



ISTANBUL  
METROPOLITAN  
MUNICIPALITY

# LOCAL EQUALITY ACTION PLAN

2021-2024



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The Local Equality Action Plan of Istanbul has been prepared by the technical support of the United Nations Population Fund and contributions of Institute Istanbul.

# WOMEN'S RIGHTS ARE HUMAN RIGHTS. FULL STOP!

Dear Istanbulites,

I am more than glad to share with you the Local Equality Action Plan which we have prepared as a consequence of rigorous studies. On the other hand, I feel sadness about the belatedness in the creation of a roadmap on preventing inequalities in this city and the implementation of equalizing policies for women.



We have promised a vision of a green, just, and creative Istanbul. The concept of equality constitutes the basis of this vision. We constructed this dream by keeping in mind that there can be no equality without empowering women, no justice without providing equal opportunities for women, no creativity, and local democracy without listening to women's opinions.

We know that every step taken in this city toward attaining equal rights for women means also being taken for women in all corners of Turkey. The action plan in your hand, from this point of view, proves the dream of a more different and fairer future that can be realized through concrete policies. I believe with all my heart that we will move forward rapidly on this road by the determination and participation of women, by the strategies of common mind, and by the change in mindset that we aim for. The women of this city started to show their presence in administration, service, and budget; and they will exist more equally from now on.

The Local Equality Action Plan is the construction process of managing this city together. It is a strategic road map that makes it easier for the opportunities to be represented in a way to satisfy the needs of women and such groups as children, the disabled and the elderly people women provide care for; and also easier to allocate the essential budget and to follow up the process.

This plan has been prepared in a participatory method that included women, relevant non-governmental organizations struggling for equality, executives, and employees of Istanbul Metropolitan Municipality (IMM), elected neighborhood representatives, and council members. I extend my thanks to everyone who contributed to this process for their efforts.

You can see a reflection of the road map we have drawn in the changing employment policies of the new administration of the Istanbul Metropolitan Municipality, which has been serving for almost two years. When we took the office, there were subsidiaries with no female staff, units with no female directors, and work areas where women were not employed within the body of Istanbul Metropolitan Municipality. Today, both within the body of IMM and its subsidiaries, there are not just female employees but also a considerable number of women executives. Female bus drivers, municipal police officers, female hoers on the ferry lines started working for 16 million people by overcoming stereotyped roles. We will show the equitable consequences of our changing employment policies more clearly in the upcoming years.

We are well aware that increasing women's employment to establish equality is not enough; it is also essential to support women against poverty, the burden of care, and violence. We aim to make women's daily lives easier by social support mechanisms based on empowerment, transportation arrangements to increase the safety of women, early childhood care services, women sensitive urban planning, and institutional care alternatives. We provide 24/7 support to women who are subjected to violence or are in danger by our Women's Support Line. We guide women who have been subjected to violence to adopt a nonviolent life in our Women's Solidarity House. Our biggest wish on this path is that the days we talk about violence against women completely fall behind us. For this dream, we are determined to do whatever is incumbent on us.

Dear Istanbulites,

In conclusion, Istanbul has achieved a women's policy that sees women as equal citizens and prioritizes this understanding; next step is to ensure women achieve equal rights! I hope this plan sets an example for policymakers at all levels and proceeds to illuminate our road till the philosophy of equality becomes the essence of these lands.

**Ekrem İmamođlu**

MAYOR OF ISTANBUL

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# ABBREVIATIONS

**CEDAW:** Convention on The Elimination of All Forms of Discrimination Against Women

**CEMR:** Council of European Municipalities and Regions

**IKK:** Istanbul City Council

**IMM:** Istanbul Metropolitan Municipality

**IPA:** Istanbul Planning Agency

**ISADEM:** Istanbul Family, Counseling and Education Center

**ISEM:** Istanbul Disability Center

**ISKUR:** Turkish Employment Agency

**ISMEK:** IMM Art and Vocational Training Courses

**KETEM:** Cancer, Early Diagnosis, Screening and Education Center

**LEAP:** Local Equality Action Plan

**SAHAM:** Healthy Life Center

**TMMOB:** Union of Turkish Chambers of Engineers and Architects

**TUIK:** Turkish Statistical Institute

**TDBB:** Union of Turkish World Municipalities

**UN:** United Nations

**UNFPA:** United Nations Population Fund





# INTRODUCTION

As of February 2019, Istanbul Metropolitan Municipality has decided to sign the European Charter of Equality of Women and Men in Local Life with the approval of the IMM Assembly and the necessary applications have been made in this direction. In the European Urban Charter, it is emphasized that all living people should equally benefit from very basic urban rights such as the right to live in a clean and healthy urban environment, to own housing, right to work, to benefit from health and education services, socio-cultural activities, freedom of transportation and movement, to participate in and control decisions regarding the settlement in which they live regardless of their gender, age, belief, social, economic or political status, physical or psychological disability. Additionally, it states the need to establish an understanding of an equal local public service for all, and to take women's needs into account specifically in the local service delivery. This necessity indicates that reduction of the burden of women in daily life is only possible through local practices that provide female-specific local services. The principle of gender equality ought to be taken into consideration for women to exercise their urban rights and to be present in the implementation phase of all local programs and projects. The ability of women and girls, who constitute half of the urban population, to exercise their urban rights requires initially to reveal their needs and to make appropriate participation and service arrangements suitable for their living conditions.

Addressing the problems faced by women independently of one another makes it difficult to grasp the problem and to see the interconnections of different aspects of inequality. Employment of women should not be tackled independently from their levels of benefitting from right to education and participation in decision-making mechanisms. Hence, it is essential to examine all aspects of the issue as a whole and to produce interrelated strategies to understand the problems faced by women and create solutions in the Local Equality Action Plan.

For Local Equality Action Plans, it is possible to include all the differences encountered in the local level only through seeing those who live in different conditions and therefore have different problems, needs, expectations, and dreams together with their living spaces and conditions as a whole. The Local Equality Action Plan facilitates the analysis of data based on gender and diversity that will enable the current situation on gender equality at the local level to be understood, accordingly, development and fulfillment of objectives for gender equality issues, and the determination and selection of priority areas. Through this context, a participatory preparation process for the Local Equality Action Plan was carried out, including the officials of the municipality, various non-governmental organizations, universities, academics, activists, and other local subjects. The Local Equality Action Plan was created as a result of document scanning, interviews, and meetings conducted in a wide range.



# SECTION 1

## LOCAL EQUALITY ACTION PLAN

Local Equality Action Plans focus on gender equality while also taking into account the specialized needs of women who live in different conditions and have different problems and needs. Local Equality Action Plans, which take concrete steps to meet the demands and provide solutions for needs, problems, and the dreams of individuals about where they want to live, also stand out as action plans that indicate possible alliance areas between the municipality and the civilian area and have a specific budget. These plans aim to focus on the problems and needs of the people living in the area of authority and responsibility of the municipality that prepared the plan, as well as to review the municipality's institutional structure from an egalitarian perspective and make the necessary arrangements.

Cities contain many areas of action for policymakers. From shelter and housing to leisure activities and recreation<sup>1</sup> areas, from psychological and physical well-being to infrastructure and transportation, from living in a city that makes you feel safe at all hours of the day to being protected from gender-based violence, from access to lifelong learning and education opportunities to entanglement in the face of social and economic risks, many issues are crucial for cities for those living in the city and for those who run the city. This situation necessitates the production of a wide range of policies, implementation of those policies in the most appropriate way, and continuous monitoring, improvement, and revision of the practices to meet the needs and problems of the inhabitants of the city.

*Local Equality Action Plans are the road maps for building a livable city for all societal groups, particularly women who cannot enjoy equal rights.*

Today, Local Equality Action Plans have become one of the main participation tools of developed democracies; because these plans are thematic designations that concern many areas, and due to these features, they cannot be shaped as the responsibility area of a single public institution. These plans are the practices that can achieve sustainability with a transparent budget that is defined with cooperation, participation,

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<sup>1</sup> Recreation is a form of entertainment based on physical activity, without rules. It is the use of the time that refreshes the person and enables him/her to interact with his / her environment, without being focused on gain and continuity. It includes free time left over from work and personal time –e.n.

ownership, clarity and designed by stakeholders like civil society, universities, and the private sector taking responsibility.<sup>2</sup> Therefore, local equality action plans are, above all, the political road maps created with participatory methods. In this context, local equality action plans appear as a living and organic process where the problems are determined completely by mutual negotiation of the parties, experience sharing where the solutions are offered, and realized by the shared progress of responsibilities and work. These plans are very crucial in terms of both showing what municipalities can do in every field and encouraging participation by drawing attention to cooperation areas. They also ensure that gender equality targets are considered at every stage of service planning, budgeting, and implementation.

### 1.1. Local Equality Action Plans as a Right

It is possible to trace the intellectual basis of the discussion on the equal existence of women and men in local life back to the right to the city approach put forward by Lefebvre in the 1960s. The debate developed under the leadership of Lefebvre in this area is concerned with not only the aspect of the right to the city that takes care of the interests of everyone living in the city and defends the right to live in the city, but also the full use and shaping of the city by its inhabitants. By adding a relational dimension to this, Harvey expresses the right to the city as a collective right in which people have the “right to change themselves by changing the city” through communication and partnership with each other.<sup>3</sup> In this context, an equitable and human rights-sensitive urban life can only be possible with cooperation, participation, mutual negotiation, and reconciliation.

The first international document addressing the concept of the right to the city with its gender dimension was the European Urban Charter announced in 1992. Article 20 of the Charter emphasizes that “local governments are obliged to provide their services to all individuals regardless of gender, age, origin, belief, social, economic and political discrimination, regardless of their physical or mental disability”.<sup>4</sup> However, United Nations (UN) International Covenant on Civil and Political Rights (1976: art 3);<sup>5</sup> UN International Covenant on Economic, Social and Cultural Rights (1976: art

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<sup>2</sup> UNWOMEN, UNJP, *Local Planning and Service Delivery Model Implementation Guide Towards 'Women-Friendly Settlements'*, United Nations Joint Program on the Protection and Promotion of Human Rights of Women and Girls, Ankara: 2009, p. 14.

<sup>3</sup> Harvey, D., “The Right to the City”, *New Left Review*, No. 53, 2008, p. 23.

<sup>4</sup> *European Urban Charter, 1992. EU. Online: <http://www.mimarlarodasiankara.org/?id=964>.*

<sup>5</sup> *United Nations, International Covenant on Civil and Political Rights, 1976. Online: <https://humanrightscenter.bilgi.edu.tr/media/uploads/2015/08/03/MedeniVeSiyasiHaklaralliskinSozlesme.pdf>*

3);<sup>6</sup> UN Convention on the Elimination of All Forms of Discrimination against Women, shortly CEDAW (1979);<sup>7</sup> Beijing Declaration and Platform for Action (1995: paragraph 15)<sup>8</sup> are the fundamental international documents with regards to human rights, which emphasize gender equality as a norm and was countersigned also by Turkey. Yet another more up-to-date international document is the 2030 Sustainable Development Goals adopted by the UN General Assembly in 2015 and replaced the Millennium Development Goals. The 5th goal of the Sustainable Development Goals is devoted to “gender equality”, and the 11th goal focuses on “sustainable cities and life”. Under the titles of “accessible, safe, cheap transportation” and “safe, inclusive, accessible, green and public spaces” which are among the sub-objectives of this goal, women are particularly emphasized.<sup>9</sup> Turkey has adapted the actualization of these goals as an objective as one of the member states of the United Nations.<sup>10</sup> The Council of Europe Convention on Prevention and Combating Violence Against Women and Domestic Violence (2011) is the most up-to-date international document approved by Turkey and also known by the name of the Istanbul Convention. In this document, local administrations are as well considered among the responsible institutions within the adoption and implementation of comprehensive and coordinated policies in the prevention of violence against women and domestic violence (article 7) and the establishment of protection and support mechanisms.<sup>11</sup> Another significant document in the context of international recognition on the right to the city is HABITAT III, New Urban Agenda, which was gathered in 2016 within the scope of the United Nations Human Settlements Program.

In UN Resolution 71/256 on the New Urban Agenda HABITAT-III<sup>12</sup>, gender equality is included as a norm (Article 5). As well, it was decided to implement processes sensitive to gender equality in the fields of participation

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6 United Nations, *International Covenant on Economic, Social and Cultural Rights*, 1976. Online: <https://humanrightscenter.bilgi.edu.tr/media/uploads/2015/08/03/EkonomikSosyalKulturel-HaklarSozlesmesi.pdf>

7 United Nations, *Convention on the Elimination of All Forms of Discrimination Against Women*, 1979. Online: <https://www.tbmm.gov.tr/komisyon/kefe/docs/cedaw.pdf>

8 United Nations, *Beijing Declaration and Platform for Action*, 1995. Online: <https://www.tbmm.gov.tr/komisyon/kefe/docs/pekin.pdf>

9 UN, *Sustainable Development Goals*, 2015.

10 UNDP, *Yerel Yönetimlerde Toplumsal Cinsiyet Eşitliğinin Anaakımlaştırılması*, 2018, s.3. Online: <https://www.tr.undp.org/content/turkey/en/home/library/poverty/yerel-yoenetimlerde-toplum-sal-cinsiyet-eitliinin-anaakmlatrlmas.html>, Date Accessed: September 12th. 2020

11 Avrupa Konseyi, *Kadına Yönelik Şiddet ve Aile İçi Şiddetin Önlenmesi ve Bunlarla Mücadeleye Dair Avrupa Konseyi Sözleşmesi*, İstanbul, 2011. Online: <https://rm.coe.int/1680462545>

12 HABITAT-III. (2017). *UN. New Urban Agenda (71/256 UN resolution)*. Online: <http://www.csb.gov.tr/db/habitat/edirdosya/file/dokumanlar/TRHabitat%20III%20New%20Urban%20Agen-da%20%28Zero%20Draft%29-Turkce.pdf>

in decisions (Article 13c), environmental planning (Article 14c), urban development projects (Article 26), shelter and housing policies (Article 32), embracing diversity and protecting multiculturalism (Article 40) in acquiring title and property (Article 35), participation (Article 42), urban and regional policy and planning processes (Article 92), securing green spaces, streets, public spaces and their accessibility (Article 100), safe, accessible, affordable urban transport and mobility (Article 114), financial planning and management (Article 151).<sup>13</sup>

Human rights cities approach, which refers to the orientation of local governments towards more inclusive, equitable, transparent, and democratic local government practices by considering both institutional structuring and service planning and delivery processes from the perspective of norms and standards stipulated in international human rights document, is also a remarkable innovation in rendering more equal cities.<sup>14</sup> Such a human rights-based approach emphasizes that local governments are the units that can have the most direct impact on citizens' enjoyment of human rights due to their functions and the services they provide, and that they have more responsibilities in this way.<sup>15</sup> The issue of the city of human rights remains constantly on the agenda by the World Human Rights City Forum which has been organized by the United Cities and Local Governments (UCLG) Social Inclusion, Participatory Democracy and Human Rights Commission under the umbrella of the United Nations since 2011. Thus, with the participation of the largest scale local government representatives in the world, common principles determined in these forums are tried to be implemented.<sup>16</sup> The second of the 10 guideline principles adopted and still followed by the 4th World Forum of Human Rights Cities held in 2014 was 'prevention of discrimination and positive action'.<sup>17</sup> In this principle, it is said that 'The City of Human Rights respects the principle of equality and equity for all who live within and beyond administrative boundaries. Human Rights City implements an anti-discrimination policy that includes gender-

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13 Akduran, Özgün; Yakar Önal, Ayşegül; Günlük Şenesen, Gülay. 2018. *Kentsel Haklar ve Hizmetlere Erişimde Toplumsal Cinsiyet Eşitliği Haritalama ve İzleme Raporu*. Ankara: CEİD, s.33. Online: <https://ceid.org.tr/sub?pageId=ceidWeb1.4.1&menuId=ceidWeb1.4>

14 In Turkey, this issue has become heard with the initiative of Lund University Raoul Wallenberg International Human Rights and Humanitarian Law Institute and has turned into an application that will cover the years 2018-2020 with the name of the Human Rights Cities Project. The local partner of the project is the Union of Turkish World Municipalities (TDBB). For detailed information, see: Günlük Şenesen vd. 2020. *İnsan Hakları Kentleri Göstergeleri*, İstanbul: Raoul Wallenberg Institute, Research Worldwide İstanbul.

15 Hale Akay, *Yerel Yönetimler için İnsan Temelli Yaklaşım: Kavramsal Çerçeve ve En İyi Uygulama Örnekleri*, Türkiye Avrupa Vakfı, İstanbul, 2016, s.4.

16 At the time this report is prepared, preparations for the tenth Forum on 7-10 October 2020 continue.

17 *Gwangju Principles for the City of Human Rights (2014)*. Gwangju Metropolitan City (a co-chair of United Cities and Local Governments Committee on Social Inclusion, Participatory Democracy and Human Rights). <https://www.uclg-cisdp.org/sites/default/files/Gwangju%20Guiding%20Principles%20for%20Human%20Rights%20City%20adopted%20on%2017%20May%202014.pdf>

based policies and positive action to reduce inequalities and empower marginalized and at-risk groups, including refugees and non-citizens”. Additionally, this principle provides an important intellectual basis for local equality action plans. The conceptualization of the Local Equality Action Plan was explicitly mentioned in the European Charter of Equality of Women and Men in Local Life announced by the European Council of Municipalities and Regions (CEMR) in 2006 for the first time. This Charter has been prepared to ensure that local and regional governments in Europe offer a more equal and livable city to their citizens by both using their powers in their areas of responsibility and by establishing cooperation with initiatives, individuals, and institutions operating in this field. As of 2020, 1811 municipalities from 36 countries have signed this condition. The signatories in Turkey are a total of 23<sup>18</sup> municipalities, 7 of which are metropolitan municipalities.<sup>19</sup> The basic principles of the Charter can be summarized as follows; equality of men and women is a fundamental right, multiple discrimination and disadvantages must be properly addressed to realize this, balanced participation of women and men in decision-making processes must be ensured for a democratic society, required studies must be conducted to prevent gender stereotypes for equality of women and men, gender equality perspective should be embedded in all activities of local governments to ensure the progress within the equality of women and men, local governments should prepare equality action plans and allocate the necessary human resources and budget for their implementation.<sup>20</sup>

## 1.2. Local Equality Action Plans in Turkey

Article 10 of the Constitution of the Republic of Turkey is known as the most fundamental article that accepts and regulates equality of women and men and obligates the state to actualize equality in terms of legislation, policies, and plans at the national level. The first examples of municipalities that prepare local equality action plans in Turkey are encountered within the context of the United Nations Women Friendly Cities program.<sup>21</sup> The path opened by women’s organizations has also

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*18 Bursa, Izmir, Denizli, Antalya, Adana, Gaziantep, Trabzon Metropolitan Municipalities; Nevşehir, Giresun, Kars provincial municipalities; Süleymanpaşa in Tekirdağ, Kadıköy, Şişli, Beylikdüzü and Büyükkçekmece in Istanbul, Karabağlar, Urla and Bornova in İzmir, Osmangazi in Bursa, Akdeniz and Tarsus in Mersin, Çankaya in Ankara, Bodrum in Muğla are the district municipalities that signed the Charter.*

*19 Council of European Municipalities and Regions, “Atlas of Signatories of the Charter”; 2020. <https://charter-equality.eu/atlas-of-signatories-of-the-charter/presentation.html>*

*20 Council of Europe, European Charter for Equality of Men and Women in Local Life, 2006, s.8.*

*21 The main stakeholder of the United Nations Joint Program on the Protection and Promotion of the Human Rights of Women and Girls - UNJP is the Ministry of Internal Affairs, and 10 coun-*

created a suitable ground for many institutions and activities. In 2006, the United Nations implemented the Women Friendly Cities project.<sup>22</sup> The first phase of the program was implemented between 2006-2010 and started with the cities of Izmir, Kars, Nevşehir, Şanlıurfa, Trabzon, and Van. In the second phase between the years of 2011-2013, the provinces of Adıyaman, Antalya, Bursa, Gaziantep, Malatya, Mardin, and Samsun were also added. For the 2013-2015 period, eleven of these twelve provinces (Antalya, Bursa, Gaziantep, İzmir, Kars, Malatya, Mardin, Nevşehir, Samsun, Şanlıurfa, Trabzon)<sup>23</sup> have succeeded in preparing and implementing local equality action plans with the participation of all relevant stakeholders such as governorships, municipalities, provincial administrations, provincial directorates, development agencies, women's non-governmental organizations, and private sector representatives.<sup>24</sup> However, it is worthy to note that the groundwork that enabled the program to advance has been laid with the struggle and efforts of women's organizations to participate in local governments for many years. The Women's Coalition, which started its activities under the secretariat of KA-DER Ankara branch in 2000 and continued with the "From Today For Tomorrow" campaign in 2003, has had a great role in paving the way to equality action plans in the local politics works carried out in various provinces and districts. Apart from the Women Friendly Cities Program, many municipalities include the concept of equality action plans in their institutional processes. Çankaya Municipality in Ankara, Nilüfer Municipality in Bursa, Beylikdüzü, Kadıköy and Şişli Municipalities in Istanbul can be counted among these. There are also some equality action plans prepared at the level of central government ministries in Turkey. "The Women's Empowerment Strategy Document and Action Plan" prepared by the Ministry of Family, Labor, and Social Services under the coordination of the General Directorate on the Status of Women covers the years 2018-2023. This document includes the activities of local administrations, public institutions and organizations, non-governmental organizations, professional organizations, the private sector, and other relevant organizations under the coordination of the

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*tries and many women's organizations, especially the Sabancı Foundation, have also supported them. The first phase of the program was implemented between 2006-2010 and started with the provinces of Izmir, Kars, Nevşehir, Şanlıurfa, Trabzon, and Van. In the second phase between the years of 2011-2013, the provinces of Adıyaman, Antalya, Bursa, Gaziantep, Malatya, Mardin, and Samsun were also added. For the 2013-2015 period, eleven of these twelve provinces (Antalya, Bursa, Gaziantep, İzmir, Kars, Malatya, Mardin, Nevşehir, Samsun, Şanlıurfa, Trabzon) have succeeded in preparing and implementing local equality action plans.*

<sup>22</sup> İlknur Üstün, "Türkiye'de Yerel Siyaset ve Feminizm: Kadın Koalisyonu", *Modern Türkiye'de Siyasi Düşünce – 10. Cilt: Feminizm içinde. İletişim Yayınları, İstanbul 2020, sy. 625*

<sup>23</sup> To access the plans of the provinces: <http://www.kadindostukentler.org/proje-yeep.php>

<sup>24</sup> Ege Tekinbaş, *Kadın Dostu Kent Uygulama Rehberi, BMOP, Ankara, 2015. Online: www.kadindostukentler.org*



General Directorate on the Status of Women.<sup>25</sup> Municipalities and the Union of Municipalities of Turkey are listed among the institutions to cooperate in the sections of the action plan that deal with health, economy, and participation in decision-making mechanisms.<sup>26</sup>

One of the important components of the national legislation is Municipal Law No. 5393.<sup>27</sup> The Municipality Law No. 155393 states in the definition of municipality that they are units established to meet the local common needs of the residents. As a matter of fact, in the 14th article listing the duties and responsibilities of the municipality, there is the statement that “Metropolitan municipalities and municipalities with a population over 100,000 must open shelters for women and children”. Additionally, in the Law, the concept of civil law and the addressees and participatory aspects of municipal services are also emphasized. At this juncture, Local Equality Action Plans appear as an important mainstreaming strategy where national legislation and singular municipalities fail to address issues related to gender equality and specific problems and needs of other different social groups.

As of February 2019, Istanbul Metropolitan Municipality has decided to sign the European Charter of Equality of Women and Men in Local Life with the approval of the Istanbul Metropolitan Municipality Assembly and made the necessary applications in this direction. Preparations for the Local Equality Action Plan, which is one of the requirements of the Charter, were initiated immediately after the will of signing the Charter has been put forward.

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<sup>25</sup> Ministry of Family, Labor, and Social Services, *Women’s Empowerment Strategy Document and Action Plan (2018-2023)*, Ankara: 2018. Online: <https://www.ailevecalisma.gov.tr/ksgm/ulusal-eylem-planlari/kadinin-guclenmesi-strateji-belgesi-ve-eylem-planlari-2018-2023/>, Date Accessed: 12 Eylül 2020.

