is also an important actor at the international arena of local governments. It is active in the global organization for municipalities, the United Cities and Local Governments (UCLG), in its European branch, the Council of European Municipalities and Regions (CEMR), and as the secretariat for the Swedish delegations to the EU Committee of Regions and for the Council of Europe Local and Regional Congress.

SKL International
AFFILIATED TO THE SWEDISH ASSOCIATION OF LOCAL AUTHORITIES AND REGIONS

SKL International is a fully-owned subsidiary of SALAR. Its role is to implement and deliver international projects on behalf of SALAR, by drawing from relevant Swedish and other country experiences to support the development of local government systems and practice in developing countries and countries in transition or conflict.

Through its work in the MENA region and elsewhere, SALAR/SKL International has generated extensive knowledge and thorough understanding of issues of decentralisation, local governance, and local service delivery in fragile or close to conflict contexts; including how this brings the need for responsive and conflict sensitive approaches and flexible project management frameworks. SKL International is the long- term partner and implementer of the projects financed by the Swedish Government in 12 countries across the world, with its headquarters located in Stockholm.

SKL International has been operating in Turkey for over twenty years with the Turkish-Swedish Municipal Partnerships Network Project (TUSENET), Turkish-Swedish Partnership for Local Governance (TUSELOG) and ongoing Resilience in Local Governance Project (RESLOG Turkey). In this scope, SKL International supports municipalities and municipal unions in Turkey and also contributes to the establishment of permanent relations and cooperation between the local governments in these two countries.

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Çukurova Municipalities Union

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RESLOG Turkey
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We express our sincere thanks to the Pilot Municipalities for their dedication in this process.

ÇUKUROVA REGION

Adana Metropolitan Municipality

Hatay Metropolitan Municipality

Mezitli Municipality

Reyhanlı Municipality

Sarıçam Municipality

Seyhan Municipality

MARMARA REGION

Bursa Metropolitan Municipality

Orhangazi Municipality

Osmangazi Municipality

Sultanbeyli Municipality

Şişli Municipality

Zeytinburnu Municipality

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Resilience in Local Governance Turkey Project (RESLOG Turkey)

M. Sinan Özden

RESLOG Turkey Project
National Project Manager

The local governments of Turkey and Lebanon have been impacted by the unexpected and massive wave of migration resulting from the Syrian civil war. As a result, it has become necessary to strengthen the resilience[*] of local governments in accordance with the principles of peace and inclusiveness.

RESLOG (Resilience in Local Governance) 2018-2020, is a project implemented in these two countries which have been impacted by the Syrian Migration Crisis, with the initiative of the Swedish Association of Local Authorities and Regions (SALAR), financed by the Swedish Association of Local Authorities and Regions (SALAR) and funded by the Swedish Government. RESLOG Turkey is conducted with the cooperation and project partnership of the Swedish Association of Local Authorities and Regions, the Union of Municipalities of Turkey, Marmara Municipalities Union, and Çukurova Municipalities Union. In total, 12 pilot municipalities from Marmara and Çukurova regions are included in the Project. RESLOG is a pioneer in the prioritisation of the involvement of regional municipal unions in strengthening local governance.

The Project is a part of the efforts of local governments and local government organizations in the face of intense, rapid and unexpected migration. In this regard, RESLOG Turkey aims to contribute to national migration policies that reflect local realities and needs, to strengthen inter-municipal learning and support structures through regional associations, and to improve holistic planning and governance at municipal level.

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* Resilience is the ability to withstand destructive effects and return life to normal. Resilience is defined as the ability of a substance or system to return to its original form and position after a problem or deformation.

Introduction

M. Sinan Özden

RESLOG Turkey Project
National Project Manager

RESLOG Turkey attaches significant importance to the development of an information base for local governments. For almost 10 years, since the beginning of the migration flow from Syria to Turkey, Turkish municipalities have been working to meet humanitarian needs while making great efforts to keep cities prosperous and develop them in the face of this unexpected and massive population increase. They are praised and considered successful in the international arena as well.

We believe that this experience should be recorded and shared. Throughout this process, our municipalities have sought right answers to many questions on the practical issues. For this reason, we have planned a series of 12 meetings called "Knowledge Generation Meetings" and a book series under the name Local Governance and Migration covering the meeting outputs, to provide a discussion platform on innovative topics and an information base for municipalities to facilitate their participation during their intensive efforts.

Marmara Municipalities Union has been conducting highly competent work for strengthening the information base on local governance and hosting our meetings held every two months.

I hope that after the completion of the RESLOG Project, these meetings and publications, aiming at facilitating access to information in Turkey as well as saving and disseminating the information produced within the municipalities, will be continued as a tradition with the contribution of both our municipalities and municipal unions.

Foreword

Local Governance and Migration Book Series

Gül Tuçaltan, PhD

RESLOG Turkey Project
National Project Coordinator

For the last decade, the local governments in Turkey have had to produce immediate solutions for a number of increasingly varying urban and social problems. The first test of local governments was to welcome a fragile population forced to reside in a foreign country and to coordinate humanitarian aid services at the local level. In this process, as a natural consequence, the immigrants and refugees with a different language and culture have become part of the labor market and everyday life. This has made municipalities the main actors in two challenging issues: infrastructure planning for the growing population and identification of the services needed to live together with different cultures and to ensure and maintain social harmony. However, the municipalities' radius of action has been restricted due to the limited financial resources, personnel inadequacies, national migration policies focusing on strategies at the national government level rather than local governments' needs in the fields of migration and urbanization, and uncertainties related to the ongoing migration crisis (for example, Turkey cannot predict whether there will be a new mass migration in the near future or not).

In brief, the international mass migration and the Syrian refugee crisis have resulted in fundamental demographic, social, cultural and ecological changes in urban areas and also created the need for re-addressing the matters of urbanization, infrastructure, municipal service delivery and urban planning. In order to manage these multilayered and complex processes and respond to migration-related urban problems, municipalities municipalities need new tools for information, skills and implementation enabling them to understand their existing working area and to produce innovative solutions with limited resources within this area as the traditional tools and understanding we have used to date for urban planning are no longer sufficient to understand, handle, and change this unstable situation.

At this point, this series created within the "Knowledge Generation and Dissemination for Policy and Planning Activities" as part of the RESLOG Turkey Project is designed to address these exact needs of the municipalities. RESLOG Turkey Local Governance and Migration Series consists of 12 original publications at the intersection of migration, urban planning and local governance, aiming to blend the existing knowledge in these fields with new approaches that may have a positive impact on the perspectives and practices of local decision-makers.

The publications focus on three main areas. In other words, this series includes three groups of books. The first group of books includes Turkey's experiences related to migration, basic concepts about migration and local governance, existing approaches and the false facts in these fields. Regarding the refugee crisis, we present in this group the financial problems encountered by municipalities in the provision of inclusive services, the resource management models and alternative funding sources for these problems, as well as the challenges faced by the municipalities in their practices related to migrants and refugees within the scope of human rights and the legal framework and certain information on administrative jurisdiction, supervision and the regulations of other institutions. This group also includes the books about urban profiling as an effective tool for data collection to identify spatial, social and economic changes (such as housing, infrastructure, health, education, open green spaces, etc.) experienced by the municipalities affected by migration and to map this data in order to relate them to development, spatial and urban planning, and books on the generation of concrete and feasible solutions for the improvement of municipal services. The issues addressed in this group of books also outline the interventions and practices of municipalities in the field of migration and local governance and identify their fields of work.

The second group of Local Governance and Migration books aims to introduce to the municipalities new approaches and intervention tools related to local governance used around the world and in Turkey. In this group, we provide information to our municipalities on governance of diversity for the construction of fair and egalitarian cities comprising all social groups; preparation of the migration master plans to make

the municipalities, prepared against the ongoing or potential effects of migration, and the disaster risk reduction approach which can be integrated into all stages and fields of local governance, addressing the recovery and transformation of urban systems.

The third group of books focuses on practical experiences of Turkish municipalities. In this group, those municipalities share their everyday experiences in the areas of humanitarian aid, urban planning and infrastructure management, use of the potential created by migration, and development of alternative financing, in the context of inclusive service provision, despite the increasing population, potential financial limitations and personnel inadequacies. The authors of these publications are the municipalities themselves. Thus, this group of RESLOG Turkey Local Governance and Migration books supports the mechanisms for municipalities to produce and disseminate knowledge in their fields of work.

The approach summarized above is an output of the in-depth interviews with the relevant units of the project partners, namely Turkish, Marmara and Çukurova Municipalities Unions, the problem and needs analyses conducted together with the pilot municipalities under the Project, and the interviews with experts involved in both professional and academic activities in the field. In particular, I express my sincere thanks to Ms. Merve Ağca, Migration Policy Expert of the Marmara Municipalities Union, for her valuable contribution in the process of identifying themes and for our long-term exchange of ideas.

The RESLOG Turkey team believes that the Local Governance and Migration publications will contribute to the development of the intellectual and practical basis needed for the local decision making and planning mechanisms as a prerequisite for inclusive and peaceful service delivery. We hope that our publications can provide the municipalities with insight into what approaches should be adopted for addressing the issue of migration from an urban perspective.

A Note to the Readers by UN-Habitat

UN-Habitat is mandated to support Member States, at all levels of government, to advance sustainable and inclusive urbanization. It also supports other UN agencies and partners in implementing global frameworks such as the 2030 Sustainable Development Agenda and its Sustainable Development Goals (SDGs), and the New Urban Agenda, by providing strategic and policy recommendations for sustainable urban development.

Through its normative and operational work, and its coordination and focal point roles in the UN system, UN-Habitat advances sustainable urbanization as a driver of development, peace, and improved living conditions for all.

In 2020, the agency launched a new strategic plan (2020-2023), with four Domains of Change, that build upon global experiences in planning, governance, urban policies and legislation, urban economy and municipal finance, housing, basic service provision and transport.

Domain of Change 4 - Effective urban crisis prevention and response includes a strong focus on migration and displacement situations and solutions. Global crises are becoming increasingly complex, multi-dimensional and interconnected across geographic and political boundaries, as well as recurrent, protracted and increasingly urban.

