METHODOLOGY FOR URBAN PROFILING

Last update: July 2019

Conceptually developed by the UrbAN-S consortium with the contribution of the European Commission Joint Research Centre, which is an UrbAN-S associated partner.

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INTRODUCTION

The methodology describes two levels of the approaches selected to conduct urban profiling in Syrian cities: conceptual and operational and includes recommendations on the selected data collection methods.

The suggested Urban profiling methodology combines an understanding of the displacement and the impact of conflict on population needs with an assessment of the capacity of interrelated urban systems for meeting the needs of the populations under one holistic and intersectoral analysis. To achieve this, it uses an area-based approach, meaning that spatial information is collected to enable comparisons of current conditions by area within a city.

The methodology for urban profiling starts with an analytical framework called the **Analytical Framework for Urban Recovery**, and brings together several different types of data collection methods into one coherent and holistic urban analysis. This analysis is area-based, displacement and population sensitive, context-specific, intersectoral, and best carried out jointly with the partners who will be using the data for their planning.

The analytical framework for urban recovery is operationalized by using complementary methods of data collection allowing for a holistic urban analysis.

In addition to the profiling design and data collection methods, the Urban Profiling methodology stipulates and integrates as a core element the engagement with the primary data users through workshops to jointly validate the methodology and in the analysis phase jointly analyse results and validate those. Building a shared understanding of the situation through discussion at workshops also promotes the use of the information to contribute to the development of complementary action plans and response activities at different scales within the city, tailored to the needs of the urban population.

WHAT IS URBAN PROFILING? A COLLABORATIVE APPROACH

What is Urban Profiling? Urban Profiling is a collaborative process for collecting and analysing data on the interconnected elements of a city and its populations in order to inform decision-making and planning during or after a crisis situation. As an analytical tool for humanitarian, development, and government actors both local and international to design and implement together, urban profiling creates a shared understanding of the situation to build the foundation for coordinated, complementary and holistic urban responses. In a conflict situation, like in Syria, stabilization/peace-building actors also benefit from this approach.

Urban profiling, as a collaborative process for collecting information for informing decisions, is never an end in itself. It is the process for getting to an agreed-upon and holistic "urban profile". This means, in other words, that urban profiling places equal weight on the content of the urban data collected as the process, how to collect the information and how to conduct the analysis afterwards to make effective most use of the information for answering relevant questions.

The four main steps to urban profiling are to adapt the methodologies to a city's context, to collect the information using a robust and mixed-methods approach, to analyse the information holistically and jointly, and, last but not least, to enable the use of the information for planning responses.

Concretely, urban profiling contains a few key elements:

Area-based (spatial): Location in the city matters. Current conditions are analysed by neighbourhood within the city to be able to compare which parts of the city are facing specific challenges and which ones are less affected.

People-centred: The areas don't tell us much alone; we need to consider the different populations living in the city, since population groups - such as people displaced or returning from situations of displacement - often encounter barriers to regaining their normal lives. Thus, the analysis by area is complemented by a displacement-sensitive and population-sensitive analysis.

Context-specific: Identifying why some of these trends have come to be requires a clear understanding of the context of the city, making the approach also context-specific.

Mixed-method: Because a city is complex, no one data collection method is enough to answer all the questions about urban conditions and urban populations. Combining quantitative and qualitative information helps to create a complete picture of the situation.

Intersectoral: since the many different systems and sectors in a city are interlinked and need to be brought together for a holistic understanding of the city.

Collaborative: This intersectoral analysis is best carried out jointly with the partners who will be using the data for their planning for a shared understanding of the situation and a shared interpretation of what the evidence means for future responses.

MAIN OUTPUTS OF URBAN PROFILING IN SYRIA

Urban profiling in Syria seeks to inform a variety of data users making both strategic and operational decisions for planning interventions in Syrian cities. To this end, the information collected and intersectoral and area-based analysis will be disseminated in different formats, as follows:

- **City Profiles**: published reports for in-depth information and analysis per city.

- **Factsheets**: 2-page overviews per city for basic information on the city's functionality and population footprint.

- **Damage maps**: visualizing level of damage and functionality of services and infrastructure in the urban setting

- **An evidence-base** for further planning of interventions in Syrian cities.

The Urban Analysis Network - Syria project will also produce the following:

- **Urban Profiling Toolkit**: methodology and tools for conducting urban profiling in cities recovering from conflict situations.

- **Urban Profiling Training**: training package to familiarise targeted end-users with the urban-s approach and facilitate a discussion on the possible uses of results for their responses in urban areas. Pilot training planned: August 2019, follow-up training (in Arabic) planned November 2019.

OBJECTIVES AND QUESTIONS FOR ANALYSIS

The main objective of Urban Profiling for Syria **is to provide an integrated snapshot of the current physical and social conditions of the city and its populations in light of the conflict and displacement situation**, in order to inform better targeted and coordinated humanitarian, recovery and development investments.

This main objective can be broken down into the following three key questions:

How have conflict dynamics affected or continue to affect the city?

- What are the main contributing factors?

- How do these factors and actors affect the areas and populations of a city differently?

- How can these factors and actors be reinforced by interventions?

How have population movements affected or continue to affect the city?

- What is the scale and main characteristics of displacement in the city at this time?

- Which areas are hosting higher and lower levels of displaced populations and what impact does this have on those areas and hosting populations?

How and to what extent does the city provide an adequate standard of living for all its populations?

- Is the service provision and infrastructure adequate to meet the needs of the population in the city overall?

- Is the service provision and infrastructure meeting equitably the needs of the different areas of the city?

- Is the service provision and infrastructure meeting equitably the needs of the different population groups within the city?

The analysis produced from this methodology gives **the main obstacles to urban recovery in light of the city's short and long-term displacement and conflict impacts.** By highlighting the areas of the city where urban recovery is hindered and how, the analysis provides concrete inputs for prioritizing programming and planning.

This means concretely, that the results of the Urban Profiling Process will enable the following:

- Humanitarian and recovery actors use improved city level information to prioritize investments in humanitarian, recovery activities and to plan for reconstruction.

- Humanitarian and recovery actors in Syria, have increased capacity to collect, analyse and prioritize interventions in the selected cities.

ANALYTICAL FRAMEWORK FOR URBAN RECOVERY

The main objective of Urban Profiling for Syria is to provide an integrated snapshot of the current physical and social conditions of the city and its populations in light of the conflict and displacement situation. The analytical framework serves as a roadmap to address this objective and the three main questions outlined above, guiding the indicator selection and the subsequent data collection. It describes what information is needed related to the conflict and displacement situation, as well

as on a city and its populations, and how the information can be then combined and analysed in order to come up with priorities for interventions.

Based on this, the framework is composed of **contextual information** related to urban trends, and the conflict and displacement situation, and five areas of **urban information** referred to here as "**urban pillars**". The urban pillars are interrelated systems, including infrastructure, housing, land and property (HLP), governance, economy and social cohesion, which together describe the general functioning of a city and its communities.

Information on each of these pillars is collected from the perspective of the **population** (based on their reporting on the access, quality and reliability of services) and the **city** (the physical condition of its infrastructure and the operational status of its services). The gap between the city and population-based information, flags a potential need for intervention. These gaps are further interpreted through an intersectoral analysis, and by interrogating them with the **context information**, helping to clarify where the gaps come from, and contributing to developing longer-term solutions that do not just address the gaps, but consider the underlying causes contributing to them.