<sup>26</sup> *Municipalities and the Union of Municipalities of Turkey are listed among the relevant institutions to cooperate with over the subtitles such as providing awareness training to senior executives in the charge of decision-making mechanisms (p.62), preparing draft laws for legislative changes (p.58), reviewing national legislation to increase women’s representation in decision-making mechanisms (p.57), regulating the establishment of kindergartens and daycare homes (p.38), organizing campaigns to encourage women to gain habits of healthy eating and physical activity (p.31).*

<sup>27</sup> *Municipality Law No. 5393, 2005.* Online: <https://www.mevzuat.gov.tr/MevzuatMetin/1.5.5393.pdf>, Date Accessed: 12 Eylül 2020.



# SECTION 2

## METHODOLOGY

The first step of the preparation process of the Istanbul Metropolitan Municipality Local Equality Action Plan was to analyze the question of “Who lives and how they live in Istanbul?” from a gender perspective. In order to answer the question of “Who lives in Istanbul, where and how?”, demographic evaluation has been carried out in due diligence. While these studies are in progress, an outline has been created about the current situation and profiles of the people living in Istanbul from the perspective of gender. This outline has been created by the compilation of the data produced by TURKSTAT, which is currently the national database, other public institutions included in the central government, non-governmental organizations operating in the field, local administrations, and local government organizations in addition to Istanbul Metropolitan Municipality’s data studies. In the next step, data on who is organized around which issues in Istanbul is evaluated to see the non-governmental organizations and their fields in Istanbul. Within this step, in addition to existing communication lists of Istanbul Metropolitan Municipality, some support was also received from the centers of the universities relevant to civil society. During the data collection process, prioritization was made under the guidance of organizations and experts working in the field of gender, equality, and discrimination.

In the process following March 2nd, 2020, when the Local Equality Action Plan was initiated, the emergence of the Covid-19 outbreak caused the work plans to be overhauled. The targeted outcomes with the previously planned Civil Society Workshop, Departments Workshop, and 6 face-to-face focus group meetings could only be achieved through online interviews and focus group meetings held in smaller groups. In addition to 9 face-to-face meetings held before the pandemic measures were announced, a total of 73 meetings were held through 64 online interviews. 42 of these meetings were focus group meetings. Within these focus group meetings, representatives of 61 non-governmental organizations, 10 Assembly Members of Istanbul Metropolitan Municipality and district municipalities, 7 experts, 2 academics, and 21 Istanbul Metropolitan Municipality Department Heads were interviewed. As a result of these interviews, the purpose of determining the priority goals of the Local Equality Action Plan, the needs and problems of the people living in Istanbul, their solution proposals and demands, as well as possible collaborations and alliance areas were compiled by focusing on gender equality.

Istanbul Metropolitan Municipality 2021-2024 Local Equality Action Plan includes the analysis of the findings obtained from these 73 meetings, as well as the opinions reflected in the final reports of the participatory workshops organized by various units of IMM between July 2019 and April 2020. The needs and problems expressed by various social groups participating in the meetings and workshops were also reflected in these reports. As a result of the workshops, it was ensured that the views of institutions that were not able to come together due to the epidemic were included in the Local Equality Action Plan. Along with the workshops and interviews held within the scope of the Local Equality Action Plan, searches, reports, and publications regarding the different problems, needs, and expectations of people living in Istanbul from non-governmental organizations, women's organizations, and universities were also used. The main themes of the Local Equality Action Plan have been determined in the light of the equality imaginations about urban life emerging from the documents of IMM and various institutions and the interviews. Main headings were created according to the problem areas pointed out by the narratives and reports. In the grouping, 15 apparent headings were created, including participation (i); gender-based violence and discrimination against women (ii); health (iii); poverty (iv); shelter and housing (v); economic empowerment and employment (vi); care services (vii); urban planning, design, accessibility and safe city (viii); social support (ix); mobility and transportation (x); culture and arts recreation, sports and green space (xi); public relations, information and publicity (xii); livable city (xiii); education and lifelong learning (xiv); disaster / crisis (xv). Although the main themes of the plan have been determined according to the problem and solution areas that came to the fore in the participatory meetings held during the preparation process of the Local Equality Action Plan, it should not be forgotten that all the issues mentioned in the plan are interrelated and there is permeability between the thematic areas. This is why, it should be noted that there are some intersecting parts within the plan, however, each of them reflects divergent spheres of daily life that are reviewed as gender focused.

As a result of the analysis of the interviews conducted to determine the main goals of the Local Equality Action Plan, a table of problems, needs, and solution proposals were created, and this table was included in the Action Plan prepared as a draft. Just after the draft's being revised in December 2020 by the opinions of the relevant directorates of IMM being taken into account, the study of indicators got to the starting phase. During the revision process of the Local Equality Action Plan, 7 more focus group meetings were held, and the report, prepared as a draft, was shared with the interviewed experts and institutions and their opinions and suggestions were gotten. Through this direction, the plan was finalized by necessary corrections being made on the draft report.

Finally, the Strategy Development Directorate, which is affiliated with all units of the municipality, has been assigned to make the Local Equality Action Plan monitorable and measurable. In this context, full-time workshops were held on 12-13 and 19-20 February 2021 with representatives from the relevant directorates operating in the service areas related to the themes of the Action Plan under the coordination of the Strategy Development Directorate. In addition, a roadmap has been determined for integrating the Local Equality Action Plan monitoring process into IMM's own internal control and supervision work processes.



# SECTION 3

## THE ANALYSIS OF WOMEN PROFILE IN ISTANBUL AND ITS STATISTICS WITHIN THE SCOPE OF GENDER EQUALITY

The concept of gender equality, which is defined as the equal participation, visibility, representation, and participation of individuals in all areas of social life without gender-based discrimination, is crucial in overcoming all obstacles faced by individuals, especially women, in social life and taking measures in this line. At this point, the main purpose is to eliminate the hierarchical relations built on gender differences and to provide the transformation of these relationships, values, mechanisms, and institutions that cause power differences.<sup>28</sup> The production of policies aimed at ensuring gender equality at the local level rather than the central level, the measurement, evaluation, and monitoring of the activities related to the equality of women and men primarily at the local level and the steps taken in this field, the spread of efforts and initiatives are thought to have an accelerating effect across the country.<sup>29</sup>

In order for the measurement of gender equality at the national and international level studies reveal that women living in Turkey are still confronted with societal, economic, and political inequalities. The 2020 Global Gender Gap Index published by the World Economic Forum shows that Turkey ranks 130th among 153 countries. Turkey ranks the 136th in the category of women's economic participation and equal opportunity, 135th in the category of labor force participation, 106th in the category of equal pay for equal work, 13th in the category of access to opportunities for education, 106th in the category of access to success in education, 64th in the category of access to health services, and 109th in the category of equal representation in political life.<sup>30</sup> Very similarly, 2018 TURKSTAT statistics present a pessimistic outlook specifically on women's economic participation. Women's labor force participation was 34.2% and the rate of women in employment was 29.4%. According to the results of the TURKSTAT Earning Structure Survey, it is seen that the gender-based wage difference is in favor of male wage in total and at all education levels.<sup>31</sup>

28 Yeşim Arat, "Toplumsal Cinsiyet ve Toplumsal Cinsiyet Eşitliği Nedir, Ne Değildir?", Sarkaç, 2020. Online: <https://sarkac.org/2020/02/toplumsal-cinsiyet-nedir-ne-degildir/>

29 Asmin Kavas, "Karşılaştırmalarla 81 İl için Toplumsal Cinsiyet Eşitliği Karnesi - 2018", TEPAV, 2018. Online: [https://www.tepav.org.tr/upload/files/1520402632-7.Karsilastirmalar-la\\_81\\_Il\\_Icin\\_Toplumsal\\_Cinsiyet\\_Esitligi\\_Karnesi\\_2018.pdf](https://www.tepav.org.tr/upload/files/1520402632-7.Karsilastirmalar-la_81_Il_Icin_Toplumsal_Cinsiyet_Esitligi_Karnesi_2018.pdf)

30 "Global Gender Gap Report 2020", World Economic Forum, 2020. Online: <https://www.weforum.org/reports/gender-gap-2020-report-100-years-pay-equality>

31 "İstatistiklerle Kadın - 2019", Türkiye İstatistik Kurumu, 2020. Online: <https://data.tuik.gov.tr/Bulten/Index?p=Istatistiklerle-Kadin-2019-33732>

In the field of strengthening women's political participation in Turkey within the scope of gender equality, there seems to be a major shortcoming. When an evaluation is made on Istanbul scale, it is seen that there are only eight local equality units operating in 39 district municipalities. However, when the rate of the representation of women among mayors is considered, it is seen that only one district mayor is a woman. When it comes to the rates of women assembly members in the district municipalities of Istanbul and IMM, a similar situation is encountered. It has been seen that the rate of female members taking part in the assembly of IMM is 17% and the rate of female members taking part in 39 district municipalities is just 20%. Although the number of female administrators within IMM has tripled since the local elections in 2019, there are no female Deputy Mayors in 22 of 39 district municipalities in Istanbul. It is obviously seen that the debate on gender equality in local governance in Turkey cannot be executed as separate from the mechanisms and processes like transparency, accountability, and participation within the scope of the concept of governance. Similarly, the steps to be taken to solve the problems encountered in local governance processes ought to be determined with a gender-sensitive perspective. Increasing the representation of women in local governments comes first among the fields awaiting a solution. For this reason, the social factors behind the low participation of women in the political field should be identified and analyzed in depth.<sup>32</sup>

Considering the labor force participation and employment data throughout Istanbul it is seen that the employment rate of women aged 15 and over is 30.5% and that women work in the service sector the most with a rate of 74.2%, in the industry sector with a rate of 24.6% and agriculture sector with a rate of 1.2%. When an analysis of the data on women's employment is carried out, it is understood women and youth unemployment in Istanbul are quite high just like across Turkey. The unemployment rate for women in Istanbul has been determined as 18.9%. The average wage gap between women and men who have managed to be employed as well as the disproportionately low rate of women in upper level positions shows how gender inequalities in the labor market are experienced in different dimensions. Obstacles to women's participation in employment mostly consist of causes like cultural factors, prejudices, discrimination, domestic responsibilities, care burden, working hours, logistical and political impediments. However, it should also be noted that housework responsibilities and care burden are the main factors that prevent women from taking part in working life.

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<sup>32</sup> Ulaş Bayraktar, "Belediyelerde Kadın, Kadınlar için Belediye", TESEV Yayınları, 2017.  
Çevrimiçi: <https://www.tesev.org.tr/tr/research/belediyelerde-kadin-kadinlar-icin-belediye/>



According to the Women's Labor Report published by the Public Services Employees Union of Turkey (Genel-İş) of DISK (Confederation of Revolutionary Trade Unions of Turkey) in March 2020, just in the year 2019, 500,000 women left their jobs due to domestic care responsibilities and 12 million women could not get the chance to participate in working life just due to housework.<sup>33</sup> It is observed that as the level of education increases the effect of marital status on women's participation in the labor force begins to decrease. The difference in labor force participation between single women with university degrees and married women with university degrees is 14%.<sup>34</sup> When the same situation is questioned among men regardless of marital status and education, no difference in men's participation in working life has been observed.<sup>35</sup>

The low participation of women in the workforce indicates that they are far from the opportunities offered by employment to their lives. However, employment has the characteristic of being a significant tool in eliminating the inequalities between men and women on a global scale. Limited employment opportunities restrict women's economic freedom, and lead to the deepening and sharpening of gender inequalities. Regrettably, IMM is not exempt from the given situation of female employment in Turkey. Considering the gender distribution of the personnel working in IMM, ISKI (Istanbul Water and Sewerage Administration), IETT (Istanbul Electric Tram and Tunnel Administration), and the affiliates, it is seen that the general average is 16% and the institution with the highest rate of female employees seems to be ISKI. It would only be possible to change this situation through a powerful political determination.

Daycare centers opened to support children's access to pre-school education are also good means to support women's employment and reduce the burden of women who give care at home. For the support of women's labor and the children at the same time, efforts are spent towards the goal of opening 150 daycare centers in 150 neighborhoods. A total of 16 Yuvamız Istanbul daycare centers in Istanbul including Pendik, Kartal, Sultanbeyli, Sancaktepe, Sultangazi, Küçükçekmece, Avcılar, Esenyurt, Arnavutköy, Silivri, Beylikdüzü, Başakşehir, Beyoğlu, Selimpaşa, and Silivri Yeni Mahalle are actively in service. In addition, two community houses have been opened in Sulukule and Ornektepe in 2020. These centers, where children who do not have access to distant education, especially in pandemic conditions, can use the internet

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<sup>33</sup> Disk Genel İş Sendikası (2020), "Türkiye'de Kadın Emeği Raporu".

<sup>34</sup> İpek İlkaracan, "Mor Ekonomi: Sürdürülebilir Kentler Yolunda Kadınların Eşit Ekonomik Katılımı için Bir Strateji", TESEV, İstanbul, 2017, s. 2.

<sup>35</sup> İbid., s. 2.

and computers, and participate in activities and games according to their developmental stages, developmentally support children living in disadvantaged neighborhoods that lack green areas and suitable playgrounds. At the same time, having a free-of-charge children's activity center in the neighborhood alleviates the burden of childcare for women and expands women's space of mobility. There are 50 children registered to Sulukule Community House and 162 children registered to Örnektepe Community House, who regularly benefit from the community houses.

According to TURKSTAT Life in Provinces Index, 2015 data, the net schooling rate of 3-5 years old in pre-school education in Istanbul has been determined as 27.5%. This situation indicates that the rate of children being cared for at home is high and this responsibility is assumed mostly by women. A similar picture is encountered when the number of mothers and fathers who raise children alone in Istanbul is considered. Approximately 80% (345,123) of 432,768 parents who raise children alone in Istanbul are women. When the number of women who undertake the responsibilities of their children alone among the districts of Istanbul is examined by using again the same data, Esenyurt, Küçükçekmece, Bağcılar, Pendik, Ümraniye and Sultangazi seem to be the leading districts by being directly proportionate to the population size. Also, in accordance with the 2019 data of TURKSTAT Address Based Population Registration System, it is seen that the first five districts in Istanbul where the number of children aged 0-4 in need of care exceeded fifty thousand are Esenyurt (94.640), Bağcılar (61.874), Küçükçekmece (60.693), Pendik (56.785), and Ümraniye (53.775). Daycare center requests made to IMM indicates that 40% of the applications come from the districts such as Esenyurt, Üsküdar, Pendik, Sultangazi, and Bahçelievler, where the rate of single parenting is relatively higher. In addition to this situation, the length and flexibility of working hours, the inability of maintaining the balance between work and life, and the fact of working conditions not being designed in a suitable way for women carrying out different roles altogether are other factors that prevent women's employment. Strengthening the role of women in economic life and providing equal conditions in working life also affect the processes of participation in social and political life to a great extent. It is both known that reasons such as poverty, care burden, economic dependence prevent women's participation in social life and invisible barriers like social perceptions and expectations limit women's visibility in many areas.<sup>36</sup>

In order to fully reflect the gender inequality and the situation of women in Istanbul, it is also required to mention the living conditions of refugee women under temporary protection who live in poor and densely populated neighborhoods. According to the data of the Directorate General

<sup>36</sup> İttr Akdoğan, "Üst Düzey Karar Almada Kadın Katılımı", TESEV Yayınları, 2019. Online: <https://www.tesev.org.tr/tr/research/ust-duzey-karar-almada-kadin-katilimi/>

of Migration Management, 521.006 Syrian refugees under temporary protection reside in Istanbul.<sup>37</sup> Following the results of the field study conducted by the Directorate General of Migration Management and the International Organization for Migration (IOM) between May 24th and July 19th, 2019, the total migrant and refugee population in Istanbul is 1,624,676 and Esenyurt, Fatih, Başakşehir and Bağcılar are the districts hosting the highest number of migrants and refugees. According to the information in the report, immigrant women are more likely employed in the sectors like house cleaning, patient or elderly care and childcare, pet sitting, dishwashing, cookery, and waitressing.<sup>38</sup> 92% of the refugees, who took refuge in Turkey after escaping the civil war of Syria started in 2011, live in cities.<sup>39</sup> Refugee women have problems waiting to be solved in many areas, from access to urban services to participation, from social and spatial mobility to economic empowerment. Refugee women struggling with the problems of poverty, language barrier, exclusion, and lack of opportunities to express their demands also bear the traumatic effects of war and forced migration right along with gender-based violence and sexual crimes. Hence, the problem of immigrant women's and girl's access to fundamental rights should also be taken into consideration while developing policies and services.

It should not be forgotten that gender inequality has devastating effects on women's own lives beyond restricting their participation in social and economic life. According to the results of the research report prepared by Hacettepe University Institute of Population Studies for the Ministry of Family and Social Policies in 2015 on violence against women, which threatens the lives of women and finds its basis in gender inequality, 36% of women who live in Istanbul and have married at least once in their life have been subjected to physical violence in any period of their lives.<sup>40</sup>

The call made to people not to leave their house within the scope of the measures taken due to the Covid-19 pandemic has resulted in higher risk exposure of women who are subjected to domestic violence. The United Nations Population Fund predicts that because of the Covid-19 outbreak,

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37 "Geçici Koruma", *Göç İdaresi Genel Müdürlüğü*, 2021. Online: <https://www.goc.gov.tr/geci-ci-koruma5638>

38 "Turkey - Baseline Assessment in Istanbul Province - Analysis Report", IOM, *The Displacement Tracking Matrix (DTM)*, 2020. Online: <https://dtm.iom.int/reports/turkey-baseline-assessment-istanbul-province-analysis-report-may-july-2019>

39 Murat Erdoğan, *Kopuştan Uyuma Kent Mültecileri: Suriyeli Mülteciler ve Belediyelerin Süreç Yönetimi: İstanbul Örneği*, Marmara Belediyeler Birliği Kültür Yayınları, 2017. Online: <https://marmara.gov.tr/UserFiles/Attachments/2017/05/09/2a50f712-6413-489f-9deb-56dc52de7264.pdf>

40 "Türkiye'de Kadına Yönelik Aile İçi Şiddet Araştırması", Hacettepe Üniversitesi Nüfus Etütleri Enstitüsü, s. 84, 2015. Online: <http://www.hips.hacettepe.edu.tr/siddet2014/rapor/KKSA-TRAnaRaporKitap26Mart.pdf>

the progress towards ending gender-based violence will decline by a third by 2030.<sup>41</sup> By being aware that local governments have a great responsibility to close this gap, on November 25th, 2020, IMM opened its Women's Support Line, which is accessible 24/7 and offers multilingual service. This line provides multilingual psychosocial and legal counseling services for women who have been subjected to or are in danger of being subjected to violence, and who have requests for empowerment apart from reporting violence. Within this scope, approximately 600 women have been directly supported. The 24/7 service Alo 183 Support Line, which has been initiated by the Ministry of Family, Labor and Social Services among the lines that women exposed to violence can apply, received weekly 5,427 and yearly 275,191 applications according to 2020 statistics.<sup>42</sup> In addition, according to the 2019 activity report of the Mor Çatı Women's Shelter Foundation, 944 women victims of violence from all over Turkey applied to them. And out of these 944 women, among 703 whose birth dates are known,<sup>43</sup> the age range of the 266 women who have made the highest number of applications was between the ages of 25-34 with a rate of 28%.<sup>44</sup> As of 2020, there are 18 shelters in Istanbul, 9 of which are managed by the Ministry and 9 by the municipalities.<sup>45</sup> A new one of these services was added with the opening of the IMM Women's Solidarity House on April 14th, 2020.

Another problem to be solved in the context of gender equality is maternal and child health, early and child marriages. The data of infant deaths on the average of 238 districts of Turkey with over a hundred thousand inhabitants have been identified as 8.72 per thousand.<sup>46</sup> However, when the issue is being examined specifically in Istanbul, it is seen that there are districts much worse than the average of Turkey. Arnavutköy is the leading district with a rate of 26.60 per thousand for preterm births and 9.83 per thousand for infant deaths. When the rates of early and child marriage are examined, it is seen that this problem is the most common in Esenyurt among the districts of Istanbul. Many intertwined and mutually reinforcing factors such as poverty, social norms, and the roles assigned

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41 "COVID-19 Salgınının Toplumsal Cinsiyete Dayalı Şiddeti, Kadın Sünnetini ve Çocuk Yaşta Evliliği Sona Erdirme Çabaları ile Aile Planlaması Üzerindeki Etkisi", Birleşmiş Milletler Nüfus Fonu, 2020. Çevrimiçi: [https://turkey.unfpa.org/sites/default/files/pub-pdf/COVID-19un\\_Dunyaya\\_Etkileri\\_Arastirma\\_Raporu.pdf](https://turkey.unfpa.org/sites/default/files/pub-pdf/COVID-19un_Dunyaya_Etkileri_Arastirma_Raporu.pdf)

42 Aile, Çalışma ve Sosyal Hizmetler Bakanlığı, Alo 183 Hizmeti, Çevrimiçi: [www.alo183.gov.tr](http://www.alo183.gov.tr); Çevrimiçi: 2 Ekim 2020.

43 Mor Çatı Kadın Sığınağı Vakfı, 2019 Faaliyet Raporu, İstanbul, 2019, s.6

44 İbid., s.7

45 Birleşmiş Milletler Nüfus Fonu Türkiye, Bilgi Talebi, 2020.

46 Murat Şeker vd. İlçe Düzeyinde Toplumsal Cinsiyet Eşitliği Endeksi, İstanbul, Yanındayız Derneği, 2020.

to girls and boys by society pave the way for early and child marriages.<sup>47</sup> In this context, within the scope of the Istanbul 95 project, the 0-36 month Home Visit Based Parental Guidance program implemented through ISADEM units, home visits are made to empower women in disadvantaged families with children between the ages of 0-3 and to invest in early childhood. With the goal of providing regular home visits to women living in disadvantaged neighborhoods from the 7th month of pregnancy and the goal of providing comprehensive information on issues such as nutrition, health, care, coping with postpartum stress and depression, child and brain development, language development, attachment and building positive relationships with the child, a total of 1910 home visits were made, and consultancy services were provided to 614 families as of February 2021.

According to the Indicators of the Living in Provinces Index announced by TURKSTAT in 2015, 45.4% of the households in Istanbul declared that they could not meet their basic needs, and according to IMM data, the poverty rate in the city was recorded as 21% in 2018. Increased unemployment due to pandemic conditions and the deep poverty it brings are estimated to raise these rates significantly. According to the figures announced by the Istanbul Statistical Office, the number of applicants for unemployment benefits in March 2020 increased by 40% compared to the same month of the previous year. Considering that 20% of the population of Istanbul applied for social assistance and that 57% of the applicants who submitted on behalf of the households were women and 24% were single women, the extent to which poverty and the economic crisis are related to gender equality is comprehended much more clearly. It has been observed that women who work in domestic labor, daily cleaning, child, patient, and elderly care services are the ones whose employment opportunities are restricted most, especially during the pandemic. It has also been observed that women mostly have difficulties in meeting their rent and billing expenses.<sup>48</sup> To solve these problems, IMM's Pay-It-Forward campaign, helped paying the water and natural gas bills of a total 221,745 households, which worth 31.018,167 TL, and 10,911 mother-infant packages, 13,277 family support packages, and 5,391 educational assistance packages were delivered to those in need through IMM. Women constitute 50.8% of those who received support within the scope of the We Will Succeed Together campaign, which was launched to

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47 "Çocuk Yaşta, Erken ve Zorla Evliliklerin Sağlık Riskleri ve Sonuçlarına Çok Sektörlü Yaklaşım", Birleşmiş Milletler Nüfus Fonu, 2020. Çevrimiçi: <https://turkey.unfpa.org/tr/news/%C3%A7ocuk-ya%C5%9Fta-erken-ve-zorla-evliliklerin-sa%C4%9Fl%C4%B1k-riskleri-ve-sonu%C3%A7lar%C4%B1na-%C3%A7ok-sekt%C3%B6rl%C3%BC-yak-la%C5%9F%C4%B1m>

48 İmece, "İmece Ev İşçileri Sendikası Covid-19 Salgın Süreci Raporu", 2020, İstanbul, s.3. Online: <https://www.catlakzemin.com/wp-content/uploads/2020/07/imece.pdf>

alleviate the devastating impact of the pandemic on household economies. In addition, 83.83% of those who benefit from SEDEP (Social and Economic Support Program), which is IMM's regular social assistance system determined in accordance with need-based criteria, are women. Moreover, following the transition to the distance education as a part of the pandemic measures, another issue that gained importance for students, teachers, and parents has been 'access to information and communication technologies'. The data indicates that 20% of households in Turkey do not have access to the Internet while only 31.1% of women have this opportunity. As an important attempt to eradicate this inequality at the local level, IMM distributed tablet computers to 40 thousand students.







