

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

A. BASIC INFORMATION:

Title of the experience : The best mechanisms for developing and management the relation between the municipality and the local community		
Name of city/region : Beit Sahour / Bethlehem Governorate / Palestine		
Promoting entity: Community and Public Participation		
Country: State of Palestine		
Starting date: <i>March 21st, 2011</i>		Finishing date : <i>October 21st, 2011</i>
Name of the contact person:		
Position of the contact person:		
Contact telephone:		E-mail:
Population size: 14000 residents		
Surface area: 5 km ²		
Population Density: 3200 per square kilometer		
GDP per capita: \$1,924.60 (Country's GDP per capita)		
Sector of the economy: 34% converted industries 27% trade 17% government or private employment 11% services 6% agriculture 5% labor market		
Type of experience:	Participatory budget	
	Urban planning	
	Councils	
	Diagnosis, prospection, prioritization, monitoring etc. workshops or spaces	✓
	Forums and audiences	
	Referendum/Public consultation	✓
	Citizenship judging committee	✓
	Open-government/ e-government	
	Public participation in the Law	
	Others : Public participation to develop mechanisms for management of relation between municipality and local community	✓
Regional scope	Entire Region	✓
	District	
	Neighbourhood	
Thematic area	Governance	✓
	Education	
	Transportation	
	Urban management	

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION



AWARD APPLICATION FORM

	Health	
	Safety	
	Environment and/or urban agriculture	
	New social movements and associations	
	Culture	
	Housing	
	Employment	
	Decentralization	✓
	Local Development	✓
	Learning/training	✓
	Economy and/or finances	
	Legal regulations	
	Social inclusion	
	All	
	Others	

B. PROCESS

DESCRIPTION OF THE CONTEXT IN WHICH THE EXPERIENCE OCCURRED

(Economic, technical, socio-political, organizational...)

How the experience came up?

Max. 1800 characters/300 words

Good Governance:

Jan Paul Sartre says "I need the other to be what I am". Improving local and national performance and highlighting true spirit of adherence and national sentiment comes through community partnership.

Believing, as Beit Sahour Municipal Council, that we will not be able to work alone, we found it necessary to identify the relationship between the Municipality and different components of the local community.

To support our vision, two committees were established :

Beit Sahour Municipality Local Action Committee

The Committee aims to support the Municipality in developing and promoting communication, interaction and participation between the civil society and the Municipality. It also provides suggestions, recommendations, consultancies and remarks to the municipal council with an aim to improve the services level . Moreover, it cooperates with the municipal council and supports it in its works, implementation and evaluation of projects, as much as it could, in addition to many other relevant tasks. Also, the Committee shall work, through internal regulations developed with the council, on organizing and institutionalizing the Committee's work within a specific organizational and legal framework.

Youth Local Council

It is a group of thirteen youth (males and females) elected by the Council's general assembly according to the majority system and in a direct democratic way. This group of youth voluntarily works with the Local Council. Accordingly, the idea of the Youth Local Council is fits to be a model for building a youth framework empowered to lead its society in the future, especially in the field of local government, and represent the youth needs and future ambitions as a council parallel to the existing Local Council

The council believe in good governance where transparency, accountability, integration of work, strategic dimension and joint planning is the emblem of the work.

The decision was taken ,and the relation with the local community needs to be managed , and for this reason, the idea of the experience was created.

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION



AWARD APPLICATION FORM

OBJECTIVES

(Describe the goal/s of the initiative)

Max. 1000 characters/ 200 words

Project General Objectives:

- To seek toward good governance based on participation and transparency.
- To increase citizens' trust in their local councils.
- To increase citizen's belonging and feelings of responsibility toward his/her city and its civil organizations.
- To unify efforts so as to provide and develop citizens' services with optimal quantity and quality.
- To invest in the different human resources within the city and to benefit from the experiences of these resources in all areas.
- To encourage individual and collective initiatives, particularly initiatives of the private sector.