The indicators for each component of the Analytical Framework for Urban Recovery can be found in the Analysis Plan at https://urban-syria.org/#toolkit

Figure 1.3: *Overview of Analytical Framework for Urban Recovery*
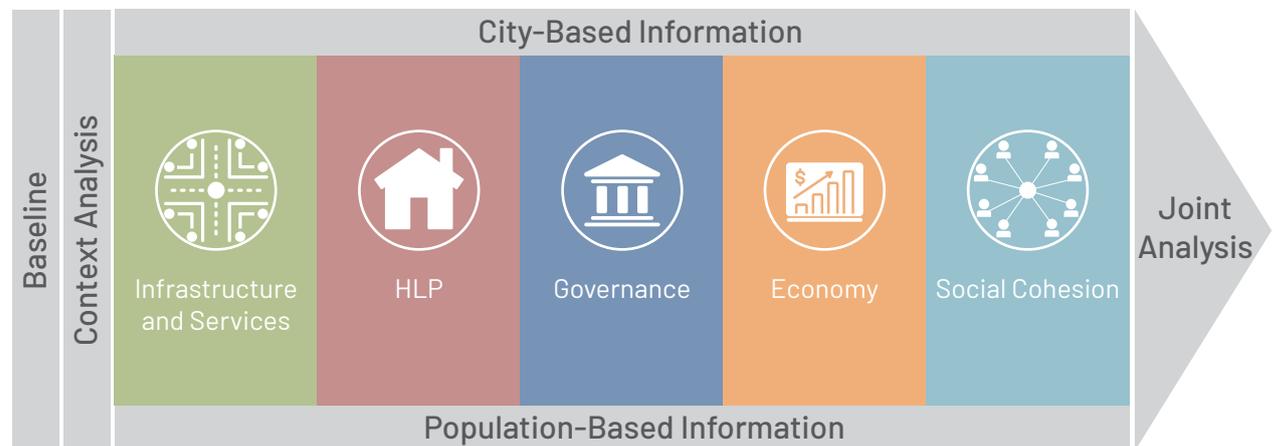
Figure 1.4: *Sub-themes in the Analytical Framework for Urban Recovery*

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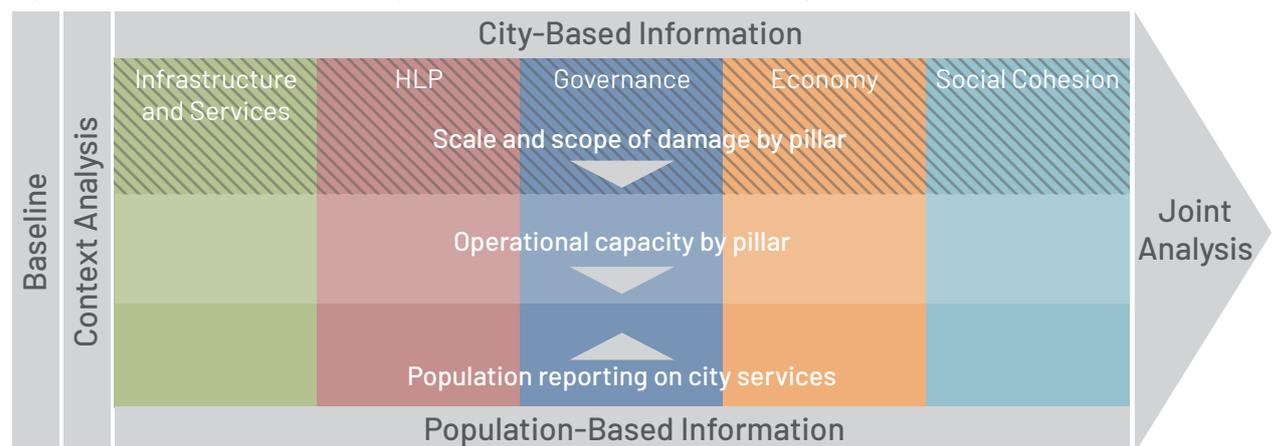
BASELINE INFORMATION

The baseline information includes geospatial data from pre-conflict sources, including Master Plans if available. The baseline information also includes population estimates from as up to date sources as possible. In this context, this consists of the Population Taskforce, an interagency group managed by OCHA which collates population information from various sources. This information is usually not disaggregated by neighbourhood, so as to obtain the neighbourhood-level population data distribution lists from the Syrian Arab Red Crescent (SARC) are used to get the proportion of populations per neighbourhood. This proportion is then applied to the overall city figures.

CONTEXT INFORMATION

For the purposes of addressing the key questions for urban profiling and to help identify priority interventions for cities recovering from conflict, we need to get a sense of how the city has functioned in the past, and how the conflict situation has generally affected the city and its people. In other words, what is "normal" for this city, and what are, generally speaking, the direct and indirect impacts associated with the conflict that led to the city's urban conditions today.

The context analysis can be divided into three interrelated aspects, which are broken down into specific topics in the figure below:

a. **key urban trends**, such as pre-conflict urbanization patterns and the city's linkages with other cities in the region (regional context);

b. **the scale of the conflict and the main changes this has brought to the city,** such as changes in influence of stakeholders involved in local governance and ongoing peace-processes;

c. and, **the scale of forced displacement and other population movements,** whether triggered by the conflict itself or by indirect effects of the conflict, and the main changes this has brought to the city, including factors that hinder or support progress towards durable solutions for displaced populations.

This set of indicators differs from those of the urban information in several ways: 1) they are broader, as for the most part they seek information that pertains to the city overall (rather than by neighbourhood or by asset), 2) they look to measure change over time by seeking information on the pre-conflict situation, the situation generally during the conflict, and the current situation, and 3) the methods used for gathering this information are different than those used for collecting information on current urban conditions. For example, the key informants consulted are higher-level decision-makers with historical knowledge of the city's development as a whole instead of specialising in specific sectors of service provision.

The context analysis relies heavily on a comprehensive secondary data review of existing and historical reports and some administrative data (for example relating to existing master plans or cadastral records). Primary data collection methods[1] are also used depending on the extent of the secondary data available. These are especially key informant interviews with high-level decision-makers for information on pre-conflict urban trends, stakeholder mapping to assess the effects of the conflict, and a mix of key informants with people or organisations that have expertise on displacement issues and focus group discussions to explore the scale and effects of displacement.

URBAN INFORMATION – CITY AND POPULATION-BASED

Information on the current physical and social conditions of the city is organized into **five urban pillars**. Urban pillars in this sense are defined as the components of an urban setting that makes living, income generation, and social interaction possible and normal. For instance, in a healthy urban environment, people should have an acceptable level of access to affordable basic services, should live in adequate housing conditions, should be able to mobilize freely with multiple modes of transportation, should be able to access different types of supplies and materials, should be able to engage in income-generation activities, should be able to entertain open spaces, and should enjoy a secure environment and access to law enforcement. Furthermore, in post-conflict and displacement settings, people should also have access to effective mechanisms to uphold their rights to housing, land and property assets in the city, in light of physical loss or displacement. Based on this, the following urban pillars are considered for this integrated analysis for urban recovery:

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1   Given the potential sensitivity of this information, Mercy Corps' Humanitarian Access Team has developed its own approach to context analysis. This information is collected through multiple iterations of semi-structured interviews with key informants both within and outside the cities under study in order to triangulate the data and assess its accuracy, administered by a trusted network of field researchers.

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a. Infrastructure (including, health, education, water and sanitation, solid waste management, transportation, and communications)

b. Housing, land and property;

c. Governance;

d. Economy;

e. and Social cohesion.

Information collection and analysis, is an activity which depends on the method of observation and is informed by the application and purpose of use. For example, the assessment of physical infrastructures, which constitutes one of the five urban pillars, relies heavily on satellite image analysis, conducted by JRC. For the purpose of post-conflict recovery, remote sensing observations provide classification of damage to buildings in four distinct classes. If the damage classification data are then used to inform reconstruction costing needs, the JRC four categories of "slight damage", "moderate damage", "severe damage", "destroyed/razed to the ground", are then grouped into three, or even two, "partially damaged" and "destroyed," when the final decision is about total or partial reconstruction. In the UrbAN-S city profiles and outputs, to convey the extent and the degree of the level of damage to urban areas and to the urban fabric, the JRC damage classes have been grouped into three categories.

