00:04 Increasing numbers of people are being affected by crises in urban areas,

00:09 but up until now, international humanitarian agencies

00:12 have struggled to adapt their commonly-used methods to the expanding urban environment.

00:16 There is a need to learn from previous urban interventions

00:19 and work in ways that don't just adapt existing methodologies but embrace the complexity of the city.

00:25 The Norwegian Refugee Council learned valuable lessons

00:28 when they took a different approach in their urban program in Baghdad.

00:30 These key lessons demonstrate the need for a shift in approach.

00:34 Working in urban areas is much more complicated than in rural settings

00:38 and it requires working at many scales, for example,

00:42 shelter interventions might take place at household, neighbourhood, district, city, and national levels.

00:48 In order to decide how to do this, humanitarian agencies need to ask questions

00:52 about how they can complement and support a city's own recovery pathways across multiple scales.

00:58 Analysis is key. Only through mapping the stakeholders’ and institutions’ policy and legal frameworks,

01:03 and history and culture of a city, will it be possible to begin to understand how to navigate a route through.

01:09 Good analysis forms the basis for strategic programs by identifying different entry points

01:14 and activities that will ensure the most effective assistance.

01:17 Tackling problems from multiple entry points, and with different stakeholders at different scales,

01:22 enables activities to support and build on each other, and increases the likelihood of success.

01:28 Using their core skills, humanitarian agencies can build capacity

01:32 and empower communities so that even short-term projects have long lasting effects.

01:37 Humanitarian agencies can establish and reinforce relationships between communities,

01:42 service providers, or local authorities that remain even once they have left.

01:47 While a focus on the analysis and relationship-building might seem like the long way around,

01:51 embracing a different type of thinking that recognizes and works with existing systems

01:55 enables people affected by crisis to achieve longer lasting change.

02:00 For guidance on how you can initiate longer lasting change through your next urban project,

02:04 visit www.nrc.no to download Lessons from Baghdad.

02:10