

Application Form

PART 1: BASIC DATA

CATEGORIES IN WHICH YOU WANT TO APPLY THE EXPERIENCE

1: TYPE OF EXPERIENCE: *choose the most important element (choose only one element which you consider the most outstanding of your practice).*

A) Deliberation Citizen assembly / deliberation workshop / lottery / legislative theater / participatory planning	
B) Decision Participatory budget / referendum / consultation / participatory process with vote	
C) Citizenship Citizenship / community action / permanent council / civic education / associationism / other initiatives to reinforce local democracy	X

2: TYPE OF GOVERNMENT: *choose one only.*

A) Up to 50,000 inhabitants (towns, small cities, rural areas).	
B) Cities between 50,000 and 250,000 inhabitants.	
C) Cities between 250,000 and 1,000,000 inhabitants.	
D) Large cities or urban areas of more than 1,500,000 inhabitants.	
E) Supralocal, regional, provincial governments	X

Experience data: *complete the information below in a clear and concise manner.*

Title of the experience: Developing "Jordanian Municipalities Community of Practice"
Name of the city or region: Municipalities of Jordan
Inhabitants of the city or territory: +10M
Country: Jordan

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Institution presenting the candidacy: (name of the municipality, department, government, institution leading the candidate experience) "Jordanian Municipalities Community of Practice"		
Website of the experience or institution: N/A		
Profiles in social networks of the experience or the institution: https://www.facebook.com/groups/979268016792669		
Start date of the experience: December, 2022		
End date of the experience: (if operational, indicate "ongoing") ongoing		
Budget of the experience: (indicate the budget of the experience or the resources mobilized for its development and implementation) Voluntary experience – (Support provided by project implemented in Jordan by the Federation of Canadian Municipalities, FCM and funded by the government of Canada. Cost paid by them around 25,000 US\$)		
Type of candidacy (mark with an X in the right column)	New experience	X
	Innovation on an existing experience	
	Continuity of an experience	
Type of experience (mark with an X in the right column, you may choose more than one)	Participatory budgeting	
	Participatory planning	
	Standing council	
	Workshop / meeting for diagnosis, monitoring, etc.	X
	Public hearing / forum	
	Poll / referendum	
	Assemblies / Citizen juries / Deliberation spaces	X
	E-government / Open government / Digital platforms	X

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	Citizen initiative		
	Other (specify): Knowledge Sharing		X
Objective of the experience <i>(mark with an X in the right column, you may choose more than one)</i>	To achieve higher levels of equality in terms of participation		X
	Including diversity as a criterion for inclusion		
	Community empowerment		X
	To empower non-organised citizens		X
	To increase citizen's rights in terms of political participation		
	To connect different tools of participation within a participatory democracy "ecosystem"		
	To improve the effectiveness and efficiency of the mechanisms of participatory democracy		X
	To improve the quality of public decision-making through the mechanisms of participatory democracy		X
	To improve the evaluation and accountability of the mechanisms of participatory democracy		
To improve any public policy through the active participation of the public			
Territorial area <i>(mark with an X in the right column, you may choose more than one)</i>	All the territory	Local	X
		Regional	X
	District		
	Neighbourhood		
	Governance		X
	Education		



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<p>Thematic area</p> <p><i>(mark with an X in the right column, you may choose more than one)</i></p>	Transport	
	Urban management	
	Health	
	Security	
	Environment / Climate change and/or urban agriculture	
	Civic associations, grassroots and new social movements	X
	Culture	
	Housing	
	Job creation	
	Decentralization	
	Local development	
	Training / learning	X
	Economy and/or finances	
	Legal regulations	
	Social inclusion	
All		
Other (write the topic)		
<p>Sustainable Development Goals (SDG) associated with the practice</p> <p><i>(mark with an X in the right column,</i></p>	SDG 1 - No poverty	
	SDG 2 - Zero hunger	
	SDG 3 - Good health and well-being	