Table 1.2: *Key conceptual definitions for urban information – population and city-based*

TYPE OF URBAN INFORMATION	CONCEPT	DEFINITION	INFORMATION SOURCE
City-based information	Scale and scope of damage	The scale and scope of damage refers to the level of damage in built-up areas, including to housing and service infrastructure, and the spatial distribution of the damage in the city. This is informed by two types of assessments:	Satellite imagery analysis Field verification
		• Satellite imagery analysis (remote sensing): to be used as a primary assessment source of information for two sectors (housing and transportation), and as a secondary source of information for the remaining sectors (for instance to assess damage to school buildings)	
		• Asset surveys: Field visits to collect observational data on specific assets (a component of infrastructure such as facilities, roads, a school, a hospital, etc.) to a) estimate and verify the level of damage to that asset and b) estimate whether that asset is operating as it would be under normal conditions.	
	Operational status	Operational status of a facility or service is analysed by looking at the three components that render a service fully-operational: a) physical condition of infrastructure and equipment, b) input materials and consumables, and c) staff and management. Gaps in any of the three components may limit or entirely impede the delivery of the service, and the systematic recovery support should target all three components if durable recovery results are to be achieved.	Key informant interview with sector experts Field (asset) survey
	Others	In the case of HLP, governance, economy, and social cohesion, additional concepts are introduced specific to each pillar and thematic area. These concepts will be explained in section 6.	Key informant interview with sector experts

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TYPE OF URBAN INFORMATION	CONCEPT	DEFINITION	INFORMATION SOURCE
Population-based information	Availability of the service	Availability refers to the physical presence of goods and services in the area of concern.	Community focal point interview (neighbourhood level) Key informant interview with sector experts (city level)
	Access to the service	Accessibility refers to people's ability to obtain and benefit from goods and services. It often concerns the physical location of services (distances, road access, bridges etc), but can also be influenced by purchasing power, social discrimination or security issues that constrains movements.	
	Quality of the service	Quality refers to the degree of excellence, benefits or satisfaction one can enjoy when consuming a good or a service. It may depend on the number of people with the required skills and knowledge to perform a given service or produce a good, but is also influenced by reliability (consistency of quality over time), diversity and security of the provided service or good (i.e. water quality, sterilization of medical tools, etc).	
	Others	In the case of HLP, governance, economy, and social cohesion, additional concepts are introduced specific to each pillar and thematic area. These concepts will be explained in section 6	

PRIMARY DATA COLLECTION OF URBAN INFORMATION

The following sections outline how the urban information (**from the city and the population perspective**) is operationalized across all pillars, including indicators and information sources. Further details on the tools used for each method as well as the process for organizing the data collection in the field are found in the Operational Plan for Data collection, available at: https://urban-syria.org/#toolkit

INFRASTRUCTURE & SERVICES

This pillar aims to assess the gap between the supply of service-delivery systems and the extent to which this supply is adequate for all its population. It will do so by providing information on the current physical and operational status of service-delivery systems, coupled with information on relevant sector stakeholders, their interventions and the policies affecting the sector. These elements will be then compared to the delivery of services based on perceptions and experience of the populations living in each of the city neighbourhoods.

The eight following urban services will be considered in this pillar: 1) Health care, 2) Education (primary, secondary, vocational and higher education), 3) Water and sanitation, 4) Solid waste management, 5) Energy sources and supply, 6) Transport and mobility, 7) Communication.

The following tables describe the basic urban information required, organised by urban service

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Table 1.3: *Key urban information – population and city-based – for the assessment of health services*
HEALTH SERVICES

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* Type of the facility (as acknowledged by the Syrian codes and construction standards) *c.* Level of damage (damaged, partially damaged, no damage)	Satellite imagery analysis Field verification
	Operational status	Each health facility will be assessed by determining: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* The type of the facility: hospital, comprehensive health centre, health centre, health unit, mobile clinic, specialized care facility, pharmaceutical industrial facility, admin office *c.* Unit size or capacity: bed capacity (not for admin offices) *d.* Access to staff (ternary: readily available, available but with limitations, currently not available) *e.* Access to supplies and consumables, such as fuel, cold chain, water, electricity, equipment (readily available, available but with limitations, currently not available) *f.* Operational status: (operational, not operational)	
Population-based information	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following indicators: *a.* Accessibility of the service defined in terms of distance to the nearest functional facility and the perceived affordability *b.* Quality of the service defined in terms of ability to book appointments (reasonable waiting time) and the reported beneficiaries experience *c.* Perceived reliability of the service in terms of trust in medical staff and availability of necessary medical equipment *d.* Reported barriers to accessing health services	Community focal point interview (neighbourhood level)

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Table 1.4:. Key urban information – population and city-based - for the assessment of education services
EDUCATION SERVICES

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment *b.* Type of the facility (as acknowledged by the Syrian codes and construction standards) *c.* Level of damage (damaged, partially damaged, no damage)	Satellite imagery analysis Field verification
	Operational status	Each service facility will have the following assessment components (may vary from one sector to another): *a.* Coordinated location of the facility (enabled on GIS environment) *b.* The type of the facility: early childhood centre, basic education, general secondary, technical secondary, university/ college, college dorm, admin office *c.* Unit size or capacity: number of classrooms (not for admin offices) *d.* Building type: number of floors *e.* Ownerships: public, private, NGO-supported *f.* Gender: male, female, both *g.* Access to staff (ternary: readily available, available but with limitations, currently not available) *h.* Access to supplies and consumables, such as fuel, teaching materials, learning materials (ternary: readily available, available but with limitations, currently not available) *i.* Operational status: (binary: operational, not operational)	Key informant interview with sector experts Field (asset) survey

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
Population-based information	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following indicators: *a.* Accessibility of the service defined in terms of the distance to the nearest functional facility, access to official exam centres and perceived affordability of education *b.* Perceived quality of the service provided alluding to the effectiveness of the service and beneficiaries' satisfaction *c.* Reliability of the education services *d.* Reported barriers to education	Community focal point interview (neighbourhood level)

Table 1.5: *Key urban information – population and city-based - for the assessment of water and sanitation services*

WATER & SANITATION SERVICES

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* Type of the facility (as acknowledged by the Syrian codes and construction standards) *c.* Level of damage (damaged, partially damaged, no damage)	Satellite imagery analysis Field verification
	Operational status	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* The type of the facility: well, water tower/ tank, treatment plant, dam, dike, levee, drainage structure, pumping station, storage reservoir, and admin office *c.* Unit size or capacity: cubic meter, or cubic meter per second (not for admin offices) *d.* Access to staff (ternary: readily available, available but with limitations, currently not available) *e.* Access to supplies and consumables, such as fuel, chlorination, equipment and repair parts (ternary: readily available, available but with limitations, currently not available)	Key informant interview with sector experts Field (asset) survey

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
		f. Operational status: (binary: operational, not operational)	
Population-based information	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following indicators:	Community focal point interview (neighbourhood level)
		a. Availability of water services in terms of household's connectivity to the public water network	
		b. Accessibility to services defined in terms of the daily provision duration to households (because availability of the service per se does not guarantee adequate provision)	
		c. Quality of provided water services in terms of the reported sufficiency of the amount of water provided and its purity	
		d. Reliability of the service in terms of the main water source that households rely on	
		e. Alternative water sources that households resort to	
		f. Accessibility to sanitation services in terms of households connectivity to the sewage network	

Table 1.6: *Key urban information – population and city-based - for the assessment of solid waste management services*

SOLID WASTE MANAGEMENT

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* Type of the facility (as acknowledged by the Syrian codes and construction standards) *c.* Level of damage (damaged, partially damaged, no damage)	Satellite imagery analysis Field verification
	Operational status	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* The type of the facility: landfill, temporary dumpsite, debris dump site, and admin office *c.* Operational status of the facilities (including accessibility): (binary: operational, not operational) *d.* Vehicular capacity (ternary: readily available, available but with limitations, currently not available) *e.* Access to staff (ternary: readily available, available but with limitations, currently not available) *f.* Access to supplies and consumables, such as fuel, engine lubricants and batteries, vehicle parts, equipment (ternary: readily available, available but with limitations, currently not available)	Key informant interview with sector experts Field (asset) survey
Population-based information	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following indicators: *a.* Availability of the service in terms of garbage collection frequency *b.* Quality of the service in terms of the perceived cleanliness of the neighbourhood	Community focal point interview (neighbourhood level)