Specific Objectives:

- To organize the communication and networking process between the Municipality and the local community.
- To find appropriate means and mechanisms to activate and promote the communication process with feedback from citizens.
- To develop the Municipality's employees capacities to manage workshops related to communication and networking.
- To strengthen relationship between the Municipality and the local community with its organizations.
- To measure citizens' satisfaction about the Municipality's performance and programs.
- To identify citizens' priorities and different needs.

DESCRIBE THE EXPERIENCE

Max. 3200 characters/600 words

Beit Sahour Municipality confirms its participation of the Ministry of Local Government vision represented in "good local government capable to achieve sustainable development with active community participation".

Based on this belief, Beit Sahour Municipality has gone through this experience as a starting point to develop an annual plan founded on an organized methodology and effective methods to involve the local community in planning and decision making.

Unawareness of citizens of the importance of their role in the planning process and unawareness of the local councils of the importance of community participation as well as both parties unawareness of unifying their efforts to achieve sustainable development are considered the main reasons behind weak communication between the municipality and the local community.

Consequently and during this project, Beit Sahour Municipality found it necessary to develop required procedures and methods to make the communication process with the local community and networking with its organizations within an organized and clear mechanism and methodology successful. At the same time, it adopted a multiplicity of effective tools chosen by the public and controlled by clear regulations and instructions known by all citizens of different levels and directions.

The Manual Contents:

- **Subject**
- Table of Content
- Foreword
- Manual Objectives
- Definitions
- Methodology

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION AWARD APPLICATION FORM



Procedures Manual of Partnership with Local Community

Part One: Local Council Level

- Hearing Sessions
- Decision Making and Development of Public Policies
- Decision Making and Development of Public Policies – Zoning Committee Decisions
- Decision Making and Development of Public Policies - Bids
- Financial Policies – Identifying Cost of Basic Services
- Financial Policies – Publicizing Financial Lists
- Financial Policies – Preparing Annual Budgets
- Communication with the Public via Facebook
- Communication with the Public via Radio Interviews
- Communication with the Public via TV Interviews
- Networking, partnerships and Twinning with Local and International Institutions (Organizations)

Part Two: Community Participation in Providing Municipal Services

- Buildings and Licenses
- Buildings and Licenses – Dissemination and Publicizing of Licensing Laws
- Meetings for Constructing Roads
- Complaints
- Health and Environmental Services – Awareness campaigns
- Health and Environmental Services – Voluntary Work
- Handicrafts and Industries (Dissemination of Licensing Procedures)
- Handicrafts and Industries – Meetings with the Handicrafts and Industries Sector
- Infrastructure Services
- Tourism (Implementation of Programs for Developing Internal Tourism Itineraries)
- Tourism (Promotion of Handicraft Industries)
- Culture and Arts

All the procedures were developed through meetings and workshops where the following questions were asked and discussed with the participants:

- What are the problems that each of the sectors confront in Beit Sahour?
- How do you expect that the Municipality contribute to solving these problems?
- In your opinion, what is the optimal way to communicate with the Municipality so as to support coordination and joint work between the Municipality and your organization or institution?
- What is currently required from organizations and organizations (sector) to continue playing its pioneer role?
- What is the best way for communication and networking between the Municipality and organizations to provide the best services for the city and citizens?
- After completing the workshops, the answers of participants from all sectors have been collected in groups according to the question theme.

Summarizing the results was the input that helped in developing the manual which was developed by the local community as they see their partnership has to be.

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

LEADERSHIP AND SHARED RESPONSABILITIES.

(who drive the process. Tasks, responsibilities and functions for the different actors).

Max. 1000 characters/200 words

Preparation Phase

- Building capacities of employees and representatives of the Support Committee and the municipality employees in the subject of developing community participation (was the responsibility of the hired consultant for the purpose of training in)
- Preparing a methodology for holding sectorial workshops (was the responsibility of local community & municipality employees)

Consultancy phase with local community

- Holding seven workshops with the targeted seven sectors (was the responsibility of the municipality employees & PR department & community representatives , local action committee)

Manual preparation phase

- Holding internal workshops in the Municipality at the level of the Municipal council and the heads of Departments (based on the sectorial workshops outputs) (was the responsibility of the municipality employees, local action committee).