The UN-Habitat recognizes that social and spatial inequalities, unplanned growth, unequal access to land, affordable housing and basic services, and pressure on natural resources contribute to increased disaster risk, instability and conflict potential. Many of these causes are linked to flawed development, and the impact of crises is particularly severe for the urban poor, the displaced, and others who are already chronically vulnerable, including women, the elderly, children, youth and the disabled.

Effective urban crisis prevention, risk management and preparedness involve approaches to urban development that are sensitive to both risk and conflict. The nature and causes of specific urban crises are the natural starting point for developing responses and longer-term recovery and reconstruction strategies. The UN-Habitat calls for recognition of the role that sustainable development can play in mitigating the drivers of conflict, disasters and humanitarian crises, and the need for collective responsibility for sustaining peace.

Sustainable and equitable urbanization is a key to addressing the risks of natural hazards, and the root causes of instability and conflict. When crises occur, it is essential to base humanitarian responses on a shared understanding of the urban crisis environment, and to empower local stakeholders and especially local governments to fast-track recovery, and focus on more sustainable, inclusive and resilient urban development trajectories.

Effective crisis prevention, response and recovery need a strong focus on social cohesion and inclusive planning. Growing inequalities and increased exposure to natural hazards exacerbate the vulnerabilities of specific groups, fueling instability and undermining their coping strategies to the point at which humanitarian assistance is essential.

During a crisis, both acute and chronic vulnerabilities need to be considered. Migrants, refugees, internally displaced persons and returnees seek safety, access to services, and livelihoods in urban areas, rather than only in camps.** Cities and towns are thus faced with both challenges and opportunities. Significant displacement and large population movements can result in acute shocks to urban systems, and consequent breakdowns, including reduced social cohesion.

In fragile settings with weak planning systems and capacities, influxes lead to rapid and unplanned urbanization, further aggravating inequalities and increasing risks. Given the increased complexity and urban nature of crises, a focus on resilience of both systems and people is critical for stability and sustainable development.

** http://uploads.habitat3.org/hb3/Habitat-III-Issue-Paper-2_2_Migration-and-Refugees-in-Urban-Areas-2.0.pdf)

This is also true for crisis responses, which offer unique opportunities to accelerate the resilience of cities and communities, and link humanitarian and development strategies. This requires a rights-based approach that pays particular attention to vulnerable and marginalized groups in both host and displaced communities.

As forced internal and international displacement to urban areas becomes increasingly protracted, integrated urban development strategies should address the needs of both host communities and the displaced, to overcome both chronic and acute vulnerabilities. Managing urban displacement needs to be part of sustainable urban growth management, to mitigate stress on public services and housing, and avoiding further growth of informal settlements. Adequate housing and urban development responses can support to effectively integrate. displaced communities into urban environments through tailored, area-based, integrated humanitarian and development actions, coordinated by local government.

To achieve the above, UN-Habitat strongly recommends evidence-based and inclusive decision-making processes. As there is often insufficient evidence and data, especially at local level, the collection of data, including spatial data, needs to be the basis for any urban planning process.

This report thus gives an overview of UN-Habitat's methodology for city and neighbourhood profiling, which can support Turkish municipalities in their efforts to implement inclusive and sustainable urbanization. This methodology has been applied in different local contexts, in both crisis and development contexts. Its participatory approach includes and builds upon the knowledge of local stakeholders, and includes contributions from UN-Habitat's teams in Lebanon, Iraq and Somalia as well as different substantive teams and leads to agreed recommendations for interventions that benefit both host and migrant communities.

Acronyms

CPI	City Prosperity Index
GCM	Global Compact for Migration
GCR	Global Compact on Refugees
HLPF	(UN) High Level Political Forum
IDPs	Internally Displaced People
(I)NGO	International NGO
ISIL	Islamic State of Iraq and the Levant
IOM	International Organization for Migration
NUA	New Urban Agenda
RESLOG	Resilience in Local Government Project
SDG	Sustainable Development Goal
UNDP	United Nations Development Programme
UNHCR	UN Commission for Refugees
UNRCO	UN Resident Coordinator Office

Executive Summary

This report introduces the UN-Habitat methodology for city and neighbourhood profiling, as a useful methodology for Turkish municipalities and cities impacted by migrant and refugee influx. It focuses on municipalities impacted by the Syrian refugee crisis, while the methodology has been tested in different regions internationally, and can be applied in any urban context.

UN-Habitat's city and neighbourhood profiles have been developed for protracted crisis settings, and as the basis for long-term urban development planning. Robust map-based and qualitative and quantitative data is collected and presented in the profiles, which are tailored to specific local contexts. Profiling can be done at regional, city and neighbourhood levels.

Key data for profiles includes urban growth and migration, the location of vulnerable communities in a town or city, the condition, functionality and adequacy of urban infrastructure, services, housing, public spaces, local economic and livelihood activities, and the built and natural environment. Social factors such as community composition and culture, inter-group relations, safety and security, access to education, and local governance are also investigated and included in profiles. This provides a basis for assessing general needs and levels of increased demand for services due to population increases, and reconstruction needs where infrastructure and housing has been destroyed in conflict zones.

During the research phase of profiling, the capacities and resources of institutions, civil society, the private sector and communities to meet basic needs and to respond to the rapid influx of additional communities are assessed. Contextual information on the political, governance, policy, and development aid environment, and key actors and issues impacting the profiled area are also important as a contextual framework for understanding threats and opportunities.

Profiles provide an evidence base for inclusive, multi-stakeholder, area-based prioritization and planning, to ensure well-targeted and coordinated humanitarian and recovery support, and for longer-term sustainable urban development planning. Both crisis response interventions and subsequent urban planning and development should include, and enhance the capacity of affected and vulnerable communities.

Urban profiling thus contributes to bridging the humanitarian-development nexus, as during the participatory data-gathering process, UN agencies, humanitarian and development partners, local government and a broad range of stakeholders including civil society and private sector actors collaborate. Data is collected, shared and validated via a participatory process that supports stabilisation and recovery from crises and conflict, and contributes to sustained urban development and resilience. By including representatives from local and displaced communities from the beginning, all voices will be heard, which can help fostering social cohesion in a long term.

The report introduces this methodology, highlights what data is useful for communities with a large influx of people, and how stakeholders can and should be involved. Depending on the local context and the time and resources available, differing degrees of sectoral depth and statistical data can be included in a profile.

City and neighbourhood profiles should contribute to urban development policies, strategies and plans that address the priority needs of the most vulnerable in both migrant and host communities.

MIGRATION IN GLOBAL, REGIONAL AND TURKISH CONTEXTS

Migration, forced or voluntary, is not a new phenomenon, but a global trend over the past several decades, with currently 3.5 percent of the world's population being international migrants.[1] The overall number of migrants increased from 173 million in 2000 to 258 million in 2017, excluding those displaced within countries.

The reasons people leave their homes are complex and multi-dimensional, and even terms are ambiguous: some people migrate for livelihood opportunities, including from rural to urban areas within a country and across country borders, while others are forced to migrate, temporarily or permanently due to conflicts, wars, natural disasters or climate change. Most migrate internally within the same region, or to neighbouring countries.[2]

Cities are major destinations for migrants. The International Organization for Migration (IOM) underlines that "it is in the city that their (migrants) human capital is most rewarded."[3] Migrants hope to find in cities increased livelihood opportunities, safety and access to basic services.

In many of the world's largest and economically most powerful cities (including Buenos Aires, Brussels, Washington D.C., Hong Kong, New York, Sydney and Toronto), the ratio of foreign- born to national inhabitants exceeds 20%. In some cities this ratio is much higher, e.g. in Dubai, 83% of the population is foreign-born.[4] The Organization for Economic Cooperation and Development (OECD) assumes that migration has a positive impact on economic development in both the country of arrival and the country of origin.

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1 https://publications.iom.int/system/files/pdf/wmr_2018_en_chapter10.pdf
2 http://www3.weforum.org/docs/WEF_Migration_Report_Embargov.pdf
3 https://publications.iom.int/system/files/pdf/wmr_2018_en_chapter10.pdf
4 https://migrationdataportal.org/themes/urbanization-and-migration

There is evidence that in most countries, except those with a larger share of older migrants, migrants contribute more in taxes and social contributions than they receive in individual benefits[5]. Remittances (money workers send home to their families from abroad) on the other hand, clearly support economic development in the country of origin. In some cases, remittances amount to more than 25% of GDP, and surpass Official Development Assistance (ODA), and foreign direct investment (FDI).[6]

There is thus strong evidence of a correlation between migration and development. The Global Forum on Migration and Development (GFMD), established in 2006, hosts annual meetings of policy makers from different sectors and all regions and countries. During the GFMD, representatives of countries at all levels of economic, social and political development[7] as well as other stakeholders, including mayors, academics, and   civil society and private sector leaders share their experiences of different policies, practical challenges and opportunities for development arising from migration.

Migration into Turkish Municipalities

The Syrian civil war from 2011 caused one of the largest refugee crises in the past decade, with over 5.6 million Syrians leaving Syria, and 6.6 million being internally displaced.[8] Turkish municipalities have faced a large influx of migrants and refugees, with more than 3.6 million registered by April 2019.[9] The Washington Institute study in 2018 concluded that Turkey hosts 63.4% of all Syrian refugees,[10] with most (2.8 million in 2018) residing in 12 of Turkey's 81 provinces: Adana,

5 https://www.oecd.org/migration/OECD%20Migration%20Policy%20Debates%20Numero%202.pdf
6 https://blogs.worldbank.org/opendata/money-sent-home-workers-now-largest-source-external-financing-low-and-middle-income
7 https://gfmd.org/process/background
8 https://www.unrefugees.org/news/syria-refugee-crisis-explained/
9 UNHCR (2019). Operational Portal: Refugee Situations. Available at: https://data2.unhcr.org/en/situations/syria/location/113
Apart from Syrian refugees, Turkey, in 2018, also hosted more than 370,000 refugees from other countries, primarily from Afghanistan, Iraq and Iran, seeking asylum and international protection
10 The Washington Institute (2018). Syrian Refugees in Turkey. Available at: https://www.washingtoninstitute.org/policy-analysis/view/syrian-refugees-in-turkey

Bursa, Gaziantep, Hatay, Istanbul, İzmir, Kahramanmaras, Kilis, Konya, Mardin, Mersin and Şanlıurfa. Istanbul has the largest share of Syrian refugees concentrated in a single metropolitan municipality.