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Table 1.7: *Key urban information – population and city-based - for the assessment of energy services*
ENERGY

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* Type of the facility (as acknowledged by the Syrian codes and construction standards) *c.* Level of damage (damaged, partially damaged, no damage)	Satellite imagery analysis Field verification
	Operational status	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* The type of the facility: dam, power plant, substation (220, 66 KVA), transformer (20 KVA), gas station, admin office *c.* Unit size or capacity: in megawatts/ KVA *d.* Access to staff (ternary: readily available, available but with limitations, not available) *e.* Access to supplies and consumables, such as fuel, maintenance parts (ternary: readily available, available but with limitations, not available) *f.* Operational status: (binary: operational, not operational)	Key informant interview with sector experts Field (asset) survey
Population-based information	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following indicators: *a.* Availability and accessibility of the service in terms reported functionality of the public grid and availability of street lighting *b.* Quality of the service in terms of household's daily power supply *c.* Reported alternative energy sources, if any	Community focal point interview (neighbourhood level)

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Table 1.8: Key urban information – population and city-based - for the assessment of transport and mobility

TRANSPORT & MOBILITY

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Assessment of current condition of transport infrastructure will be done through satellite imagery analysis. • The base map should classify the infrastructure into: motorway, truck, primary, secondary, tertiary, track, residential, service, and bridge (focus must be given to main roads and connecting streets, as well as crossings and bridges/ tunnels). • Damage typology of transportation infrastructure includes: washed asphalt, impact craters, collapse of structure (only for bridges), and damage to surface alignment.	Satellite imagery analysis Field verification
	Operational status	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* Type of public transport facility (central bus station, train station) *c.* Availability of mass transport vehicles *d.* Access to supplies and consumables, such as fuel (readily available, available but with limitations, not available)	Key informant interview with sector experts
Population-based information	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following indicators: *a.* Perceived operational level (visible condition and level of transit) *b.* Safety of streets for vehicular use *c.* Reliability defined in terms of regular maintenance	Community focal point interview (neighbourhood level)

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GOVERNANCE

Governance shapes how services are managed and delivered within a context with specific political, social and economic dynamics. In the aftermath of the conflict in Syrian cities, local governance is likely to have been undermined and weakened, many public institutions may need to be re-established and local administration structures reorganized in order to handle the forthcoming responsibilities, including providing an adequate service delivery, guiding the recovery and reconstruction of the city, and opening avenues for greater participation of citizens in these processes.

The aim of this pillar is to provide information to what extent the city is able to provide and manage an adequate service delivery for all of its population, and guide recovery and reconstruction through an effective, legitimate and accountable local governance system, and enable the participation of its citizens and civil society organizations in the recovery, peacebuilding and reconstruction process.

It is important to note that restoring governance and rebuilding trust in government requires different approaches and data depending on the stages of conflict resolution and peacebuilding as well as the stages in the recovery process. The governance pillar for this methodology will provide a snapshot of the current conditions shaping governance in the **immediate aftermath of the conflict**, in order to help inform sustainable recovery and planning of the city at a moment where crucial decisions, particularly from local and operational actors, are being made. This snapshot would need to be complemented with an in-depth research into power structures and networks in the city and the governorate before any long-term engagement and local development policy can be proposed.

The following table summarises how this pillar is operationalized for data collection, including indicators and information sources.

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Each service facility will have the following assessment components:	
		a. Coordinated location of the facility (enabled on GIS environment)	
		b. Type of the facility (as acknowledged by the Syrian codes and construction standards)	
		c. Level of damage (damaged, partially damaged, no damage)	
	Operational Capacity	Each service facility will have the following assessment components (may vary from one sector to another):	
		a. Coordinated location of the facility (enabled on GIS environment)	
		b. The type of the facility: Civil Registration Department, police HQ, police station, court house, Municipal Temporary Records Department, Provincial Department of Cadastral Affairs, Municipal one-stop-shop office, fire department	
		c. The level of damage: (ternary: totally damaged, partially damaged, and not damaged)	
		d. Operational status: (binary: operational, not operational)	

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TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE

	Other: Urban governance indicators	City-based indicators also include selected indicators from the Urban Governance index, including:
		
		a. Effectiveness:
		
		   1. Main sources of municipal revenues
		   2. Local government revenue transfers
		   3. Changes in access to staff - pre-conflict / current
		
		d. Accountability:
		
		   1. Level of control by local authority
		   2. Public announcements or formal publication of tenders / contracts / budget / accounts
		   3. Capacity to receive and handle complaints
		
		d. Equity:
		
		   1. Local authority projects improving access to services for vulnerable groups
		   2. Relationship between local authority and street vendors
		
		c. Participation:
		
		   1. Level of representation and access to local authorities, by type of community group	

Population-based information	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following indicators: **b.** Reliance on law enforcement institutions	Community focal point interview (neighbourhood level)
	Other: Participation	For each neighbourhood CFPs will be providing information on the following indicators: **a.** Participation in community service events and voluntary campaigns **b.** Participation in public hearing events **c.** Reasons for lack of/low participation in public hearing events (if applicable) **d.** Participation in local elections **e.** Reasons for lack of/low participation in local elections (if applicable)	

HOUSING, LAND AND PROPERTY

Large-scale displacement, severe damage to housing stocks, lack of access to tenure evidence and the promulgation of new property laws and land readjustments plans in the aftermath of the conflict, may render entire communities stripped of their housing, land and property rights, further depriving them from the possibility of return or putting them at risk of further displacement.

In the aftermath of the conflict, this pillar aims to provide information on to what extent the city is able to: provide its displaced population with effective mechanisms to uphold its rights to housing, land and property assets in the city, including through fair and effective restoration of rights and resolution of claims, and protect its population from eviction and further displacement.

The following table summarises how this pillar is operationalized for data collection, including indicators and information sources.

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information **Note: Due to lack of access to household-level data, the information relevant to population is collected from sector experts with contextual knowledge on barriers to return and other aspects that may increase risk for populations related to their HLP rights**	Scale & scope of damage	Assessment of housing damage will primarily rely on satellite imagery analysis. Limitations of remote sensing analysis are inevitable (such as the inability to detect collateral damage to building facades, or to assess the impact of looting of properties). To enable the analysis, the following layers will be developed, when feasible: • Map of prominent land uses in the city, classifying the built area by use to residential, commercial, light industries and workshops, mixed residential and commercial, mixed residential and workshops • Map of building heights (average number of floors) • Prominent legal status of buildings (licensed, informal) • Urban fabric map (attached, detached) • Building materials (modern, masonry stone) • Damage to buildings: categorized by the uses listed in (a), (ternary: totally damaged, partially damaged, and not damaged) • Scale of looting incidents in the city	Satellite imagery analysis Field verification Key informant interview with sector experts
	Operational capacity: HLP evidence and land administration	The operational capacity in this pillar is based on the operational status of the relevant departments and services, and on the status / physical conditions of the relevant records. The indicators included in this pillar include: • Physical status and possibility to restore essential civil and property records, which in the Syrian context correspond to the following: the civil record, permanent cadastral record, municipal temporary record (in central cities only), the city master plan, the court sales record, the notary service record, the real estate tax record) • Operational status of the Department of Cadastral Affairs that serves the city • Operational status of the Department of Civil Affairs that serves the city	Key informant interview with sector experts

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TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
Population-based information **Note: Due to lack of access to household-level data, the information relevant to population is collected from sector experts with contextual knowledge on barriers to return and other aspects that may increase risk for populations related to their HLP rights**	Other: HLP risks	Population-based information also include selected indicators related to barriers to return and other risks for HLP rights, including: • Secondary occupation: a.1) Neighbourhoods affected by secondary occupation in the city by type of actor a.2) Measures to address secondary occupation • Barriers to return / access to properties: b.1) Restrictions on access to properties, by neighbourhood b.2) Security clearance process • Other risks: c.3) Planning risks associated to HLP rights, by neighbourhood c.4) Frequency of reported incidents that involve ERW inside the city and in its immediate surrounding	Key informant interview with sector experts
	Availability, access, quality of service	The key informant / sector expert will be providing information on the following indicators: • Predominant type of property documentation by neighbourhood • Most common channels people prefer to utilise to resolve housing land and property disputes	

ECONOMY

The performance of the urban economy and the macro-economic conditions in which a city operates determine how cities can grow, become drivers of development and provide employment and income sources for its populations. A sustainable urban economy often relies on an efficient support infrastructure (i.e. markets, road networks, industries), adequate legal and regulatory frameworks, a healthy balance between labour demand and supply, a business-enabling environment, the adequate access to financial resources, and the efficient public management of resources and capacity to generate revenue.