Holding a workshop with Municipal council and the heads of Departments to discuss the primary edition of the Manual (was the responsibility of representative of donor & consultant for the purpose)

Final workshop

- Holding a final workshop to present the Manual and give remarks (was the responsibility of the municipality employees, local action committee).

Printing, publication and dissemination (was the responsibility of the municipality employees & the press)

COLLABORATION WITH OTHER ENTITIES OR WITH OTHER DEPARTMENTS OF THE SAME MUNICIPAL GOVERNMENT

Max. 1000 characters/200 words

	Entity/ Department	Tasks
1	Mayor , council members	<ul style="list-style-type: none"> - Approve procedures - Approve tasks - Member of steering committee of the project
2	Local action Committee	<ul style="list-style-type: none"> - Participate in training - Shared the capacity building projects - Share in controlling and managing workshops - Share the discussion of developing the manual format - Filling questionnaires - Develop and suggest the manual procedures with the

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION



AWARD APPLICATION FORM

		local committee
3	Shadow council(youth council)	<ul style="list-style-type: none"> - Participate in training - Shared the capacity building projects - Share in controlling and managing workshops - Share the discussion of developing the manual formats - Filling questionnaires - Develop and suggest the manual procedures with the local committee
4	Administrative Department, Financial Department, Engineering department, Health Department and one stop shop	<ul style="list-style-type: none"> - Participate in training - Shared the capacity building projects - Share in controlling and managing workshops - Share the discussion of developing the manual formats - Develop the manual procedures with the local committee - Meetings with all sectors
5	Projects &Public Relation Departments	<ul style="list-style-type: none"> - Arrange training courses - Arrange for workshops - Facilitate the consultant work - Arrange with the donor - Approve payments - Arrange with Media - Arrange all kinds of meetings with all participants - Printing, publication and dissemination - Summarize outputs and results - Approve the final shape of manual - Documentation

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION



AWARD APPLICATION FORM

C. METHODOLOGY

DESCRIBE THE METHODOLOGY AND THE PARTICIPATION MECANISMS IMPLEMENTED IN THE DIFFERENT STAGES OF THE PROCESS.

Max. 1000 characters/200 words

To prepare the Procedures Manual, it has been agreed to hold a number of meetings aimed to identify a number of key themes to develop the relations between the Municipality and citizens, increase people participation in the Municipality's activities and programs and provide best solutions and visions to deal with these issues and problems. Therefore, these tasks have been implemented through the following methodology:

- Contracting with local consultant to assist in developing the Manual and facilitate holding specialized workshops.
- Training the Municipality staff and the local community representatives on subjects related to community partnership and to manage the workshops on developing the Manual.
- Developing a questionnaire for measuring performance of the trained staff.
- Dividing the local community sectors into seven key sectors, which include:
 1. Women of different age groups
 2. Young people of different age groups
 3. Tourism and private sectors and handcrafts sector
 4. Media people, academics and intellectuals
 5. Administrators working with young people in schools and clubs
 6. Health sector and people with special needs
 7. Religion and political sector and housing cooperatives
- The trained team in cooperation with a consulting firm held specialized workshops for each sector. The workshops discussed the following:
 - Concept of community partnership.
 - Identification of strengths and weaknesses in communicating with the targeted sector.
 - Writing down citizens' feedback regarding the best techniques to develop partnership with the local community.

CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

D. FUNDING STRATEGY AND BUDGET

BUDGET						
Total amount and percentage amount over the total costs of the project/institution/department.						
Description	Unit	Unit Cost (NIS)	Quantity	Total Cost (NIS)	Municipality Contribution (NIS)	GIZ contribution up to (NIS)
Activity A-Media & Promotion						
TV advertisements	per ad (4 times a day for 5 months)	25	600	15,000	5,000	10,000
Radio Advertisements	per ad (5 per day for 5 months)	22	750	16,500	5,500	11,000
Newspaper	per ad	600	5	3,000	1,000	2,000
Posters	per poster	15	100	1,500	500	1,000
Banner	per banner	400	5	2,000	600	1,400
Promotional material (Pen Holder, Notebooks, pens...)		8	1000	8,000	2,600	5,400
Sub-total				46,000	15,200	30,800
Activities – Workshops						
Hall rent	With community	500	11	5,500	5,500	
Hospitality up to # 60 participants per workshop	With community	1,600	11	17,600		17,600
Subtotal				23,100	5,500	17,600
Printing & distributing materials						
Printing and design manual		50	200	10,000		10,000
Subtotal				10,000		10,000
Project Management & Consultancy						
IT Consultant (promotion of the project on the website, update press releases, survey data entry)	Work Day	1,000	Up to 18 WD	18,000	18,000	
SPSS expert (survey analysis)	Lump Sum			2,500		2,500
Community participation expert	Work Day	1,500	15 WD	22,500		22,500
Coordinator	Month	3,000	6	18,000	18,000	