# SECTION 4

## STAKEHOLDER ANALYSIS

### AND GOALS/OBJECTIVES/ACTIONS/INDICATORS

The main objectives, goals, and strategies of the Local Equality Action Plan have been created with a participatory process that enables different voices and needs to be reflected in the plan to solve the problem of access to equal rights in Istanbul. In this section, the opinions and suggestions that emerged as a result of the meetings and discussions will be conveyed in relation to the main themes of the Local Equality Action Plan. However, it should be noted that all opinions and suggestions received through the participatory process cannot be reflected in the plan as an indicator since the rhythm of each aspect and layer of equality with the resources, capabilities, authority limits, priorities, and bureaucratic structure of local governments is different. All of the suggestions and requests expressed by the stakeholders are of vital importance as they point to a different aspect of Istanbul's inequality scenario. For this reason, through this section, all suggestions made by stakeholders were compiled for everyone who thinks of equality in urban life, makes policies, provides service to, conducts research, organizes in neighborhoods, and takes initiative.

#### **PLAN FRAMEWORK**

Within the scope of literature review and stakeholder opinions and suggestions, priority areas were determined by evaluating the analysis results of the current situation, required goals and actions were categorized, and the planning framework was drawn by the Local Equality Action Plan team.

**GOAL 1:** Ensuring Widespread and Effective Participation in Policy Making, Planning, Implementation, and Evaluation Processes to Ensure Gender Equality

#### **4.1. Participation**

All the prominent problems in the interviews indicate that participation should be considered as a window that needs to be reopened at every stage of the process of equitable policy and service production. Therefore, participation should also be seen as a cross-domain principle which intersects the planning, implementation, monitoring, evaluation, and revision of policies and services in all other areas in addition to its being a policy area that requires budget, personnel, and investment. For example, being aware of services and policies is the first condition of participation, and inadequate information in this area is a major obstacle when accessing services. For this reason, it has been proposed to produce multilingual materials to include the disabled and immigrants and to distribute them both through out-of-home media such as metro billboards and all municipal channels such as Istanbul Metropolitan Municipality Art and Vocational Training Courses (ISMEK), Istanbul Public Bread, and Hamidiye Water. Additionally, the importance of promoting services especially for women by using face-to-face communication opportunities such as home visits was frequently emphasized in the interviews. On the other hand, it should be noted that communication instruments should also be monitored to ensure that announcements reach everywhere and everyone. However, it should be reminded that participation cannot be reduced to billboards and brochures only! At this point, it was requested to take steps with broader perspectives such as preparing and periodically sharing transparent, multilingual, and gender-sensitive citizen budgets or holding women's meetings in neighborhoods on urban rights. Also, it was underlined that sharing the plans and programs that will be implemented in every field, supported by gender-sensitive data, will help women establish the link between the relevant policies and their own lives. Establishing this bond will pave the way for women's participation in the process of policy formulation and conducting gender equality impact analysis after policies are implemented.

On the other hand, as a result of the interviews, the need to establish a communication and cooperation model has emerged to develop adequate and institutional relations with non-governmental organizations (NGOs), which are one of the most important channels of participation. For example, it is possible to establish a separate unit to handle relations with NGOs and women's organizations or to identify contact persons to improve relations on both sides. However, in this cooperation model, it was emphasized that the scope of women's organizations should not

be restricted to specific policy areas such as violence or care and should spread to all social policy areas with a holistic perspective. For this reason, it was stated that the participation of women's organizations in critical processes such as the preparation process of strategic plans and planning of public services should be ensured by making all kinds of arrangements (meeting hours, accessibility, etc.). It should be underlined that local actors such as neighborhood-oriented women's associations, women's cooperatives, women's committees, mosque associations, and women's initiatives working in this field are also included here. Through the active roles taken by the mukhtars, the establishment of neighborhood councils and solidarity groups in order for activities' to be monitored and evaluated on a regular basis, the establishment of neighborhood-oriented communication channels of disaster, and obtaining neighborhood-oriented data to guide services and policies which include specific needs of daily life are primary recommendations in this field. In addition, throughout the interviews, it was stated that the citizens can submit their applications, complaints, and feedback on all matters through the municipal access points to be expanded in the neighborhoods. However, it was also stated that it is necessary to encourage the participation of citizens and civil society in municipal council meetings and commissions where gender equality is observed to strengthen the perspective of participation in the municipality and disseminating protocols between the municipality and trade associations, women' organizations, and cooperatives. Finally, it was reiterated that it would be much easier for the targeted equality perspective to spread to all areas of the municipality and to be monitored and evaluated to what extent it could spread during the process by the establishment of the Gender Equality Unit and Local Equality Action Plan Coordination Unit which will include authorized representatives from all units, civil society representatives and the Women Assembly of City Council.

**GOAL 1: Ensuring Widespread and Effective Participation in Policy Making, Planning, Implementation, and Evaluation Processes to Ensure Gender Equality**

**Table 1: Actions Concerning the Field of Participation**

Objective: G1O1-To diversify and disseminate information tools by considering the needs of citizens in order to make them suitable for access								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1O1A1	Making announcement services widely	Routine	Routine	Department of Social Services	Department of Information Technologies	Department of Culture		Affiliates, Subsidiaries, Mukhtar’s Office, District Municipalities
G1O1A2	Announcing services and activities, effective and widespread use of the proper channels to raise awareness	Routine	Routine	Department of Media and Public Relations	Department of Social Services	Department of Culture	Department of Information Technologies	Affiliates, Subsidiaries, Mukhtar’s Office, District Municipalities
G1O1A3	Preparing multilingual content of announcements convenient for access of women, the disabled, and immigrants	2021	2024	Department of Social Services	Department of Media and Public Relations	Department of Information Technologies		Municipalities, Women’s Organizations, NGOs
G1O1A4	Use of announcement channels appropriate for the access of women, the disabled, and immigrants	Routine	Routine	Department of Media and Public Relations	Department of Social Services	Directorate of Affiliates Coordination		Mukhtars, District Municipalities
G1O1A5	Creating target audience-oriented information guide	2021	2022	Department of Media and Public Relations	Department of Social Services			IPA, Universities, NGOs ,
G1O1A6	Making announcements by considering the guideline criteria	Routine	Routine	Department of Media and Public Relations	All Departments			
G1O1A7	Making IMM service announcements at neighborhoods, streets, and households	Routine	Routine	Department of Media and Public Relations	Department of Social Services	Department of Culture		Mukhtars, District Municipalities
G1O1A8	Providing sign language training to the staff	2021	2024	Department of Human Resources and Education	Department of Social Services			
G1O1A9	Municipal service centers also serving migrant women and girls	2021	Routine	Department of Social Services	Department of Culture	Department of Human Resources and Education		Provincial Directorate of Ministry of Family, Labor and Social Services, Provincial Directorate of Immigration Authority, International Institutions, NGOs

**Objective: G101-To diversify and disseminate information tools by considering the needs of citizens in order to make them suitable for access**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G101A10	Recruiting multilingual staff	2021	Routine	Department of Human Resources and Education				International Institutions, NGOs
G101A11	Producing multilingual publications	2021	Routine	Department of Media and Public Relations	Department of Social Services			International Institutions, NGOs
G101A12	Establishing women's assembly/ working group of the city council	2021	2022	Department of Institutional Development and Management Systems				Women's Organizations, District City Councils, NGOs
G101A13	Announcing the activities of the City Council to women and women's institutions	2021	Routine	Department of Institutional Development and Management Systems	Department of Media and Public Relations			Women's Organizations, District City Councils, NGOs
G101A14	Organizing neighborhood-based meetings on urban rights and services with mukhtars	2021	Routine	Department of Media and Public Relations	Department of Housing and Urban Development	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services	Mukhtar's Office, Trade Associations, NGOs, Universities
G101A15	Preparing and announcing the citizen budget simultaneously with the Municipality Performance Program	2022	2024	Department of Financial Services	Department of Institutional Development and Management Systems			
G101A16	Informing young people	Routine	Routine	Department of Support Services	Department of Media and Public Relations			NGOs

Objective. G1O2-Developing a diversity-based data analysis system to ensure that policy formulation and implementation take place in a participatory manner								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1O2A1	Providing data science training for personnel	2021	2024	Department of Human Resources and Education	Department of Information Technologies			IPA, Universities, NGOs
G1O2A2	Making impact analysis of services sensitive to gender equality	2021	Routine	Department of Institutional Development and Management Systemsı	Department of Information Technologies			IPA, Universities, Women' Organizations, NGOs
G1O2A3	Providing gender-sensitive budgeting training for managers	2021	Routine	Department of Human Resources and Education	Department of Financial Servicesı	Directorate of Affiliates Coordination		Universities, Women' Organizations, NGOs
G1O2A4	Organizing workshops to ensure participation	2021	2023	Department of Institutional Development and Management Systemsı	Directorate of Affiliates Coordination			IPA, Universities, NGOs , Trade Associations, Public Institutions
G1O2A5	Improving participatory digital platform/ applications	2021	2023	Department of Information Technologies	Department of Media and Public Relations	Directorate of Affiliates Coordination		
G1O2A6	Creating a common database for the coordination of services including migrants	2021	2024	Department of Social Services	Department of Information Technologies			Universities, International Institutions, NGOs, Provincial Directorates of Ministry of Family, Labor and Social Services, Immigration Authority, Health Authority, National Education

**Objective. G103- Strengthening participation by increasing the cooperation of non-governmental organizations, professional organizations and academia, particularly women's organizations**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G103A1	Keeping an up-to-date inventory of women's organizations and NGOs in Istanbul	2021	Routine	Department of Media and Public Relations	Department of Institutional Development and Management Systems			General Directorate of Relations with Civil Society, General Directorate for Foundations
G103A2	Cooperating with NGOs	Routine	Routine	Department of Institutional Development and Management Systems	All Departments			NGOs , Social Enterprises, District City Councils
G103A3	Including women's organizations and women units of professional associations, trade unions and universities to the meetings held during the cooperation process	2019	Routine	Department of Institutional Development and Management Systems	All Departments			NGOs , District City Councils, Universities, Trade Associations, Trade Unions
G103A4	Organizing meetings with women entrepreneurs	2021	Routine	Department of Institutional Development and Management Systems	Department of Mukhtars and Food	Department of Social Services		NGOs , Women's Cooperatives, Private Sector
G103A5	Incorporating women's organizations in meetings conducted for policy making and planning	2021	Routine	Department of Institutional Development and Management Systems	All Departments			Women's Organizations, District City Councils, Universities
G103A6	Involving women's organizations in the processes of preparing and monitoring of strategic plans	Routine	Routine	Department of Institutional Development and Management Systems				Women' Organizations, District City Councils, Universities
G103A7	Holding meetings with mosque associations and women's organizations to facilitate women's access to mosques and to meet their needs	2021	Routine	Department of Cultural Assets	Department of Social Services	Department of Infrastructure & Construction	Department of Support Services	NGOs , Women's Organizations

**Objective. G103- Strengthening participation by increasing the cooperation of non-governmental organizations, professional organizations and academia, particularly women's organizations**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G103A8	Creating protocols to ensure cooperation between women's organizations, cooperatives, and the municipality	2021	2024	Department of Social Services	Directorate of Affiliates Coordination	Department of Mukhtars and Food		Women's Organizations and Cooperatives
G103A9	Collaborating with women's cooperatives	2021	2024	Department of Social Services	Department of Media and Public Relations			Women's Organizations and Cooperatives
G103A10	Creating common spaces for women	2021	2024	Department of Social Services	Department of Infrastructure & Construction	Department of Support Services		Women's Organizations and Cooperatives
G103A11	Establishing working commissions with trade associations	2021	Routine	Department of Institutional Development and Management Systems	All Departments			Trade Unions and Associations
G103A12	Ensuring the use of communication channels by NGOs including women's organizations	2021	2024	Department of Media and Public Relations	Directorate of Affiliates Coordination			NGOs, Social Enterprises, Media Organizations



**Objective. G1O4- Spreading participation to the smallest urban areas by establishing a model/mechanism**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1O4A1	Holding meetings with women mukhtars	2021	2024	Department of Media and Public Relations	Department of Institutional Development and Management Systems	All Departments		Mukhtar's Office, City Councils
G1O4A2	Allocating money for Istanbul City Council	2021	Routine	Department of Institutional Development and Management Systems	Department of Financial Services			
G1O4A3	Periodically reporting the gender sensitive budget analysis	2022	2024	Department of Financial Services	Department of Institutional Development and Management Systems	Department of Media and Public Relations		
G1O4A4	Organizing neighborhood-scale meetings with women	2021	2024	Department of Media and Public Relations	Department of Earthquake Risk Management and Urban Improvement	Department of Institutional Development and Management Systems-Kent Konseyi	Department of Social Services	Mukhtar's Office, Women' Organizations, NGOs
G1O4A5	Holding informative meetings in the neighborhoods on disasters	2021	Routine	Department of Media and Public Relations	Department of Center Fire Brigade	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services	Mukhtar's Office, City Councils, NGOs
G1O4A6	Establishing a common mechanism with mukhtars regarding disasters	2021	2024	Department of Media and Public Relations	Department of Center Fire Brigade	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services	Mukhtar's Office, City Councils, NGOs
G1O4A7	Holding disaster related coordination meetings	2021	2024	Department of Center Fire Brigade	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services		Local Health Authority, Provincial Directorate of Ministry of Family, Labor and Social Services, NGOs, Universities,
G1O4A8	Providing training to municipal managers and staff on citizen / NGO participation	2021	Routine	Department of Human Resources and Education	Directorate of Affiliates Coordination			Universities, NGOs
G1O4A9	Announcing municipal meeting assemblies to the NGOs	2021	Routine	Department of Media and Public Relations	Department of Institutional Development and Management Systems			
G1O4A10	Creating an open database portal	2021	Routine	Department of Information Technologies	Directorate of Affiliates Coordination			

**Objective. G104- Spreading participation to the smallest urban areas by establishing a model / mechanism**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G104A11	Creating a district / neighborhood level solution center	2021	2024	Department of Media and Public Relations	Department of Survey and Projects	Department of Social Services		IPA
G104A12	Increasing the number of mobile communication centers	2021	2024	Department of Media and Public Relations	Department of Support Services			
G104A13	Increasing the number of Mobile Municipal Police Center vehicles	2022	2024	Department of Municipal Police	Department of Support Services			
G104A14	Developing user-friendly mobile applications	2021	2024	Department of Information Technologies	Directorate of Affiliates Coordination			
G104A15	Creating citizen surveys on municipal services	2021	Routine	Department of Institutional Development and Management Systems	Department of Information Technologies			
G104A16	Holding workshops with civil society participation in the field of urban planning	2021	Routine	Department of Housing and Urban Development	Directorate of Affiliates Coordination	Department of Institutional Development and Management Systems		NGOs, Social Enterprises, District City Councils, Trade Associations, IPA
G104A17	Establishing solution centers for reconstruction and transformation	2021	2024	Department of Housing and Urban Development	Department of Earthquake Risk Management and Urban Improvement	Department of Media and Public Relations		
G104A18	Organizing meetings by ensuring the participation of women on reconstruction and transformation	2021	Routine	Department of Housing and Urban Development	Department of Earthquake Risk Management and Urban Improvement	Department of Media and Public Relations		NGOs, Social Enterprises, District City Councils, Trade Associations
G104A19	Holding thematic cooperation meetings on the problems of migrants and refugees	2021	2024	Department of Social Services	Department of Institutional Development and Management Systems			District Municipalities, NGOs, International organizations, Provincial Immigration Authority, Universities, Provincial Directorate of Family, Labor and Social Services, Provincial Directorate of Health, Provincial Directorate of Education

**Objective. G105-Ensuring the monitoring of the Local Equality Action Plan by internal and external stakeholders by establishing the necessary mechanisms and disseminating the plan**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G105A1	Reporting of heads of departments to carry out the monitoring and evaluating process of the Local Equality Action Plan	2021	2024	Department of Institutional Development and Management Systems	Department of Social Services	Directorate of Affiliates Coordination		
G105A2	Producing publications for the dissemination of the Local Equality Action Plan	2021	2024	Department of Media and Public Relations	Department of Institutional Development and Management Systems	Department of Social Services	Directorate of Affiliates Coordination	
G105A3	Updating the problems and needs regarding the Local Equality Action Plan	2021	2024	Department of Social Services	Department of Institutional Development and Management Systems			Women's Associations, NGOs, Universities, Mukhtar's Office, Trade Associations and Unions
G105A4	Holding Gender Equality themed coordination meetings	2021	2022	Department of Social Services	Department of Institutional Development and Management Systems	Department of Human Resources and Education		

## Indicators to be Monitored Regarding the Priority Area

Indicators
Number of IMM service points where introductory brochures of IMM services are distributed
Number of mukhtar's office to which brochures about the services provided by IMM are delivered
Number of brochures and other announcement materials reaching the mukhtar's office
Usage ratio of outdoor media for informative purposes
List of projects aiming to raise awareness on gender equality
Number of research conducted to audit the accessibility of service announcements
Number of women interviewed in household visits to expand IMM services
Number of multilingual content (videos, web pages, brochures, etc.) to be prepared for the dissemination of IMM services
Number of staff who received sign language training
Number of people receiving service with sign language
Number of persons with disabilities to whom service announcements are delivered
Number of IMM services announced with Braille Alphabet or Audio Promotion
Number of departments employing multilingual staff
Number of centers also serving migrants
Ratio of migrant women among the applicants at the centers
Ratio of women in IMM City Council
Ratio/number of local/refugee women attending trainings, seminars etc. related to Urban Rights
The number of meetings held with women mukhtars on women's right to the city
The number of visual publications produced for the dissemination of the citizens' budget
The number of multilingual visual publications produced for the dissemination of the citizens' budget
Number of personnel who have completed basic data science training within the scope of the Data Science for Social Utility Program
Number of services of which gender equality impact analysis conducted
Number of analysis reports of equality impact assessment made using BigData Program data
The ratio of IMM directors, who are in a decision-making position on the budget, who have received gender-sensitive budgeting training
The ratio of women among the participants who use the participatory digital platform and applications
Number of women's organizations, NGOs etc. got in contact with
The ratio of women's organizations and NGOs in the database of IMM among the total NGOs and women's organizations in Istanbul
Number of units holding meetings with women's organizations/women
Number of women's organizations participating in meetings with the NGO
Creation of civil society participation and cooperation principles document
Number of projects involving women's organizations/institutions/units
Number of meetings to be held with women entrepreneurs
The number of meetings held with mosque associations on gender inequality for the use of mosques and equal access of women to mosques
Completion rate of protocol procedures regarding institutions such as civil society, university, etc.
Number of women benefiting from vendors
Number of women's cooperatives with cooperation protocols

<b>Indicators</b>
Number of meetings to be held with professional organizations/chambers
The rate of meeting the promotional requests of Women's Institutions/NGOs
The proportion of the budget allocated to the City Council within the municipal budget
Number of meetings to be held with women mukhtars
The number of gender-sensitive budget reports
The number of neighborhood-based women citizen meetings to be held
Number / ratio of female users of service centers
Number of neighborhoods in which fire stations are utilized as places for disseminating public information
Number of meetings to be held with mukhtars
Number of citizen and civil society participation trainings provided for managers and staff
Number of announcements to be made for municipal assembly meetings
Percentage of women NGOs attending municipal assembly meetings
Number of datasets published on the Open Data Portal
Number of individual users connecting to Open Data Portal
Total number of accesses on open data portal
Average number of requests per day on the open data portal
Number and rate of people contacted on a neighborhood basis
Number of district/neighborhood-based solution centers
Number of mobile communication centers
The number of people reached through the neighborhood/town police
Number of people reached with the 'Istanbul is Yours' Application
Number of women reached with the 'Istanbul is Yours' Application
The number of surveys to be conducted for municipal services/policies
Female participants in surveys conducted for municipal services and policies
The number of project competitions in the field of urban planning where local demands are received
Number of communication centers established in urban transformation areas
Female participation rate in city planning meetings
Number of female-specific meetings for city planning
Establishment of the migration working group in the city council
Number of immigrants attending the city council
Number of activities involving immigrants
Number of communication activities related to policies and services created for young people
Number of annual meetings for evaluating the LEAP with the departments
The number of meetings held with external stakeholders in the LEAP monitoring process
The number of visual and printed publications produced for the dissemination of LEAP
Number of meetings held with district municipalities on migration
Completion rate of common database created on migration

## **GOAL 2: Preventing Gender-Based Violence and Discrimination**

### **4.2. Gender-Based Violence and Discrimination Against Women**

To sum up the prominent suggestions on gender-based violence and discrimination against women as a result of the meetings, increasing the awareness of service providers and policymakers, developing an institutional attitude towards gender equality, announcing and defending this attitude as well as implementing it in every unit within the municipality including working procedures, reorganizing all services with a gender equality perspective, managing which services, where and how ought to be directed in favor of women and children with gender-sensitive data and neighborhood-based needs maps, and observing gender identity and sexual orientation by using the constitutional principle of equality and international conventions that Turkey accedes to as a base can be counted as other suggestions put forward in the interviews. Therefore, three main demands, empowering the staff, reorganizing the services, and maintaining the advocacy to be made towards the public with an institutional determination, come forward. Initially, informing all staff and managers about the national legislation regarding gender equality and international conventions Turkey accedes to and arranging working procedures of IMM in accordance with these texts (no discrimination based on disability, belief, age, gender identity, and sexual orientations in working life, etc.) have been requested. However, it was stated that equality in employment procedures should not only be understood as a recruitment process but also as a transformative employment policy regarding gender roles such as compulsory paternity leave (for a non-symbolic period, for example, four months) which should be taken into consideration. Likewise, there are some other proposals brought forward, such as all IMM municipal assembly members, staff, directors, and all the district municipalities' staff who can be cooperated, particularly the marriage officers, to receive periodical gender equality training. It has also been suggested that healthcare personnel, field workers, those working in the field of violence, and those working with children in neighborhood centers should receive this training as a priority. In this way, it is thought that it will be possible both to recognize the signs of violence more easily and to go through the proper channels against detected signs of violence during a social examination or home-based healthcare services. However, ensuring equality to be established in an institution is certainly not possible only with individuals to be trained. As a suggestion coincides with this opinion that was mentioned during interviews, it has been requested that

instructions determining the rules of anti-discrimination in every service area are created and announced to all personnel. For instance, thanks to these instructions, IETT drivers will be informed of the steps to be taken when there are cases of harassment or violence on the bus. Just like the instructions, it is thought that the establishment of mechanisms such as the ‘equality unit’ and/or the ‘unit for the elimination of harassment, violence, and mobbing<sup>49</sup> in the workplace’ will catalyze penetration of gender equality throughout the municipality. These units will not only manage cases of discrimination, violence, and harassment but also lay down the basic principles of how to manage these cases, therefore they will both develop and implement policies and the mechanisms that will ensure their implementation by other units. In addition, it is also among the prominent demands to share these principles with the public as a document of attitude, to free municipal communication tools and spatial planning from discriminatory contents (which reinforce established gender roles, etc.), and even to use these tools for gender equality advocacy.

Finally, through the negotiations, it was conveyed that the collection of data that will reveal the inequality dynamics of Istanbul, the preparation of needs maps for different womanhood conditions (disabled, children, immigrants, living in rural areas, elderly, caregivers, etc.) and the compilation of all data including IMM services user data as anonymized data will contribute to the development of appropriate services and policies. For instance, it has been stated that data such as gender-based violence against women statistics in Istanbul are needed in order to make accurate political decisions on when and what direction a violence support mechanism should be established. On the one hand, reorganization of all services, particularly health services, with a gender equality perspective was requested. It was emphasized that the improvement of poor regions also requires a gender equality perspective. Additionally, it was underlined that the improvement of the neighborhoods known as Ghetto<sup>50</sup> with differing needs of women and children to be accounted for will make these areas more ‘livable’ for women. Particularly in these neighborhoods, dissemination of counseling/solidarity centers as defined by the international conventions, the establishment of mobile counseling centers for women who are not able to access the city center, setting up of violence, harassment, and rape crisis center that will serve 24/7, enhancing the content for empowering

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*49 Mobbing: Social bullying of a person or persons individually or as a group, against a person or another group. This word of Latin origin means psychological violence, coercion, siege, harassment, distress. It also means intimidation or psychological terror at work. –e.n.*

*50 Ghetto: An area of a city where people of a particular race or religion live, especially a poor area –e.n*

women and the training on the law numbered 6284 and rights in the closest training centers such as ISMEK and ISADEM (Istanbul Family, Counseling and Education Center), periodically providing information on urban services, constructing shelters, daycare centers, and laundries are among other proposals which were put forward. However, during the negotiations, it was frequently reminded that an integrated social policy approach focusing on violence and/or empowerment after divorce should be put into practice by the services of vocational training, psychological support, etc. in parallel with the support of coping with the violence itself. Likewise, home security ensuring supports like opening self-defense courses, shelters, and free lock changing services were listed among the supports directly coping with the violence itself.