In Syrian cities, all or some of these elements may have been affected as a result of the prolonged conflict, including the loss of productive assets, the physical damage of its support infrastructure, the disruption of markets, and the radical change of local production, trade and consumption patterns, and in turn giving way to the loss of livelihoods, rising poverty and unemployment among its population.

The aim of this pillar is to provide information on to what extent the city is able to provide functioning markets, local production and employment opportunities for the benefit of all its population and nurture and reinforce its human capital (institutions, households, communities, traders, entrepreneurs etc) to support economic recovery and socio-economic resilience.

The following table summarises how this pillar is operationalized for data collection, including indicators and information sources.

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Assessment of commercial and light industrial damage will primarily rely on satellite imagery analysis. Limitations of remote sensing analysis are inevitable (such as the inability to detect collateral damage to building facades, or to assess the impact of looting of properties). To enable the analysis, the following layers will be developed: *a.* Map of prominent land uses in the city, classifying the built area by use to residential, commercial, light industries and workshops, mixed residential and commercial, mixed residential and workshops	Satellite imagery analysis Field verification
	Operational capacity (applicable only to market facilities)	The operational status includes the market facilities within the city. Each facility will be assessed by determining: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* The type of the facility: wholesale market, meat market, slaughterhouse, silo and cereal storage facilities, mills, refrigeration units, fresh food markets, agro-processing factories and facilities. *c.* Access to staff: for the publicly-run facilities (ternary: readily available, available but with limitations, currently not available) *d.* Access to supplies (ternary: readily available, available but with limitations, currently not available) *e.* Challenges in supplying goods to the city markets *f.* The level of damage: (ternary: totally damaged, partially damaged, and not damaged) *g.* Operational status: (binary: operational, not operational)	Key informant interview with sector experts Field (asset) survey

	Other: Post-conflict local economic recovery	City-based information also includes selected indicators related to post-conflict local economic recovery, including:
		
		a. Markets, local production and trade:
		
		    1. Current source of food commodities and fresh products
		
		    2. Change in internally produced goods - city and its rural surrounding
		
		    3. Externally procured goods - from other regions and internationally
		
		    4. Main supply routes for goods by level of access
		
		    5. Main drivers for economic decline	

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TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
		f. Key economic sectors and employment	
		1. Main economic sectors - before and after the conflict	
		2. Current demand for labour force, by sector	
		3. Economic sectors employing the city's population, by group: IDPs, women, youth	
		4. Main barriers for providing employment opportunities, by group: IDPs, returnees, women, youth (15th – 24th yrs.), persons with disabilities	
		e. Business environment:	
		1. Factors that hinder businesses from recovering or expanding in the city	
		2. Financial mechanism most utilised by business (including medium and small entrepreneurs) in the city	
Population-based information **(Limited to markets, and access to financial mechanisms, due to lack of household level data)**	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following: *a.* Access to markets by main obstacles (if applicable) *b.* Availability of food commodities in a nearby market *c.* Quality of food commodities available in the nearest market *d.* Perception on maintenance of nearest market facilities *e.* Affordability of goods in nearest market *f.* Access to and quality of bakery facilities *g.* Access to financial services - banks, ATMs or money transfer services	Community focal point interview (neighbourhood level)

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SOCIAL COHESION

This pillar describes the extent to which the city is able to provide the physical, economic, political and social environment to maintain, rebuild, or create stronger bonds within and across different groups sharing a space or territory, and foster greater trust in the institutions of government.

The following table summarises how this pillar is operationalized for data collection, including indicators and information sources.

TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
City-based information	Scale & scope of damage	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* Type of the facility (as acknowledged by the Syrian codes and construction standards) *c.* Level of damage (damaged, partially damaged, no damage)	Satellite imagery analysis Field verification
	Operational Capacity (Applicable to community facilities only)	Each service facility will have the following assessment components: *a.* Coordinated location of the facility (enabled on GIS environment) *b.* The type of the facility: sport facility, park/playground, library/cultural centre *c.* The level of damage: (ternary: totally damaged, partially damaged, and not damaged) *d.* Operational status: (binary: operational, not operational)	Key informant interview with sector experts Field (asset) survey

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TYPE OF URBAN INFORMATION	CONCEPT	INFORMATION	INFORMATION SOURCE
Population-based information	Availability, access, quality of service	For each neighbourhood CFPs will be providing information on the following indicators related to public spaces: *a.* Access to parks or open space for social gatherings *b.* Perceptions on safety in public spaces *c.* Perceptions on maintenance of public spaces *d.* Perceptions on quality of open spaces	Community focal point interview (neighbourhood level)
	Other	For each neighbourhood CFPs will also be providing information on the following indicators related to trust among individuals and participation in the neighbourhood: *a.* Prevalence of mutual support and solidarity mechanisms *b.* Institution most people refer to in cases of dispute, or if their sense of safety and security is threatened *c.* Reported tensions between groups, by main reason *d.* Participation in local reconciliation initiatives or formal peace processes	

ANALYSIS AND INTERPRETATION

The analysis of results for urban profiling utilises contextual analysis and a two-steps process – descriptive and explanatory analysis - to arrive at findings that inform prioritisation of response at city and neighbourhood level. This section will first describe the contextual analysis and then describe the step-by-step process to describe results by urban pillar, and finalise with the interpretation of these results by connecting and relating with other pillars and with the results from context analysis.

RESULTS FROM CONTEXT ANALYSIS

The information collected for the context indicators describe the main changes of the city by comparing the pre-conflict situation to the post-conflict situation. As such, the context analysis produces outputs that are already useful on their own, as these can already inform general policy or program recommendations.

Results from the contextual analysis can include:

Basic outputs:

• Basic timeline of conflict events

• Description of the history and economic role of the city in the region and/or country

• Roles of key urban stakeholders/actors involved in local governance

• Map of proportion of displaced to non-displaced by neighbourhood

• Concentration of displaced groups by neighbourhood

Complex outputs (requiring more than one indicator):

- Structural/long-term stresses to urban development that existed before the conflict

- List of enabling factors for seeking durable solutions for IDPs

- Levels of participation and marginalization of certain population groups in local governance and peace processes

- Indications of community tension or cohesion

These results will provide important inputs for the analysis of the **urban information** (see section 7.3 on explanatory analysis), especially by giving more depth and a point of reference to understand the severity of the current situation. In other words, if the urban conditions show major gaps in service provision, then the contextual analysis helps to clarify how severe this is compared to the situation pre-conflict. These key inputs include especially the proportion of displaced to non-displaced by neighbourhood and the density of displaced groups, which then become critical layers in other maps to identify whether displaced populations are more or less likely to be living in areas where there is low functionality of city services.

DESCRIPTIVE ANALYSIS OF URBAN INFORMATION: SUMMARIZE RESULTS BY PILLAR, AT NEIGHBOURHOOD AND CITY LEVEL

Descriptive analysis overview

Descriptive analysis summarises raw data in graphs and tables by aggregating and/or disaggregating the results or comparing different sets of results in a meaningful way. This is the starting point for the analyst to gradually begin interpreting what the data is saying about that context, using the main data points, important stories and relevant messages that should be considered in a discussion on priorities for response.