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<i>more than one option can be chosen, you can also add the specific target)</i>	SDG 4 - Quality education	
	SDG 5 - Gender equality	
	SDG 6 - Clean water and sanitation	
	SDG 7 - Affordable and clean energy	
	SDG 8 - Decent work and economic growth	X
	SDG 9 - Industry, innovation and infrastructure	
	SDG 10 - Reduced inequality	
	SDG 11 - Sustainable cities and communities	X
	SDG 12 - Responsible consumption and production	
	SDG 13 - Climate action	
	SDG 14 - Life below water	
	SDG 15 - Life on land	
	SDG 16 - Peace, justice and strong institutions	X
SDG 17 - Partnership for the goals		

PART 2: DESCRIPTION OF THE EXPERIENCE

Fill in the following fields clearly and concisely. You can add links, images or graphics if you consider it appropriate.

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Context:

In a **maximum of 300 words**, present the cultural, geographical, historical, institutional and socioeconomic context of the city, region or territory in which the experience takes place.

This experience is taking place among all one hundred Jordanian municipalities. Jordan is an Arab country located in the middle east, with a population of +10M inhabitants and a geographical area of around 89,000 km². Jordan is comprised of twelve governorates as the main administrative territories, and a hundred municipalities covering all local communities.

Jordan has a versatile strong social fabric that was able to comprehend several waves of refugees due to political conflicts in the region, last and most pressing was the Syrian crisis, which put Jordan in front of many challenges on many levels. One of the most pressing issues for Jordan was to provide secure and shelter for the huge number of refugees (1.4 M) residing in Jordan today. At the level of local communities many challenges had to be faced especially in infrastructure overcapacity and the growing competence for available jobs. Municipalities were affected by this situation and need to address these challenges in a more effective collaborative way.

Jordan has limited resources and is considered the 2nd poorest country in water. Natural resources are also limited. With fast growing population due to crises in the region local economic development and building resilient and responsive cities are some of the challenges for local governments.

Precedents:

*Explain the precedents and origins of the experience: if it is the innovation of an existing experience, what are its origins; if it is a new experience, what are the antecedents in participation in your city, region or territory. You can also indicate if you have been inspired by experiences in other cities/countries. (In a **maximum of 300 words**).*

To support the cities around the Kingdom to be responsive to the challenges they face, the Ministry of Local Administration initiated the establishment of training institute. This time, the Institute will be different in its training delivery and development, where people from the municipal sector will be leading it and be responsible for the training. A group of municipal staff and elected officials started with the ministry with technical support of the Federation of Canadian Municipalities through their project in Jordan, developing and delivering trainings. Seeds of technical institute for local administration were planted. With COVID outbreak, the need to have more virtual knowledge sharing, community of practice started to become more of interest. We started to explore the idea, read more, meet and discuss and along the way we started to develop a framework for us to introduce us. We met with a another profession in Jordan who established their community of

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practice and learnt from their experience. We then met with a lawyer to better understand our legal status. We worked on the roles and responsibilities and assigned tasks. Recruitment was key and content development as well. So people when they join they find something useful for them. For that, new series of podcast was created to educate the public and the sector about what local governments do. We called the Podcast “it is not only a street and a bulb/light”. After almost three months from the official launch we have more than 500 members and we conduct biweekly forums with the members to discuss a learning topic based on their interest and needs.

We provide regular trainings on different topics, and can continue with the Ministry of Local Administration’s training institute.

Our community is growing and we working plan. We look for stronger municipalities where they can serve their communities better.

Objectives of the experience:

*What is the objective listed in Part 1 that you think is the most important, and indicate other outstanding objectives of the experience. (In a **maximum of 100 words**).*

To achieve higher levels of equality in terms of participation and improve the quality of public decision-making through the mechanisms of participatory democracy is not always possible for everyone particularly women and those living in remote areas. Having a virtual platform will help equal opportunities to participate and will enable people to learn and share thoughts and experiences.