## GOAL 2: Preventing Gender-Based Violence and Discrimination

**Table 2: Actions Regarding Gender Based Violence and Discrimination Against Women**

Objective. G2O1- Developing the institutional capacity to effectively combat gender-based violence and discrimination								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G2O1A1	Conducting awareness studies on gender equality and violence against women	2020	2024	Department of Media and Public Relations	Department of Social Services	Coordination Office of Communication		NGOs, Women's Associations
G2O1A2	Conducting communication studies with a gender equality perspective	2021	Routine	Department of Media and Public Relations	Department of Social Services	Directorate of Affiliates Coordination		NGOs, Women's Associations, Universities
G2O1A3	Integrating gender equality perspective into IMM business processes to comprise the diverse needs of women	2021	2024	Department of Human Resources and Education	Department of Institutional Development and Management Systems	Legal Counselors	Directorate of Affiliates Coordination	NGOs, Women's Associations, Universities and Trade Unions
G2O1A4	Periodically providing gender equality training for the staff and directors	2021	Routine	Department of Human Resources and Education	Directorate of Affiliates Coordination	Department of Social Services		NGOs, Women's Associations, Universities
G2O1A5	Establishing Gender Equality and LEAP Coordination Unit	2021	2024	Department of Human Resources and Education	Department of Social Services	Department of Institutional Development and Management Systems		NGOs, Women's Associations, Universities
G2O1A6	Creating and sharing a policy attitude document and instructions against harassment and mobbing in working life	2021	2022	Department of Human Resources and Education	Department of Social Services	Directorate of Affiliates Coordination		Universities, NGOs, Unions
G2O1A7	Establishing a commission that can receive applications and manage the process in cases of harassment, violence and mobbing in working life and access to services	2021	2021	Department of Human Resources and Education	Directorate of Affiliates Coordination	Department of Social Services	Legal Counselors	NGOs, Women's Associations, Universities, Unions

Objective. G2O2- To increase access to municipal services by creating data that is sensitive to gender equality and cares about diversity								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G2O2A1	Collecting gender sensitive data on the services produced by the units	2021	2024	Department of Information Technologies	Department of Institutional Development and Management Systems	All Departments		
G2O2A2	Conducting research, data collection and reporting studies to reveal different needs, problem areas and dynamics of inequality	2021	2024	Department of Information Technologies	Directorate of Affiliates Coordination	Department of Institutional Development and Management Systems	Department of Social Services	IPA, NGOs, Women's Associations, Universities, District City Councils
G2O2A3	Establishing mechanisms to collect gender sensitive data on Istanbul	2021	2022	Department of Information Technologies	Department of Institutional Development and Management Systems	Department of Social Services		NGOs, Women's Associations, Universities, District City Councils
G2O2A4	Collecting, analyzing and reporting data on violence against women in Istanbul	2021	2024	Department of Institutional Development and Management Systems	Department of Information Technologies	Directorate of Affiliates Coordination		IPA, Provincial Security Director, NGOs, Women's Organizations, Provincial Directorate of Ministry of Family, Labor and Social Services
G2O2A5	Conducting participatory planning studies in disadvantaged neighborhoods and taking women's needs into consideration during the improvement works	2020	2024	Department of Housing and Urban Development	Directorate of Affiliates Coordination	Department of Social Services	Department of Media and Public Relations	Mukhtar's Office, NGOs, Women's Organizations, Universities ve District City Councils
G2O2A6	Conducting feasibility studies of urban reinforcement areas in all neighborhoods with a gender perspective	2020	2024	Department of Infrastructure & Construction	Department of Survey and Projects	Department of Parks, Gardens, and Green Areas		District Municipalities

**Objective. G203-To increase the resources and expand the services required to combat violence**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G203A1	Informing women about their legal rights in the face of violence	2020	Routine	Department of Social Services	Department of Media and Public Relations			NGOs , Women' Organizations, Universities
G203A2	Operating the Women Counseling Unit and the Women Support Line	2020	Routine	Department of Social Services	Department of Media and Public Relations	Department of Information Technologies		
G203A3	Opening of new Women's Solidarity Houses (shelters) and providing inclusive services	2020	2024	Department of Social Services	Department of Infrastructure & Construction	Department of Survey and Projects		Women' Organizations, Universities, Provincial Directorate of Ministry of Family, Labor and Social Services
G203A4	Providing training and supervision support to shelter staff in cooperation with women's organizations	2020	2024	Department of Social Services	Department of Human Resources and Education			NGOs , Women' Organizations, Universities
G203A5	Establishing New Community Houses and ISADEM centers	2020	2024	Department of Social Services	Department of Infrastructure & Construction	Department of Survey and Projects		
G203A6	Establishing mobile women's counseling points in the neighborhoods	2021	2024	Department of Media and Public Relations	Department of Social Services			District Municipalities, Mukhtar's Office
G203A7	Establishing 24/7 Violence, Harassment and Rape Crisis Centers	2022	2024	Department of Social Services	Department of Social Services			Provincial Health Directorate, NGOs , Women' Organizations, Universities
G203A8	Creating appropriate places for women's temporary accommodation needs	2021	2024	Department of Social Services	Department of Infrastructure & Construction	Department of Survey and Projects		NGOs , Women' Organizations, Universities, Provincial Directorate of Ministry of Family, Labor and Social Services
G203A9	Including the subject of legal rights of women against violence in ISMEK curriculum	2021	2024	Department of Human Resources and Education	Legal Consultants			Women's Associations
G203A10	Creating contents to expand the gender equality perspective in ISMEK and ISADEMs	2021	2022	Department of Human Resources and Education	Department of Social Services			NGOs , Women' Organizations, Universities
G203A11	Providing services focusing on empowerment after violence and/or divorce	2020	Routine	Department of Social Services	Department of Human Resources and Education			NGOs , Women' Organizations

**Objective. G2O3-To increase the resources and expand the services required to combat violence**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G2O3A12	Conducting activities that will create public opinion against child and forced marriage	2021	2024	Department of Media and Public Relations	Department of Social Services			NGOs , Women' Organizations, Provincial Directorate of Ministry of Family, Labor and Social Services
G2O3A13	Conducting public-forming activities about gender-based violence against women and discrimination	2021	2024	Department of Media and Public Relations	Department of Social Services	Directorate of Affiliates Coordination		NGOs , Women' Organizations, Provincial Directorate of Ministry of Family, Labor and Social Services
G2O3A14	Informing women living in the rural neighborhoods of Istanbul on their legal rights against violence	2020	2024	Department of Social Services	Department of Human Resources and Education	Department of Media and Public Relations		NGOs , Women' Organizations, Universities, Mukhtar's Office
G2O3A15	Conducting awareness studies for men on gender equality and violence against women	2020	2024	Department of Social Services	Department of Human Resources and Education			NGOs , Women' Organizations, Mukhtar's Office
G2O3A16	Providing services that will increase the security of women under threat of violence in their whereabouts	2020	2024	Department of Social Services	Department of Support Services			Provincial Security Directorate, Provincial Directorate of Ministry of Family, Labor and Social Services
G2O3A17	Continuing the services of the multilingual women's hotline	2020	2024	Department of Social Services				Universities, NGOs , Women's Associations
G2O3A18	Conducting awareness studies to prevent age discrimination	2021	2024	Department of Human Resources and Education	Department of Health			Universities, NGOs

**Objective. G2O4-To develop institutional capacity against child abuse based on institutional attitude and protection**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G2O4A1	Preparing a policy document against child abuse	2021	2022	Department of Social Services	Department of Human Resources and Education	Department of Media and Public Relations		Universities, NGOs , Women's Associations
G2O4A2	Increasing the capacity of the child protection and coordination unit	2020	2024	Department of Social Services	Department of Human Resources and Education			
G2O4A3	Maintaining Child Protection and Coordination Unit services	2019	Routine	Department of Social Services	Department of Municipal Police			Child Police Department, Provincial Directorate of Ministry of Family, Labor and Social Services, International Institutions, NGOs
G2O4A4	Organizing activities on the rights of the child	2019	Routine	Department of Social Services	Department of Municipal Police	Department of Culture		Child Police Department, Provincial Directorate of Ministry of Family, Labor and Social Services, International Institutions, NGOs
G2O4A5	Developing notification channels on Child Neglect and Abuse	2019	Routine	Department of Social Services	Department of Municipal Police			Child Police Department, Provincial Directorate of Ministry of Family, Labor and Social Services, International Institutions, NGOs
G2O4A6	Carrying out awareness studies to prevent child neglect and abuse	2021	Routine	Department of Social Services	Department of Social Services	Department of Human Resources and Education		Universities, NGOs

## Indicators to be Monitored Regarding the Priority Area

Indicators
Number of managers trained on gender equality legislation
The rate of creation of directives on discrimination, violence and mobbing in business life
The rate of establishment of a commission on discrimination, violence and mobbing in business life
The number of people reached in awareness-raising activities with the theme of violence against women
Number of public information activities conducted against discrimination
Number of in-service gender equality trainings
Number of senior executives participating in gender equality training
Number of employees participating in gender equality training
The ratio of senior managers/employees that were given gender equality training within Affiliates and Subsidiaries
Preparation rate of the Policy Document of Gender Equality in Working Life and Access to Services
The number of personnel with whom the Policy Document of Gender Equality in Working Life and Access to Services is shared
Number of staff working in the Gender Equality Unit
Establishment rate of the Sexual Harassment and Assault Prevention Unit
Percentage of women among newly recruited staff on a unit basis
Number of cases submitted to the commission regarding discrimination, violence and mobbing in business life
Number of affiliates that have adopted the policy text
Publication of Gender Equality Attitude Certificate
Employment rate of women entering job interviews
Number of female employees on company basis
The ratio of the number of female employees to the total number of employees
The ratio of women among new hires by subsidiaries
Preparing a policy and strategy document to prevent child abuse
Equitable visual ratio in promotional materials
Number of service buildings made available for access
Number of staff trained on Gender Equality
Conformity rate of buildings to be constructed for disabled accessibility
The ratio of female technical staff working within the body of IMM
The number of analyzes made from the data collected to understand the demography of Istanbul-Number of research specific to deprivation
The number of analyzes made from the data collected to understand the demography of Istanbul-Number of reports prepared on local equality
Disabled women / men ratio benefiting from municipal services on the basis of departments
The rate of Maintenance Mapping of Istanbul
Preparation of Istanbul Elderly Needs Map
The rate of Istanbul's Urban Access Mapping
Female participant rate in the surveys sent through "Istanbul is Yours"
Number of reports prepared within the scope on a yearly basis
Rate of reporting of violence against women by mapping
Preparation of Policy Document of Gender Equality in Working Life and Access to Services
Number of meetings on violence and discrimination based on gender equality held with district municipalities
The rate of conformity of municipal service buildings with accessibility criteria
The number of district municipalities with which projects are developed together
Number of coordination meetings held with district municipalities

<b>Indicators</b>
The ratio of healthcare employees receiving gender equality training
Number of services implemented in regions determined based on the poverty map
Number of IMM units established according to neighborhood needs analysis
Number of women benefiting from IMM units established according to neighborhood needs analysis
The number of neighborhoods where activities are held according to neighborhood needs analysis
The number of neighborhoods where the requests of the local people are received, and participatory planning studies are carried out
Number of people who were given consultancy support
Number of women who were informed about their rights
Number of women who were directed to the shelter
The ratio of women who were directed to a shelter among the women who had applied to the Women's Counseling Unit and Support Line
Number of ISEMs established
Number of women's shelters
Number of supervisions given to the shelter staff
Number of women reached through mobile women's counseling points
Establishing a Sexual Violence Crisis Center
The ratio of female staff in temporary accommodation buildings
The ratio of the number of trainings with presentations on gender equality
Number of women who were given counseling
Number/rate of women participating in the Defense Arts branches
The number of neighborhoods where studies are conducted to combat child marriage and forced marriage
The number of public awareness campaigns to combat child marriage and forced marriage
Number of campaigns to prevent violence against women
Number of women trained on civil rights in off-center neighborhoods
Number of paternity trainings provided
The number of projects aimed at raising men's awareness of gender equality
The rate of meeting the demands for violence reports on a need-specific basis
Number of elderly day care homes opened
Number of preparatory training for old age
The number of personnel over the age of 40 provided with old age preparatory training
The number of personnel provided with training of trainers on preparation of old age
Number/rate of female participation breakdown by age in all branches of education
Completing web application design for people over the age of 65 to use the digital environment effectively
The number of digital literacy training for the elderly
The number of personnel who received training for trainers on digital literacy for the elderly
Number of citizens over the age of 65 who received digital literacy training
Response rate of access complaints and requests from citizens over the age of 65
Establishing Social Equality Unit
Establishing Local Equality Action Plan Coordination Board
Number of coordination meetings held between the social equality unit and other units
The rate at which social equality unit recommendations are included in the programs of the units
Number of children supported

**GOAL 3:** In Order to Ensure Full Exercise of the Right to Health, Making Health Services Accessible Without Any Discrimination by Observing Gender Equality and Diversity

### **4.3. Health**

As a result of the interviews, it was revealed that access to health services ought to be facilitated for all segments of the society, and information on health services should be expanded. Within this context, expansion of healthcare services in a multilingual way down to the smallest living units, providing services to all disadvantaged neighborhoods, including the rural regions of Istanbul, with all expert staff including dieticians and psychologists and increasing the number of mobile medical teams are going to be crucial steps in solving the accessibility problem. Employment of migrant women in mobile medical teams and strengthening these teams with knowledge on women's health have also been demanded. The urgency of providing transportation support for women, specifically living in rural neighborhoods, to access critical healthcare services and providing regular transportation service to the surrounding SAHAM and KETEMs has also been stated. As an instance, it is possible to make protocols with SAHAM and KETEMs on the basis of certain days for women who will move from villages. In addition to mobile health services, popularizing home-based medical screening services for women who cannot reach centers, increasing the existing competence and capacity in health services for women, making the environment of health institutions secure, making blind spot control around hospitals and health centers, and making necessary improvements are among the other prominent suggestions.

It has also been emphasized that opening a first aid center in the neighborhoods or providing first aid, sexual and reproductive health training in centers for women will contribute to the empowerment of women with preventive healthcare knowledge that is critical for them. However, it should be kept in mind that training on reproductive health and family planning does not solve the access problem. That is why, the demands of women to have access to birth control methods and safe sexual materials, to have a designated authority on women's health to apply in every district, to identify neighborhoods where women's access to healthcare services is limited, and to direct the services to these neighborhoods have been very frequently put into words. Another outstanding issue in the interviews is that ISADEMs (Istanbul Family Consultancy and Education Centers) should be reorganized not only as family-oriented but also as re-centering women while taking gender



identity and sexual orientation into account in accordance with the principle of equality of the constitution. Early diagnosis catalyzing training and screening to be carried out in these centers were also underlined as other prominent matters. Organization of public campaigns has been requested not only for these services to be provided but also for their advocacy through relevant centers and institutions. Finally, opening menopause clinics and organizing women's camps, providing multi-dimensional social support for lone mothers who have just given birth, and providing both education and psychological support for caregivers (especially to those who provide care for dementia and Alzheimer's patients at home) are among other recommendations made in focus group interviews. All these indicate that it is necessary to see the relationship between women's health problems and social roles which need to be addressed from the perspective of gender equality, such as care relations, motherhood, elderliness, women's relationship with the home, outside, and family.

**GOAL 3:** In Order to Ensure Full Exercise of the Right to Health, Making Health Services Accessible Without Any Discrimination by Observing Gender Equality and Diversity

**Table 3: Actions Concerning the Field of Health**

Objective. G3O1-To increase the accessibility of health services by considering different conditions and diversity								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G3O1A1	Providing services for women's health and psychology on the basis of the neighborhood	2021	2024	Department of Health	Department of Social Services	Department of Media and Public Relations		NGOs , Women' Organizations, Mukhtar's Office
G3O1A2	Providing services for women's and children's health free of charge	2020	2024	Department of Health	Department of Social Services	Department of Media and Public Relations		Provincial Health Directorate, NGOs , Women' Organizations, Trade Associations
G3O1A3	Providing transportation support in access to healthcare services	Routine	Routine	Department of Health	Department of Transportation	Department of Support Services	Department of Social Services	Provincial Health Directorate, NGOs , Women' Organizations, Trade Associations
G3O1A4	Providing home healthcare services	2020	2021	Department of Health	Department of Support Services			Provincial Health Directorate
G3O1A5	Multilingual presentation of healthcare studies	2022	2022	Department of Health	Department of Media and Public Relations	Department of Social Services		NGOs , Women' Organizations, Trade Associations, Provincial Health Directorate
G3O1A6	Creating anonymous testing and diagnosis, and counseling centers	2021	2024	Department of Health				Provincial Health Directorate, NGOs , Women' Organizations, Trade Associations
G3O1A7	Making health institutions and their environment safe for women	2021	2024	Department of Health	Department of Parks, Gardens and Green Areas	Department of Surveys and Projects	Department of Infrastructure & Construction	Provincial Health Directorate
G3O1A8	Providing maternal and newborn health services	2021	2024	Department of Health	Department of Social Services			Provincial Health Directorate, NGOs , Women' Organizations, Trade Associations

**Objective. G3O2- To develop existing competence and capacity in health services for women**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G3O2A1	Increasing the number of female personnel working in health services	2021	2024	Department of Health	Department of Human Resources and Education	General Directorate of Affiliates		Regional Employment Offices, İŞKUR
G3O2A2	Providing awareness and training activities to healthcare personnel against all kinds of discrimination	2021	2024	Department of Health	Department of Human Resources and Education			NGOs , Women' Organizations, Universities
G3O2A3	Restructuring and developing reproductive health and family planning services	Routine	Routine	Department of Health	Department of Media and Public Relations	Department of Social Services		Provincial Health Directorate, Trade Associations, NGOs , Universities
G3O2A4	Providing access to healthcare services sensitive to age, disability, ethnicity, sexual orientation, and gender identity and providing counseling services without being subject to discrimination in IMM health units	Routine	Routine	Department of Health	Department of Media and Public Relations	Department of Social Services		Women' Organizations, NGOs , Trade Associations, Universities
G3O2A5	Providing training, psychological support and rehabilitation services for dementia and Alzheimer's patients' relatives	2021	2024	Department of Health	Department of Human Resources and Education			Women' Organizations, NGOs , Trade Associations, Universities
G3O2A6	Initiating work for the establishment of the Health Equality Ethics Committee	2021	2024	Department of Health	Department of Human Resources and Education	Directorate of Affiliates Coordination		
G3O2A7	Initiating work for the establishment of the Health Equality Ethics Committee	2021	2024	Department of Health	Department of Human Resources and Education			

**Objective. G3O3- To increase the awareness of women about healthy life and health services**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G3O3A1	Providing trainings to improve Health Services in terms of quality and quantity	2021	2024	Department of Health	Department of Human Resources and Education			Women' Organizations, NGOs , Trade Associations, Universities
G3O3A2	Providing women's health and first aid training	2021	2024	Department of Health	Department of Center Fire Brigade	Department of Social Services		Women' Organizations, NGOs , Trade Associations, Universities
G3O3A3	Providing consultancy services during the new birth and pregnancy process	2021	2024	Department of Health	Department of Social Services			Provincial Health Directorate, Women' Organizations, NGOs , Trade Associations, Universities
G3O3A4	Creating new training areas in existing centers	2021	2024	Department of Health	Department of Human Resources and Education			Provincial Health Directorate, Women' Organizations, NGOs , Trade Associations, Universities
G3O3A5	Carrying out awareness and information activities for women and children about safe food consumption	2021	2024	Department of Mukhtars and Food	Department of Social Services	Department of Social Services		Provincial Health Directorate, Women' Organizations, NGOs , Trade Associations, Universities
G3O3A6	Carrying out awareness and information activities for women and children about the direct and indirect effects of climate change on human health	2021	2024	Department of Environmental Protection & Enforcement	Department of Social Services	Department of Social Services	Department of Media and Public Relations	Provincial Directorate for National Education, Provincial Health Directorate, NGOs, Women's Organizations, Trade Associations, Universities
G3O3A7	Carrying out awareness and information activities about sexually transmitted infections (HIV, HPV, Gonorrhea, etc.)	2020	2024	Department of Health	Department of Media and Public Relations			STK, Provincial Health Directorate

## Indicators to be Monitored Regarding the Priority Area

Indicators
Number of women benefiting from women's health activities
Number of women benefiting from studies on women's psychology
Ratio of migrant women among women benefiting from the studies on women's health
Ratio of women among those benefiting from screening centers
Ratio of children among healthcare beneficiaries
Number of cancer screening performed
Number of diabetes screenings performed
Ratio of women among those reached by diabetes bus
Ratio of women among those reached by obesity bus
Ratio of migrant women among women benefiting from screening services
Number of Women who were Provided Transportation Service for Access to Health Services (Support Services)
Ratio of women among home healthcare providers
Ratio of women working in the healthcare services
Ratio of multilingual health units
Number of Health Centers that switched to Anonymous Testing
The rate of meeting the lighting demand of places around health institutions
Rate of increase in the number of social workers and psychologists working in health services
Rate of increase in the number of female healthcare professionals
The number of in-service trainings to be received by healthcare personnel
Health services satisfaction rate in places where health services are provided
The number of activities to be held in Istanbul's pleasant and safe walking routes with the Healthy Steps map by taking women and disabled people into consideration.
Restructuring and developing reproductive health, sexual health and family planning services
Number of first aid training given
Number of IMM units that were given first aid training
Ratio of women among those attending first aid training
Number of women receiving women's health education in healthcare services
The number of multilingual visual and printed publications to inform about reproductive and sexual health
Number of evaluation meetings held with the Health Equality Ethics Committee
Number of postpartum counseling to be given to pregnant women
Number of men involved in the puerperal counseling process and trained on puerperal care
Number of fathers who receive newborn care training in newborn follow-up
Number of people informed about Health Services to raise awareness
The number of multilingual written and visual publications made to announce health services
The number of people reached within the scope of awareness and information activities on safe food consumption
Number of campaigns on safe food consumption
Number of multilingual visual and written publications on safe food consumption
The number of meetings held with the cooperatives engaged in urban agriculture
Number of women participating in healthy nutrition training at ISADEMs
The number of information studies conducted on the effects of climate change on human health
Percentage of women benefiting from information activities on the effects of climate change on human health
The number of visual and written publications on the effects of climate change on human health
Number of information notes prepared on sexually transmitted infections (HIV, HPV, Gonorrhea etc.)
Percentage of women among healthcare personnel attendants

## **GOAL 4: Combating Poverty by Developing Mechanisms with a Gender Equality Perspective**

### **4.4. Poverty**

In the interviews held, it has come to the fore that looking at poverty from the perspective of gender equality is an integral part of struggling urban poverty in Istanbul. The suggestions developed in this field can be summarized under three solution headings: (1) making social supports accessible and inclusive by paying regard to differing womanhood conditions, (2) empowerment of the staff and managers of the relevant units on the matters of differing needs of women and gender equality based social policy, (3) providing education, employment and income support that will prevent transmission of poverty from generation to generation.

Initially, it was emphasized that factors such as lack of technology, disability, elderliness, care burden that deepen women's poverty also cause women to be excluded from social support mechanisms. Therefore, it has been requested that free Wi-Fi areas, women-friendly public spaces, parks, bus stops, social facilities, and centers like ISMEK, ISADEM, and ISEM to be expanded in the neighborhoods. It has been stated that identifying and improving communicative necessities, particularly in disadvantaged neighborhoods, is an important part of combating violence. It was reiterated that identifying women who do not have access to mobile phones, telephone lines, internet, and television in the mentioned neighborhoods and meeting these needs is vital for women to access social support mechanisms. Besides, it has been frequently reminded that the access restrictions of disabled women should be looked after when needs assessments are made in these neighborhoods.

On the one hand, social investigation staff to acquire the necessary skills for performing multi-dimensional analysis during home visits, social aid/support conditions to be reconsidered to establish a social support system that will also contain women's state of destitution that does not meet the social assistance criteria, and preventing the unjust treatments, specifically experienced in situations like epidemic and crisis, are among other suggestions expressed in the interviews. Additionally, to break the cycle of poverty in Istanbul that is being experienced as a lack of access to basic needs, the assurance of meeting these basic needs like shelter and food, and carrying out communication studies in order to spread this sense of trust among other members of the urban poor have been demanded. As an example, providing free Hamidiye Water support to student houses has been suggested as one of the concrete steps that can be easily taken towards the problem of accessibility to a basic need.