The goals of descriptive analysis could include:

- Identification of most relevant categories of analysis and accurate ways of summarizing and describing raw data

- Examination of commonalities and differences, e.g. by neighbourhood

- Prompting further questioning by testing key assumptions and hypotheses, see details and variations previously missed and confirm patterns and trends

Steps to Carry Out Descriptive Analysis

The analysis starts with a **description** of the current conditions and gaps identified, broken down by urban pillar, and including findings related to the scope and level of damage, the operational capacity of the service and the population's perception on accessibility, quality and reliability of the services.

1. For each urban pillar, utilise Tables 7.1 – 7.5 as guidance to summarise your raw data and arrive to basic results. The tables contain a list of basic results by pillar, at city or neighbourhood level, as well as the format this will take, such as a map, a graph or text. Each result is composed of one or several indicators[2]. The tables below are only indicative examples as the analysis depends on data-accessibility, i.e. data that can be collected in each city and its reliability. Additional results can be elicited by combining different indicators from the analysis plan, as needed.

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2   For a full list of these indicators, organized by result, please consult the tabulation plan.

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Table 1.9: *Example of analytical outputs (descriptive results) within the INFRASTRUCTURE & SERVICES pillar, to be described in step I of the analysis*

THEME OF RESULTS TO BE SUMMARISED	RESULTS SOURCE: CITY-BASED OR POPULATION-BASED	RESULT	GEOGRAPHIC SCOPE: NEIGHBOURHOOD / CITY LEVEL	FORMAT OF THE RESULT
PILLAR RESULTS: **INFRASTRUCTURE & SERVICES** **This applies for the following services:** • **Health** • **Water & sanitation** • **Education** • **Solid waste** • **Energy** • **Transport & mobility** **For the specific indicators needed for each result, check the tabulation plan**	City Based	Scope and level of damage by service	City Level	Map
	City Based	Scope and level of damage by service	City Level	Text
	City Based	Limitations to restore operational capacity to pre-conflict level	City Level	Text
	City Based	List and spatial distribution of ongoing and planned interventions by type and coverage	City & Neighbourhood Level	Map / Text
	Population Based	Cumulative efficiency of the service at city level (see UFI, separate technical note)	City Level	UFI Dataset and Maps (see separate technical note)
	Population Based	Efficiency of the service at neighbourhood level (see UFI, separate technical note)	Neighbourhood Level	UFI Dataset and Maps (see separate technical note)

Table 1.10: *Example of analytical outputs (descriptive results) within the GOVERNANCE pillar, to be described in step I of the analysis*

THEME OF RESULTS TO BE SUMMARISED	RESULTS SOURCE: CITY-BASED OR POPULATION-BASED	RESULT	GEOGRAPHIC SCOPE: NEIGHBOURHOOD / CITY LEVEL	FORMAT OF THE RESULT
PILLAR RESULTS: **GOVERNANCE** **For the specific indicators needed for each result, check the tabulation plan**	City Based	Levels and distribution of damage of governance assets	City Level	Map
	City Based	Operational capacity of the local authority	City Level	Text
	City Based	List of non-government actors involved in service provision (to cross-check and compare with 4W and infrastructure & services results)	City Level	Text
	City Based	Effectiveness of the local authority	City Level	Text
	City Based	Equity in urban governance	City Level	Text
	City Based	Level of accountability of the local authority	City Level	Text
	City Based / Population Based	Level of citizen participation	City Level	Text
	Population Based	Trust in institutions	City Level & Neighbourhood Level	Text

Table 1.11: Example of analytical outputs (descriptive results) within the HLP pillar, to be described in step I of the analysis

THEME OF RESULTS TO BE SUMMARISED	RESULTS SOURCE: CITY-BASED OR POPULATION-BASED	RESULT	GEOGRAPHIC SCOPE: NEIGHBOURHOOD / CITY LEVEL	FORMAT OF THE RESULT
PILLAR RESULTS: **HLP** **For the specific indicators needed for each result, check the tabulation plan** **Note: No population-based information is included in HLP due to lack of access to Household-level data**	City Based	Levels of damage to housing stock	City & Neighbourhood Level	Map / Chart
	City Based	Percentage of affected buildings by neighbourhood	City & Neighbourhood Level	Map / Chart
	City Based (Complex output, with +2 indicators)	Housing deficit / surplus (Availability of non-damaged housing stock to estimated current population / per neighbourhood)	City & Neighbourhood Level	Map
	City Based (Complex output, with +2 indicators)	Capacity of absorption (damaged housing stock + density change + abandoned neighbourhoods). Using a map of density change to identify which areas have changed more dramatically, then compare with housing stock/ availability.	City & Neighbourhood Level	Map

THEME OF RESULTS TO BE SUMMARISED	RESULTS SOURCE: CITY-BASED OR POPULATION-BASED	RESULT	GEOGRAPHIC SCOPE: NEIGHBOURHOOD / CITY LEVEL	FORMAT OF THE RESULT
	City Based	Operational capacity of relevant authority, for example cadastral services (if applicable)	City Level	Text
	City Based	Type of tenure evidence by neighbourhood	City Level	Map / Text
	City Based	Barriers to return	City Level & Neighbourhood Level	Text
	City Based	List and location of abandoned neighbourhoods	City Level & Neighbourhood Level	Map
	City Based	List and location of neighbourhoods affected by secondary occupation	City Level & Neighbourhood Level	Map
	City Based	Percentage of neighbourhood area with less secure property rights by type of tenure	City Level & Neighbourhood Level	Map
	City Based	Conditions that decrease access to HLP rights	City Level & Neighbourhood Level	Map / Text

Table 1.12: *Example of analytical outputs (descriptive results) within the ECONOMY pillar, to be described in step I of the analysis*

THEME OF RESULTS TO BE SUMMARISED	RESULTS SOURCE: CITY-BASED OR POPULATION-BASED	RESULT	GEOGRAPHIC SCOPE: NEIGHBOURHOOD / CITY LEVEL	FORMAT OF THE RESULT
PILLAR RESULTS: **ECONOMY** **For the specific indicators needed for each result, check the tabulation plan** **Note: Limited population-based information is available in economy due to lack of access to Household-level data**	City Based	Levels of damage to support infrastructure	City & Neighbourhood Level	Map
	City Based	Changes in the local production – city and its local surroundings	City	Text
	City Based	Changes in trade – pre-conflict / current	City	Text
	City Based	Changes in main economic sectors	City	Text
	City Based	Current barriers for a healthy business environment	City	Text
	City Based	Current demand for labour force for each sector	City	Text
	City Based	Economic sectors employing more IDPs, women and youth	City	Text
	City Based	Barriers for employing vulnerable groups in the city	City	Text
	City Based	Potential and constraints for local economic recovery	City	Text
	Population Based	Access and quality of markets and products	Neighbourhood Level	Text / Map
	Population Based	Access to formal and informal financial services - banks, financial institutions, money exchange, transfer brokers etc	Neighbourhood Level	Text / Map

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Table 1.13: *Example of analytical outputs (descriptive results) within the SOCIAL COHESION pillar, to be described in step I of the analysis*

THEME OF RESULTS TO BE SUMMARISED	RESULTS SOURCE: CITY-BASED OR POPULATION-BASED	RESULT	GEOGRAPHIC SCOPE: NEIGHBOURHOOD / CITY LEVEL	FORMAT OF THE RESULT
PILLAR RESULTS: **ECONOMY** **For the specific indicators needed for each result, check the tabulation plan**	City Based	Availability and quality of open public spaces	City & Neighbourhood Level	Map
	City Based	Availability and quality of sports facilities	City & Neighbourhood Level	Map
	Population Based	Prevalence of mutual support and solidarity mechanisms	Neighbourhood Level	Text/ Chart
	Population Based	Tensions among groups	Neighbourhood Level	Text/ Chart
	Population Based	Level of participation in local reconciliation, confidence-building initiatives	Neighbourhood Level	Text/ Chart
	Population Based	Institution most people refer to in cases of dispute, or if their sense of safety and security is threatened	Neighbourhood Level	Text/ Chart

2. Once your results are summarised, organise them in the following categories:

• Basic description by AREA: identification and description of the neighbourhoods most affected according to each urban pillar. Depending on the size and complexity of the city, this could be a description of all neighbourhoods affected, or a cluster of neighbourhoods with similar characteristics.