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION



AWARD APPLICATION FORM

Sub-total				61,000	36,000	25,000
Total				140,100	56,700	83,400

FUNDING STRATEGY

Origin of funds (own, subsidies, donations, etc.). List of partners to the initiative noting if they are public or private actors.

Max. 1000 characters/ 200 words

Partner 1 : GIZ

The contract for local subsidies was signed between the Deutsche Gesellschaft fur Internationale Zusammenarbeit (GIZ)Gmbh represented by Andreas Joras , Country Director and Beit Sahour Municipality represented by Hani Hayek , Mayor as a recipient. They both agree the following will govern the granting of a local subsidy from GIZ project funds for the promotional period from March 21st ,2011 to October 21st ,2011.

1. Amount and use of the local subsidy:
The GIZ shall grant a subsidy of up to NIS 83,405.00
2. This subsidy is intended exclusively for the payment of activities aiming payments at increasing the community participation.and buy –in of the local community in Municipality`s decision making process and developing a communication strategy and mechanism to promote and institutionalize the community participation within the municipality.
 - I. Endorse and disseminate of the manual
 - II. Obtaining input for the strategic and development plan
 - III. Assess resident satisfaction with the municipality services
3. The receipt shall be advised by the GIZ principle advisor
4. Payments of the subsidy will take place on the 21st of each month, and the final payment shall be done after finalizing the activity and submitting all relevant documents
5. The receipt will enable GIZ to examine the books and all documents.
6. Final Report is requested at the end of the project.

Partner 2: Different sectors of the local community.

Women, Tourism, Private Sector, Handicraft, Research, Media Advocacy, Culture, Academics, School Administrators & Muni Staff, Health Sector & Special Needs, Youth, Religious Sector, Political Party Reps, Housing cooperatives

CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

E. INFORMATION SPREADING AND FEED-BACK TO THE PARTICIPANTS

DESCRIPTION OF THE INFORMATION DISSEMINATED DURING THE PROCESS.

What kind of information has been disseminated?

Max. 1000 characters/ 200 words

1. Kind of problems (swot analysis) for each sector , and the way of solving the problems the sector is facing in cooperation of the municipality(the role of the municipality toward supporting the sector)
2. Developing the relation between these sectors and the municipality
3. The success and impact of this project is found in many facets of its implementation:
 - The success of the 9 workshops with the different sectors of the community;
 - The information gleaned from these workshops regarding the evaluation of the municipal services, input for the SDIP and input for the communication manual.
 - The proper organization and use of the information obtained.
4. Capacity Building for representative of local community and municipality staff :
 - Workshop management
 - Communication skills
 - Mediation
 - Public speaking
5. The creation of the communication manual and its contents* which minimally must include:
 - The optimum mechanisms for community participation/engagement;
 - Indicators and measurements of success.
6. Measurement of performance indicators of the municipality and evaluation of services
7. Priorities of projects to be used as input in the strategic development and investment plan.

FEED-BACK TO THE PARTICIPANTS

To whom has the information been returned? (General, individual, sectorial return). In which stage/s of the process the information has been returned? Is the return mandatory? Used means/ channels for returning the information.

Max. 1000 characters/ 200 words

The municipality representatives (the local relation officer), the public relation department manager with the consultant have arranged for the nine workshops with different sectors as mentioned above. The agenda of each meeting was as following:

- Presentation about the municipality services , plans ...etc. ,
- Presentation about the project , objectives and expected outputs
- Open discussion between the sector representatives and the municipality council members and employees.
- Focus groups to discuss the best mechanisms to manage the relation between the municipality and the sector
- Presenting the results, and summarize it
- Filling a questionnaire for measuring and evaluating the performance of the municipality and the services provided to people.

CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

- Discussing priorities of projects according the sector point of view.
 Therefore, all information are collected and documented by the municipality Public relation department, while all information (feedback) are analysed by the municipality representative and the consultant.
 The results of the questionnaire was summarized and analysed by the spss expert, and the results were presented to all participants in separate workshop.
 A committee consisted of the consultant, GIZ representative; the municipality representatives summarized the feedback of all participants in all sectors and decided the contents of the manual.
 The manual will be distributed to all the participants, civic organizations, visitors, municipalities and will be discussed to be used as a model for other municipalities.

F. RESULTS

TOTAL NUMBER OF PARTICIPANTS. PERCENTATGE OF PARTICIPANTS OVER THE TARGET POPULATION GROUP. PROFILE OF THE PARTICIPANTS.

Max. 500 characters/100 words

Total No. of population = 14000 inhabitants.

50.1% are males, 49.1% are females

People who participate in the workshops:

No.	Sectors	No. of Participants	Profile
1	Women	50	Households and employees
2	Tourism, Private Sector, Handicraft	70	Concentration on people who are working in handcraft and tourism, as they represent 34% of the economic profile of the city
3	Research, Media Advocacy, Culture, Academics	80	Represent the educated sector
4	School Administrators & Muni Staff	70	Represent people who are working with youth
5	Health Sector & Special Needs	50	Concentration on special needed persons as a sector who needs more attention
6	Youth	50	The higher percentage of population
7	Religious Sector, Political Party Reps, Housing cooperatives	30	To cover all parties in the city.

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

HAVE THE RESULTS BEEN DOCUMENTED? WHAT KIND OF DOCUMENTATION IS IT? HAVE OUTCOMES BEEN RETURNED TO THE CITIZENS?

Max. 1000 characters/ 200 words.

The following results were documented as hard copies and soft copies for each workshop

No	Description	Soft Copy	Hard Copy
1	All invitations to participants	✓	✓
2	Agenda of workshops	✓	✓
3	Presentations in the workshops	✓	✓
4	The focus groups work and results		✓
5	The questionnaires filled for all sectors		✓
6	The results of the questionnaires	✓	✓
7	The Manual which describes the best mechanisms of developing participation of local community	✓	✓
8	Photos	✓	
9	Media advertisements	✓	✓
10	Shots by TV	✓	
11	Radios announcements for the project	✓	
12	DVD for all workshops	✓	

The results and outcomes were presented to people in two workshops, and the manual that contains summary of the whole work will be distributed to local community and citizens in all occasions.

Beside, we will discuss with the Palestinian Authority taking this manual as a pilot to be used by other municipalities in the whole area.

IMPACTS ON PUBLIC POLICY. PLEASE DESCRIBE IF, ONCE THE EXPERIENCE HAS BEEN IMPLEMENTED, HAVE THERE BEEN CHANGES IN THE LEGISLATION, ACTIONS OF THE ADMINISTRATION (NEW PLANS, NEW PROJECTS), BUDGET AND/OR MUNICIPAL MANAGEMENT.

Max. 1000 characters/ 200 words.

This project encouraged the municipality to share the community their decisions. Now there are four committees established to support the municipality in the work . These committees are:

1. Local Action Committee :The Committee aims to support the Municipality in developing and promoting communication, interaction and participation between the civil society and the Municipality. It also provides suggestions, recommendations, consultancies and remarks to the municipal council with an aim to improve the services level and enhance Beit Sahour Municipality in all fields of development.
2. Youth Shadow Council : the idea of the Youth Local Council is fits to be a model for building a youth framework empowered to lead its society in the future, especially in the field of local government, and represent the youth needs and future ambitions as a council parallel to the existing Local Council.
3. The Strategic and Development Plan Supporting Committee: to monitor and evaluate the implementation of the projects according to the strategic plan
4. The civic organizations cooperation committee: was established to facilitate communication between the civic organizations and the municipality.