Assuring access to basic needs and including the immigrant poor, women and children in this process while supporting attendance to education, which is one of the most effective way of preventing transmission of poverty from generation to generation to generation and providing access to migrant children for free courses of municipal training centers have often been voiced by non-governmental organizations working in this field, in particular. Providing information on the rights and services during the periodically organized multilingual training and providing the opportunity of direct application to immigrant women, who are not able to apply for social support, were also reported as significant necessities. Monitoring children, especially migrant children, who are forced to work and beg, and establishing holistic social support mechanisms that can combat child labor and produce solutions based on the principle of the best interests of the child have been submitted as among other suggestions. Likewise, identifying the children who are not able to access basic education, ensuring these children's educational attainments, and regularly following them up by the 'School Social Service Model' have also been intended during the negotiations. Finally, it was underlined that not academic achievement-based but gender equality-based social policies ought to be produced for women university students, particularly in the meetings held with women's organizations.

## GOAL 4: Combating Poverty by Developing Mechanisms with a Gender Equality Perspective

**Table 4: Actions Concerning the Area of Poverty**

Objective. G4O1- Making necessary arrangements and developing mechanisms to combat women's poverty							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G4O1A1	Providing accessible services that focus on women's poverty in service areas of social support such as Community Houses	2020	2024	Department of Social Services	Department of Human Resources and Education	Department of Health	Mukhtars
G4O1A2	Providing IMM Wifi service with priority in areas where women and children are served	2021	Routine	Department of Information Technologies	Department of Social Services	General Directorate of Affiliates	
G4O1A3	Developing measures to increase women's access to urban transport	2020	Routine	Department of Information Technologies	Department of Social Services	General Directorate of Affiliates	
G4O1A4	Structuring educational aid by primarily considering the socio-economic status of female students	2019	Routine	Department of Information Technologies	Department of Social Services	General Directorate of Affiliates	
G4O1A5	Developing service solutions tailored to the diverse needs of women with disabilities, increasing their access to services	2019	Routine	Department of Social Services			Women' Organizations, NGOs



Objective.G4O2-To strengthen the decision-makers, managers, and employees of municipal units serving in the field of social policies							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G4O2A1	Providing social workers with the necessary competencies to perform social examinations in areas such as disability, employment, education, and preparing the relevant infrastructure	2020	2024	Department of Social Services	Department of Human Resources and Education		NGOs , Universities
G4O2A2	Improving the SEDEP program and completing its integration with System Graduation Program	2020	Routine	Department of Social Services	Department of Information Technologies	Department of Human Resources and Education	
G4O2A3	Maintaining insured persons to benefit from social supports by deep poverty conditions being taken into account	2020	Routine	Department of Social Services			
G4O2A4	Ability to direct internal or external stakeholders in the case of urgent need by developing a case routing application for the personnel from various units of IMM working in the field	2021	2024	Department of Social Services	Department of Information Technologies		Provincial Directorate of Ministry of Family, Labor and Social Services Provincial Security Director, Mukhtars, District Municipalities
G4O2A5	Increasing the number of households to be examined as a case and supporting them with multilingual translation	2021	2024	Department of Social Services			NGOs , International Institutions
G4O2A6	Multilingual dissemination of the tools and services developed within the scope of poverty alleviation	2021	2024	Department of Social Services	Department of Media and Public Relations		NGOs , International Institutions
G4O2A7	Disseminating the activities carried out in the fight against poverty with different tools and collaborations particularly in poor neighborhoods	2021	2024	Department of Social Services	Department of Media and Public Relations		Mukhtar's Office, District Municipalities, NGOs

**Objective. G4O3- To develop effective and sustainable policies and mechanisms to eliminate child poverty**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G4O3A1	Developing tailored solutions by analyzing the problems and needs of women and girls who suffer from multiple discrimination due to poverty and gender	2020	2024	Department of Social Services			NGOs, Mukhtar's Office
G4O3A2	Improving supports for the needy children such as tablets and stationery assistance	2020	Routine	Department of Social Services	Department of Support Services		Mukhtar's Office, NGOs, District Municipalities
G4O3A3	Increasing number of the places where children can study such as libraries and community houses	2020	Routine	Department of Social Services	Department of Support Services	Department of Cultural Assets Conservation	
G4O3A4	Implementing the school food program	2022	2024	Department of Social Services	Department of Support Services		Provincial Directorate for National Education
G4O3A5	Improving social and economic empowerment mechanisms for families comprising risk of child labor identified with SEDEP	2020	Routine	Department of Social Services	Department of Support Services		Ministry of National Education
G4O3A6	Organizing supportive school activities to encourage the regular participation of parents and children in centers such as ISADEM and Community Houses	2021	Routine	Department of Social Services	Department of Culture	Department of Cultural Assets Conservation	NGOs
G4O3A7	Identifying and reporting children who are not enrolled in school through examining the case and household visits	2020	Routine	Department of Social Services	Department of Support Services		Mukhtars, Child Police Department, Provincial Directorate of Ministry of Family, Labor and Social Services

Objective. G4O4- To support the participation of refugee women and girls in social and cultural life							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G4O4A1	Preparing a multilingual city map where migrants and refugees can find the city's cultural and historical sites, services and current events	2021	2024	Department of Social Services	Department of Media and Public Relations		NGOs, Provincial Immigration Authority
G4O4A2	Presenting cultural and art events in a multilingual and inclusive format	2021	2024	Department of Social Services	Department of Media and Public Relations		NGOs
G4O4A3	Ensuring multilingualism in service delivery, including digital and printed materials produced by IMM	2020	2024	Department of Media and Public Relations	Department of Social Services		NGOs
G4O4A4	Creating multilingual and easily accessible communication channels at local level	2020	2024	Department of Media and Public Relations			NGOs
G4O4A5	Developing counseling services for refugees	2021	2024	Department of Social Services			NGOs , International Institutions, Provincial Immigration Authority

## Indicators to be Monitored Regarding the Priority Area

Indicators
Number of application mechanisms used in Social Support Services
Number of women reached through community houses
Number of women breakdown by age benefiting from the free transportation card
Assessing neediness rather than department and success in educational support
Number of people benefited from Young University Student Support
Number of people benefiting from 'Pay-It-Forward' Education Support Package
The rate of meeting the demands of violence complaints on a case-by-case basis
Number of disabled women requesting Social Support
Number of disabled women whose social support requests are met
The number of disability services that women with disabilities can benefit from
The number of gender-focused studies organized by the needs of women with disabilities being taken into account
Number of women receiving in-kind and cash support
Number of people receiving mother-baby package support
Number of in-service trainings/seminars provided to staff
Number of awareness trainings designed for decision makers and personnel
Number of system improvements that allow multi-directional analysis

<b>Indicators</b>
The integration rate of SEDEP with social supports, the number of people graduated from the system
Number of insured persons benefiting from social supports
Number of personnel who received in-service training
Number of managers who received in-service training
Number of annual in-service trainings
Number of personnel receiving professional supervision support
The number of people informed to combat poverty
Number of informative digital and printed materials developed in multiple languages
Number of needs analysis performed
The rate at which the identified needs are resolved
The number of educational contents made multilingual in ISMEKs
Number of ISMEK Courses with developed content
Number of school auxiliary courses organized in community houses and the Migration and Integration Center
Number of activities related to children's rights
Number of reported cases of child neglect and abuse
Rate of fulfillment of all demands related to Child Neglect and Abuse
Number of children supported jointly with the Municipal Police Department on negligence and abuse
The number of needy children who were provided tablet computers
Number of needy children who were provided stationery materials
Number of children benefiting from libraries
Number of children benefiting from community houses
Number of children benefiting from the school food program
The number of notifications made for children who were found to have dropped out of school
The number of children whose return to school was ensured
Number of services provided to children in centers such as Community Houses
Number of children service provided
The number of trainings for parents in centers such as ISADEM and Community Houses
The number of parents attending the trainings
The amount of water sold at a discount
Number of informative studies organized
Number of people benefiting from promotional activities
Number of multilingual informative materials produced
Number of staff providing services in different languages
Number of multilingual services announced
Number of Foreign Tourists Provided Consultancy Service
Number of translation support lines established
Number of applications coming to the translation support line
Number of immigration applications received by the 153 line
Percentage of women benefiting from supports provided for the poor
Number of refugees provided with counseling support

## **GOAL 5: Ensuring Full Access to the Right to Healthy Housing Based on Gender Equality and Social Justice**

### **4.5. Shelter and Housing**

Prominent suggestions under the theme of shelter and housing can be summarized as establishing and defending the right to shelter and housing in proper conditions for everyone and generating alternative solutions by taking into consideration not only crisis periods which create new needs in people's personal lives but also crises that society goes through such as Covid-19 pandemic. It was stated that for the actualization of these suggestions, a multidimensional research and data study ought to be carried out intended for the need of accommodation in Istanbul and determination of regarding problems and priorities. Providing shelter support to women living in densely populated and disadvantaged areas by giving priority to single parents, hermits, disabled, elderly, expelled from home or forced to leave home due to domestic violence, women leaving prison and migrant women, allocating quotas to these people for affordable rental from municipal housing are some of the suggestions made in this area. It has additionally been requested that providing temporary accommodation opportunities for women; planning women-friendly spaces that are available for daily renting in the case of emergencies and where women can live together; opening living houses ensure safe and free spaces for women left their shelters and orphanages, even if there is no threat of life safety; supplying rent support to women who are under the threat of violence or face violence; launching solidarity houses suitable for women with male children over the age of 12 who do not meet the requirements to stay in shelters; opening social houses where women can reside temporarily only due to poverty; providing temporary accommodation support to women who came out of prison, came to Istanbul for treatment, or missed the entrance to the dormitory. All these suggestions point to a different perspective from the model where people are housed collectively in sports centers outside the city, thus ignoring the differing needs of people. Opening flexible yet secure dormitories for girls in the city center and opening municipal guest houses that give priority to women and free from gender identity and sexual orientation-based discrimination as prescribed by the constitutional principle of equality and international conventions to which Turkey is a party to are among other suggestions came to the fore in the negotiations. The interviewed people and institutions reminded that violation of these rights are also experienced intensely during urban transformation processes and demanded the needs of the residents, specifically women, and children, to be observed by putting on-site urban transformation into practice, and these people to turn back to their neighborhoods after the completion of renovation works. It was finally stressed that just as situations such as violence, divorce, and unemployment threaten people's right to housing, social crisis periods such as epidemics have a devastating effect on household economies in terms of the right to shelter and housing. And it was offered more in-kind and in-cash assistance, particularly for single mothers, women living alone, and women in need of temporary support, to be provided during these processes.

**GOAL 5: Ensuring Full Access to the Right to Healthy Housing Based on Gender Equality and Social Justice**

**Table 5: Actions Concerning the Area of Shelter and Housing**

Objective. G5O1- To establish the right to shelter and housing in favorable conditions for everyone							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G5O1A1	Determining residential areas that are not convenient for living conditions and contain earthquake risk	2021	2023	Department of Earthquake Risk Management and Urban Improvement	Department of Housing and Urban Development	General Directorate of Affiliates	Provincial Directorate of Ministry of Environment and Urbanization, Trade Associations, IPA
G5O1A2	Preparing an implementation plan by prioritizing the risk status of unhealthy and uninhabitable houses entered in the database	2021	2023	Department of Earthquake Risk Management and Urban Improvement	Department of Housing and Urban Development	Department of Survey and Projects	Provincial Directorate of Ministry of Environment and Urbanization, Trade Associations, IPA
G5O1A3	Assessing needs of the people who live in risky or unhealthy dwellings by conducting researches	2021	2023	Department of Social Services	Directorate of Affiliates Coordination		NGOs , Trade Associations, IPA
G5O1A4	Including people living in risky structures in the social support mechanism by improving their living conditions	2021	2024	Department of Social Services	Directorate of Affiliates Coordination		NGOs , Trade Associations, IPA
G5O1A5	Prioritizing women who are alone, disabled, or subjected to violence while determining the property owner or tenants of the healthy, durable, and affordable houses built	2022	2024	Department of Real Estate & Expropriation	Department of Social Services	Directorate of Affiliates Coordination	NGOs , IPA
G5O1A6	Building public housing in accordance with shelter needs	2022	2024	Directorate of Affiliates Coordination	Department of Social Services		IPA
G5O1A7	Determining the renting or ownership criteria of the dwellings within the scope of gender perspective and integrated social policy	2022	2024	Department of Real Estate & Expropriation	Department of Social Services	Directorate of Affiliates Coordination	NGOs , IPA
G5O1A8	Prioritizing disadvantaged groups that cannot reach the right to healthy and safe housing	2022	2024	Department of Real Estate & Expropriation	Department of Social Services	Directorate of Affiliates Coordination	NGOs , IPA

**Objective. G501- To establish the right to shelter and housing in favorable conditions for everyone**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G501A9	Implementing flexible practices to make the houses available for residence in urgent cases such as pandemic, disaster, violence, crisis, etc.	2022	2024	Department of Social Services	Department of Real Estate & Expropriation		
G501A10	Opening gender sensitive guesthouses and temporary accommodation centers supported by integrated social policies, especially for the homeless	2022	2024	Department of Health	Department of Social Services	Department of Support Services	NGOs , District Municipalities
G501A11	Developing multilingual and informative materials on right to housing and property rights	2020	2024	Department of Media Affairs and Public Relations	Department of Social Services		
G501A12	Organizing trainings and awareness-raising activities on property and housing rights in community houses and related service areas of IMM	2020	2024	Department of Media and Public Relations	Department of Social Services	Department of Housing and Urban Development	NGOs , Trade Associations
G501A13	Opening student dormitories with a gender-sensitive perspective	2022	2024	Department of Support Services	Department of Social Services		NGOs, Women's Associations

Objective. G5O2-To develop inclusion and participation-based and sustainable on-site transformation policies							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G5O2A1	Implementing inclusive urban transformation strategies set through a gender sensitive participatory process	2020	2024	Department of Earthquake Risk Management and Urban Improvement	Department of Housing and Urban Development	Directorate of Affiliates Coordination	NGOs, Women's and Trade Associations
G5O2A2	Conducting analysis studies that take into account the needs of the locals in areas designated as urban transformation areas	2020	2022	Department of Earthquake Risk Management and Urban Improvement	Department of Housing and Urban Development	Directorate of Affiliates Coordination	Mukhtar's Offices, District Municipalities, NGOs, Trade Associations, IPA
G5O2A3	Establishing contact points to ensure communication in urban transformation areas	2020	2024	Department of Earthquake Risk Management and Urban Improvement	Department of Housing and Urban Development	Department of Media and Public Relations	NGOs, Trade Associations, IPA
G5O2A4	Managing the preparation process of urban transformation by determining the needs of the people living in the region with equal participation.	2020	2022	Department of Earthquake Risk Management and Urban Improvement	Department of Housing and Urban Development	Department of Media and Public Relations	Mukhtar's Offices, District Municipalities, NGOs

Objective. G5O3- To develop social support mechanisms, accommodation and other urban services with a gender sensitive manner and by considering urgent and mass need situations such as disaster, crisis, pandemic etc.							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G5O3A1	Developing social support mechanisms for housing to meet urgent needs	2020	2024	Department of Social Services			Provincial Directorate of Ministry of Family, Labor and Social Services, Mukhtar's Offices, District Municipalities, NGOs, IPA
G5O3A2	Providing in-cash and in-kind support for housing, especially for single mothers	2020	2024	Department of Social Services			Mukhtar's Offices, District Municipalities



## Indicators to be Monitored Regarding the Priority Area

Indicators
Completion rate of identifying unfit dwellings on district basis
The number of identified risky and unsuitable residences for living conditions
Number of unfit dwellings entered in the database
The number of people whose housing conditions have been improved
The number of people living in unfit dwellings
The number of people included in social support mechanisms
The number of research conducted for those living in risky and unfit dwellings
The number of people provided with low-cost renting opportunities
The ratio of houses rented to women in all constructed houses
The ratio of women ownership in all constructed houses
Number of women benefiting from shelter service
Number of women provided with counseling service
Number of Homeless Guesthouses established
The number of people who are provided with temporary accommodation opportunities, regardless of age, ethnicity, gender, sexual orientation, gender identity, among the services for the homeless
Number of trainings provided for property rights awareness
Number of people educated on property rights awareness
The number of events organized to raise awareness about the right to housing
Number of dormitories put into service
Number of female students benefiting from student dormitories
Number of communication points provided in the regions where urban transformation is performed
Number of district-based short-medium-long term Urban Transformation Strategies
Number of projects that solutions are provided of within the scope of Urban Transformation
The number of people who have been provided with a solution within the scope of urban transformation
The number of people involved in participatory preparation and planning processes in urban transformation areas
Number of activities carried out with participatory methods
The number of needs analysis performed in the urban transformation preparation process
Number of people provided with accommodation service

**GOAL 6:** Ensuring Economic Empowerment of Women by Considering Their Needs That Arise from Their Differing Conditions and Diversity

#### **4.6. Economic Empowerment and Employment**

As a result of the conducted interviews, outstanding suggestions in the field of economic empowerment and employment can be summarized by the following solution headings: To establish egalitarian employment policies within the municipality that take varying needs of women into account, to reorganize the centers of the municipality that provide direct and indirect services in the field of employment in an equitable and employment-generating way, to support sustainable and secure employment in which work-life balance is achieved for women, particularly for women cooperatives, women entrepreneurs, domestic workers, women engaged in agricultural labor in rural neighborhoods, white-collar women and small producers. Primarily, the establishment of employment policies within the municipality with a gender equality perspective, encouragement of women's employment in the areas of work traditionally attributed to men, increase in the number of female managers, increasing the ratio of women among all employed personnel to 50% and institutionalization of this target with an attitude document and stipulating this document to the affiliates and institutions in possible cooperation situations. Additionally, providing milking parlors, pre-school child care support, and opportunity of flexible and secure working for employees; taking additional security measures for women working night shifts; increasing in-service training opportunities to support careers of the women employees; providing incentives for women suppliers in tenders; ensuring equal wages for equal work of women and men; avoiding discrimination within recruitment processes by the factors of marital status, gender identity, sexual orientation, disability status, age, etc. in accordance with the principle of equality of the constitution are among other petitions stressed on. On the one hand, it was emphasized that ISMEK contents should be organized in a way that would not reinforce traditional gender roles and also create employment by responding to the needs of the market. As an illustration, providing training on digital tools and programs for women who have to or prefer to work at home has been recommended. It was emphasized that a follow-up system should be established and impact analysis should be carried out specifically for women who attended the courses. Herein, vocational training was demanded to be strengthened by other means (curriculum vitae preparation training, job interview consultancy, internship opportunities, etc.) that will increase women's employability. However, it is not adequate to increase the employability of women and

provide them with jobs to participate in the working life. In addition to this, accessible institutional care services ought to also be provided. During the interviews, it was accentuated that creating alternative solutions that meet different care needs through different programs will indirectly support women's employment. Likewise, it was propounded that practices like 'Purple Flag' should be implemented and tax reductions should be offered to encourage women's employment in the private sector. In addition, it has been conveyed that it is possible to implement models like the Public Interest Work Practice that can simultaneously achieve increasing women's employment and reducing women's care burden, and with this model, women who have been out of the labor market for a long time can be employed in the care sector by subjecting them to pre-training.

Besides all these, the need for opening manufacturing areas for women of the disadvantaged neighborhoods, developing sustainable business models particularly for poor and migrant women, providing employment-supporting spaces and materials for all women from white-collar women to women working in urban agriculture or small-scale production, providing transportation support and care services to women producers in order to enable them to generate income in the producer markets are among the most frequently expressed demands in the interviews. In addition, it has been conveyed as concrete steps that can be taken, especially in times of crisis, to open the lands belonging to IMM to women producers and to reduce the price of business license for women entrepreneurs. Another up-front demand of the negotiations is to support the employment of the people excluded from the labor market due to their sexual orientation and gender identity in compliance with the constitutional principle of equality and international conventions to which Turkey is a party. It was additionally expressed that not only employment of those excluded from the employment system ought to be supported but also public efforts should be carried out for unregistered domestic women workers. On the one hand, supporting the administrative and economic sustainability of women's cooperatives, providing space and resources to them, giving room to women in municipal centers and other public areas, giving priority during the municipality's procurement of goods and services, providing opportunities for them to operate municipal parks, buffets, cafes, and creating sales areas for women producers in each neighborhood were also demanded. Lastly, it was stressed that refunctioning cooperatives as each other's market can be supported, and they can be enabled to reach the customer more easily by the launch of the 'Women's Cooperatives Communication and Solidarity Network.

**GOAL 6: Ensuring Economic Empowerment of Women by Considering Their Needs That Arise from Their Differing Conditions and Diversity**

**Table 6: Actions Concerning Economic Empowerment and Employment**

Objective. G6O1- To develop a gender equality perspective in the municipality's employment policies							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G6O1A1	Increasing the number of female employees in all units	2021	Permane	Department of Human Resources and Education	Directorate of Affiliates Coordination		
G6O1A2	Ensuring the employment of the disabled	2021	Permane	Department of Human Resources and Education	Directorate of Affiliates Coordination		NGOs
G6O1A3	Providing kindergarten service for employees	2021	Permane	Department of Human Resources and Education	Directorate of Affiliates Coordination		Unions
G6O1A4	Building a lactation room in service buildings	2021	Permane	Department of Human Resources and Education	Directorate of Affiliates Coordination	Department of Support Services	Unions
G6O1A5	Providing leadership training for women employees	2021	Permane	Department of Human Resources and Education	Directorate of Affiliates Coordination		NGOs, Social Enterprises, Universities
G6O1A6	Developing policies and services that facilitate the working life of disabled employees	2021	Permane	Department of Human Resources and Education	Directorate of Affiliates Coordination		NGOs, Universities, Unions

**Objective. G6O2-To increase women's employment by developing tools to remove barriers to women's employment**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G6O2A1	Providing digital training to women through ISMEKs	2020	Routine	Department of Human Resources and Education			NGOs, Social Enterprises, Universities
G6O2A2	Developing projects to include women working without registration in safe economic systems	2021	Routine	Department of Human Resources and Education	Department of Social Services		Social Enterprises, Private Sector
G6O2A3	Prioritizing women's employment through Regional Employment Offices	2020	2024	Department of Human Resources and Education	Department of Social Services		Social Enterprises, Private Sector
G6O2A4	Ensuring job follow-up of employed women	2021	Routine	Department of Human Resources and Education	Department of Social Services		Social Enterprises, Private Sector
G6O2A5	Continuously improving employment training policies for women	2021	Routine	Department of Human Resources and Education	Department of Social Services		Women's Associations, NGOs and Social Enterprises, Universities, Trade Associations, Unions
G6O2A6	Conducting research on the socio-economic status of women	2021	2023	Department of Human Resources and Education	Department of Social Services	Directorate of Affiliates Coordination	IPA, NGOs and Social Enterprises, Universities
G6O2A7	Creating a women's employment database	2021	2023	Department of Human Resources and Education	Department of Information Technologies	Directorate of Affiliates Coordination	IPA, NGOs and Social Enterprises, Universities
G6O2A8	Supporting women's employment by opening nursing homes for the elderly and sick	2021	2024	Department of Health	Department of Human Resources and Education		Provincial Directorate of Family, Labor and Social Services, Provincial Directorate of Health
G6O2A9	Providing consultancy services for women to provide employment	2021	2024	Department of Human Resources and Education			Private Sector, Social Enterprises, Trade Associations, Union
G6O2A10	Providing internship opportunities for women	2021	2024	Department of Human Resources and Education	Directorate of Affiliates Coordination		Private Sector
G6O2A11	Supporting women artists	2021	2024	Department of Culture	Department of Social Services		Trade Associations, Unions
G6O2A12	Opening joint working spaces and workshops for women	2021	2024	Department of Information Technologies	Department of Human Resources and Education	Department of Social Services	NGOs and Social Enterprises, Trade Associations, Universities
G6O2A13	Providing technical support for women to produce	2021	2024	Department of Social Services	Department of Human Resources and Education		NGOs and Social Enterprises, Trade Associations