This knowledge sharing will help and improve the quality of decisions made by the staff and elected officials which will reflect on the residents of their cities. We aim at our platform to host speakers and experts to address the CoP members and educate them about good governance and democratic mechanisms in local governments from different countries.

Methodology:

*Describe the methodology of the experience: phases of the process, participation channels. (In a **maximum of 300 words**).*

Like mentioned earlier the idea started after the COVID outbreak with group of municipal staff who used to deliver training to their peers. Below are the stages of the development.

A- Initiation:

- Developing the “Jordanian Municipalities CoP” charter.
- Choosing proper platform that meets the community’s needs (Facebook closed group)
- Dividing core team into three working groups.

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- Developing tools for knowledge sharing in the community and beyond like, municipal podcast called: not only a lamp and a street!
- Setting community's governance framework: preparing rules and conditions and membership eligibility.
- Developing action plans for the CoP including : Annual topics plan (each topic to be discussed over two weeks), Advocacy and outreach plan, and content management plan.
- Developing "Think Tank" concept to document all thoughts, initiatives, challenges, and proposed solutions provided by members through various community channels.

B- Launching and experimenting:

- Implementing advocacy and outreach plan (starting to accept members)
- Choosing the topics priorities, and therefore topics publishing sequence through a poll for community members.
- Uploading new materials/resources on the platform regularly depending on the topic to be discussed.
- Meeting representatives from international projects in Jordan and abroad to learn from their experiences.

C- Monitoring and Evaluation:

- Analysing available data about the members to check geographic outreach, and respond to insights to through making necessary changes.
- Documenting comments and discussions through a template developed for that purpose.
- Adding a space of two days between any two topics to become more responsive to community needs. The community will choose any subject of their choice to be discussed over two days before starting a new as per plan topic.
- Conducting monthly meetings for the core group to review and evaluate the results.

Innovation:

*Explain what you consider as the most innovative aspect(s) in the practice. (In a **maximum of 150 words**).*

The world is changing quickly and municipal sector is one of the most crucial sectors in people's lives. Keeping cities updated and aware about new opportunities and challenges is key. The Community of Practice will be providing a reliable source of information for all its members, allowing them to meet and build

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new connections in a safe environment. Our general rule is “learning from our peers in other municipalities” and we “learn together”.

For example, Climate change, Urban planning, Budgeting, Solid Waste Management are some of the subjects that are developing quickly. Through the discussion, videos, podcasts, seminars we host someone can learn and use the success and expertise of someone else.

Inclusion:

*Point out the importance of including as many groups and diverse populations as possible, and how you have achieved it. (In a **maximum of 150 words**).*

Our Community of Practice is open for everyone at municipalities in Jordan. Upon consulting with social media experts we were include everyone. Facebook is the most common social media outlet that is used among Jordanians. Our virtual platform is closed Facebook Group which gives the privacy and accessibility needed. Another tool is the Podcast to enable everyone to learn easily, confidentially and trustworthy.

Physical/ Face to Face learning opportunities exist, however, many restrictions such as availability and accessibility of transportation prevent particularly for women and staff of smaller size cities from participating. Being online is available all the time and someone can be in touch with the person who they feel most comfortable with to connect with. Though most of opportunities happen in groups so no one is left behind.

Communication:

*What has been the strategy and communication channels of the experience for engaging the population. (In a **maximum of 150 words**)*

We developed an outreach strategy and assigned a team to work on it. We have large population we want to target. Almost 25000 employees and elected officials. We started with; Facebook campaigns to promote the importance of the “Jordanian Municipalities CoP”, WhatsApp messages introducing the idea with links to more information about the CoP and to the platform, a podcast that was produced to highlight the concept and goals of the community, and many face-to-face meetings with colleagues.