• Basic description by PILLAR: Applicable to all the urban pillars, which will include results related to the scope and level of damage, the operational capacity of the service, the reporting from population on the services accessibility, quality and reliability, and any other themes that are specific to the pillar being explored.

The descriptive results organised by AREA and by PILLAR will then be used for the next phase of the analysis (explanatory analysis) to explain further the results or its underlying causes such as why and how things happened as they did.

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EXPLANATORY ANALYSIS OF URBAN INFORMATION: CONNECT AND CORRELATE RESULTS BETWEEN URBAN PILLARS

Explanatory Analysis Overview

Explanatory analysis looks for associations, correlations and more generally for connections between observations and measurements. Identifying relationships is an important part of the analytic process because it prepares for moving from a simple description of the population and urban conditions to explanations of why and how things happened as they did. This analysis is critical as it allows to identify the causes of current conditions, which should be addressed during the response. It is recommended that a joint analysis process is utilised for this step of the analysis. For further guidance on how to carry out joint analysis refer to section 8.

Steps to Carry Out Explanatory Analysis

The following steps should be followed to explain further the results:

1. **Refer back to context information**: First, the results summarised by AREA and by PILLAR should be connected/correlated with relevant results from the **context analysis**. This will allow for an exploration of what the underlying causes might be for the current conditions of the neighbourhoods or the gaps / main issues in each of the pillars.

The following table 7.6 contains examples of how to connect and correlate the descriptive results with the context analysis, in order to find potential explanations as to why a particular condition is observed.

Table 1.14: *Example* of how to explain further the descriptive results by referring back to relevant context information*

LIST OF DESCRIPTIVE RESULTS BY PILLAR	EXPLANATORY ANALYSIS	URBAN PILLAR	TYPE OF RESULT	DESCRIPTION OF RESULT
Basic description by AREA (neighbourhood or cluster of neighbourhoods)	CONNECT / CORRELATE WITH	BASELINE	MAP	Land use map
		CONTEXT ANALYSIS	MAP	Density Change by Neighbourhood
			TEXT/ CHART	Important conflict events and reason for significance, by date (timeline)
			MAP	Proportion of displaced to non-displaced by neighbourhood
			TEXT	Key urban stakeholders currently participating in local governance, including role, affiliation (political party, community group, etc) and level of capacity
Basic description by PILLAR (Infrastructure & Services, governance, economy, social cohesion & HLP)	CONNECT / CORRELATE WITH		TEXT	Indications of diversity/homogeneity of urban population (religious affiliation, nationality, ethnicity, and/or tribe) pre-conflict, during conflict, and current
			MAP	Locations with cultural / heritage, political, industrial and economic significance, not captured by land-use and zoning

The examples in this table are for guidance only; they cannot be generalised and combinations may need to be added depending on the context. Consult the analysis plan for the full list of indicators and potential outputs.

2. **Connect/correlate results between the different pillars**: Once the initial descriptive results were further explained through the context analysis, the findings from each pillar are then compared with each other to assess how they interrelate, and how this reflects underlying challenges for the city as a whole.

The following table 7.7 contains examples of how to connect and correlate the descriptive results with other analytical outputs produced as part of urban profiling process (from other pillars such as HLP, Governance, Economy, Social Cohesion and Infrastructure & services), in order to find further potential explanations as to why a particular condition is observed. These conclusions inform our understanding of the extent to which a city is able to provide adequate services for all its populations, which in turn contributes to responsible, sustainable and inclusive recovery planning.

Table 1.15: *Example* of how to explain further the descriptive results by correlating results between services and pillars*

LIST OF DESCRIPTIVE RESULTS by PILLAR	EXPLANATORY ANALYSIS	URBAN PILLAR	TYPE OF RESULT	DESCRIPTION OF RESULT
Basic description by AREA (neighbourhood or cluster of neighbourhoods)	**CONNECT / CORRELATE WITH**	INFRASTRUCTURE & SERVICES	MAP	Scope and level of damage by service by neighbourhood
			TEXT	Operational capacity of the service (operational status, staff, consumables and equipment)
			MAP/TEXT	List of neighbourhoods currently not covered by catchment area of the service (deficit in catchment area)
		GOVERNANCE	MAP/TEXT	List and spatial distribution of ongoing interventions by type and coverage
			TEXT	List of non-government actors involved in service provision (to cross-check and compare with 4Ws and results from KIs with sector experts
Basic description by PILLAR (Infrastructure & Services, governance, economy, social cohesion & HLP)	**CONNECT / CORRELATE WITH**	HLP	MAP/CHART	Levels of damage of housing stock
			MAP/CHART	Percentage of affected buildings by neighbourhood
			MAP/TEXT	Type of tenure evidence by neighbourhood
			MAP/TEXT	List and location of abandoned neighbourhoods
			MAP/TEXT	List and location of neighbourhoods with secondary occupation
			TEXT	Barriers to return
		ECONOMY	MAP	Levels of damage to support infrastructure (including markets)
			TEXT	Changes in local production, city and its local surroundings – pre-conflict / current
			TEXT	Changes in trade – pre-conflict / current
		SOCIAL COHESION	MAP	Availability and quality of open public spaces
			MAP	Availability and quality of sports facilities
			TEXT/CHART	Prevalence of mutual support and solidarity mechanisms

The examples in this table are for guidance only; they cannot be generalised and combinations may need to be added depending on the context. Consult the analysis plan for the full list of indicators and potential outputs.
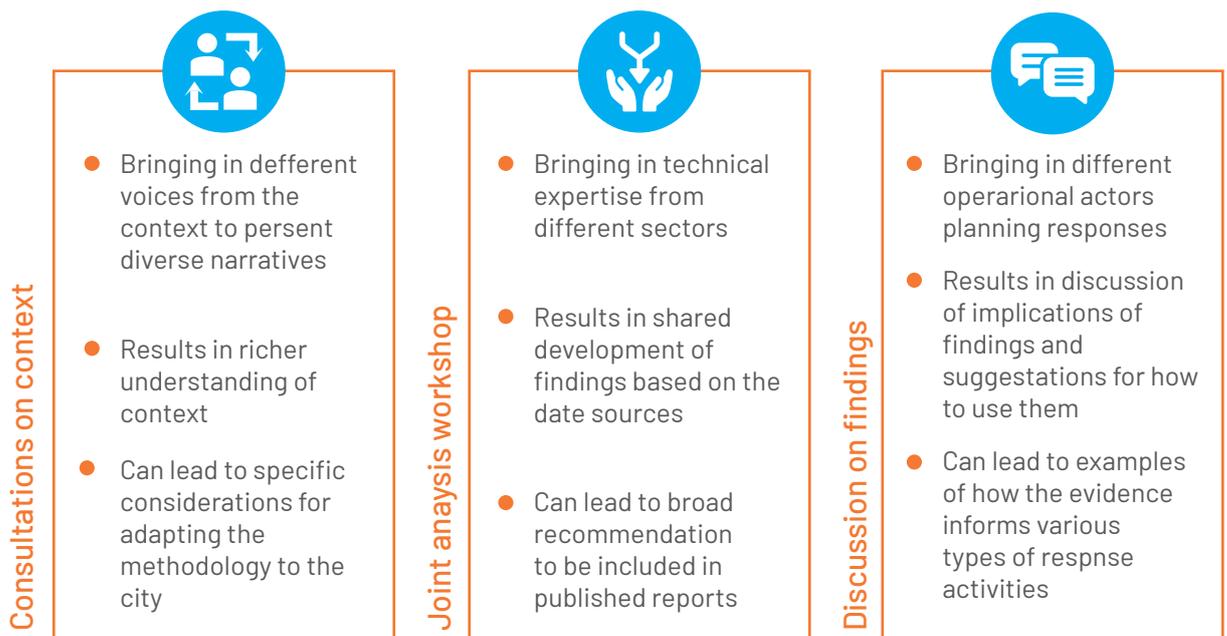
IMPLEMENTING JOINT ANALYSIS

To achieve the UrbAN-S vision, the data produced needs to be both useful and usable.