**Objective. G6O3-To support and strengthen women's cooperatives and women's entrepreneurship**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G6O3A1	Developing a business model by providing training and technical support to women's cooperatives	2021	Routine	Department of Social Services	Department of Mukhtar's Offices and Food	Mayor's Office (Istanbul Volunteers)	Women's Cooperatives, International Institutions
G6O3A2	Supporting the participation of migrant women in cooperatives	2021	Routine	Department of Social Services	Department of Mukhtar's Offices and Food		Women's Cooperatives, International Institutions
G6O3A3	Facilitating the establishment of a women's labor market throughout Istanbul for women to sell their products and strengthening sales channels by collaborating	2021	2024	Department of Mukhtar's Offices and Food	Department of Social Services	Mayor's Office (Istanbul Volunteers)	Mukhtar's Offices, District Municipalities, NGOs and Social Enterprises, Trade Associations
G6O3A4	Providing public tender training to women entrepreneurs and their cooperatives	2021	2024	Department of Human Resources and Education	Department of Social Services	Department of Procurement	NGOs and Social Enterprises, Trade Associations, Unions
G6O3A5	Supporting entrepreneurship	2021	Routine	Department of Human Resources and Education	Department of Information Technologies	Directorate of Affiliates Coordination	Women's Associations, Private Sector

**Objective. G6O4-To empower women producers living in the rural areas of Istanbul**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G6O4A1	Integration of women living and producing in the rural areas of Istanbul into Women's Labor Markets	2021	2024	Department of Mukhtar's Offices and Food	Department of Municipal Police	Department of Social Services	NGOs and Social Enterprises, Trade Associations, District Municipalities, Mukhtar's Offices
G6O4A2	Providing training for women who produce in rural areas according to their demands and needs	2021	Routine	Department of Human Resources and Education	Department of Mukhtar's Offices and Food	Department of Social Services	NGOs and Social Enterprises, Trade Associations, District Municipalities, Mukhtar's Offices
G6O4A3	Identifying and analyzing the needs of women producers	2022	2023	Department of Mukhtar's Offices and Food	Department of Social Services		Istanbul Planning Agency (IPA), Trade Associations, Women's Organizations
G6O4A4	Establishing new producer markets	2021	Routine	Department of Mukhtar's Offices and Food			NGOs and Social Enterprises, Trade Associations
G6O4A5	Collaborating with women's cooperatives	2021	2024	Department of Mukhtar's Offices and Food	Department of Social Services		NGOs and Social Enterprises, Trade Associations
G6O4A6	Providing transportation support to the producers	2021	2024	Department of Mukhtar's Offices and Food	Department of Support Services		NGOs and Social Enterprises, Trade Associations, District Municipalities, Mukhtar's Offices
G6O4A7	Providing training and food certification support for small producers	2021	2024	Department of Mukhtar's Offices and Food	Department of Human Resources and Education		NGOs and Social Enterprises, Trade Associations, District Municipalities, Mukhtar's Offices
G6O4A8	Developing a model to lease IMM's lands for women's production for a small price	2021	2024	Department of Mukhtar's Offices and Food	Department of Social Services	Directorate of Affiliates Coordination	IPA, Istanbul Water and Sewerage Administration (ISKI), NGOs and Social Enterprises, Trade Associations

**Objective.G6O5- To support women working without social security, especially domestic workers**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G6O5A1	Preparing public service advertisements and visuals to improve the working conditions of domestic women workers	2021	2024	Department of Media Affairs and Public Relations	Department of Social Services		NGOs and Social Enterprises, Trade Associations, Trade Unions
G6O5A2	Giving training for women working informally	2021	2024	Department of Social Services	Department of Media Affairs and Public Relations	Department of Human Resources and Education	NGOs and Social Enterprises, Trade Associations, Trade Unions
G6O5A3	Increasing skills and building capacities of women by providing vocational training	2021	2024	Department of Media Affairs and Public Relations	Department of Human Resources and Education	Department of Social Services	NGOs and Social Enterprises, Trade Associations, Trade Unions
G6O5A4	Supporting women working informally to get them involved in safe economic systems	2021	2024	Department of Human Resources and Education	Department of Social Services	Department of Media Affairs and Public Relations	NGOs and Social Enterprises, Trade Associations, Trade Unions, International Institutions, Mukhtar's Offices
G6O5A5	Supporting entrepreneurship	2021	Routine	Department of Human Resources and Education	Department of Information Technologies	Directorate of Affiliates Coordination	Women's Associations, Istanbul Planning Agency (IPA), Private Sector



## Indicators to be Monitored Regarding the Priority Area

Indicators
Number of female employees by units
Ratio of female employees by units
Ratio of disabled employees by units
Number of female managers by units
Number of IMM employees benefiting from the Children's Activity Center
Increasing the number of female managers to 40%
Ratio of female employees attending in-service trainings
The ratio of having a milking and shared childcare room in service buildings
Percentage of women recruited under new employment by affiliates
Percentage of disabled citizens recruited within the context of new employment by affiliates
Number of disabled citizens recruited within the context of new employment by affiliates
The list of practices that facilitate the working life for employees with disabilities on the basis of affiliates
The ratio of the number of female employees to the total number of employees
Percentage of women participating in digital education by age
Number of face-to-face training branches
Percentage of women attending face to face training by age
Ratio of women employed through regional employment offices
Number of female artists given support
Number of collaborative workspaces created
Ratio of women using collaborative workspaces
The number of women provided entrepreneurship trainings
The number of cooperatives given counseling
The number of business models created in cooperation with women's cooperatives
The number of joint meetings held with women's cooperatives
The number cooperatives migrant women are included
The number of trainings on public tender provided to women entrepreneurs and their cooperatives
The number of cooperatives whose establishment is supported
The number of studies intended to support entrepreneurship
The number of multilingual vocational training organized
The number of Turkish language courses organized
The number of migrants attended to the trainings
The number of women provided seedlings, sapling and seed support
Number of women producers given a place in the producer markets
Number of Producer Markets
Number of small producers given support on training and certification
Number of assignments made
The number of activities carried out on rights of domestic women workers

## **GOAL 7: Improving Public Services by Rearranging Care Policies and Services**

### **4.7. Care Services**

It was underlined that care services and policies ought to be established in relation to women's poverty and gender equality by considering different care dynamics, for this, the data that will reveal the care relations and services in Istanbul should be compiled and needs assessment based on these data should be carried out. For example, as a means of combating poverty, it has been proposed to direct care services to women living and working in disadvantaged neighborhoods and to open cheap, accessible, and qualified kindergartens in these environments. On the one hand, it has been demanded that the practice of community mothers, which provides women with employment and empowerment opportunities while ensuring neighborhood-based care services are available for the area, should be put into practice. Additionally, kindergarten or day-care center alternatives to be developed in different time periods and women's cooperatives to be supported to play an active role in the care sector were emphasized. Other prominent suggestions in the interviews included opening a kindergarten and/or day-care center in each neighborhood, disseminating multilingual materials so that women are aware of the care services available in their neighborhoods, and all staff members conveying this information to service areas

Besides all these, the establishment of an Active Living Center for the daycare of the elderly and the disabled, the establishment of an Elderly Care Center that serves 24/7, were the frequent demands articulated particularly by non-governmental organizations working in the field of elderly rights. Establishing places where elderly women can socialize, supporting intergenerational solidarity on the basis of the neighborhood, and extending on-site care services by activating women's cooperatives working in the field of care have been recommended. Considering the disadvantages of providing care as well as the disadvantages of needing care while creating services and policies, providing psycho-social support to women who care for the disabled and elderly, increasing the number of ISEMs, and organizing short-term care centers for Alzheimer's and dementia patients have also been requested. Finally, taking necessary measures to ensure that all care services continue to be available even in times of crisis, expanding studies toward increasing motivation of the personnel working in care services, and enhancing the visibility and recognition of the work have been underlined.

## **GOAL 8: Creating an Accessible and Safe City for Everyone in Urban Design**

**GOAL 7: Improving Public Services by Rearranging Care Policies and Services**

**Table 7: Actions Concerning the Area of Care Services**

Objective. G701-To expand services for people in need of care and caregivers by considering different care needs (children, disabled, elderly)								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G701A1	Increasing the number of accessible kindergartens	2019	2024	Department of Social Services	Department of Housing and Urban Development	Department of Infrastructure & Construction	Department of Survey and Projects	District Municipalities, Provincial Directorates for Environment and Urbanization, IPA, Private Sector
G701A2	Announcement and advocacy of care services	2021	2024	Department of Housing and Urban Development	Department of Social Services	Department of Media and Public Relations		Women' Organizations, International Institutions, Unions
G701A3	Diversifying day care programs in accordance with different working styles (working in shifts, etc.) and needs	2020	2022	Department of Social Services				Women's Cooperatives, Private Sector
G701A4	Supporting intergenerational solidarity and volunteering systems in neighborhoods	2020	2024	Mayor's Office (Istanbul Volunteers)	Department of Institutional Development and Management Systems – Istanbul City Council	Department of Social Services	All Departments	NGOs
G701A5	Increasing the number of services for the elderly and enhancing cooperation in the field	2020	2024	Department of Health	Department of Social Services			District Municipalities, Provincial Health Directorate, Provincial Directorate of Ministry of Family, Labor and Social Services, NGOs

**Objective. G7O1-To expand services for people in need of care and caregivers by considering different care needs (children, disabled, elderly)**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G7O1A6	Increasing the capacity and daily service time of elderly centers	2021	2024	Department of Health	Department of Social Services			
G7O1A7	Strengthening intergenerational solidarity in IMM's care centers	2021	2024	Department of Health	Department of Social Services	Mayor's Office (Istanbul Volunteers)	Department of Institutional Development and Management Systems	NGOs
G7O1A8	Increasing socialization opportunities for women over the age of 65	2023	2024	Department of Health	Department of Social Services	Department of Support Services	Department of Survey and Projects	
G7O1A9	Ensuring that care services are not interrupted even in crisis period	2020	2024	Department of Social Services	Department of Health			
G7O1A10	Providing services (training, counseling, psychological support, logistic support, etc.) that will empower women giving care	2020	2024	Department of Social Services	Department of Health	Department of Human Resources and Education		District Municipalities, NGOs , Universities, Sosyal Girişimler
G7O1A11	Establishing new ISEMs	2021	2024	Department of Social Services	Department of Infrastructure & Construction	Department of Survey and Projects		IPA, Universities, NGOs , Women's Associations
G7O1A12	Opening new day care homes	2020	2024	Department of Social Services	Department of Infrastructure & Construction	Department of Survey and Projects		IPA, Universities, NGOs , Women's Associations
G7O1A13	Opening daycare homes for Alzheimer's and dementia patients	2021	2024	Department of Health	Department of Survey and Projects	Department of Infrastructure & Construction		IPA, Universities, NGOs , Women's Associations

Objective. G7O2-To develop care services and policies sensitive to gender equality by associating them with women's poverty								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G7O2A1	Integrating the diversified data provided in the field of care services and ensuring this data to direct the services	2021	2024	Department of Social Services	Department of Health	Department of Information Technologies	Directorate of Affiliates Coordination	NGOs, Universities, IPA
G7O2A2	Functionalizing kindergartens as an employment area for women	2019	2024	Department of Social Services	Department of Human Resources and Education			Women's Organizations, Women's Cooperatives
G7O2A3	Putting 'Community Mothers' application into practice	2022	2024	Department of Social Services				Mukhtar's Offices, Women's Organizations, Women's Cooperatives
G7O2A4	Providing transportation support to kindergartens with limited transportation access	2020	2024	Department of Social Services	Department of Support Services			Private Sector
G7O2A5	Supporting women's cooperatives in the field of care	2022	2024	Department of Social Services	Department of Real Estate & Expropriation			Women's Organizations, Women's Cooperatives
G7O2A6	Giving gender equality training to kindergarten children and staff	2021	2024	Department of Human Resources and Education	Department of Social Services			Women's Organizations, NGOs, Universities

Objective. G7O3-To take measures to support the motivation and well-being of the personnel working in the units related to care services								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G7O3A1	Improving the working conditions of the personnel working in care services	2020	2024	Department of Social Services	Department of Health	Department of Human Resources and Education	Department of Culture	NGOs ,
G7O3A2	Providing supervision to staff working in health at home services and services for the elderly	2021	2024	Department of Social Services	Department of Health	Department of Human Resources and Education		NGOs , Universities

## Indicators to be Monitored Regarding the Priority Areas

Indicators
Ratio of institution residents by population, age, gender and disability status in Darülaceze Automation program
The number of activities carried out on care services
Number of multilingual brochures printed to advertise care services
The number of personnel conducting fieldwork for informing and consulting about care services
Number of units serving 24/7
Number of centers opened for the elderly
Number of recently opened centers for the disabled
Age and gender ratio of volunteers
Number of events organized focusing on intergenerational solidarity in Community Houses
Number of Romani Women Served by Neighborhood Houses
The number of meetings held with NGOs working in the field of elderly rights
Number of multilingual written and visual publications on elderly rights
Rate of increased capacity in existing elderly care centers (%)
The number of activities that the residents of Yuvamız Istanbul and elderly care centers will organize together
Ratio of women benefiting from ISADEMs breakdown by age
Ratio of women benefiting from Community Houses breakdown by age
Number of organizations to be held for older women
Number of cafeterias opened in IMM health centers, especially in medical centers
The rate of psychosocial support provided to women taking care of the disabled
Number of Hayata Bir Mola ('Let's Take a Break from Life') centers opened for women taking care of the disabled
The number of people who are given free transportation service to disabled centers
The ratio of education and counseling services regarding patient care provided to women caring for Dementia and Alzheimer's patients at home
Number of ISEMs under the Directorate for the Disabled
Number of day care homes going to be opened to take care of Alzheimer's and dementia patients
Number of women employed in kindergartens
Number of children benefiting from kindergarten facilities free of charge
Number of service buildings where children are cared for and community mothers work
Number of kindergartens with transport support
Number of cooperatives supported by the municipality and implementing the early childhood education model
Number of women employed in cooperatives
Number of human rights and gender equality trainings to be given to children and staff in kindergartens
Number of motivational activities (trips, theater plays, etc.) to be organized for the personnel working in care services
Number of healthcare at home staff under supervision
Number of activities (trips, theater plays, etc.) aimed at increasing the motivation of Darülaceze employees

and Planning

#### **4.8. Urban Planning, Design, Accessibility, Safe City**

As a result of the interviews, it became clear that arrangement of the urban spaces ought to be carried out not only in accordance with the criteria of women's needs, accessibility, and inclusion but also in a way that allows women to meet with each other (such as the redesigning the areas around schools to include open spaces or benches to induce interaction). Enabling every woman living in the city to come across with the elements that empower women and advocate for gender equality, and the necessity of using participatory and gender equality-seeking methods in urban planning and design are among other aspects that came out of the interviews. Through this context, taking stock of inventory and measuring the physical accessibility of all IMM buildings and making improvements accordingly, conducting qualitative and quantitative studies to measure women's access to urban space and urban services, making infrastructure improvements (controlling and improving the height and width of the sidewalks and ramps, making the stops, pedestrian crossings, traffic lights, parking lots, pathways for visually impaired people, unimpeded with Braille alphabet, visual and auditory warnings, etc.) to increase city accessibility for the disabled, elderly people, caregivers and parents, and identifying women's intensive mobility routes in the city (primary schools, public transportation main arteries and stops, kindergartens, hospitals, shopping centers, the sidewalks and walking routes connected to open-closed market places and their surroundings, etc.) and prioritizing the necessary improvements have been stressed upon. Additionally, it has been requested to take a wide range of egalitarian urban design steps such as usage of participatory and gender equality based methods in urban planning and design, execution of urban transformation projects in a gender-sensitive and right-based manner, and within the framework of the on-site transformation model, production of urban furniture with materials and designs that can be used by everyone, design of road signs for pedestrians as readable and understandable by everyone, the establishment of advisory boards including women's organizations when designing public spaces (sidewalks, streets, squares, parks, mosques, toilets, lighting), considering urban security of women in spatial planning, modern renewal of mukhtar's buildings by allowing participatory methods, and looking out for gender equality in the street names.

**GOAL 9:** Providing Quality Social Life Opportunities for Social Groups Who

**GOAL 8: Creating an Accessible and Safe City for Everyone in Urban Design and Planning**

**Table 8: Actions Regarding the Area of Urban Planning, Design, Accessibility, Safe City**

Objective. G8O1-To design and increase spaces that women and groups exposed to discrimination can safely use								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G8O1A1	Carrying out urban design projects that support women's participation in social life	Routine	Routine	Department of Housing and Urban Development	Department of Survey and Projects	Department of Infrastructure & Construction	Department of Parks, Gardens and Green Areas	NGOs , Women's Associations
G8O1A2	Analyzing parks and gardens for the usage of women in different conditions	2021	Routine	Department of Housing and Urban Development	Department of Survey and Projects	Department of Infrastructure & Construction	Department of Parks, Gardens and Green Areas	Mukhtar's Offices, District Municipalities, NGOs, Women's Organizations
G8O1A3	Determining gender policies within the scope of Vision 2050 planning study	Routine	Routine	Directorate of Affiliates Coordination	Department of Social Services	Relevant Departments		IPA, NGOs, Universities, Women's Organizations
G8O1A4	Creating equitable and accessible projections for everyone (disabled, elderly, etc.) in spatial and urban furniture design	2021	2024	Department of Parks, Gardens and Green Areas	Directorate of Affiliates Coordination	Department of Social Services		IPA, NGOs, Universities, Trade Unions
G8O1A5	Rearranging squares all across Istanbul	Routine	Routine	Department of Housing and Urban Development	Department of Infrastructure & Construction	Department of Parks, Gardens and Green Areas	Department of Survey and Projects	IPA, NGOs, Universities, Trade Unions, District Municipalities



**Objective. G802- To increase urban accessibility with a gender equality perspective**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G802A1	Establishment of Istanbul Transportation Platform	2021	2022	Department of Transportation	Department of Housing and Urban Development	Department of Parks, Gardens and Green Areas	Department of Survey and Projects	NGOs , Trade Associations
G802A2	Making Mukhtar's Offices accessible	2021	2024	Department of Media Affairs and Public Relations	Department of Infrastructure & Construction	Department of Survey and Projects		Mukhtar's Offices, NGOs, Women's Organizations
G802A3	Preparation of IMM Building Accessibility Inventory	2021	2022	Department of Infrastructure & Construction	Department of Survey and Projects	Department of Social Services		NGOs
G802A4	Making IMM and Affiliate service buildings accessible	2021	2024	Department of Infrastructure & Construction	Department of Survey and Projects	Department of Social Services		NGOs
G802A5	Realizing parklet designs that will provide accessibility of all segments of society	2021	2021	Department of Transportation	Directorate of Affiliates Coordination	Department of Housing and Urban Development		NGOs , Universities,
G802A6	Determining the needs of people from all strata of the society in urban transformation projects	2021	2022	Department of Housing and Urban Development	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services		NGOs, Women's Organizations
G802A7	Establishment of solution offices to receive requests and complaints regarding field-specific problems in urban transformation areas.	2021	2022	Department of Earthquake Risk Management and Urban Improvement	Department of Media Affairs and Public Relations	Department of Housing and Urban Development		NGOs, Women's Organizations
G802A8	Representation of TMMOB Chamber of Urban Planners Women's Commission in the competition selection committee in urban space planning competitions organized by IMM	2020	2022	Department of Housing and Urban Development	Department of Survey and Projects	Department of Infrastructure & Construction	Department of Parks, Gardens and Green Areas	IPA, Trade Unions, Universities, NGOs
G802A9	Developing policies and strategies by identifying the problems related to gender equality with participatory methods in urban design	2020	2022	Department of Parks, Gardens and Green Areas	Department of Social Services			NGOs , Women's Organizations
G802A10	Arranging walking paths across Istanbul	2019	2024	Department of Road Maintenance and Infrastructure Coordination	Department of Transportation	Department of Parks, Gardens and Green Areas	Department of Housing and Urban Development	IPA, District Municipalities, Trade Unions

**Objective. G803-To create a safe city for everyone, primarily for women**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G803A1	Inspecting and improving the materials used in urban design and parks in terms of public health together with Professional Chambers and NGOs in the field	2021	2024	Department of Parks, Gardens and Green Areas	General Directorate of Affiliates	Department of Road Maintenance and Infrastructure Coordination	Department of Municipal Police	IPA, District Municipalities, Trade Associations, NGOs , Universities
G803A2	Increasing field inspections and facilitating coordination with relevant units to rehabilitate areas such as middens, underbridges, lights etc. which are not suitable for urban aesthetics	2021	2024	Department of Municipal Police	Department of Road Maintenance and Infrastructure Coordination	Department of Housing and Urban Development		IPA, District Municipalities, Trade Associations, NGOs , Universities
G803A3	Planning workshops and seminars with the representatives of the lighting industry to determine the lighting expectations of the city and to conduct required studies	2019	2024	Department of Parks, Gardens and Green Areas	Department of Housing and Urban Development	Department of Infrastructure & Construction	Department of Survey and Projects	IPA, District Municipalities, Trade Associations, NGOs , Universities
G803A4	Installing camera systems in parks	2020	2021	Department of Parks, Gardens and Green Areas	Department of Support Services			

## Indicators to be Monitored Regarding the Priority Area

Indicators
The number of stops inspected in terms of accessibility
The number of multi-purpose service centers developed based on demographic analysis
The number of parks accessible for women
The number of mukhtar's office buildings made accessible
The rate of compliance of municipal service buildings with accessibility criteria
Completion rate of Istanbul transportation platform installation works
The number of requests received about accessibility
The number of demands met about accessibility
The number of published documents
The number of quantitative / qualitative studies conducted in order to learn about women's needs and expectations regarding access to urban space and urban services
The rate of compliance of municipal service buildings with accessibility criteria
The rate at which requests regarding the accessibility of places of worship is met
The number of women's organizations we cooperated with in accessibility studies
The number of mosque associations we collaborated with in accessibility studies
Female participation rate in studies for the creation of city planning, mass housing and urban transformation projects
The rate at which the demands of women participating in the studies for the creation of city planning, mass housing and urban transformation projects is met
Participation rate of disabled people in studies for the creation of city planning, mass housing and urban transformation projects
The rate at which the demands of the disabled who participated in the studies for the creation of city planning, mass housing and urban transformation projects is met
Completion rate of the Women's Labor Market Project in Green City
Female participation rate in studies for the creation of city planning, mass housing and urban transformation projects
The rate at which the demands of women participating in the studies for the creation of city planning, mass housing and urban transformation projects is met
The number of zoning and property solution offices provided in urban transformation areas
The number of applications made to zoning and property solution offices in urban transformation areas
Completion ratio of applications made to zoning and property solution offices in urban transformation areas
Representation rate of TMMOB (Union of Chambers of Turkish Engineers and Architects) Women's Commission of the Chamber of Urban Planners in the competition selection committee in urban space planning competitions organized by IMM
Rate of plans about which public opinion was taken
The number of activities carried out to increase social inclusion by considering gender equality in spatial planning
The rate of implementation of the demands obtained as a result of the activities
The number of public square arrangement projects across Istanbul
The number of applications for which clarification is requested
The number of clarification requests answered
The number of plans made by paying attention to the sufficiency of lighting and the absence of blind spots while making safe spatial arrangements.
Pedestrian area (m2) where construction, maintenance and repair are carried out
The number of meetings held with NGOs to evaluate the public health impact of the materials used in urban infrastructure and design
The number of spaces transformed after detecting that they included materials negatively affecting human life in urban design
The ratio of the number of areas transformed to the total number of areas after detecting that they included materials that negatively affect human life in urban design
Number of recycled products

<b>Indicators</b>
The number of sites that switched to ecological material
The proportion of children's playgrounds using healthy materials
The number of meetings held with local people during the process of arranging parks and gardens
The number of meetings held with NGOs working in this field during the process of arranging parks and gardens
The number of inspections for construction vehicles carrying ready-mixed concrete
The number of trainings provided for the drivers of ready-mixed concrete vehicles
The number of drivers participating in the trainings
The number of construction sites inspected

## 4.9. Social Support

Prominent suggestions in the field of social support can be summarized under the following four solution headings, which also point to the main problems in the field: Supporting women's access to services with neighborhood-based models that take the differences among women into account, putting municipal facilities into service to strengthen women's organizations, disseminating rights-based social policies for elderly people, and providing supportive services to bridge the deepening gap between children in terms of the way they live the childhood as a lifestage due to socioeconomic differences at the household level and the unequal structure of the urban space.