Syrians have a specific legal status[11] in Turkey (Syrians under Temporary Protection (SuTP)), and are the largest group of recent migrants. Syrians in Turkey do not constitute a homogeneous group, but have different capacities, skills, educational backgrounds and financial resources. Most Syrians from urban and rural areas (95%) have moved to urban areas,[12] and both face particular challenges in adapting to and integrating into Turkish urban systems.

According to UNHCR, "Turkey's asylum framework provides a broad range of rights and entitlements, including access to education, health care and social services for asylum-seekers and refugees." However, while increased access is supported, the capacity of local services is strained, as this scale of provision was not planned, and local authorities lack the financial, institutional and human resources to meet the needs. The challenges for municipalities are fueled by the unprecedented numbers of people.

Some Turkish municipalities also struggle with the social and economic inclusion of Syrian Refugees of Syrian refugees due to the perceived cultural and social distance between the Syrians and Turkish communities, insufficient access to education by Syrian children (1/3 are not in school),[13] informal employment (an estimated 1.5 million Syrians work informally),[14] and face barriers in access to health care.

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11 Additional information on the legal status of the migrants, refugees and asylum-seekers in Turkey can be found in the first volume of the RESLOG series for local authorities by Utku Kılınç: http://www.reslogproject.org/yayinlar/
12 https://www.brookings.edu/blog/order-from-chaos/2018/06/19/syrian-refugees-in-turkey-beyond-the-numbers
13 ibid
14 ibid

The national trend of closing refugee camps[15] has increased pressure on local authorities with increasing populations and rapid urban growth. The lack of data (including spatial information) and resources at local level in many cases severely limits capacity to provide adequate services, implement projects that foster social cohesion, and create long-term solutions that harness migration-related opportunities.

Local authorities, especially in border areas and with already constrained resources, are often overwhelmed by the need for short-term or temporary shelter and housing, and a massive increase in demand for services, including infrastructure, electricity, water supply and waste management. Increased pressure on waste management and water infrastructure results in accelerated depreciation of assets and over-worked municipal staff.

Some municipalities have been particularly innovative and have responded in an exemplary manner to the Syrian refugee crisis, using strategies that link humanitarian assistance with development goals. Measures include free language courses, legal flexibility allowing Syrian refugees to open businesses, creating a Migration Policy Center in the Marmara Municipalities Union, and encouraging migrant participation in advisory Citizens' Councils.[16]

Local authorities face challenges in terms of data collection and financial autonomy, as well as political conflicts, and lack of structured civil society participation in policy making. Turkey was among the first countries to report in the Voluntary National Review Process for the SDGs in 2016, and has also provided updates to the 2019 High Level Political Forum (HLPF).

In its 2019 report, Turkey states that "as a middle-income country, Turkey has made progress in all three dimensions of sustainable development and taken fundamental steps in eradicating poverty,

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15 Ahval (2018). Turkey closes six Syrian refugee camps. Available at: https://ahvalnews.com/syrian-refugees/turkey-closes-six-syrian-refugee-camps
16 Brookings Institute (2018). Syrian refugees in Turkey: Beyond the numbers

reducing inequalities and addressing the vulnerable. Based on a human-centred development approach and having a younger population, Turkey has achieved remarkable progress in providing better quality, broader and more accessible public services, particularly for education and health care."[17]

The report continues with reference to the Syrian refugee crisis: "Ever willing to offer a helping hand to those in need, Turkey has responded generously to the influx of Syrians since the onset of the Syrian humanitarian crisis in 2011. Turkey has granted temporary protection to these people. Hosting the largest refugee population in the world, Turkey has spent more than 37 billion USD for the well-being of 3.6 million Syrians to date. They can access public services equal to Turkish citizens, especially for their education, health care and humanitarian needs."

Due to the unforeseen length of the Syrian refugee crisis and increasing acknowledgement that many Syrian refugees might not return to their country, humanitarian responses to emergencies must be accompanied by longer-term development approaches that adopt sustainable urbanization as a key goal for cities and municipalities. To achieve this, decisions need to be based on evidence, and humanitarian and development actors should develop a coordinated approach to support local, regional and national Turkish authorities' strategies to build a non-discriminatory urban environment that enables everyone to live a dignified life.

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17 https://sustainabledevelopment.un.org/memberstates/turkey

GLOBAL FRAMEWORKS

Recent global frameworks and initiatives increasingly acknowledge the role for local authorities, but for real innovation, both local implementation and experience-based feedback to policy development processes are important. In urban crises such as the mass influx of refugees in Turkey, municipalities need to develop strategies to address specific local challenges.

The experience of local civil society, private sector and academic actors is needed to transform humanitarian crises into positive urban development processes. They are often well placed to advance inclusive urban projects, and align humanitarian responses with local plans, to avoid duplication of efforts. Their knowledge and expertise can also contribute to reporting on national achievements in relation to global frameworks, and sharing experiences with peers, and across levels of government.

In most recent global frameworks, local authorities are assigned a key role in managing the challenges of migration and harnessing the economic and cultural potential of migrants, e.g. the Global Compact for Migration (GCM) and Global Compact on Refugees (GCR), both adopted in December 2018. Both are rooted in the 2030 Agenda for Sustainable Development (2015) and will help to achieve the SDGs and implementation of the New Urban Agenda (2016).

Sustainable Development Goals

The Sustainable Development Goals (SDGs)[18], an interlinked set of 17 global goals with 169 targets for achievement, form the core of the 2030 Agenda for Sustainable Development. They provide "a shared blueprint for peace and prosperity for people and the planet, now and

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18 https://sustainabledevelopment.un.org/

into the future"[19] and are "an urgent call for action by all countries - developed and developing - in a global partnership. They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth - all while tackling climate change and working to preserve our oceans and forests."[20]

Among other goals, the 2030 Agenda highlights the need for inclusive urbanization and well-planned and managed policies to ensure that migration is safe, orderly and regular (SDG 10.7), both being most relevant to the Turkish authorities hosting migrants and refugees.

Graphic 1: The 17 Sustainable Development Goals[21]

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19 https://sustainabledevelopment.un.org/
20 https://sustainabledevelopment.un.org
21 https://www.un.org/sustainabledevelopment/news/communications-material/

SDG 11 aims to *"make cities and human settlements inclusive, safe, resilient and sustainable"* and includes many targets relevant to cities and municipalities hosting refugees and migrants, including

11.1 Ensure access for all to adequate, safe and affordable housing and basic services, and upgrade slums

11.3 Enhance inclusive and sustainable urbanization and capacity for participatory, integrated and sustainable human settlement planning and management in all countries

11.7 Provide universal access to safe, inclusive and accessible green and public spaces, in particular for women and children, older persons and persons with disabilities

11.a Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning.

UN-Habitat is the designated custodian for eight indicators, and is a support agency for another five indicators for Goal 11, and for indicator 1.4.2 on security of tenure, as well as for Goal 1 - No poverty, jointly with the World Bank.

While Member States report on achievement of SDGs at national level in the HLPF[22] via a Voluntary National Review (VNR), local authorities can prepare a Voluntary Local Review (VLR)[23] to "fill the gap between local reality and national policy environment and by informing policy makers at the national level."

While achieving the SDGs is clearly a national-level responsibility, Member States and international organizations acknowledge that "much of the 2030 Agenda will be 'fought and won' in urban centres, where more than half the world's population lives."[24] This new

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22 https://sustainabledevelopment.un.org/hlpf
23 https://www.local2030.org/vlrs
24 https://unhabitat.org/cities-are-engines-for-achieving-the-sustainable-development-goals/

understanding includes the key role of local authorities in contributing to the achievement of global goals, and how SDG implementation in cities can contribute to developing sustainable and resilient societies.

UN-Habitat has endorsed the City Prosperity Index (CPI)[25] as a global monitoring tool and platform for Goal 11 indicators and targets, and other SDG indicators with an urban component. The CPI framework is based on a sound statistical approach that integrates various indicators into different dimensions of social prosperity and sustainability. To date, the CPI has been used to assess urban development in more than 500 cities world-wide, and as a monitoring framework for public policies.

The CPI Rapid Data Tool integrates quantitative and qualitative data to measure, monitor and promote migrants' access to rights in host communities, and offers insights into the population's perception of specific situations in communities, which cannot be accessed by statistical methods.

The SDGs are interlinked and cross-sectoral. With more than 60% of the world's population projected to reside in urban[26] areas by 2050,[27] (in Turkey over 75% of the population is urban), the global goals clearly cannot be achieved without prioritizing development in human settlements of all sizes.

SDG 10, to "Reduce inequality within and among countries" has a strong link to SDG 11, with spatial inequality being a challenge within cities, between cities and between rural and urban areas. Other targets relevant to migration are

10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

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25 https://unhabitat.org/programme/city-prosperity-initiative
26 https://data.worldbank.org/indicator/SP.URB.TOTL.IN.ZS?locations=TR&view=chart
27 https://www.un.org/development/desa/en/news/population/2018-revision-of-world-urbanization-prospects.html

11

Sustainable Cities and Communities

RELEVANT TARGETS

9.1
9.a

9 Industry, Innovation and Infrastructure

10.1, 10.2
10.3, 10.4

10 Reduced Inequality

12.4
12.5

12 Responsible Consumption and Production

13.1
13.3

13 Climate Action

14 Life Below Water

15.2
15.3
15.5

15 Life on Land

16.1, 16.2
16.3, 16.5
16.6

16 Peace and Justice Strong Institutions

17.8
17.17
17.19

17 Partnerships to achieve the Goal

11.1
11.2
11.3
11.4
11.5
11.6
11.7
11.a
11.b
11.c

RELEVANT TARGETS

1.1
1.2
1.4

1 No Poverty

2.2
2.3

2 Zero Hunger

3.1, 3.2
3.6, 3.7

3 Good Health and Well-Being

4.1, 4.2, 4.3
4.4, 4.5, 4.6
4.7, 4.a, 4.b
4.c

4 Quality Education

5.1, 5.2, 5.3
5.4, 5.5, 5.6
5.a, 5.b, 5.c

5 Gender Equality

6.1
6.2

6 Clean Water and Sanitation

7.1

7 Affordable and Clean Energy

8.1, 8.2, 8.3
8.5, 8.6, 8.7
8.8, 8.10

8 Decent Work and Economic Growth

Graphic 2: The links between SDG11 and other SDGs. Source: UN-Habitat.

