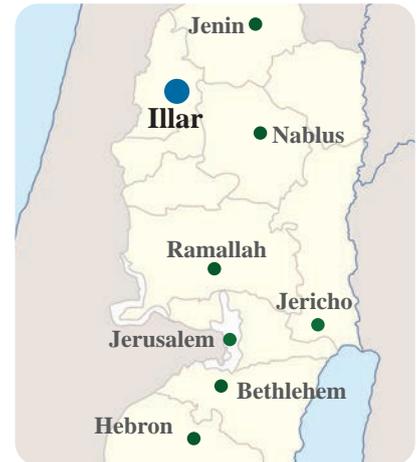


Community Profile: 'Illar

About the Community: 'Illar is a Palestinian town located in the northern West Bank 17 kilometers north of Tulkarm, on the road to Jenin. Covering more than 18 thousand acres and with a population of around 7500, the town is an agricultural center, known for producing such crops as strawberries and medicinal herbs. The town is also rich in history, with historical evidence suggesting origins in the Canaan era, and the name "'Illar" itself dating from the Roman era.



Global Communities (formerly CHF International) and 'Illar Municipality began a long-term partnership to improve the municipality's ability to meet the needs of its citizens in a transparent and effective manner, beginning in 2005 under the Local Democratic Reform Program (with additional funding in 2009 via the Emergency Jobs Program), and now operated through the Local Government and Infrastructure Program (LGI) (2011 - 2015), with all programs funded by USAID.

Centers of Governance Excellence: In line with the strategic objectives of the West Bank's local governance sector Global Communities' partnership with 'Illar Municipality focuses on three key areas- **leadership development, service delivery** and **community participation**- to support the municipality's vision of becoming a more responsive, efficient and effective center for governance excellence.

Leadership Development: Global Communities is supporting the municipality to assume a leadership role in achieving sustainable development and to develop and plan for a longer-term vision for the community.

Community Participation: From start to finish, Global Communities and the municipality gather citizen feedback to inform government decision-making and service delivery.

Key Interventions: Leadership Development & Community Participation	Outcomes
Participatory Planning and Strategic Development (2013)	Community identifies priorities in infrastructure, governance, and other key areas.
Municipal Capacity Index and Action Plan (2013)	Municipality and community undertake a capacity assessment and develop an action plan to address gaps and needs.

"One of the best outcomes of the partnership between Global Communities and 'Illar Municipality is the pride we feel being a strong institution that is able to move forward to achieve the concepts of transparency, integrity and accountability. Citizens have the right to inquire about any work that has been carried out by the municipality. This has produced a real partnership, where they trust us and we trust them."

Sufian Shadeed - Mayor of 'Illar



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Community youth activity in the outdoor recreation area



A citizen accessing services at the CSC



YSLC elections 2013

Through such as innovations as the **Youth Shadow Local Councils (YSLC)**, launched in 'Illar in 2011, where elected groups of youth ages 15 - 22 mirror the structure, role and functions of the local council and participate in resolving community needs, citizens of all ages will have the opportunity to take a leading role in their community's development. In November 2013 the new elections brought out 255 voters who elected 7 young men and 4 young .

'Illar has been distinguished by its Youth Shadow Local Council (YSLC) and the latter's creative initiatives. Notably during 2013, the president of the YSLC was invited to manage the Ministry of Local Government for a full day, following her three month volunteer tenure as the acting Mayor of 'Illar.

“During the past years, the Municipality of 'Illar has been transformed through community workshops and social networking from the individual work stage to the community-involvement stage.”

Bader Khandaqji, former President of 'Illar's Youth Shadow Local Council

“The Municipality of 'Illar has developed considerably in the past five years and has started providing exceptional services in a timely manner. Therefore, many thanks go to the well trained and efficient team.”

Abu Ali Qasrawi - a citizen from 'Illar

Service Delivery: Based on the outcomes of community planning processes, Global Communities - with funding from USAID - supports the municipality and community to complete prioritized infrastructure and to streamline municipal services for citizens.

Key Interventions: Service Delivery	Outcomes
Citizen Service Center (CSC) (2013) and streamlined administration (2014)	Construction of a state-of-the-art municipal facility to provide key services in an automated and transparent manner, and restructuring and updating of administrative systems and procedures to reduce processing time for citizens and staff.
Electronic Document and Record Management System (2013)	Automating the management and provision of services to reduce time and respond to the citizens' requests in a fair and transparent manner.
Sports complex (2011)	Construction of an indoor sports hall with surrounding green space for youth and community recreation.
Retaining walls and sidewalks (2009)	385 meters of retaining walls and sidewalks were constructed as part of the Emergency Jobs Program
Community recreation area (2007)	Construction of 2600 sq. meters of recreational space, including a soccer field with bleachers, to be used for community recreation for all villages west of Tulkarm and for municipal income generation through rental to sports groups

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