Initially, identifying women who have problems in accessing rights and services for different reasons (disability, immigration, lack of technology, living in rural areas, illiteracy, etc.) through local instruments such as opening municipal representative agencies in neighborhoods and developing customized policies to facilitate access of these women to their rights were emphasized as primary requirements. Accordingly, increasing the number of women's solidarity centers, considering information about women's daily/ordinary lives as an opportunity to reach women (organizing a violence-related conversation with lawyers in the nearby park on the day the open market is set up in the neighborhood etc.), opening social centers in rural neighborhoods and producing a variety of content (agricultural education, accounting, foreign language, basket weaving, etc.) to meet the needs of different women were also proposed. Additionally, it has been conveyed that creating child-friendly socialization domains for women that do not require spending money in the neighborhoods, opening multifunctional community centers (children's playroom, laundry and pressing room, libraries, additional course classrooms, manufacturing yards, communal kitchen, and playfields for enjoyable time) and increasing the number of ISADEMs will affect positively. On the other hand, it was emphasized that supporting women's equal citizenship requires the support of non-governmental organizations that advocate for women's equal citizenship rights. In this context, it was requested that municipal spaces be opened to women's organizations and NGOs to solve the spatial problems of women's organizations. It has also been conveyed that the scheduling of the activities like events, meetings, training, etc. can be achieved in a transparent and participatory manner by the room/hall inventory that these organizations can follow online.

Another suggestion that stands out with the theme of ‘social support’ is the fact that the long-standing prejudice “old age is experienced within a single form” should be forgotten when social policies for the elderly are designed. Therefore, it was stated that data should be collected and needs analysis should be realized about the diversity and differentiating needs of old age. In this direction, it was stressed that the spread of the awareness studies starting from IMM personnel can form the basis for rights-based policies for the elderly. Additionally, identifying the sick, lonely, and unaccompanied elderly people and satisfying their needs, normalizing this phase of life with its risks and needs by old-age preparatory training, and increasing socialization opportunities for the elderly are stated as required. Considering the provisions to be made for the safe movement of the elderly in the city within traffic regulations and supporting elderly people who want to return to their villages as in cooperation with fellow countrymen associations were reiterated as concrete steps that can be taken in this subject. Finally, increasing the number of neighborhood-based care service to effectively combat child poverty, supplying school materials, food, and suitable study environments in the neighborhoods for the children of poor families, promotion of sports and recreation opportunities that will support socio-psychological development of children were among other requisitions.

**GOAL 9: Providing Quality Social Life Opportunities for Social Groups Who Cannot Reach Equal Rights**

**Table 9: Actions Concerning the Area of Social Support**

Hedef. A9H1- Farklı koşullarda yaşayan kadınlara ulaşmak için uygun yöntemler geliştirmek								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G9O1A1	Identifying women with access problems in order to reach women living in different conditions	Routine	Routine	Department of Media Affairs and Public Relations	Department of Social Services			Provincial Directorate of Ministry of Family, Labor and Social Services, NGOs, Women's Organizations, Universities
G9O1A2	Creating new types of services to reach women living in different conditions	Routine	Routine	Department of Media Affairs and Public Relations	Department of Social Services			Provincial Directorate of Ministry of Family, Labor and Social Services, NGOs, Women's Organizations, Universities
G9O1A3	Supporting the activities of IMM by opening the spaces for women's organizations and NGOs.	Routine	Routine	Department of Support Services	Department of Culture	Department of Social Services		NGOs , Women' Organizations, Universities
G9O1A4	Offering trainings and programs for the needs of women living in rural areas with ISMEKs opened in these regions	2021	2024	Department of Human Resources and Education				IPA, NGOs, Women's Associations

Objective. G902- To develop policies and services with a holistic approach that takes into account diversity in gerontology studies								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G902A1	Improving the provided services by carrying out gerontology studies based on data	2021	2024	Department of Health	Department of Information Technologies Department of Information Technologies	Department of Support Services Department of Support Services	Department of Support Services	NGOs, Universities
G902A2	Providing in-house and external trainings about the perception of old age and the elderly	2021	2024	Department of Human Resources and Education	Department of Health			Local Health Authority, NGOs, Universities
G902A3	Providing services for the needs of elderly citizens staying in hospitals	2021	2024	Department of Health	Department of Support Services Department of Support Services	Department of Support Services		Local Health Authority, NGOs, Universities
G902A4	Carrying out activities to meet the socialization needs of elderly citizens	2021	2024		Department of Culture		Department of Media Affairs and Public Relations	NGOs, Mukhtar's Offices, District Municipalities
G902A5	Providing remigration service for senior citizens	2021	2024	Department of Support Services	Department of Health			NGOs, Mukhtar's Offices, District Municipalities
G902A6	Performing accessibility activities for elderly citizens in urban areas	2021	2024	Department of Housing and Urbanization	Department of Support Services	General Directorate of Affiliates		IPA, NGOs, Mukhtar's Offices, District Municipalities, Universities

Objective. G903- To promote the contribution offered to the development of children at the neighborhood level								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G903A1	Opening new kindergartens	2020	2024	Department of Social Services	Department of Housing and Urbanization	Department of Survey and Projects	Department of Infrastructure & Construction	NGOs, Mukhtar's Offices, District Municipalities, Universities
G903A2	Opening sports field	Routine	Routine	General Directorate of Affiliates	Department of Support Services			NGOs, Mukhtar's Offices, District Municipalities, Universities
G903A3	Organizing trips by taking the demands of children into account	2020	2024	Department of Culture	Department of Media Affairs and Public Relations	Department of Support Services	Department of Social Services	NGOs, District Municipalities, Universities



**Objective. G9O4- To improve studies on drug/substance addiction problems**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G9O4A1	Carrying out activities to combat addiction	2021	2024	Department of Social Services	Department of Support Services	Department of Health	Department of Infrastructure & Construction	Provincial Directorate of Ministry of Family, Labor and Social Services, Local Health Authority, NGOs, Universities, District Municipalities
G9O4A2	Opening neighborhood-based centers for combating addiction	2021	2024	Department of Social Services	Department of Support Services	Department of Health		Provincial Directorate of Ministry of Family, Labor and Social Services, Local Health Authority, NGOs, Universities, District Municipalities

## Indicators to be Monitored Regarding the Priority Area

Indicators
The number of units representing IMM in the neighborhoods
The number of units providing counseling support regarding violence against women
The number of women benefiting from ISADEMs
The number of children benefiting from ISADEMs
The rate at which demands from NGOs for use of space is met
The number of centers opened by ISMEKs in rural areas of Istanbul
The number of courses in centers opened by ISMEKs in rural areas of Istanbul
The number of women benefiting from the courses opened by ISMEKs in rural areas of Istanbul
The number of multilingual visual and print media in the courses opened by ISMEKs in the rural areas of Istanbul
Satisfaction rate of the residents receiving service in Darülaceze (Almshouse)
The number of staff receiving old age preparation training
The number of old age preparation and awareness trainings to be held in Community Houses
The number of women over 65 years of age who receive accompanying services
The number of outdoor and indoor spaces to be opened for the elderly to socialize
The rate of transportation services provided for the elderly to access public spaces
The number of people over 65 years of age benefiting from remigration support
The number of kindergartens opened
The number of children benefiting from pre-school services
The number of traffic lights arranged for timing in age-friendly areas
The number of sports fields (basketball, volleyball courts) to be opened
The number of children benefited from Halk Süt (Public Milk) service
The number of tablets distributed to children in need
The number of training kits provided to students in need
The number of children receiving school meal support
The number of Community Houses opened
The number of birthdays celebrated in ISADEMs
The number of travel organizations for children
The number of cultural, sports and recreation areas opened for children
The number of summer camps organized for children
The number of HOPs (The Portable Playgrounds) for children
The number of sports centers opened
The number of youth centers opened
The number of activities organized to raise awareness about addiction
The number of multilingual visual and written publications made to inform the fight against addiction
The number of units opened for the fight against addiction
Rate of women benefiting from trainings on addiction
Rate of youth benefiting from trainings on addiction
The number of mukhtars who were informed about the fight against addiction
The number of mukhtars cooperated with on informing and raising awareness in the fight against addiction
The number of centers opened for fight against addiction

## **GOAL 10: Implementing an Inclusive Transport Policy for Various Needs**

### **4.10. Mobility and Transportation**

The interviews in the field of transportation and mobility were held by keeping in mind that inclusiveness and accessibility of transportation systems is an area of social policy in itself in addition to indirectly affecting access to all other services and participation in urban life. Some solutions that came out of these negotiations are as follows: Making arrangements to enhance urban security particularly for women, supporting urban mobility and participation in urban life, and strengthening transport services to increase access to other services. Primarily, it has been stated by many women's organizations that regulations such as standardizing the stops, as well as making them safe and illuminated, placing buttons at the stops where women can call 155 Emergency Helpline and 444 80 86 IMM Women Support Line are easily applicable to increase city safety. To combat harassment and violence in public transportation, it has been recommended to provide drivers and security personnel with regular training on gender equality, gender-based and violence against women, and to prepare a guideline describing the way to be followed in cases of harassment and violence encountered in public transportation. Nevertheless, it was requested that the personnel who have increased their awareness of harassment and violence cases and know what to do thanks to the guide prepared have harassment notification buttons in public transportation, and that the announcement and screen system showing the stops are regularly audited so that they can be informed about the cases in the fastest way. In addition, it was stated that the awareness and applicability of the intermediate stop application, which expresses the right of women to get off anywhere they wish after it becomes dark in winter and after 10 p.m. in other months, should be increased.

Besides all these, in order to encourage and facilitate women's urban mobility, special discounts and prioritization on the basis of day, hour and region have been recommended, and it was requested that the smart system in public transportation and route-hour programs should be rearranged for the disabled, immigrants with language barriers and women with children. Likewise, implementation of discounts on public transport to all hospitals, especially gynecology and pediatric hospitals, providing free transportation support particularly to cancer patients at all stages and to their relatives, supporting the urban mobility of migrant women, providing free shuttle services specifically for migrant girls' access to school were among the other prominent suggestions that came out of the interviews.

## GOAL 10: Implementing an Inclusive Transport Policy for Various Needs

**Table 10: Actions Concerning the Area of Mobility and Transportation**

Objective. G1001- To increase smart technology usage and accessibility in transportation								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1001A1	Providing public transport timetables running until late hours in districts with a high young population	2021	2024	Department of Transportation	General Directorate of Affiliates			NGOs, Women's Organizations, Universities, District Municipalities
G1001A2	Providing private discounts for women using public transport to increase urban mobility of women	2021	2024	Department of Transportation	General Directorate of Affiliates			IETT
G1001A3	Developing applications for patients and their relatives in public transportation	2021	2024	Department of Transportation	Department of Health			IETT
G1001A4	Providing public transport running for 24 hours on the Bosphorus	2021	2024	General Directorate of Affiliates	Department of Transportation			NGOs, Women's Organizations, Universities, District Municipalities
G1001A5	Providing public transport running for 24 hours	2021	2024	Department of Transportation	General Directorate of Affiliates			IETT
G1001A6	Making public transport vehicles suitable for the use of people with disabilities	2021	2024	Department of Transportation	General Directorate of Affiliates			IETT, NGOs
G1001A7	Making a public transportation plan that prioritizes women, youth, children, disabled people	2021	2024	Department of Transportation	General Directorate of Affiliates	Department of Social Services		IETTs, NGOs, Women's Organizations, Universities, District Municipalities
G1001A8	Multilingual provision of public transportation services	2020	2021	Department of Transportation	Department of Information Technologies			IETTs, NGOs, Women's Organizations, Universities, District Municipalities
G1001A9	Switching to a system suitable for disability in public transportation services	2020	2022	Department of Transportation	Department of Information Technologies			IETTs, NGOs, Women's Organizations, Universities, District Municipalities

**Objective. G1002- To increase safety within transportation services**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G1002A1	Providing training on women's rights and combating harassment for personnel working in public transportation	2022	2024	Department of Human Resources and Education	Department of Transportation	Department of Social Services	General Directorate of Affiliates	IETTs, NGOs, Women's Organizations, Universities
G1002A2	Launching panic button application in public transportation	2022	2024	Department of Transportation	General Directorate of Affiliates			IETT
G1002A3	Maintaining the application of non-stop landing practice for women passengers in the evening	2016	2024	Department of Transportation	Department of Media Affairs and Public Relations			IETT
G1002A4	Providing lighting for safety at public transportation stops	2021	2024	Department of Transportation	General Directorate of Affiliates	Department of Parks, Gardens and Green Areas		IETT

## Indicators to be Monitored Regarding the Priority Area

Indicators
The rate of youth-focused public transport schedule planning
The number of public transport schedule planning made considering the young population
The rate of youth satisfaction of public transportation
The number of buses suitable for the access of people with disabilities
The number of bus services for the access of people with disabilities
Public transportation satisfaction rate of the people with disability
The number of applications for which clarification is requested
The number of answered lighting requests
The number of plans made by paying attention to the sufficiency of lighting and the absence of blind spots while making safe spatial arrangements
The number of women, child, and youth-oriented call conferences
The number of lines switched to the multilingual automatic announcement system

**GOAL 11:** Providing Easy Access Opportunities to Cultural, Arts and Sports Activities for All, with Priority for Women and Children

#### **4.11. Culture and Arts Recreation, Sports and Green Spaces**

The interviews conducted indicated that the accessible sports opportunities at the neighborhood level are insufficient for women of all ages and social positions in Istanbul; parks and sports halls should be redesigned from the perspectives of women, disabled people, and parents; and alternative spaces and programs are needed so that parents do not send their children to gym halls operating under the counter. Hence, both the problem of equal access and the necessity of creating alternatives and coming up with solutions against structures that will deepen the inequalities in different layers have emerged. In this regard, increasing the number of accessible sports venues for women at the neighborhood level, making announcements of the halls multilingual, adding women's defense sports to the programs of sports schools, designing children's playgrounds and socialization domains of parents together, creating alternative spaces and programs to protect children from the buildings under the counter, designing the parks in a way that is safe, free of blind spots, and responds to the differing needs of the disabled and their parents have also been proposed.

On the one hand, it was reported that park designs are required to be rearranged in the light of opinions from women's organizations and experts in the field with the perspective of gender equality and social inclusion. For example, it has been stated that parks surrounded by high walls or, on the contrary, fenced to protect children, but accessible from all points for adults, pose a security risk for both women and children. Additionally, in order to prevent the cafes in parks from turning into coffee houses with heavy use of men, it has been proposed to make gender equality-based designs with a holistic perspective and to open these businesses to women's cooperatives/organizations.

In addition to all these, it was underlined that gender-sensitive budget studies in the field of culture and arts ought to be carried out in order to develop culture and arts policies intended for women. Through this context, organizing trips for strengthening women's relationship with urban spaces in Istanbul, increasing public recognition of memory spaces that reveal the history of women, planning cultural and arts activities that will enrich the history of Istanbul with women's experiences, arranging gender equality-oriented film screening at the ISMEKs, women's work to be printed and disseminated by Kültür A.Ş., and free services for women on certain days and hours to be provided by museums, cinemas and theaters have been suggested as concrete steps that can be taken in this field. Establishment of

neighborhood-based, safe and accessible libraries that enable socialization to increase women's access to cultural and arts activities, creation of mobile libraries, constitution of a digital book subscription system, organization of movie screenings in the neighborhoods, development of an online library and audiobook listening system in public transportation were among other proposals made during the discussions. Finally, requests for inclusiveness and accessibility, such as making all culture and arts centers accessible to disabled people and parents, periodically organizing cultural and arts events with a wireless headset system and a sign language translator, and facilitating online ticket purchasing, were recapitulated.



**GOAL 11: Providing Easy Access Opportunities to Cultural, Arts and Sports Activities for All, with Priority for Women and Children**

**Table 11: Actions Concerning the Area of Culture and Arts Recreation, Sports and Green Spaces**

Objective. G11O1-To increase the number and capacity of libraries with innovative and participatory processes							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G11O1A1	Establishing a new generation library in twenty disadvantaged neighborhoods that do not have access to social facilities	2021	2024	Department of Cultural Assets Conservation	Department of Infrastructure & Construction	Department of Survey and Projects	Mukhtar's Offices, District Municipalities
G11O1A2	Improving the usage of online audio books by creating an audio library and a book platform	2021	2024	Department of Cultural Assets Conservation	General Directorate of Affiliates	Department of Culture	NGOs and Social Initiatives, Universities
G11O1A3	Creating mobile libraries with innovative, accessible and multilingual content	2021	2024	Department of Cultural Assets Conservation	Department of Social Services	Department of Transportation	NGOs and Social Initiatives, Universities
G11O1A4	Establishing an accessible and multilingual digital book subscription system	2021	2024	Department of Cultural Assets Conservation	Department of Information Technologies		NGOs and Social Initiatives
G11O1A5	Providing citizens with an online library service with a wider content as part of IMM Wi-Fi service on buses	2021	2024	Department of Cultural Assets Conservation	General Directorate of Affiliates	Department of Information Technologies	IETT
G11O1A6	Conducting communication studies for the promotion of online libraries	2021	2024	Department of Cultural Assets Conservation	General Directorate of Affiliates	Department of Media Affairs and Public Relations	NGOs and Social Initiatives, Universities

Objective. G1102- To improve policies of culture and arts with a gender equality perspective							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1102A1	Carrying out cultural activities in important historical places for women	2021	2024	Department of Culture	Department of Social Services	Department of Media Affairs and Public Relations	NGOs and Social Initiatives, Universities
G1102A2	Organizing free social and cultural events for women	2021	2024	Department of Culture	Department of Media Affairs and Public Relations		Mukhtar's Offices, District Municipalities, NGOs and Social Initiatives, Universities
G1102A3	Carrying out multilingual publishing and widespread announcement of women's works	2021	2024	Department of Cultural Assets Conservation	General Directorate of Affiliates	Department of Culture	Mukhtar's Offices, District Municipalities, NGOs and Social Initiatives, Universities
G1102A4	Establishing an accessible and multilingual digital book subscription system	2021	2024	Department of Human Resources and Education	Department of Culture	General Directorate of Affiliates	NGOs, Universities

Objective. G1103- To strengthen the bond of women and children with the city and cultural heritage							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1103A1	Developing various methods suitable for the target audience that will strengthen the relationship of women and children with cultural heritage	2021	2024	Department of Cultural Assets Conservation	Department of Media Affairs and Public Relations		NGOs and Social Initiatives, Universities
G1103A2	Transferring IMM's works on women to the digital environment	2021	2024	Department of Cultural Assets Conservation	Department of Media Affairs and Public Relations	Department of Social Services	NGOs and Social Initiatives, Universities, Women's Organizations
G1103A3	Sharing publications about women with the Women's Works Library	2021	2024	Department of Editorial Affairs and Resolutions	Department of Social Services	Department of Cultural Assets Conservation	Universities, Women's Organizations

Objective. G1104- To increase the accessibility of cultural activities for all							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1104A1	Researching diverse and innovative methods in accessing the venues where cultural events are held	2022	2024	Department of Culture	Department of Survey and Projects		NGOs and Social Initiatives
G1104A2	Making Istanbul Card related services like mobile applications, websites, points of application, and ticketing machines accessible	2021	2022	Department of Information Technologies	General Directorate of Affiliates	Department of Culture	

**Objective. G1104- To increase the accessibility of cultural activities for all**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1104A3	Diversifying mobile and digital cultural events	2022	2024	Department of Culture	General Directorate of Affiliates		
G1104A4	Ensuring that the activities carried out by considering the development processes of children to include the interests and demands of the children.	2021	2024	Department of Social Services	Department of Culture	Department of Media Affairs and Public Relations	NGOs and Social Initiatives, Universities
G1104A5	Creating cultural, sports and recreation areas for children	2020	2024	Department of Culture	Department of Support Services	Department of Infrastructure & Construction	Department of Survey and Projects, NGOs, Universities

**Objective. G1105- To increase the accessibility of sports venues and social facilities for women and children**

Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1105A1	Opening of new school gyms and women's sports centers	2021	2024	Department of Support Services	General Directorate of Affiliates	Department of Survey and Projects	Provincial Directorate of National Education
G1105A2	Adding far eastern and defense sports to the sports curriculum	2021	2024	Department of Support Services	General Directorate of Affiliates	Department of Human Resources and Education	NGOs and Social Initiatives, Universities
G1105A3	Creating a guide that will ensure the socialization of parents and the use of children with disabilities in the design of children's playgrounds	2021	2023	Department of Parks, Gardens, and Green Areas	General Directorate of Affiliates		IPA, Universities
G1105A4	Opening of IMM sports schools in sports facilities	Routine	Routine	Department of Support Services			Provincial Directorate of National Education
G1105A5	Providing summer / winter sports schools in sports halls of schools	Routine	Routine	Department of Support Services			District Municipalities
G1105A6	Implementing IMM Star Screening Project	2020	Routine	Department of Support Services	Department of Social Services	Department of Social Services	District Municipalities
G1105A7	Determining the criteria for the design of public spaces in accordance with gender equality	2021	2023	Department of Survey and Projects	General Directorate of Affiliates	Department of Cultural Assets Conservation	IPA, Trade Unions, NGOs and Social Initiatives

## Indicators to be Monitored Regarding the Priority Area

Indicators
The number of libraries opened in the neighborhood
The number of libraries convenient for the access of people with disabilities
The number of libraries with multilingual publications
The number of mobile libraries to be opened
The number of districts reached by mobile libraries
The number of neighborhoods reached by mobile libraries
Realization rate of Digital Book Subscription Project
The number of vehicles with Wi-Fi broadcast
WI-FI utilization rate
The number of people accessing the online library
The number of multilingual publications (books) in the online library
The number of visual and written publications prepared to raise awareness about the online library
Realization rate of online library and audio book listening project in public transportation
The number of meetings held with NGOs working with children and children's rights-based NGOs in order to learn about children's interests and orientations
The number of activities organized together with children
The number of activities organized for children
The number of multilingual visual and written publications to announce activities for children
The number of cultural and art activities for women
Women's participation rate in cultural and arts activities for women
The number of multilingual visual and written publications to announce cultural and arts activities for women
The number of trips made to areas of Istanbul that are "places of memory for women"
The number of events held in important historical places for women in Istanbul
The number of trips scheduled to historical places of Istanbul
The number of cultural events that will make the cultural and historical heritage of women visible in Istanbul
The number of museum tours, theater, and cinema screenings for women free of charge
The number of outdoor activities for women
The number of published women's works
The number of women's works published as multilingual
The number of multilingual visual and written publications made for the promotion of published women's works
The number of visual and written publications to announce cultural and arts activities
The number of transportation vehicles provided for women to be able to reach cultural and artistic events from the periphery of Istanbul
The number of neighborhoods where cultural and arts activities are held
Percentage of women participating in cultural and arts activities
The number of neighborhood-based cultural activities held
Participation rate in neighborhood-based activities
Increase Rate in Neighborhood-Based Cultural Activities
The number of film screenings organized at ISMEKs

<b>Indicators</b>
The number of women participating in film screenings at ISMEKs
The number of Gender-focused film screenings
The number of awareness workshops held with women to establish a cultural heritage relationship
The number of attendances at awareness workshops with women to establish cultural heritage relationship
The number of theater plays depicted for the hearing-impaired people
Participation rate in theater plays prepared for the hearing-impaired people
The number of theater plays performed for the visually impaired people
Participation rate in theater plays for the visually impaired people
The number of multilingual visual and written publications prepared for the announcement of theater plays prepared for the visually and hearing-impaired people
The number of applications made accessible
The number of planned projects
The number of beneficiaries
Increase rate in online ticket sales
The number of activities implemented within the scope of cultural events
The number of people benefiting from cultural activities broken down by age and gender
The number of centers with sports function added
The number of outdoor sports activities organized in neighborhoods
Percentage of women participating in sports activities
The number of centers offering Wendo training
Female participation rate in defense sports training
The number of multilingual sports course announcements
The number of parent-friendly public spaces
The number of playgrounds made accessible to people with disabilities
The number of programs opened for children
The number of centers opened for children
The number of children reached through summer and winter schools
The number of security guards employed in the parks
The number of parks designed after participatory processes

## **GOAL 12: Diversifying Public Relations, Information, and Promotion Tools**

### **4.12. Public Relations, Information, and Publicity**

It was accentuated that the public relations units of the municipalities are very influential on the language and approach when conveying the services and policies prepared by other units for the citizens. For this reason, it was stressed that the prevalence of a language that is inclusive, diverse, and free from discrimination in the field of public relations will determine the awareness of the citizens about the services and their access to those services. The persons and institutions interviewed expressed their demands that not only the services but also the promotion of the services should be inclusive, and they should be free from discrimination based on language, religion, belief, ethnic origin, age, disability, gender, gender identity, sexual orientation in accordance with the principle of equality of the Constitution. For example, Beyaz Masa's ability to respond to multilingual calls, the availability of facilities such as Beyaz Masa Message and Whatsapp line for persons having an impaired hearing, the capability to provide consultancy services in various languages (Arabic, Kurdish, English, sign language etc.) at the public relations offices of IMM have been suggested as steps to directly increase the accessibility of services. However, it has been repeated by many non-governmental organizations that it is not enough for the public relations channels only to serve in a non-discriminative way from the point of local equality vision, but it is also very essential that all communication channels, including Metrobus and metro screens, billboards, social media, and traditional communication tools are actively used for ensuring social peace and awareness of equal citizenship. It has been one of the frequently expressed demands in the interviews that LEAP should be embraced not as a fragmented text consisting of a series of goals and actions but as an integral vision with its language and perspective. In this context, organizing meetings at the level of mayors that will enable experience sharing and collaboration of the executives of the world cities working in the field of gender equality; archiving and digitizing the documents of all the studies about women within IMM; sharing visual materials including all publications, posters, and news with the Women's Library (The Women's Library and Information Centre Foundation-WLICF); establishing a commission that will coordinate all these affairs in order not to lose the memory of women's work and local equality policies in Istanbul have been proposed.

