



## SUCCESS STORY

### Equipping Local Governments to Create Service Delivery Plans

#### **Collaboration Provides Communities a Platform to Work with Municipal Leaders, Voice their Needs**



USAID CITIES held its first SDIP session in Al-Hallabat municipality on Thursday, October 19 with 50 municipal officials and community members participating.

***“This initiative is a reflection of His Majesty’s vision for local governance. The people are more familiar with their priorities and are more capable of determining their future.”***

Beginning in 2015, Jordan instituted new laws on decentralization that introduced a bottom-up approach for decision making for local and regional development projects. Following this, elections held in August 2017 identified the local leaders who will now be responsible for addressing these priorities/projects. The first task of mayors and council members is to identify and respond to the needs and demands of their local communities.

The USAID Cities Implementing Transparent, Innovative and Effective Solutions (USAID CITIES) project is supporting targeted 33 municipalities to provide more effective and efficient human and institutional resources that leads to improved services that reflect an understanding and commitment to addressing local demand. The first step in this process is to identify the specific areas of need for improved human and institutional resources and gain an understanding of community perceptions of service delivery areas that should improve. To do this, USAID CITIES developed the Municipal Institutional Capacity Assessment (MICA) that measures the current level of service delivery and determines the opportunities for improvement.

USAID CITIES then assists the municipalities with setting service delivery improvement priorities by inviting the municipal officials and community representatives to work together through a process of joint decision-making where these priorities are identified based on the findings of the MICA. This process is referred to as a Services Delivery Improvement Plan (SDIP). In preparation for these SDIP sessions, the USAID CITIES team worked with the municipalities to establish community outreach groups that participated in the service delivery improvement planning sessions. These groups represent and provide a “voice” for different segments of their community.

Because of this outreach effort to engage all sectors of society; the registration booths at the joint decision-making sessions have seen a significant turnout of participants from varied occupations such as mayors, school teachers, social workers, housewives, farmers, engineers, and public-sector representatives. Recently, at the Al Khalidiyah Municipality SDIP session, the new Mayor, Mr. Faraj Al Azazmeh, commented on the wide gathering of participants, *“This initiative is a reflection of His Majesty’s vision for local governance. The people are more familiar with their priorities and are more capable of determining their future.”*

After the sessions, USAID CITIES develops Service Delivery Improvement Plans that outline the top priorities and next steps to achieve them. By the end of 2017, CITIES will have conducted MICAs in all 33 municipalities and by April 2018 have conducted 33 SDIP sessions.

USAID CITIES and communities alike are quickly seeing the benefits of this consultative process. As linkages are built by local governments and communities that are working together to improve service delivery, the solutions created are tailored to meet the needs and interests of the communities.



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