10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality

10.7 Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies

10.c Reduce to less than 3% the transaction costs of migrant remittances and eliminate remittance corridors with costs higher than 5%.

With over 6 million Turkish people living abroad,[28] Turkey has long been a recipient of large remittances (5 billion USD in 1998).[29] The World Bank estimates that even with a significant decline in remittances since 1998, 1.122 billion USD[30] still flows into Turkey annually. SDG targets 10.7 and 10.c are examples of how global frameworks can impact local economic development, also in Turkish municipalities as receivers of remittances.

Other urban targets relevant to refugee and migrant-hosting communities include Goal 1 - Reducing poverty, Goal 3 - Good health and well-being, Goal 4 - Education, Goal 8 - Decent work, Goal 16 - Peace, Justice and Strong Institutions, and Goal 17 - Partnerships for the Goals.

The New Urban Agenda

The New Urban Agenda[31] (NUA), adopted by Member States at the UN Conference on Housing and Sustainable Urban Development (Habitat III) in Quito in October 2016, sets out key drivers of sustainable urban development. These drivers include policies, governance structures, urban planning, municipal finance and local implementation. The New

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28 http://www.mfa.gov.tr/the-expatriate-turkish-citizens.en.mfa
29 https://imtconferences.com/turkey-remittance-inflows-outflows/
30 https://data.worldbank.org/indicator/BX.TRF.PWKR.CD.DT?locations=TR
31 http://habitat3.org/the-new-urban-agenda/

Urban Agenda is an action-oriented framework, and its implementation will support Member States in achieving the SDGs.

The New Urban Agenda includes numerous references to migrants and refugees, and promotes an inclusive, human-rights based approach to urbanization, as well as advocating for participatory, multi-level governance and cross-sector approaches. Recognizing the significant proportion of migrants in cities, the NUA calls on Member States to "support local authorities in establishing frameworks that enable the positive contribution of migrants to cities".[32]

Member States have also recognized "the growing inequality and the persistence of multiple dimensions of poverty, including the rising number of slum and informal-settlement dwellers, are affecting both developed and developing countries, and that the spatial organization, accessibility and design of urban space, as well as the infrastructure and the basic services provision, together with development policies, can promote or hinder social cohesion, equality and inclusion."

By adopting the New Urban Agenda, countries have committed to "ensuring full respect for the human rights of refugees, internally displaced persons and migrants, regardless of their migration status, and to support their host cities in the spirit of international cooperation, taking into account national circumstances and recognizing that, although the movement of large populations into towns and cities poses a variety of challenges, it can also bring significant social, economic and cultural contributions to urban life."

The New Urban Agenda also includes paragraphs on data collection methods, including one which promotes "science, research and innovation, including a focus on social, technological, digital and nature-based innovation, robust science-policy interfaces in urban

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32 and following quotes http://habitat3.org/wp-content/uploads/NUA-English.pdf

and territorial planning and policy formulation and institutionalized mechanisms for sharing and exchanging information, knowledge and expertise, including the collection, analysis, standardization and dissemination of geographically based, community-collected, high-quality, timely and reliable data disaggregated by income, sex, age, race, ethnicity, migration status, disability, geographic location and other characteristics relevant in national, sub-national and local contexts."

This paragraph emphasizes the collection of spatial, geographic information, and participatory approaches. It highlights the need for disaggregation, including by migration status, where relevant.

However, data collection on the legal status of migrants and refugees can be used in ways which compromise their human rights. When applying an area-based approach, what data is collected and how widely it is shared should be carefully considered, to avoid this possibility. Nevertheless, enhancing capacity of local governments "in data collection, mapping, analysis and dissemination …. including through censuses, household surveys, population registers, community-based monitoring processes and other relevant sources" should serve the best interests of migrants and citizens alike.

The Global Compact for Safe, Orderly and Regular Migration

The Global Compact for Migration (GCM)[33] endorses the necessity to "elaborate and implement a comprehensive strategy for improving migration data at the local, national, regional and global levels, with the participation of all relevant stakeholders, under the guidance of the Statistical Commission of the United Nations, by harmonizing methodologies for data collection and strengthening analysis and dissemination of migration-related data and indicators"[34]. This underlines the trend at global level towards promoting evidence-based approaches and projects that consider local contexts and realities.

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33 https://www.iom.int/global-compact-migration
34 and following quotes https://www.iom.int/global-compact-migration

The GCM is a non-legally binding, cooperative framework in which Member States recognize that migration is "a source of prosperity, innovation and sustainable development in our globalized world". It highlights that the "majority of migrants around the world today travel, live and work in a safe, orderly and regular manner" and lays out the "common understanding, shared responsibilities and unity of purpose regarding migration."

GCM Guiding Principles include national sovereignty, people-centred and human-rights based approaches, child and gender sensitivity, sustainable development, whole-of-government and whole-of-society approaches.

The 23 GCM Objectives provide an action-oriented agenda for Member States. Whilst most policies on migration are national-level responsibilities, some objectives, such as the below, can only be achieved in cooperation with local authorities

• Objective 1 - Data collection for evidence-based policies
• Objective 3 - Provision of information at all stages of migration
• Objective 15 - Provision of basic services
• Objective 16 - Empowering migrants and societies for inclusion and social cohesion
• Objective 17 - Promoting evidence-based public discourse to shape perceptions of migration.

Member States agreed to create a global network for implementing the GCM, including a capacity development mechanism and a multi-partner trust fund to support the capacity of local authorities on migration-related issues. The UN Migration Network has started to implement its work plan, and has established a number of thematic working groups, which produce policy guidance on different themes for national and local actors.[35]

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35 https://migrationnetwork.un.org/

The Global Compact for Refugees

In December 2018, Member States adopted the Global Compact for Refugees (GCR),[36] which acknowledges both the regional component of refugee and migrant movements and local authorities as first responders, which is especially true in Turkey, where 94% of Syrian refugees live in Turkish host communities.[37]

The GCR "seeks to operationalize the principles of burden and responsibility sharing to better protect and assist refugees and support host countries and communities," and underlines that "despite the tremendous generosity of host countries and donors, including unprecedented levels of humanitarian funding, the gap between needs and humanitarian funding has also widened." Besides its guiding principles, the text states four objectives

1. To ease pressures on host countries
2. To enhance refugee self-reliance
3. To expand access to third country solutions
4. To support conditions in countries of origin for return in safety and dignity.

The GCR Programme of Action is "underpinned by a strong partnership and participatory approach, involving refugees and host communities, as well as age, gender, and diversity considerations..."

GCR implementation is supported by a Global Refugee Forum, which first took place in December 2019 and will, every four years, meet and measure GCR achievements. At the first GCR, co-chaired by Turkish president, Recep Tayyip Erdoğan, Member States, UN agencies and other partners announced pledges and contributions,[38] including to local authorities.

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36 https://www.unhcr.org/the-global-compact-on-refugees.html
37 UNDP (2018). Strengthening Municipal Resilience in Response to the Impact of the Syria Crisis in Turkey. Available at: http://www.tr.undp.org/content/turkey/en/home/library/syria_programme/tuerkiye-boelgesel-muelteci-ve-dayankllk-plan--3rp--kapsamnda-ka.html
38 https://www.unhcr.org/pledges-and-contributions.html

Both, the GCM and GCR support the implementation of the SDGs and other global frameworks, but are innovative in their approach, which like the New Urban Agenda, emphasize the role of local governments and capacity-building at local level. Municipalities hosting migrants and refugees could harness opportunities arising from these frameworks, supported by humanitarian and development actors in the UN system, to better understand how to benefit from these new global mechanisms.

Data collection at local, regional and national level is highlighted in both compacts, and urban profiling has become a widely accepted methodology, especially for city and community assessment. UN-Habitat collaborates with UNHCR, UNDP, IOM and other UN agencies and partners in different country contexts to support urban profiling and linking humanitarian and development actions based on jointly collected spatial, multi-sectoral data.

THE HUMANITARIAN - DEVELOPMENT NEXUS

While for many countries and cities, migration has made a positive contribution in the long term, and has contributed to development in places of origin, rapid population movements are often caused by, and often cause humanitarian crises. Natural disasters, armed conflicts and wars drive people from their homes, and seeking safety and shelter, they often move to cities.

In 2015, 60% of 14.4 million refugees worldwide, and 80% of 38 million internally displaced persons (IDPs) resided in urban areas.[39] Local authorities are thus often the first responders for humanitarian support, providing shelter, food, and health and other services.

In many cities and towns, the large influx of additional people increases the burden on already scarce municipal resources and stress on urban systems and services such as water provision, waste management, electricity, housing, and related infrastructure. Humanitarian relief focuses on provision of "items and services that are essential for survival, such as food, water, medical supplies, clothing, bedding, means of shelter, and fuel"[40], but long-term structural urban challenges are rarely addressed.

Humanitarian aid is also often coordinated at national level, without consultation, integration or coordination of local actors in decision-making processes. Short-term temporary solutions such as refugee camps in remote areas may be essential as a first response, and on average, people reside in refugee camps for several years. Even if service standards in camps are good, most refugees prefer to live in urban areas, where they hope to become self-reliant and lead more dignified lives.

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39 UN-Habitat, IOM (2015) Habitat III – Issue Paper II: Migrants and Refugees in Urban Areas.
40 https://www.unocha.org/sites/unocha/files/Fact-Sheet_Humanitarian_Relief_Operations%20-%20 January%202019.pdf

Development support, on the other hand, focuses on long-term strategies and processes, including improved policy and governance structures, and enhanced municipal finance systems and service management capacity, which benefit both host and migrant populations. These need to be based on sound data, often not available in sites of urban crisis. In addition, development processes are relatively slow and difficult to adapt to changing circumstances and crises which require urgent solutions.