Currently we are at +500members which we see them as our Ambassadors to recruit others. We are also working on improving our communication through conducting: polls on the Facebook to assess the work, receive comments and suggestions to improve certain aspects of functionality, conducting virtual groups’ discussion, and receive private messages.

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Articulation with other actors:

*Explain how the experience was articulated with different actors and simultaneous or pre-existing processes. What roles did these participants assume? Explain the degree of success of this articulation. (In a **maximum of 150 words**)*

The lead group met senior officials at the Ministry of local Administration in Jordan and presented the idea to them. We are also working on presenting ourselves to all 100 municipalities in the country, Civil Society Organizations CSOs and International Organizations. We focus in our communication that our role is to share and exchange knowledge and experiences. We are a learning platform to increase the level of equality in learning for municipal sector which will be reflected on the decision making process at the municipal level.

The Ministry showed interest in cooperating with us as trainers while some International organizations expressed their willingness to support us to grow and expand further. As we are still at the early stages of the establishment we acknowledge that we still have way to go but the good signs we are receiving motivate us to keep going.

Evaluation:

*What evaluation mechanisms have been implemented? Develop whether the citizenry has participated in the evaluation of the practice. (In a **maximum of 300 words**).*

We are paying special attention to hear from our members of what we are working on and how can we improve and develop the process, the content, the role,.. etc. For that, we conducted the following;

- Polls using Facebook,
- Virtual discussions,
- Receiving and answering posts from the members,

Based on this we did make some changes and improvements to our group.

Impacts and results

*Describe the impacts and results of the process. How many people have participated, and what are their profiles? What have been the impacts on public policies, the functioning of the administration, and the citizenry? (In a **maximum of 300 words**).*

The impact of our initiative has resulted in having more than 500 members whether staff or elected officials joined our community of practice within around three months from the official launch, representing all 92 out of the 100 municipalities in Jordan. We have mayors, council members, Executive Directors, managers, head of departments, drivers, supervisors, workers, engineers and many more. This shows

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the diversity of our members and our goal of including everyone who work for local government in Jordan as we all form the Community of practice.

We were not expecting the level of support and As newly established, we are focusing on the building a strong grassroots

Many entities including the Ministry of Local Administration have requested the feedback of community discussions on various topics to be taken into consideration during upcoming technical or legislative discussions. One of the impacts is the growing sense of community, and building members capacities.

PART 3: EXPERIENCE SUMMARY

*A summary of the experience: origins, objectives, operation, results, monitoring, and evaluation. (Do not hesitate to repeat aspects that have already been written before. This summary will be shared on the digital platform for open evaluation and in the publication of the award). (In a **maximum of 500 words**).*

We are a group of fourteen municipal staff and elected officials. We started our group as trainers providing new way of trainings to Jordanian municipalities which is based on peer to peer learning experience and adults learning methodology. Upon the outbreak of COVID 19 and the need to have more of online presence to support on another we started thinking of an online platform to support municipalities in Jordan. The Jordanian Municipalities of Community of Practice was the result of this. Now we are more than 500 members representing 92 out of the 100 municipalities around the country.

Our goal is to promote knowledge sharing among Jordanian municipalities, and highlight best practices in this important sector. Our CoP has started its activities in December 2022 and since then worked on developing an action plan for training and discussion topics to be covered within the community for the 2023 upon consulting with our members and accumulated knowledge in the last four years. .

We have developed/ customised several tools to support knowledge sharing in our community such as, Podcast on municipalities' work, trainings, online forums, ..etc.

Our community of practice is the first of its kind in the Jordanian municipal sector, we are receiving support from colleagues from municipalities, Ministry of local Administration, Civil Society Organizations and International organizations working in Jordan. We hope to grow and expand and see this award as an opportunity to share our experience on a global scale and learn from other countries experiences.



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We invite you to share annexes that allow you to better illustrate your experience: videos, photographs, documents... These can be sent through a file transfer service, such as WeTransfer, Dropbox or Google Drive.

Thank you for participating!