Required Sectoral Module
COMMUNITY AND
SOCIAL DIMENSIONS (OF URBAN RESILIENCE)

In a resilient city, all residents, including marginalized and excluded groups[1] , are given equal and fair access to basic services (*inclusive*). Social protection measures, such as safety net programs, target all vulnerable segments of the society and effectively deliver support under (or in anticipation of) any given scenario (*robust and coordinated*). All residents have equal access to economic opportunities and have sufficient capacity to deal with and bounce back from shocks and stresses (*redundant and inclusive*). Decision-making and planning is transparent, inclusive and participatory to reflect community priorities and needs (*inclusive and reflective*). A resilient city creates opportunities for a thriving civil society that supports the representation of all members of society, including a fair and effective crime prevention and justice systems (*robust*).

TOPIC	GUIDING QUESTION	APPLICABLE RESILIENCE QUALITY	RELATIONSHIP TO RESILIENCE QUALITY
Access	**Do all segments of the population have access to basic services (transportation, water, sanitation, energy) and social services (education, healthcare, and community facilities) at an affordable price?**	Inclusive	Equitable provision of basic services is essential for minimizing human vulnerabilities. Once basic needs are met, people can construct buffers for overcoming unforeseen disturbances. When governments are not able to provide affordable basic services, the poor often end up paying for high price alternatives.

[1] Some marginalized and excluded groups may be specific to the location and context being assessed. Local knowledge should be used to define and identify excluded groups which may include: indigenous peoples; persons with disabilities; women; older people; sexual and gender minorities; ethnic, racial and religious minorities; migrants; and others. It may be helpful to provide details on which groups were included in the analysis and which were not.

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Access:	Does the city have a high income inequality and high unemployment rate? Are vulnerable groups and minorities excluded from public life, the workforce, education etc.? Are there existing efforts to increase the agency of marginalized groups?	Inclusive	Income equity, low unemployment and acceptance of diversity are common characteristics of cohesive societies, where interactions between individual members and the government are based on trust and support, and there is a strong focus on the common good.
Institutional Capacity	What kind of social service programs exist in the city? Who is responsible for planning and delivering them? If there are multiple agencies, are they coordinated?	Coordinated; Robust	Having designated social service agencies in the city is important for improving the conditions of the poor and vulnerable, and alleviating structural unemployment. Examples of support provided by social services are assistance programs focusing on food, health, child-care and electricity access. Coordination among social services is important for avoiding assistance overlaps and gaps.
Institutional Capacity	Does the city have the capacity to adjust and/or increase the provision of basic services in line with rapid changes in the population, resulting from rural to urban migration, influx of refugees, etc.? Are there mechanisms to provide feedback on the quality of basic service provision?	Robust, reflective	Proactive management of core services and well-maintained service systems are better able to accommodate abnormal demand, withstand unusual pressures and continue functioning during hard times.
Institutional Capacity	Is social tension an issue in the city? Is the tension between different groups within the city, or between the city and certain groups? Are the drivers of the tension understood? Does the city monitor social conflicts between different groups in the city? Are there programs to tackle causes of social tensions (e.g. income inequality, discrimination, social exclusion etc.)?	Reflective	Understanding the causes of social conflicts help mediate and prevent them from escalating.

Institutional Capacity	Is there systematic collection and updating of socio-economic baseline data (disaggregated based on gender, disability, age, or other forms of exclusion), including information on vulnerable or excluded groups? Are the national civil registries, poverty and vulnerabilities databases integrated into DRM management information systems?	Reflective	A socio-economic baseline helps monitor social development in the city and allows for targeted social protection of vulnerable groups. During disaster response, vulnerability targeting can be facilitated by disaster response databases being linked to existing civil registries, poverty databases, or social protection databases.
Finance	What are the funding sources for social programs and services? To what extent is the funding discretionary at the local level? To what degree are funding sources and programming coordinated across agencies? Is there transparent access to budgetary information available to citizens?	Coordinated; Robust	Targeted planning and implementation of social programs relies on predictable and reliable funding sources. When the city has the discretionary control of social funding, it can be held accountable for maintaining a correlation between development goals and distribution of funding. Where human resources and financing for social services are limited, coordination helps improve efficiency, targeting and flexibility of both ordinary and exceptional social service programming.
Social Protection	Are there social protection or safety net programs for the poor, persons with disabilities or other vulnerable groups in the society? What risks do they cover? Is an appropriate combination of beneficiary targeting applied (e.g. geographic, poverty-based, self and community-based)? Do regular social protection programs include vulnerability to natural hazards and climate change impacts in the beneficiary selection criteria?	Redundant	Social protection programs are meant to buffer risks that affect individual households, communities, regions or nations, so that vulnerable groups can escape both transient and chronic poverty during hard times. Effective social protection programs are based on an understanding of how different risks, including those related to climate change, may affect future livelihoods and well-being of individuals and communities.