Therefore ,the impact will be summarized in:

CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

- Seeking good governance based on participation and transparency.
- Increasing citizens' trust in their local councils.
- Increasing citizen's belonging and feelings of responsibility toward his/her city and its civil organizations.
- Unify efforts so as to provide and develop citizens' services with optimal quantity and quality.
- Investing in the different human resources within the city and to benefit from the experiences of these resources in all areas.

IMPACTS ON THE ACTORS. CULTURAL EFFECTS AMONG PARTICIPANTS AND CULTURAL EFFECTS AT THE ADMINISTRATION (TECHNICAL STAFF, POLITICAL STAFF) CAN BE DESCRIBED?

- ✓ **Max. 500 characters/100 words.**

The experience will:

- Organize the communication and networking process between the Municipality and the local community.
- Find appropriate means and mechanisms to activate and promote the communication process with feedback from citizens.
- Develop the Municipality's employee's capacities to manage workshops related to communication and networking.
- Strengthen relationship between the Municipality and the local community with its organizations.
- Measure citizens' satisfaction about the Municipality's performance and programs.
- Identify citizens' priorities and different needs.

EXTERNAL IMPACTS. IS THE EXPERIENCE TRANSFERABLE? CAN IT BE REPLICATED IN ANOTHER CITY OR BY ANOTHER ORGANISATION?

Max. 500 characters/100 words

Now, and in the strategic development planning, the ministry of local government has unified the process of physical and strategic planning. The process depends 100% on the participation of the local community in the whole process. As a local governmental unit, we believe that we cannot work alone, we need the others help. The idea is different now, and the other municipalities now are working toward decentralization. We hope that the attached manual will be considered as a model to be used by other municipalities. The manual is ready now, and it will be submitted to the ministry of local government to have their reply and confirmation about the contents.

G. EVALUATION AND MONITORING.
DESCRIBE SHORTLY WHAT KIND OF EVALUATION (INTERNAL/EXTERNAL) HAS BEEN FORESEEN FOR THE PROCESS, WHO WILL CONDUCT IT AND WHICH PARAMETERS WILL BE MEASURED.

Max. 1000 characters/ 200 words.

There will be three levels of monitoring and evaluation for the project:

1. The Local Action Committee (LAC) - this committee is comprised of concerned and committed residents of Beit Sahour; its purpose is to assist, support and monitor the various projects and activities of the municipality. As this is one of the municipality projects, then it will be monitored and

CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

evaluated by this LAC.

2. The Beit Sahour Youth Council (BSYC) – this shadow council was established via elections in May of 2010 and is comprised of 13 council members with a president and contains over 700 youth in the General Assembly. This sector comprises the higher percentage of residents, and then they have the right to monitor and evaluate this project.
3. The current Municipal Council members.
4. The strategic and development plan supporting committee.

There was also a straight forward and efficient evaluation workshop composed of representatives of all the stakeholders:

1. Beit Sahour Municipality staff and council members;
2. Beit Sahour Youth Council;
3. Local Action Committee;
4. Civil Society (3-5 representatives of each sector)
5. GIZ representatives
6. The consultant who has supervised the project.

WILL CITIZENS BE INVOLVED IN THE EVALUATION? WILL THEY BE PROVIDED WITH THE EVALUATION'S RESULTS?

Max. 1000 characters/ 200 words

Of course the citizens will be involved in the evaluation:

1. They were represented in all workshops.
2. They have evaluated the municipality services in the questionnaire they have filled.
3. There was a long discussion the workshops where they had chances to evaluate the process.
4. They are represented in all municipality committees (local action committee, youth council, the civic organizations committee, the supporting to SDIP committee)
5. They were represented in the final workshop for evaluation of the whole process, and also to be aware of the results of measurement of the municipality performance.

The results of the whole process were presented in a final workshop where they were all invited to discuss the final format of the manual.

In the manual there were a lot of responsibilities for the local community, and the municipality was in touch with representative all the time to confirm the contents.

ONCE THE EVALUATION PROCESS IS FINALIZED, IS THERE A CITIZENS' MONITORIZATION/ FOLLOW UP PROCESS FORESEEN?