There is thus a need for innovative approaches that support local authorities in relation to the humanitarian-development nexus. During the World Humanitarian Summit in 2016, the Global Alliance for Urban Crisis[41] was launched as "an inclusive platform bringing together local governments, built environment professionals, academics, and humanitarian and development actors, with the aim to form a global, multi-disciplinary and collaborative community of practice for supporting local authorities in an urban crisis situation."

The Alliance is guided by the Urban Crisis Charter,[42] "which outlines four main commitments made by its members

1. Prioritize local municipal leadership in determining response to the urban crisis that is aligned with development trajectories and promotes the active participation of affected people - with special attention to the participation of women and other key urban stakeholders

2. Adopt urban resilience as a common framework to align human rights, and humanitarian and development goals

3. Manage urban displacement as a combined human rights, development and humanitarian concern

4. Build partnerships between city, national, regional and global levels across disciplines and professions, as well as ensure the involvement of local government and professional associations."[43]

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41 http://urbancrises.org/resource-library/
42 http://urbancrises.org/wp-content/uploads/2019/02/1.-Urban-Profiling-For-Better-Responses-to-Humanitarian-Crises-1.pdf
43 http://urbancrises.org/wp-content/uploads/2019/02/1.-Urban-Profiling-For-Better-Responses-to-Humanitarian-Crises-1.pdf

The Global Alliance, of which UN-Habitat together with IMPACT and Joint IDP Profiling Service (JIPS), is a founding member, acknowledges that

• "Urban settings have specific characteristics that require effective, context-specific approaches to addressing vulnerability and risk reduction, preparedness, and crisis response.
• The complexity of cities requires building on the local knowledge of local governments and urban communities.
• The need to build interventions on existing urban service delivery systems, people's own recovery mechanisms, and the strength of the urban economy."[44]

The collection of spatial data on urban areas, including on spatial inequalities and vulnerabilities (e.g. to natural disasters) due to the topography or geography of certain neighbourhoods, can contribute to bridging the humanitarian-development gap, as data collected can inform both rapid coordination of actors and actions in crisis situations, and longer-term urban development policies, strategies and plans.

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44 http://urbancrises.org/wp-content/uploads/2019/02/1.-Urban-Profiling-For-Better-Responses-to-Humanitarian-Crises-1.pdf

URBAN PROFILING: GENERATING DATA FOR HUMANITARIAN AND DEVELOPMENT PROCESSES

As most displaced people moved to urban areas, some cities have become fragile and multi-cultural constellations of communities, with many displaced and vulnerable people living in isolated enclaves within or on the edges of the city, often disconnected from the urban economy and services. As these situations are becoming increasingly protracted, responding to the needs of the changing urban population without leaving those displaced behind requires sound evidence and new approaches which combine a broad understanding of urban complexities with appropriate intervention coordination mechanisms.

The multi-stakeholder methodology of urban profiling is a key tool for collecting spatial data and developing a broad understanding of existing and emergent urban challenges, and mapping the vulnerabilities and capacities of displaced and host populations. Through a collaborative urban profiling process, where local actors are playing a major role, the urban profiles identify gaps in different sectors and create strong partnerships with local actors that result in data and analyses that are trusted and co-owned by all stakeholders.

The resulting urban profiles inform decision-making, guide investment and programming decisions, and provide a solid basis for recovery planning, stabilization, and peacebuilding efforts that link humanitarian measures to development-oriented strategies.

The UN-Habitat methodology of city and neighborhood profiling is designed to help local authorities and urban stakeholders to fill the 'data gap' with a participatory approach. As urban profiling is done in close cooperation with local urban actors, it builds on local knowledge, strengthens the capacity of institutions, and builds trust between stakeholders, including local and international humanitarian and development NGOs, civil society, and international organizations.

Neighbourhood profile of Nabaa, Lebanon

The process of selecting Nabaa as a pilot community for urban profiling was jointly conducted by local authorities, (I)NGOs active in the neighbourhood, local community representatives, and UN-Habitat in Lebanon. The aim was to select a poor and vulnerable urban neighbourhood, affected by migration, with over-stretched and stressed basic services. Boundary verification was done through a participatory approach using community-based knowledge, (I)NGOs and municipal expertise.

Nabaa is strategically located near the eastern gate of the centre of Beirut at an important cluster of principal roads connecting major hubs and regions. Nabaa is a planned, well-structured neighbourhood. However, it is a poor residential area characterized by deteriorated infrastructure, inadequate access to basic services and poor living conditions for residents. Given the limited capacity of the local authorities and service providers, (I)NGOs are particularly active in the area, though coordination is sometimes lacking.

The neighbourhood includes small shops and workshops as part of its economic base. Many residents work in service industries in other areas of Beirut. The number of small businesses has increased in recent years, and most are less than five years old. Nabaa is a complex socio-cultural environment, with high unemployment and school drop-out rates. Limited law enforcement poses a threat to safety, with street fights, weapon possession and discrimination reported by key informants and community members.

The main recommendations resulting from the urban profiling process included

• improving gender equality
• enhancing environmental safety for children
• empowering youth to help foster a stable community
• addressing building conditions
• improving basic urban services management.

These measures, based on identified gaps and challenges, have the potential to reinforce social stability, improve livelihood opportunities, neighbourhood accessibility, security, and the general quality of life.

Methods for city and neighbourhood profiles need to be tailored to the specific local context. Key elements of tailoring include identifying local stakeholders, establishing cross-sector cooperation and coordination of humanitarian and development actors, and the spatial presentation of data collected from different sectors. Each urban profiling process is discussed and conceptualized with local actors, building on a set of tools and approaches that form the broader methodology.

Urban Profiling in Humanitarian and Development Contexts

Cities, towns, neighbourhoods and communities have specific topographic and social features that shape their built environment and layout, including the ability of institutions and the community to adapt to shocks, political stability, and cultural, religious, and economic diversity. Migration (rural-to-urban, but also regional and international) has shaped city cultures and traditions. Deciding where to reside is based on multiple factors such as availability and affordability of housing, access to education and health care, safety, livelihood opportunities and jobs. Inequality with regard to these factors generally varies greatly within cities and between neighbourhoods.

Upon arrival, many migrants rely on their social networks in choosing their neighbourhood, leading to an agglomeration of migrant communities in certain areas. Many migrants and refugees arrive with limited resources, and settle in poorer, under-serviced areas and peripheral informal settlements, increasing the pressure on local services and infrastructure.

Urban profiling creates a contextualized, evidence-based data set which gives a spatial understanding of challenges in settlements, as a basis for strategy formulation and comprehensive response plans for humanitarian and development organizations, in collaboration with local authorities, to ensure that decision-making for action is needs-led, not support-driven. A range of inter-sector, cross-cohort interventions facilitate medium to long-term urban planning and investment agendas, bridging the humanitarian and development coordination gap.[45] [46]

Urban profiling is based on an integrated approach (multi-sector, multi-stakeholder and multi-governance levels), which address both humanitarian and development issues, and facilitates community development. It fosters social cohesion through participatory decision-making in setting priorities for urban upgrading, and resolving systematic and structural issues. The participatory processes can lead to common decisions for upgrading buildings, public spaces and infrastructure, and providing agreed additional priority services.

Selection of Stakeholders

City and neighbourhood profiles are developed via participatory processes that involve a wide set of urban stakeholders, including community members and representatives, local authorities, civil society, academia, the private sector, and humanitarian and development partners. The participatory approach involves coordination during data collection to develop a jointly accepted data base. This facilitates ownership of recommendations and plans for development, and coordination and cooperation between humanitarian and development streams and local authorities.

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45 UN-Habitat (2016). Tyre, City Profile.
46 UN-Habitat (2017). Maachouk, Neighborhood Profile & Strategy. Tyre, Lebanon.

Local authorities and civil society are crucial in selecting all relevant stakeholders, including representatives of groups in vulnerable situations, e.g. migrants, refugees and IDPs or urban poor. Stakeholder lists for urban profiling can be developed in a guided process (e.g. workshops led by UN agencies or humanitarian or development partners), to ensure a comprehensive list that includes actors across social, cultural and ethnic boundaries.

From the start, the lead organization in an urban profiling exercise needs to be aware that different stakeholders have different interests, and facilitate ongoing dialogue among stakeholders.
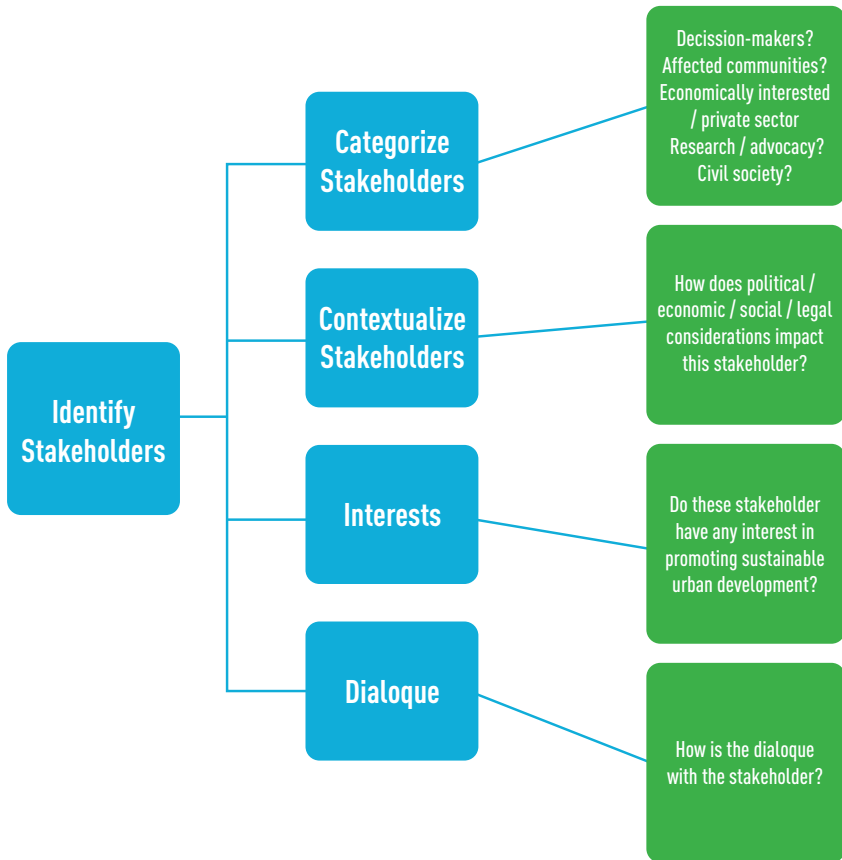
Graphic 3: Stakeholder mapping process

Children as stakeholders

Children are often an at-risk group in disadvantaged neighbourhoods, and suffer from over-densification, social instability, poverty, lack of protective environments and traumatic experiences. Addressing issues such as lack of education, and violence, abuse and exploitation in the community and households is important in order to implement adequateresponses and protect the human rights of children.