Assumptions:

- Data is more likely to be used when it is:

  - Relevant - tailored to a specific context

  - Well understood - rigorously analysed and results clearly communicated

  - Trusted - transparent methodology, with agreement on the main findings

- Responses are more likely to be complementary and adapted to urban areas when:

  - Different types of actors come together to interpret the same main findings and discuss next steps

Meaningful engagement with intended users of the data throughout the data collection process is the best way to achieve these goals.

The objectives of stakeholder engagement in an urban profiling process are to build off of the understanding of the context to create a tailored and relevant methodology, enrich the analysis through wider interpretation of the results, to generate agreement over the interpretation, and to increase understanding and trust among data users and decision-makers.

Consultations on context

- Bringing in defferent voices from the context to persent diverse narratives

- Results in richer understanding of context

- Can lead to specific considerations for adapting the methodology to the city

Joint anaysis workshop

- Bringing in technical expertise from different sectors

- Results in shared development of findings based on the date sources

- Can lead to broad recommendation to be included in published reports

Discussion on findings

- Bringing in different operarional actors planning responses

- Results in discussion of implications of findings and suggestions for how to use them

- Can lead to examples of how the evidence informs various types of respnse activities

Given the limitations of this in the Syrian context - namely the remote nature of managing data collection processes and the risks for formally involving local stakeholders - stakeholder engagement will necessarily be limited. This will be sought, for example, as part of the Context Analysis phase of data collection through a series of unstructured key informant interviews with trusted informants with expertise on urban development and displacement trends at the city-level, called consultations on context.

Consultations will be followed by deeper engagement during and following the analysis of the results. Different approaches for this engagement will be needed for different cities, depending on the risk of being involved in data collection and the role of the authorities in the response.

The most collaborative way to engage data users in the data is to involve them in the process of understanding preliminary findings and linking these together for a broader, intersectoral analysis of the priority issues facing a city (for example barriers to urban development or durable solutions for displaced populations). This is best achieved through one or a series of joint analysis workshops to build capacity for understanding the findings while bringing in different types of technical expertise. These are followed by discussions on findings

to assess the implications of the findings for response planning (the "so what").

The objectives of joint analysis workshops are not to create a comprehensive action plan but to enrich the analysis through wider interpretation of the results, to generate agreement over the interpretation(s), and to increase understanding and trust among data users.

Each workshop should include a combination of:

• Short presentations on findings, presented in short statements and with clear visual material such as maps and infographics that the audience can get familiar with.

• Thematic group discussions where participants can expand on the findings and discuss their relevance for their own sector/planned work related to the city's recovery.

• Final group discussion reviewing and expanding the inter-sectoral recommendations utilising the findings presented and the outcomes from thematic group discussions.

• The reasoning behind this suggested format is to use the opportunity to build the capacity of operational partners to understand and engage with the findings, encourage a more in-depth discussion around the content, and to make sure the participants understand how these findings could eventually inform decision making and policy.

While any of these three types of engagement could produce recommendations as a concrete output for published products, whether to reach this point or how to use the recommendations could be left as a decision to the participants involved.

Background: This is in line with the levels of analytical thinking[3] , which suggests that while data can be quite easily described by one organization working alone, the richness and relevance of the data increases if the deeper explanatory (the why) and interpretive (the so what) analysis is done jointly to ensure that many viewpoints are taken into account.
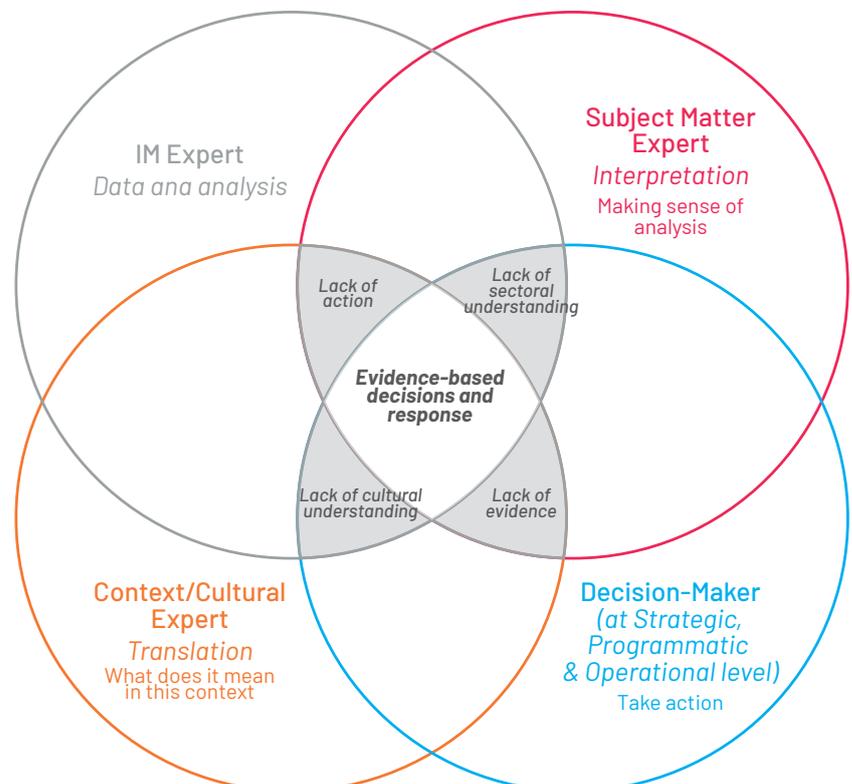
Selecting participants: While some assume that the priority should be placed on bringing high-level decision-makers together as the only way to bring about action, joint analysis and discussion of the findings is actually most effective when it brings together different types of complementary expertise.

Evidence-based decisions and response - Venn Diagram

Evidence-based deicision making and response is generated by the interaction of four main skillsets. Exclusing even only one of them undermines the veracity and usefulness of results.

The modalities and process of their interaction must be rigorous and predictable, for results to be useful and usable

• *Discounting Information Management (IM) skillset results in lack of evidence.*

• *Discounting the subject matter or the cultural expertise prevents make sense of information (for a specific sector and in a specific culture/context).*

• *Excluding decision-makers results in lack of appropriate action.*

IM Expert
Data ana analysis

Subject Matter Expert
Interpretation
Making sense of analysis

Lack of action

Lack of sectoral understanding

Evidence-based decisions and response

Lack of cultural understanding

Lack of evidence

Context/Cultural Expert
Translation
What does it mean in this context

Decision-Maker
(at Strategic, Programmatic & Operational level)
Take action

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3 Analysis Spectrum ACAPS

From Interagency Information Management Working Group focused on the Grand Bargain Needs Assessment Workstream, May 2018

Participants with **insight into the data collection and analysis** (so-called "data experts" sometimes working in the field of Information Management) provide the necessary link between how the data was collected and how it can be understood, for example helping others to draw appropriate conclusions from the data given its limitations. Participants with **detailed contextual or cultural understanding** can help to ground-truth the results from the data and more easily identify the implications of certain findings. Similarly, **specific technical expertise**, whether about transportation infrastructure or services to displaced populations, helps to demystify the results by, for example, explaining whether a situation is worse or better than expectations in comparable contexts. Lastly, it is critical to have an **understanding of how decisions are taken at three different levels - strategic, programmatic, and operational** - in order to bring insight into the political context and to differentiate between recommendations that are actionable and those that are not.

Bringing a group together with each of these areas of expertise helps to ensure that the conclusions and recommendations coming from the data are appropriate, relevant (context-specific and technically-sound), and actionable.

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