Max. 1000 characters/ 200 words

When the manual is finalized, and when the municipality begins working according to its mechanisms and tools, the relation with the local community will be organized and according to known work procedures. Any activity mentioned in the manual has the confirmed way of implementation. (Please see the attached manual).

The manual will be circulated to all organizations, schools, offices, firms.....etc. and people will read the manual, have an idea about the mechanism, and therefore whenever the municipality implement any activity with the local community, then they can be sure that it is implemented according to what all participants have approved.

Beside, the manual is flexible, and the municipality will appreciate all kinds of comments, and feedbacks that will develop the manual. The municipality may accept any suggestions or addition if the participants decided it can benefit the manual, and better organize the relation between the municipality and the local community.

Therefore, monitoring and evaluation are always allowable. Any comments can reach the municipality through the one stop shop (the community service centre), and through it, it will go to the right concerned and responsible people.

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

H. ABSTRACT AND CONCLUSIONS.

HIGHLIGHTS OF THE EXPERIENCE.

Max. 1000 characters/ 200 words.

The experience consists of:

Activity A:

Promoting of the workshops in advance in order to encourage participation and enhance visibility. Preparation of media materials to be distributed in the city and promotion of the project using TV, radio and newspaper advertisements, posters, banners, and a prominent link that includes updates on the official website.

The design and message of the promotion and media materials will be the responsibility of the municipality and its staff. The donor organization's logo will be placed on all materials and mentioned in the broadcasts.

Activity B:

Preparation of materials for workshops:

- PowerPoint presentation on municipality's accomplishments, current projects and future objectives;
- PowerPoint presentation on proposed project ,objectives and expected outputs.
- Short film on Beit Sahour;
- A CD to be distributed that contains the presentation and the short film.
- The establishment of the link and information regarding the project on the official municipality website. Key points, including pictures and status of the progress of the project will be available to the residents on the websites for review and comment.

Activity C

- External input required: Trainer/specialist for workshop facilitation. This trainer /specialist will be responsible for:
 1. training a group of individuals from the municipality, the community (LAC) and the BSYC in workshop facilitation;
 2. Assisting in the composition, organization and editing of the communications manual;
 3. To create the questionnaire that will be distributed at the workshops;
 4. To analyze, organize and present the data obtained from the questionnaire in an easily accessible format.

Activity D:

The project allows for 9 workshops, one for each target group to take place every 2 weeks. In addition to the targeted audience, the workshop will be attended by the mayor, 4 municipal council members (a rotation schedule will be set up) and 4 coordinators from the municipality staff, the LAC and the BSYC.

Activity E:

Two workshops to present and discuss the first draft of the manual with the Beit Sahour residents. The estimated number of attendees is 75 persons.

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION



AWARD APPLICATION FORM

Activity F:

Preparation of the second draft of the manual and its presentation to the appropriate ministries for endorsement.

Activity G:

Preparation of final draft of the communication mechanism manual, its printing and distribution.

Activity H:

An evaluation workshop attended by representatives from all the stakeholders: Beit Sahour Municipality, the LAC, the BSYC, and the different sectors of the community.

FUTURE CHALLENGES TO ACHIEVE.

Max. 500 characters/ 100 words.

The municipality mission is: To provide the best possible services to residents and visitors and to actively pursue consistent development **with the cooperation of civil society** through the proper investment of financial, human and tourism resources in order to gain the trust of residents and visitors. There now and in the future, we insist in keep working with the local community and all sectors of society as this beloved country is belong to all people and not to the municipality itself.

We are looking forward for continuous organized relation where both the municipality and the local community are well aware about their roles.

WHY CAN THE EXPERIENCE BE CONSIDERATED INNOVATIVE?

Max. 500 characters/ 100 words.

We believe that planning shall go step by step from the base to the top of pyramid. Decentralization has to be our theme in working in the governmental local authorities. Now all people are working toward good governance. And we believe that the change will come from people and not from top management.

Our new state has to be supported by good governance, people who believe in change, and believe that they have their role and they have to be committed to it. When people shared the municipality in planning and decision making, then they will feel that they own their city and will be more aware about their role toward it.