Children need specific support and services to recover from traumatic experiences, as do their families. Empowering key actors from the municipality and police, in addition to engaging families, is key to creating a protective environment.[47] [48] Urban profiling can help to identify gaps in service provision for special needs, and support decision-making regarding development of child-friendly environments that include good public space design, playgrounds, sport facilities, libraries, etc.

Women as stakeholders

Women and girls often report problems regarding accessing the labour market, participation in decision-making, and personal safety both at home and in public spaces. This is especially true for migrant and refugee women. Ways to empower women and promote gender equality include

• equal representation of women in data collection and decision-making processes and in local institutions and authorities
• skills training programmes supporting female-owned businesses and income generating activities

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47 UN-Habitat (2017). Naaba, Neighborhood Profile and Strategy. Bourj Hammoud, Lebanon.
48 UN-Habitat (2017). Maachouk, Neighborhood Profile & Strategy. Tyre, Lebanon.

• including women's priorities in planning safe social and physical environments
• monitoring protection and safety issues for women and girls outside the home.[49] [50]

Including women in urban profiling processes empowers them to advocate priorities that might not be visible from a male perspective, but are important for enabling a dignified life for women and their families.

Elderly People

The specific needs of elderly people must be considered in all urban planning contexts, especially in disadvantaged areas and during urban crises. There are many spatial elements that impact on the ability of elderly people to participate in urban life, including urban structures and the condition of urban walkways, roads, houses and public spaces.

Strategies for upgrading urban areas should consider the special needs and vulnerabilities of elderly people, which often overlap with those of other special needs groups. Neighbourhood profiling identifies gaps in geriatric service provision, and can highlight the need for improvements in the built environment, and bring these to the attention of decision-makers.

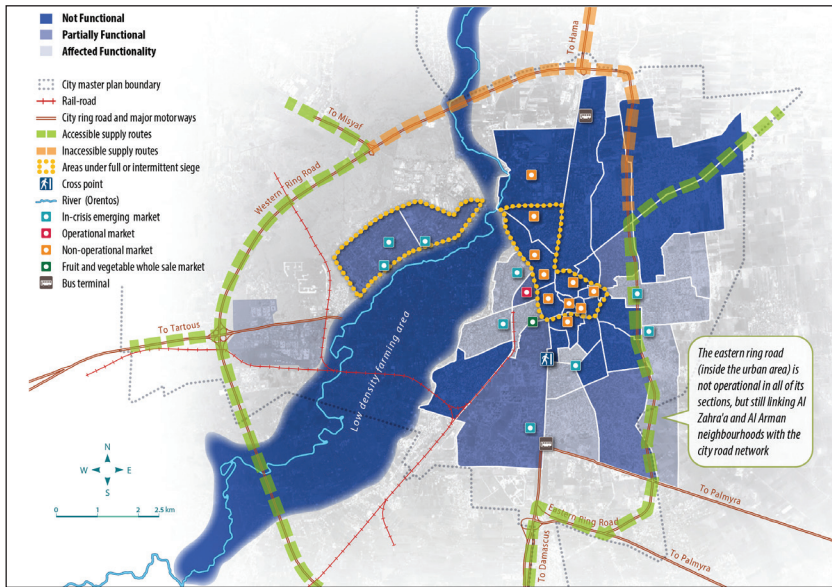49 UN-Habitat (2017). Naaba, Neighborhood Profile and Strategy. Bourj Hammoud, Lebanon.
50 UN-Habitat (2017). Maachouk, Neighborhood Profile & Strategy. Tyre, Lebanon.

Understanding Urban Systems

City and neighbourhood profiling is characterized by its collaborative process and multi-sector spatial analysis. Involving stakeholders from different sectors and community groups is essential in order to collect and analyse data on urban elements and populations, as a basis for informed decision-making and planning during and after a crisis.[51] [52]

By including relevant sectors[53] in analysing the urban system, recommendations will include strategies based on a common understanding of the local context, and on local expertise. For a full understanding of an urban system, sector boundaries need to be overcome, e.g. between urban planning, land management, investment in housing, and provision of different services.

Graphic 4: Homs Urban Profile: Understanding urban functionality after an urban crisis.
Source: UN-Habitat, 2014[54]

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51 Joint IDP Profiling Services (2019). Methodology for urban profiling.
52 UN-Habitat (2017). Naaba, Neighborhood Profile and Strategy. Bourj Hammoud, Lebanon.
53 Global Alliance For Urban Crises (2019). Urban profiling for better response to humanitarian crises.
54 https://unhabitat.org/sites/default/files/download-manager-files/Homs%20RCP.pdf

Understanding urban systems is important in both crisis and development situations. Representatives of disadvantaged and affected people need to be involved in research and data collection in urban areas in crisis due to a large influx of migrants, or where urban functionality has been damaged by conflict or a natural disaster. The needs and vulnerabilities of those most affected require specific attention during the profiling process, supported by a strong communication strategy with all communities and stakeholders.

Communicating with Stakeholders

Good communication is the key for a successful urban profiling process. An effective community communication strategy helps to avoid or reduce tensions and conflict between vulnerable groups competing for urban services, housing and jobs. This is essential in gathering data and in disseminating results.

Case Study - Baidoa, Somalia

An urban profile was done of Baidoa, Somalia in 2017. Although the city is divided into four municipalities, all had similar challenges. This was realized by involving community members from each neighbourhood, plus institutional representatives. Common community challenges were a lack of quality education, inadequate health care, and poor connections between IDPs, host community and returnees. Based on this information, a joint community action plan was developed, which included a shared vision, prioritized intervention projects, and a list of possible interventions by different UN agencies[55].

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55 UN-Habitat, (2017). Baidoa - Urban profile.

The aims and benefits of urban profiling need to be clearly communicated to all stakeholders as a first step. Involving local leaders representing diverse population groups facilitates communication and recognition of the diverse needs and interests of the whole urban population.[56] Fostering the inclusion of local stakeholders as drivers of the process can enrich the usefulness of the data and the quality of the analysis. It also supports moving from humanitarian response to development planning and recovery, as humanitarian actors leave.[57]

Setting Baselines

Comprehensive urban profiling includes data from different planning levels, e.g. regional, city, and neighbourhood profiles, with a baseline data set for each level, covering the geography, and demographic, social, political and economic contexts. Sources include existing historical and current maps, open source material, satellite imagery, remote sensing, and demographic and infrastructural information included in census reports and municipal plans.

Geographic Information Systems (GIS) mapping enables the graphic display of plans and data for different infrastructure systems and other features on overlaid maps. This facilitates the sharing and understanding of complex multi-sector systems and their inter-relationships by all stakeholders, enabling them to identify gaps in service provision, and needs and opportunities in infrastructure and built and green environmental systems development.

Environmental degradation resulting from rapid urban growth

When tackling environmental degradation in urban areas, it is crucial to develop a holistic view that looks beyond administrative city borders. The urban impacts on and of topography, rivers, soils, lakes and forests need to be evaluated at territorial, city and neighbourhood levels.

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56 Global Alliance For Urban Crises (2019). Urban profiling for better response to humanitarian crises.
57 Ibid

Understanding the environmental challenges of a city and its surrounding territory involves data collection on parameters such as annual rainfall, climate patterns in relation to land use, the number and quality of green spaces and wooded areas, forms of agriculture, and water, air and soil quality or environmental degradation. Urban profiling can inform planned improvements in waste and water management, air pollution control and management of green and other public spaces.

Data can be sourced from official and independent reports, and from civil society groups, local and international NGOs, community representatives and academics. To ensure reliability and validity, it is important that baseline data is derived from a range of independent sources. It is essential to consider the sensitivity of data, and with whom it will be shared, especially data on the legal status of migrants, or concerning already marginalized groups such as women, children and the elderly.[58]

Methodology for Data Collection

The data collected for a city or neighbourhood profile can be organized in five thematic areas

1. Infrastructure and Services
2. Housing, Land and Property (HLP)
3. Governance
4. Economy
5. Social cohesion.[59]

Area 1 includes education and health care. Data is collected via desk and field research. Desk research contributes baseline information from existing plans, population estimates and satellite imagery. This is complemented by key informant interviews with sector experts. At neighbourhood level, further research has three phases

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58 Joint IDP Profiling Service (2014), Guidance for profiling urban displacement situations. Challenges and solutions.
59 Joint IDP Profiling Services (2019). Methodology for urban profiling.

• Assessing the built environment, local economy, and community composition
• Focus group discussions and interviews
• Presenting mapped data and developing action plans.

Phase 1 - Assessing the built environment, economy and community

Phase 1 begins with a preparatory stage which includes getting written authorization from the local municipality, agreeing on a key contact person in the municipality, informing the police, and making contact with Social Development Centres (SDCs) or similar local structures. SDCs are a valuable source of information, and can facilitate field data collection, e.g. by organizing focus group discussions.

Data gathering in Phase 1 focuses on mapping the neighbourhood's physical condition, including public spaces, buildings, housing, connectivity, safety and security, basic and social services, as well as population composition and distribution, and the local economy and livelihood opportunities. The primary methods for data collection are structured questionnaires and Geographical Information System (GIS) mapping.

Graphic 5: A common base map with numbered buildings, in preparation for mapping aspects of neighbourhood functionality. Source: UN-Habitat and UNICEF Neighbourhood Profiling Project in Lebanon

Phase 2 - Focus group discussions and key informant interviews

In the second phase, data is gathered through field and household surveys, key informant interviews, and focus group discussions with residents, public officials, business owners, school principals, health care managers, religious figures and NGO representatives. The various stakeholders and key informants give insight into neighbourhood-specific questions.