Social Protection	Are there social protection or safety net mechanisms to address poverty and social exclusion? Is there a transparent post-disaster beneficiary system in place that can verify beneficiary identities, track beneficiaries and verify payments? Is the system user-friendly (multi-lingual if needed), socially and culturally sensitive? Does it include effective grievance mechanisms that citizens are aware of and have access to?	Robust	Social protection or safety net programs targeting poor/marginalized citizens help them to access economic opportunities. The design of a post-disaster beneficiary system determines how effective it is in reaching the individual and groups most affected by a shock/disaster.
Community Awareness & Citizen Engagement	To what extent does the government engage citizens in local development decision-making? Are there mechanisms to ensure that all segments of the affected population can and do participate?	Inclusive	Through participation, affected communities can help identify vulnerabilities and localized risk reduction strategies that build on strengths and capabilities of communities. Inclusive decision-making can be achieved through design of culturally and socially sensitive participation platforms.
Community Awareness & Citizen Engagement	Does a free press and media channels exist in the city? Are there other mechanisms for public dialogue and feedback loops?	Inclusive	Free press contributes to improved governance and social development by highlighting public concerns and thereby encouraging government accountability and transparency.
Community Awareness & Citizen Engagement	Do effective civil society organizations exist in the city? Are they seen as legitimate, cooperate with each other and the city government, and have high participation?	Inclusive	Civil society organizations can help coordinate public actions and effectively channels citizens' demands towards the government. The efficiency and targeting of government programs can be improved by the government dealing with organized citizen groups rather than individuals.

Community Awareness & Citizen Engagement	Do communities play a role in analysis, planning, and decision-making for disaster/climate risk reduction or recovery?	Inclusive	By contextualizing risks, community members can help identify a wide range of correlated vulnerabilities, risk reduction or recovery methods that are most desirable for those affected.
Community Awareness & Citizen Engagement	Are local hazard trends, preparation steps and key responses communicated regularly to the population? Are local communities taught how to respond to a range of disasters or shocks?	Reflective	Community awareness of potential risks and knowledge of key responses helps increase safety and effectiveness of disaster response.
Community Awareness & Citizen Engagement	Does the city maintain data on extreme events, key responses and preparation steps concerning hazards? Is the database accessible for everyone? Can everyone contribute to make or update the database? Is the database updated on a regular basis? Is there any scenario planning that takes place?	Reflective	A hazard database can be used to make informed decisions about future risk reduction interventions. In order to understand a variety of area uses/values at risk and learn from past responses, participatory mapping can add depth to the information provided in the database.
Empow-erment & Capacity Building:	What informal risk management strategies do communities make use of? Are these strategies understood/researched and, where appropriate, supported? To what extent do communities drive decision-making in disaster recovery programs? Are women provided a formal role in disaster and climate risk management?	Reflective	Communities often develop strategies for dealing with risks and everyday stresses that are embedded in wider livelihood strategies. Understanding the lived experiences and identifying co-benefits of coping strategies is important for evaluating which autonomous adaptation efforts to support. Women are often the architects of resilience at community level. Empowering women and formalizing their role in risk management can contribute to resilience.

Empowerment & Capacity Building:	**To what extent does the local government provide training in risk reduction for local officials and community leaders? Are there community-level disaster risk management committees or similar entities?**	Coordinated	Community leaders are important channels for increasing public awareness on risk reduction. Community members are often the first respondents in a disaster and can be even more effective if they are organized and coordinated with other emergency response agencies.
Livelihood Protection & Enhancement:	**Are efforts made to support diversification of household income sources and livelihoods? Is healthy risk-taking behavior for livelihood enhancements encouraged for the sake of strengthening the household's adaptive ability?** **Do all groups, including women, have access to the educational, technical, and financial resources necessary to diversify livelihood sources?**	Redundant	Diversification of income sources and livelihoods increases resilience in face of single-industry impacts. Knowing that safety nets exist can allow households to take initiatives that incur some risks, but potentially diversify incomes sources and create higher returns.
Gender	**To what extent do women participate in the formal economy? To what extent to women participate in decision-making at household and community levels? To what extent do women have access and control over key productive assets?**	Inclusive; Redundant	Gender equality in the formal economy allows women to escape economic dependency on men and become autonomous members of their societies. Having two sources of household income is also a way of diversifying this income. Women often place higher emphasis on welfare related goals than men, which is why their role in household and community level-decision making is important.
Gender	**To what extent do women participate/lead community level disaster and climate risk management efforts (before and/or after disasters)? Do women have equal access to relief and recovery resources? Are women's property and inheritance rights are adequately recognized to protect their assets?**	Inclusive	In many societies, women are disproportionately vulnerable to the impacts of extreme events. Their contribution to the design and implementation of risk management efforts is important for choosing strategies that ensure their needs are met.

| Crime and Violence | Are the drivers and patterns of crime and/or violence understood? Does a multi-sector, multi-agency violence prevention strategy exist? Are security and justice institutions adequately trained and resourced? Do they have capacity to engage all groups (including women, marginalized groups) and promote a safe environment? Is gender-based violence an issue? Do security and justice systems staffing reflect the diversity of the city? | Robust; Inclusive | A comprehensive and contextually appropriate approach to law enforcement facilitates the reduction and prevention of crime and corruption in a city. By instituting a transparent justice system based on ethical principles, cities can uphold the rule of law and promote citizenship in daily life. These norms are critical to maintaining order during times of stress. Well planned and resourced law enforcement facilitates peaceful recovery, and ensures a healthy population by reducing crime-related injury, fatality and stress. |