The municipality should communicate the importance and benefits of the profiling exercise to residents, and provide information on the social and service needs in a neighbourhood. The data is then recorded using GIS mapping.

Phase 3 - Presenting data and planning

This phase starts with presenting mapped data to all stakeholders, and joint discussions to identify priority problems and opportunities. They then develop recommendations for intervention strategies, and an action plan, linked to and integrated with the plans of the municipality and humanitarian and development organizations. The outcome should be agreed strategies and responsibilities for the short, medium and longer-term, i.e. both crisis response and development plans[60].

Spatial Presentation of Data

The use of maps and mapped data is essential in urban profiling, as it enables stakeholders to visualize a spatial overview of local geographic, built and natural environmental, and social and economic conditions. For example, instead of lists of buildings in poor condition, this information and their actual location can be shown on a specific layer of a GIS map.[61] One can also overlay different map layers to see interrelationships between different systems and dimensions (e.g. water, roads and electricity infrastructure), and link additional written and visual information (e.g. photos) to any point on a GIS map.

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60 A video on the neighborhood profiling process in Lebanon showcases the different phases: https://www.youtube.com/watch?v=EX7sei-qp8U
61 Global Alliance For Urban Crises (2019). Urban profiling for better response to humanitarian crises.

GIS mapping greatly enhances municipal profiling and planning capacity, as both 'As is' and 'To be' maps can be created. Inequalities between urban communities regarding service provision, the availability and accessibility of housing and jobs, as well as standards of living, public space and infrastructure can all be shown on different layers of a GIS map, making it easy for all stakeholders to understand them. As GIS maps are digital, it is easy to present them in meetings and workshops, using a data projector.

The Turkish context

In a UNRCO "report" on Turkey, UNHCR and UNDP found that "the Syria crisis did present challenges for local authorities. Besides exacerbating some pre-crisis difficulties, the response of the municipalities has been hampered by two additional issues:

1. The legal ambiguity concerning the mandate of municipalities to provide for refugees
2. The lack of any increase in the transfers to municipalities from central government to meet additional expenses due to the increased population in need of services.

Municipalities in South-East Turkey, with 20% of the population being refugees, would need an additional USD 215 million per year to expand their capacities to meet the increased demand for services."[62]

National government uses data as the basis for policy-making and monitoring policy goals, e.g. the registration system (GÖÇ-NET) for foreigners including refugees, but government authorities, especially at local level, still lack spatial and local information regarding vulnerabilities, unequal access to services, the numbers of people requiring services,

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62 UNDP (2018). Strengthening Municipal Resilience in Response to the Impact of the Syria Crisis in Turkey. Available at: http://www.tr.undp.org/content/turkey/en/home/library/syria_programme/tuerkiye-boelgesel-muelteci-ve-dayankllk-plan--3rp--kapsamnda-ka.html.

social tensions related to the large influx of migrants and refugees, housing shortages, increased population density and emerging informal settlements, etc. This lack of data hinders policy development, and development and investment planning.

Urban profiling enables cities hosting migrants and refugees to generate their own local data bases, while increasing effective public communication and the involvement of stakeholders.

Coordination of Humanitarian and Development Actors

Urban profiling should involve different local stakeholders, including decision and policy makers from different sectors, and interest groups including unions, the private sector, etc., but also humanitarian and development actors, including UN agencies.

Humanitarian agencies mostly focus on immediate crisis response, and invest heavily in short-term provision of shelter and services, rather than long-term strategies for urban development. When both humanitarian and development actors are jointly involved from the beginning of a process, the links between humanitarian response and strategies for development and self-reliance in urban areas can be discussed and strengthened at an early stage.

Urban profiling can serve both crisis response and development processes, and can be expanded during the transition from a short-term humanitarian to longer-term development focus. As all actors are included in urban profiling from the start, they can develop short-term relief strategies that lead to longer-term urban development. This coordination of actors facilitates urban recovery processes and strategic investment in local economic development that addresses basic needs and promotes self-reliance among vulnerable members of both host and migrant communities.

Graphic 6: Map of a neighbourhood electrical network.
Source: UN-Habitat and UNICEF Neighbourhood Profiling in Lebanon

Graphic 7: Mapping the condition of building connections to a wastewater network.
Source: UN-Habitat and UNICEF Neighbourhood Profiling Project in Lebanon

An Area - Based Approach

In some countries, tension has arisen between host and migrant communities due to real and perceived competition for services, resources and livelihood opportunities. Projects that focus only on displaced communities without considering the vulnerabilities and needs of local communities can contribute to tensions which reduce social cohesion and integration of population groups. This is especially the case where migrants live in poor urban neighbourhoods rather than refugee camps.

Urban profiling promotes an area-based approach that addresses crises, and improves urban systems and invests in urban recovery to reduce inequalities between different communities. An area-based approach that integrates crisis response and development benefits host and migrant communities through improving urban systems. When moving from a city to a neighbourhood focus, urban communities with the greatest needs should be prioritized.

City Profiling

City and neighborhood profiling differ in terms of scale, scope of analysis and methods used.

City profiling addresses the whole city and may include peri-urban areas. The scope of analysis is more general and focuses on large-scale urban trends and systemic challenges. However, differences between areas in cities in terms of conditions and challenges (e.g. percentages of migrants, availability and quality of services, and poverty levels), are a key feature that must be included, as this provides the basis for selecting areas with the greatest needs for neighbourhood profiling.

City profiles in conflict zones - Mosul and Sinjar

A city profile for Mosul was developed while the city was under siege and many local government actors were not physically present in the city. The profile was developed in close coordination with those actors, who also verified the data collected. The final document was used by the international community to plan for activities in the city after its liberation, as there was almost no other information available, and priorities for interventions had to be prepared.

A GIS team was set up to map the key facilities, population movements, cultural heritage and socio-economic characteristics. This was supplemented with satellite damage assessment maps, and interviews with local authorities to get a better picture. The profile identified that Mosul had experienced large-scale displacements of its minority groups long before the displacements inflicted by ISIL.

However, the city's population had not decreased, as more people moved to than left the city in the decade following the fall of the former regime. Most newcomers were IDPs from surrounding conflict-affected areas. These migration flows were mapped and analysed during the urban profiling process.

In the case of Sinjar, a town in the Sinjar District of the Nineveh Governorate in northern Iraq, an urban profile was developed only after liberation from ISIL. The city has struggled to attract returnees, as it is still seen as unsafe, and war trauma has made it difficult for potential returnees to trust information coming from the area.

This urban profile was developed in close cooperation with the local authorities, especially for understanding the political situation. Interviews with IDPs from Sinjar in camps where they still reside identified the reasons for their refusal to return.

A profile at city level includes information on its location and regional context, history, urban growth, demographic trends, land use and environmental constraints, economy, condition of buildings and spaces, and links to other towns and cities. It also gives a current overview of social conditions and services, including water and sanitation, electricity, transport, telecommunications, education, health and social and community services.

A city profile highlights unmet urban needs, as the basis for prioritizing and planning interventions and integrated cross-sector responses that include multiple stakeholders. City profiles inform urban recovery and regeneration strategies, and identify priority neighbourhoods for profiling and upgrading.

Demarcation of neighbourhoods

The identification and prioritization of disadvantaged areas is conducted via a participatory process including local key informants such as municipal and community representatives, religious and political leaders, academics, local and national NGOs, social services (education, health) and private sector representatives. The stakeholders can prioritize areas using an agreed set of criteria, e.g. degree of poverty, concentration of migrants, inadequate services and housing. Area selection can then be verified by experts and other stakeholders.

When an urban area selected for profiling is not clearly and officially demarcated, this must be done in consultation with local stakeholders and with reference to recognized key boundary features such as streets, waterways, open spaces and landmarks. Features in the urban natural, built and social environments, e.g. different densities and functions, community clusters and a sense of belonging define and demarcate neighbourhoods. Where boundaries are not clear, or disputed, they need to be negotiated with local stakeholders and representatives of residents.

A city profile can contribute to a national database of comparable data, which can be used understand and monitor urban dynamics at the national scale. City profiles provide evidence for comparing conditions

and targeting crisis response interventions and urban regeneration and development strategies.[63]

Neighbourhood Profiling

Neighbourhood profiles differ from city profiles in terms of scale, scope of analysis, and methods used, and the depth of the analysis. A neighbourhood profile is spatially limited but provides an in-depth analysis.

Graphic 8: Mapping building uses and landmarks.
Source: UN-Habitat and UNICEF Neighbourhood Profiling Project in Lebanon

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63 UN-Habitat (2017). Naaba, Neighborhood Profile and Strategy. Bourj Hammoud, Lebanon.

Neighborhood profiles involve detailed representation and mapping of data, and connect spatial and physical conditions with community issues and concerns, which are discussed with local stakeholders and residents. GIS mapping based on existing information and surveys is complemented by focus group discussions and key-informant interviews which provide residents' and stakeholders' views and understanding of their social and built environment, which together are used as the basis for analysis.[64]

Graphic 9: Mapping a neighbourhood storm water network.
Source: UN-Habitat and UNICEF Neighbourhood Profiling Project in Lebanon

64 UN-Habitat (2017). El-Qobbeh Neighborhood profile.

Profile of Nabaa, Lebanon

A neighbourhood profile of the Nabaa District in Bourj Hammoud included focus group discussions in which safety and security were highlighted as a major concern. Aspects of the problem were informal security networks, street gangs, lack of access to safe spaces, harassment of women and girls, and drug and alcohol abuse. This was brought to the attention of the authorities, and immediate, short- and medium-term responses were proposed. These included a night patrol (immediate), creating safe communal spaces for women and girls (short term), and establishing a municipal incident reporting and analysis system to monitor neighbourhood safety and security problems (medium term).

A neighbourhood profiling concludes with recommendations regarding urban upgrading strategies and development projects, based on priorities agreed during the participatory process. The results, recommendations and a proposed action plan are presented to municipal representatives and community members, to build consensus concerning problems and challenges, including capacity and resource gaps, and solutions.[65]

While a comprehensive action plan is technical, it is important to communicate priorities and key plans to residents, and a popular, easy to understand, summarized version needs to be published and presented using different media. This public information enables feedback, and generates support for urban development plans and processes.

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65 UN-Habitat (2017). Maachouk, Neighborhood Profile & Strategy. Tyre, Lebanon.
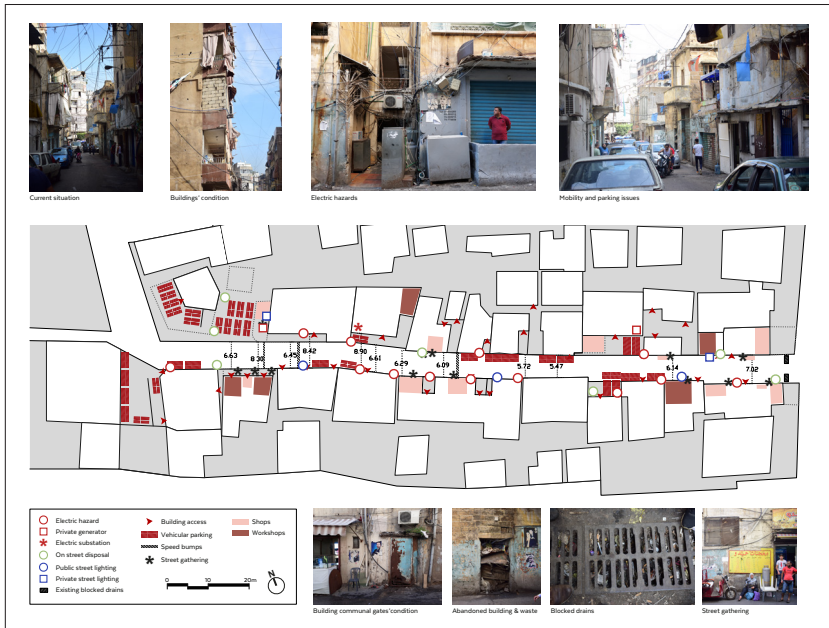
Graphic 10: Detailed street infrastructure mapping in Sabra neighbourhood, Beirut.
Source: UN-Habitat and UNICEF Neighbourhood Profiling Project in Lebanon

Stakeholder involvement at community level

Although statistical data and existing maps are useful for presenting the features of a neighbourhood, they do not always reflect the current situation, or a community's view on their situation. Both city and neighbourhood profiling are area-based, and use a people-orientated approach.

Focus groups involving children, youth, adults (male and female), the elderly, parents of children with disabilities, female heads of households and single caregivers, as well as migrants, IDPs or refugees need to be included to give the full picture. Focus group themes can be tailored for specific groups, and cover general perceptions. Thematic foci include community relationships, education, employment and income generating opportunities, safety and security, basic services, social problems, mobility, housing, and livelihood needs and activities.

Limitations to Data Collection

In urban profiling, the reliability of secondary data and the challenge of collecting primary data on sensitive subjects are among the biggest limitations. Secondary data is mostly provided by trusted sources and primarily concerns factual descriptions of the current state of cities and neighbourhoods. Secondary data can also be found in census reports, municipal plans and historical records.

Primary data can be collected from key informants and residents by trained local field research workers. Lack of reliability is principally due to a low degree of representation in samples, subjectivity and perception-bias, and inaccuracy due to incomplete data, misinformation, or a sudden change in the situation, e.g. a rapid influx of refugees.

Although these limitations are difficult to avoid, measures to minimize their impact on results include triangulation of sources by involving multiple stakeholders and a variety of data gathering methods.

There are also risks in collecting primary data on sensitive subjects including corruption, power imbalances and inequitable policies, culturally sensitive subjects and behaviours, and the legal status of migrants and refugees. Security issues must considered when collecting primary data, e.g. taking photos of people or infrastructure can cause mistrust and potentially dangerous situations for researchers.

In order to overcome the above challenges and limitations, there is a need to develop clarity and trust throughout the process with all stakeholders including community members, via two-way communication and collaboration from the start. This includes clarifying the positions and roles of stakeholders, and the aims, methods and benefits of the process. Building shared ownership by involving all stakeholders makes it more likely that they will accept the results.[66]

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66 Global Alliance For Urban Crises (2019). Urban profiling for better response to humanitarian crises.

Alternative Data Collection Methods

A mix of data collection methods should be used in city and neighbourhood profiling. Apart from common methods such as field and household surveys, key informant interviews and focus groups, alternative methods include the use of big data, social data mining, satellite images, drone photographs, or assessment of waste or electricity increase in neighborhoods. Alternative assessment methods include workshops using different interactive processes, and the Delphi Method, where experts share views in consecutive rounds to develop a group consensus.

The City Prosperity Index

The City Prosperity Index (CPI) is a tool created by UN-Habitat to measure the sustainability of cities. The CPI assesses six dimensions

1. Productivity
2. Infrastructure development
3. Quality of life
4. Equity and social inclusion
5. Environmental sustainability
6. Governance and legislation.[67]

Together, these dimensions give an insight into a city's problems and positive features, public services, access to common resources, development policies and well-being of different communities. The CPI enables comparison with other cities and at different points in time. It identifies needs and opportunities, and provides decision-makers with a basis for policy development and urban development planning and resource allocation.[68]

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67 UN-Habitat (2019). City prosperity index methodology and metadata, https://cpi.unhabitat.org/platform-measure-urban-sdgs
68 UN-Habitat (2016). The City Prosperity Initiative.

Time Frames for Urban Profiling

The time frame of an urban profiling process depends on the context, e.g. availability of baseline data, the timing in a crisis, political sensitivities and the general state of the urban system, the financial and human resource available, and the scope of the study. The anticipated time frame should be discussed with stakeholder representatives at the start of the process, to facilitate involvement and manage expectations.

CONCLUSION

Urban profiling involves visual representation and presentation of data, and participation of different stakeholders in urban mapping and assessment, prioritization of issues, and development planning. The spatial organization and presentation of data enables decision-makers to understand and relate multi-sector evidence, and identify geographically linked tensions and synergies.

The methodology provides an evidence base for planning, and its participatory approach and jointly owned recommendations support the coordination of humanitarian and development actors and other stakeholders. Urban profiling increases the transparency of decision-making processes related to prioritization and resource allocation for city and neighbourhood development, urban recovery strategies, service improvement, and development or upgrading of infrastructure. Transparent and evidence-based decision-making are important in cities, particularly when addressing the needs of additional population groups, in balance with the needs of disadvantaged and vulnerable host community members.

For Turkish municipalities with a rapid influx of additional people, an urban profiling process can facilitate dialogue with different stakeholder groups and provide area-based data for prioritizing interventions and investments which can benefit both host and migrant communities. Urban profiles can be used by municipalities, other levels of government, and (I)NGOs for context-sensitive targeting and cross-sector, integrated planning, to achieve efficiencies that area-based coordination enables.

A jointly collected database endorsed by the local community and municipality can inform sector and stakeholder planning and coordination of strategies and projects that mitigate vulnerabilities and enhance assistance and service provision to those most in need.

Urban profiling serves integrated urban planning across planning scales, from a territorial to a city and neighbourhood level. Collected data from different sources and including various stakeholders enhances communication between sectors and data sharing among levels of government. This can in turn lead to an enhanced dialogue in policy processes and planning and resource allocation that advances sustainable and inclusive urbanization in Turkey.

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She also fosters knowledge exchange on migration and displacement between different levels of government, as well as across regions, and manages global partnerships, advocacy and outreach on this topic. Stephanie has conceptualized and conducted capacity development activities for government authorities and other stakeholders in different countries and coordinated normative products and publications on inclusive cities and migration, as well as metropolitan development and integrated territorial development for UN-Habitat.

Prior to joining Programme Development Branch, Stephanie worked for UN-Habitat's Urban Planning and Design Branch, Regional and Metropolitan Planning Unit. She was responsible for developing sustainable strategies for integrated territorial development aiming to reduce inequalities and poverty across the urban-rural continuum and leading the participatory process for developing the Guiding Principles for Urban-Rural Linkages at UN-Habitat (including thematic entry points such as urban, regional and territorial planning, food security, flows of people, goods, and information as well as inclusive investments and urban-rural partnerships).

Earlier in her career, she worked for the UN Office at Geneva, managing a large-scale restoration project and coordinating global events at the Palais des Nations. Prior to working for the UN, Stephanie had her own consultancy, working for urban planning and architectural firms as an architect/urban planner and public relations specialist. As specialist in marketing and communication, she lectured at the University of Applied Science (Architecture) in Reichenbach.

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Suzanne is also the national coordinator of Lebanon's Shelter Sector for UN-Habitat, co-leading alongside UNHCR at inter-sector level in supporting the Lebanon Crisis Response Plan (Government of Lebanon & UN). With UNHCR, she is jointly responsible for liaising with sector partners and government focal points across urban refugee and informal refugee camp issues, as well as on longer-term housing challenges affecting stressed cities and their host communities.
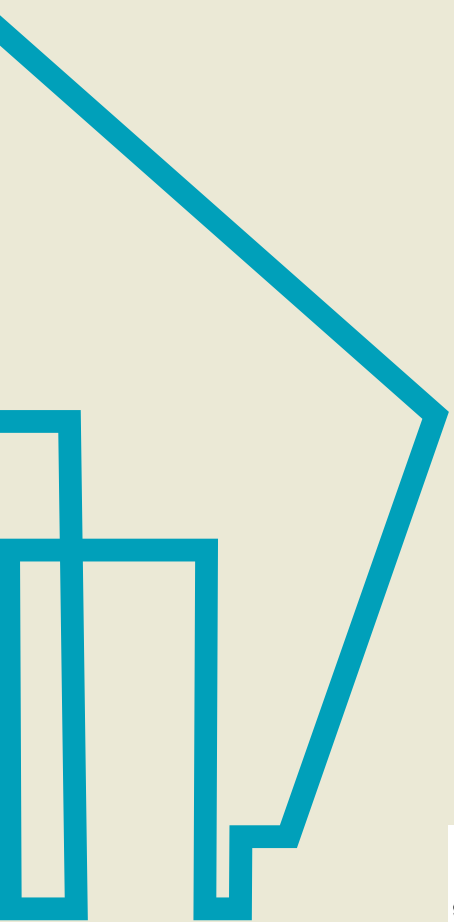
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