## GOAL 12: Diversifying Public Relations, Information, and Promotion Tools

**Table 12: Actions Regarding Public Relations, Information, and Publicity**

Objective. G12O1- To increase the inclusiveness of corporate communication language							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G12O1A1	Increasing the number of language services provided in stakeholder communication	2021	2024	Department of Media Affairs and Public Relations	General Directorate of Affiliates		NGOs
G12O1A2	Preparing information materials on gender equality	2021	2024	Department of Media Affairs and Public Relations	Department of Social Services	General Directorate of Affiliates	Women's Organizations, NGOs, Universities
G12O1A3	Providing inclusive communication and awareness trainings in the field of migration for decision makers, managers, and field workers	2021	2024	Department of Social Services	Department of Media Affairs and Public Relations	Department of Human Resources and Education	Women's Organizations, NGOs, Universities

Objective. G12O2- To contribute to gender equality through national / international collaborations by establishing an inclusive communication network that observes diversity							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G12O2A1	Cooperating with international institutions in the field of gender equality	2021	2024	Department of Foreign Relations			International Institutions
G12O2A2	Organizing activities within the scope of cooperation with international institutions in the field of gender equality	2021	2024	Department of Foreign Relations	Department of Culture	Department of Social Services	International Institutions, NGOs

## Indicators to be Monitored Regarding the Priority Area

Indicators
Number of communication staff participating in gender equality training (designer, copywriter, etc.)
Number of billboards used
Number of public transport screens used
Number of inclusive communication training for staff
Number of staff participating in inclusive communication training
The rate of meeting service requests in foreign languages
The number of written and visual content created on gender equality
Number of foreign languages served at contact points
The number of international institutions protocols with which protocols are signed in the field of gender equality
The number of joint activities held with world cities in the field of gender equality
The number of IMM's works on women transferred to digital platforms



## GOAL 13: Making Istanbul a Livable City

### 4.13. Livable City

In the interviews, there were some recommendations that transcend both the complex dynamics of different disadvantage categories and the design of IMM reinforcing or neglecting those dynamics. They were the opinions defining an urban imagination of ‘A Livable Istanbul for Everyone’. As an illustration, for a livable city including the right to access green zones and to touch the land, expanding urban gardens, supporting balconies and urban gardening, and creating forest gardens in urban areas have been proposed. Additionally, advocating for fundamental rights such as clean air, clean food, water, decent housing conditions, establishing participation mechanisms (including agricultural cooperatives, trade associations, producers, and consumers, etc.) that will affect decisions on production and consumption relations in the city, launching a council with equal participation of women for access to safe food, establishing reciprocal organic bonds between producers and consumers, improving cleaning standards in Istanbul Public Bread points of sales have been conveyed as concrete steps that can easily be applied. It was emphasized that a consortium<sup>51</sup> to be established with the national (Chamber of Food Engineers, Chamber of Environmental Engineers, producer and consumer organizations) and international actors (United Nations) based on women’s labor and food safety will strengthen the organic bond between the city center and rural neighborhoods of Istanbul, and will contribute to the food standard, market access, and women’s empowerment.

In addition to these, it has been requested to establish control mechanisms for the neighborhoods that cannot benefit from cleaning services adequately to detect and remedy problems. Likewise, establishing rehabilitation centers in provinces and districts for animals subjected to violence, torture, and rape; both implementing holistic treatments for animals and carrying out awareness studies on animal rights together with local advocates; constituting these centers in the center of Istanbul; having a veterinarian in these centers who will provide emergency medical services to provide a full-fledged service (including ambulance and on-site treatment services) and to be accessible outside of working hours; informing the animal protection volunteers in that neighborhood while collecting the animals living on the street and leaving them back to the place they were taken; transforming awareness activities on animal rights and legislation into consistent and strong advocacy with attitudes such as investigating public officials who violate the legislation and being a party in lawsuits regarding crimes against animals in the local area have been requested.

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<sup>51</sup> Consortium: Association of Companies. Collaboration of two or more businesses in the context of the implementation of a specific project. An economic structure that has a common interest in a particular issue and is mostly composed of creditors.

## GOAL 13: Making Istanbul a Livable City

**Table 13: Actions Regarding Livable City**

Objective. G13O1- To increase opportunities and improving conditions for a clean environment							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G13O1A1	Updating and implementing Climate Change Action Plan	2021	2024	Department of Environmental Protection & Enforcement	General Directorate of Affiliates		NGOs, Women's Organizations, Universities, District Municipalities, International
G13O1A2	Updating and implementing Istanbul Air Quality Action Plan	2021	2024	Department of Environmental Protection & Enforcement	General Directorate of Affiliates		NGOs, Women's Organizations, Universities, District Municipalities, International Institutions
G13O1A3	Implementing noise barriers at two different points within the scope of the Istanbul Noise Action Plan prepared for prevention and control of road environmental noise in Istanbul	2021	2024	Department of Environmental Protection & Enforcement	Department of Infrastructure & Construction	Department of Road Maintenance and Infrastructure Coordinatio, Department of Housing and Urban Development	NGOs and Universities, Women's Organizations, Trade Associations
G13O1A4	Conducting awareness studies on environmental cleanliness	2021	2024	Department of Environmental Protection & Enforcement	General Directorate of Affiliates	Department of Parks, Gardens and Green Areas	NGOs and Universities, Women's Organizations, District Municipalities

Objective. G13O2- To encourage and facilitate the usage conditions of the green areas in and around the city in Istanbul and the lands suitable for agricultural activity for urban agriculture and horticultural activities							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G13O2A1	Realizing city gardens	2019	2024	Department of Parks, Gardens and Green Areas	Department of Mukhtars and Food	General Directorate of Affiliates	District Municipalities
G13O2A2	Creating a directive on the terms and conditions of use of urban gardens	2019	2024	Department of Parks, Gardens and Green Areas	Department of Mukhtars and Food	General Directorate of Affiliates	IPA, NGOs and Women's Organizations, Universities, City Councils, District Municipalities

Objective. G1303- To improve access to healthy and clean food for the people of Istanbul to ensure food security							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1303A1	Conducting food inspections	2021	2024	Department of Municipal Police	Department of Mukhtars and Food	Department of Health	NGOs, Women's Organizations, Universities, Provincial Agriculture Directorate
G1303A2	Establishing the food council	2021	2024	Department of Mukhtars and Food	General Directorate of Affiliates		NGOs, Trade Associations and Social Initiatives, IPA
G1303A3	Compensating the deficiencies by examining agricultural data analysis and village inventory study	2020	2022	Department of Mukhtars and Food	General Directorate of Affiliates		Women's Organizations, Universities, Mukhtars, District Municipalities, Provincial Directorate of Ministry of Family, Labor and Social Services, IPA
G1303A4	Conducting physical analysis and field research to determine the infrastructure and zoning problems of Istanbul's pastures and villages	2020	2024	Department of Housing and Urban Development			NGOs, Women's Organizations, Universities
G1303A5	Increasing the number of female representatives in Food Councils	2021	2024	Department of Mukhtars and Food	Department of Social Services		NGOs, Trade Associations

## Indicators to be Monitored Regarding the Priority Area

Indicators
Completion rate of Climate Change Action Plan
Completion rate of Air Quality Action Plan
Number of women producers in the producer market
Number of women representing the food council
Number of noise inspections
Number of people reached within the scope of environmental cleanliness awareness studies
Number of urban gardens created
Number of beneficiaries of urban gardens created
Number of food inspections conducted
Realization rate of the Food Council Establishment Project
Regulation rate of peddlers making authorized sales
Prevention rate of unauthorized invasions that sell food

## **GOAL 14: Contributing to Ensuring Social Equality in Education with Lifelong Learning Opportunities**

### **4.14. Education and Lifelong Learning**

In the interviews, the limitation of education and lifelong learning opportunities especially for the disabled, immigrants, women, and girls came to the fore as the main problem area. In accordance with this, the following solution headings have been developed: (1) Increasing the inclusiveness and accessibility of training centers serving within IMM, (2) arranging the course contents of these centers with a lifelong learning and gender equality perspective, (3) supporting women and girls to benefit from all educational opportunities. Initially, increasing the number, capacity, and quality of ISMEK buildings through making them safe and accessible, and providing shuttle services for those who are far from the center have been requested. It was also reported that the inclusion of course venues and contents should be increased for equal access of migrant and disabled women. Illustratively, including sign language in educational programs and ensuring teachers receive sign language training, opening Turkish literacy courses for immigrant and refugee women, opening courses for Arabic and Kurdish education by supporting the mother tongues of immigrant women and girls, opening courses suitable for the professional and personal development of the disabled persons, creating a database on the access of disabled people to education, including preschool education, in cooperation with the Ministry of National Education, ISMEKs providing accessible educational programs according to each disability group, enabling disabled people to receive training at the ISMEK center closest to their neighborhood have been suggested as the steps that can easily be implemented. Additionally, providing basic food, clothing, and stationery supplies to support the continuity of immigrant children in education, and planning additional courses for immigrant children who attended education at a young age have been requested as well.

Correspondingly, opening free courses for high school and university preparation and employing especially female university students in this field, disseminating literacy and technological literacy courses for women in the course centers, opening literacy courses for women identified through the IMM database in cooperation with mukhtars and the Ministry of National Education, identifying and registering girls and women who are not registered, supporting girls to complete compulsory education, disseminating accessible educational opportunities at the neighborhood level, providing awareness-raising activities on child and forced marriages in course centers are among other suggestions highlighted during the negotiations. Finally, it was underlined that these practices, which will be implemented within the boundaries of ISMEK but will touch the lives of women and girls by going beyond these boundaries, should bring along the reorganization of the course content and structures in a way to support equal opportunity among different groups.

**GOAL 14: Contributing to Ensuring Social Equality in Education with Lifelong Learning Opportunities**

**Table 14: Actions Regarding Education and Lifelong Learning**

Objective. G14O1- To disseminate education and lifelong learning opportunities to all segments of the society								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G14O1A1	Supporting women and girls to do their identity register	2021	2024	Department of Social Services	Department of Support Services			NGOs, District Registry Offices
G14O1A2	Supporting girls to complete compulsory education	2021	2024	Department of Social Services	Department of Support Services			NGOs, District National Education Directorate
G14O1A3	Creating training centers on the locations of easy transportation	2021	2024	Department of Human Resources and Education	Department of Real Estate & Expropriation	Department of Survey and Projects		District Municipalities
G14O1A4	Relocating inaccessible education centers	2021	2024	Department of Human Resources and Education	Department of Real Estate & Expropriation	Department of Survey and Projects		NGOs and Social Initiatives
G14O1A5	Carrying out activities to support distance education	2021	2024	Department of Human Resources and Education	Department of Information Technologies	General Directorate of Affiliates	Department of Social Services	NGOs and Social Initiatives, Universities

Objective. G14O2- To bring a gender equality perspective to the educational contents created by IMM								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G14O2A1	Preparing gender-focused training programs in ISMEKs	2021	2024	Department of Human Resources and Education	Department of Social Services			NGOs and Social Initiatives, Universities
G14O2A2	Providing training to social workers who go to home visits on legal regulations, mechanisms of child and/or forced marriage, and the obligation to notify	Routine	Routine	Department of Social Services	Department of Human Resources and Education			NGOs and Social Initiatives, Universities
G14O2A3	Providing educational support to immigrants, particularly for women and girls	2021	2024	Department of Social Services	Department of Human Resources and Education			Women's Organizations, Provincial Immigration Authority, NGOs, and Social Initiatives

**Objective. G14O3- To increase the access of disabled people to professional and personal development training**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G14O3A1	Providing educational services in an accessible manner for the needs of disabled citizens	2021	2024	Department of Social Services	Department of Human Resources and Education			NGOs and Social Initiatives, Universities
G14O3A2	Creating a data system for disabled citizens starting from preschool period	2021	2024	Department of Social Services	Department of Information Technologies			NGOs and Social Initiatives, Universities
G14O3A3	Conducting field research for the needs of disabled citizens	2021	2024	Department of Social Services	General Directorate of Affiliates			IPA, NGOs and Social Initiatives, Universities
G14O3A4	Providing courses for disabled citizens in the fields of profession, university preparation and E-KPSS (Public Personnel Selection Examination)	2021	2024	Department of Social Services	Department of Human Resources and Education			NGOs and Social Initiatives, Universities
G14O3A5	Creating educational materials for all disability groups	2021	2024	Department of Social Services	Department of Human Resources and Education			NGOs and Social Initiatives, Universities

## Indicators to be Monitored Regarding the Priority Area

Indicators
Number of people supported in the population registration process
Number of girls supported in the school enrollment process
Number of Romani children supported in the school enrollment process
Number of children receiving educational support (stationery, uniforms, educational support, etc.)
Number of women benefiting from transportation support of ISMEK trainings
Number of ISMEKs relocated because of its inaccessibility
Number of literacy courses opened
Number of newly opened ISMEKs
Female participation ratio in all branches of education
Number of technology literacy trainings provided
Number of Romani women benefiting from training
Number of trainings given in the field of ecology
Number of elderly care trainings provided
Number of old age preparation trainings provided
Number of staff receiving Old Age Preparation Training
Number of accessible training for the disabled (hearing / visually impaired or physically challenged)
Number of high school preparatory courses opened
Number of university preparatory courses opened
Number of public collaborations to raise awareness about forced and child marriage
Ratio of refugee women attending Turkish literacy courses
Number of language courses opened for the languages of social groups living in Istanbul
Number of participants attending technology literacy trainings provided
Number of notifications to the Provincial Police Department on child and / or forced marriages detected in social case work
Number of immigrant children provided educational support
Number of training assistance courses opened for immigrant children
Number of training assistance courses opened for Romani children
Number of databases created
The rate of creating a data system for disabled citizens starting from preschool period
Number of field surveys conducted
The number of trainings planned considering the field research

## **GOAL 15: Eliminating the Effects of Disaster and Crisis Periods that Deepen Inequality by Using Equitable and Participatory Methods**

### **4.15. Disaster/Crisis**

The theme of equality in disasters is not possible to be excluded within the Local Equality Action Plan which is prepared for a densely populated city like Istanbul that has a high potential to be affected by all kinds of disasters, epidemics, and crises. In this context, it is possible to summarize the suggestions that emerged as a result of the interviews under three basic solution headings: Conducting disaster and crisis preparedness activities in a participatory and equitable manner, keeping down discrimination during and after disasters, supporting particularly disadvantaged groups' access to services in emergencies. Initially, for disaster/crisis preparedness, post-crisis/disaster solidarity, and gender-based management of disaster, it was stated that participatory commissions should be established which will include experienced women's organizations that have been involved in rebuilding life after the disaster. In addition to the establishment of disaster/crisis coordination commissions which are composed not only of experts but also ensure participation of the citizens and civil society actors with experience in different fields, it was stated that it is very important to include women in the first aid teams formed with the participation and coordination of women's organizations and mukhtars for neighborhood-based and equitable disaster preparedness. In addition, it was requested that disaster preparedness studies should be planned by considering the potential of disaster or crisis times for generating discrimination and deepening inequalities. Other requests are identifying and mapping priority neighborhoods and risk groups. Ensuring access to municipal services of disadvantaged groups in cases of emergency, identifying priority persons and groups concerning receiving social assistance, supporting the sectors most affected by the crises with direct cash transfers (such as daily cleaners, musicians, flower-sellers, etc.), providing in-kind and cash benefits for women who have lost their jobs and live alone have been presented among other prominent requests. Particularly, meeting the internet access and computer needs of university students who had to return to their families especially in times of crisis, and considering all these actions as equalizing social policy interventions in the face of inequalities that will deepen in disaster/crisis processes have been underlined.

On the one hand, spreading mobile psychological support in neighborhoods during disaster and crisis periods, establishing a specific support line system for pregnant, disabled, bedridden women, elderly people living alone and lonely mothers, increasing home visits, distributing free care products in the poor neighborhoods, serving very basic needs to homes, planning social activities and providing home cleaning support for women whose workload



density increases during such crisis periods, distributing free contraceptive pills against the risk of interruption of health services, establishing crisis desks, disseminating legal information and emergency numbers in the face of violence, allocating shelter and suitable places for women in need, or arranging protocols with hotels, establishing Emergency City Coordination including law enforcement officers, governorship and above-mentioned pandemic board have been expressed as suggestions to empower women, the elderly, the disabled and children against the incremental risk of violence in these critical processes.

Finally, to ensure urban transformation projects, realized due to earthquake risks, to be participatory and right-based but not rent-based, it was stated that alternative models such as platforms gathering contractors and trade unions like TMMOB Chamber of Urban Planners and Chamber of Architects, KIPTAŞ, Zoning and Real Estate Directorates, district municipalities, building managers, homeowners, women's organizations should be established.

**GOAL 15:** Eliminating the Effects of Disaster and Crisis Periods that Deepen Inequality by Using Equitable and Participatory Methods

**Table 15: Actions Regarding the Area of Disaster/Crisis**

Objective. G15O1- To develop equal and participatory methods in the management of disaster and emergency preparedness and response processes								
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G15O1A1	Conducting disaster and emergency training	2021	2024	Department of Center Fire and Brigade	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services	Department of Media Affairs and Public Relations	AFAD, AKOM, Mukhtars, NGOs
G15O1A2	Holding crisis coordination meetings in a participatory method	2021	2024	Department of Center Fire and Brigade	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services	Department of Media Affairs and Public Relations	AFAD, AKOM, Mukhtars, NGOs
G15O1A3	Preparing risk mapping for groups at risk for disasters and emergent cases	2021	2024	Department of Center Fire and Brigade	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services		AFAD, Mukhtars, NGOs
G15O1A4	Providing transportation support and social support for the disabled in cases of emergency, disaster, and crisis	2021	2024	Department of Center Fire and Brigade	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services		AFAD, AKOM, Mukhtars, NGOs

**Objective. G15O2- To increase disaster-oriented awareness studies and social awareness**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G15O2A1	Implementation of district-based earthquake parks	2021	2024	Department of Earthquake Risk Management and Urban Improvement	Department of Parks, Gardens and Green Areas		AFAD, AKOM, Mukhtars, District Municipalities
G15O2A2	Carrying out disaster-oriented awareness activities and increasing social awareness	2021	2024	Department of Earthquake Risk Management and Urban Improvement	Department of Media Affairs and Public Relations		AFAD, General Commandership of Gendarmeri, AKOM
G15O2A3	Conducting neighborhood-based awareness raising studies for gathering and temporary accommodation areas	2021	2024	Department of Earthquake Risk Management and Urban Improvement			AFAD, Mukhtars
G15O2A4	Conducting disaster volunteer work within the scope of the Earthquake Mobilization Plan	2021	2024	Department of Earthquake Risk Management and Urban Improvement	Department of Social Services		Women's Organizations, Mukhtars
G15O2A5	Jointly carrying out volunteer processes in cooperation with relevant institutions	2021	2024	Department of Earthquake Risk Management and Urban Improvement	Department of Center Fire and Brigade		NGOs, District Municipalities, Mukhtars
G15O2A6	Developing alternative models for housing construction and financing	2021	2024	Department of Financial Services	Department of Real Estate & Expropriation	Department of Earthquake Risk Management and Urban Improvement	NGOs, District Municipalities, Mukhtars, AKOM, AFAD

**Objective. G1503- To develop specific measures to combat deepening inequality during the Crisis / Pandemic Process**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G1503A1	Identifying urgent-priority households in need during the crisis / pandemic period	2021	2024	Department of Social Services	General Directorate of Affiliates		NGOs, Mukhtars, District Municipalities
G1503A2	Providing cash and food support to those detected to be in need during the crisis/pandemic process	2021	2024	Department of Social Services	Department of Support Services		NGOs, Mukhtars
G1503A3	Making a neighborhood inventory of those in need by cooperating with mukhtars during the pandemic process and identifying women in need	2021	2024	Department of Media Affairs and Public Relations	Department of Social Services		NGOs, Women's Organizations, Mukhtars
G1503A4	Making neighborhood-based risk impact (disaster, epidemic, etc.) analysis for low-income women	2021	2024	Department of Social Services	Department of Information Technologies		NGOs, Women's Organizations,
G1503A5	Providing direct economic support to special groups (house cleaners, wastepaper pickers, musicians, flower sellers, etc.) during the pandemic process	2021	2024	Department of Social Services	Department of Financial Services		NGOs, Mukhtars
G1503A6	Providing internet support to female university students during the pandemic process	2021	2024	Department of Social Services	Department of Information Technologies		NGOs, Women's Organizations,
G1503A7	Providing hygiene material support to public schools during the pandemic process	2021	2024	Department of Health	Department of Social Services	Department of Support Services	NGOs, Mukhtars, District National Education Directorate, Provincial Directorate of Health
G1503A8	Providing cleaning, disinfection, and renovation support to households in need during the pandemic process	2021	2024	Department of Social Services	Department of Support Services	Department of Health	NGOs, Mukhtars
G1503A9	Providing dedicated line service for pregnant, disabled, bedridden women, and the elderly living alone, mothers, and disabled people.	2021	2024	Department of Media Affairs and Public Relations	Department of Health	Department of Social Services	NGOs, Women's Organizations

Objective. G1503- To develop specific measures to combat deepening inequality during the Crisis / Pandemic Process							
Action Code	ACTION	Estimated Start Date	Estimated Due Date	Responsible Unit	Cooperation Unit	Cooperation Unit	Cooperation Stakeholder
G1503A10	Establishing a women's health line	2021	2022	Department of Health	Department of Social Services	Department of Media Affairs and Public Relations	NGOs, Women's Organizations
G1503A11	Keeping statistical data and sharing it in a multilingual way during the pandemic process	2021	2022	Department of Health	Department of Information Technologies	Department of Media Affairs and Public Relations	NGOs, Women's Organizations
G1503A12	Conducting mobile psychological support activities during the pandemic process	2021	2022	Department of Health	Department of Social Services		IPA, NGOs
G1503A13	Providing hygiene material and social aid support to women during the pandemic process	During the Pandemic Process	During the Pandemic Process	Department of Health	Department of Social Services	Department of Support Services	NGOs
G1503A14	Organizing social activities for women in times of disaster	2021	2024	Department of Culture	Department of Social Services	Department of Media Affairs and Public Relations	Mukhtars
G1503A15	Reaching women through multifunctional and different tools (such as a mobile library)	2021	2024	Department of Cultural Assets Conservation	Department of Culture	Department of Social Services	NGOs, Women's Organizations
G1503A16	Identifying and meeting the problems of women struggling with violence during the pandemic process	2020	2021	Department of Social Services	Department of Health		NGOs, Women's Organizations
G1503A17	Preparing an emergency action plan that includes what needs to be done on increasing violence against women	2021	2024	Department of Social Services			NGOs, Women's Organizations, Provincial Directorate of Ministry of Family, Labor and Social Services, IPA
G1503A18	Providing online social, psychological, and legal support for women exposed to violence during the pandemic	2020	2021	Department of Health	Department of Social Services	Department of Information Technologies	NGOs, Women's Organizations
G1503A19	Conducting informing and awareness-raising activities for women in case of violence during the pandemic process	2021	2024	Department of Media Affairs and Public Relations	Department of Social Services		NGOs, Women's Organizations

**Objective. G15O3- To develop specific measures to combat deepening inequality during the Crisis / Pandemic Process**

<b>Action Code</b>	<b>ACTION</b>	<b>Estimated Start Date</b>	<b>Estimated Due Date</b>	<b>Responsible Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Unit</b>	<b>Cooperation Stakeholder</b>
G15O3A20	Providing shelter support to women exposed to violence during the pandemic process	2020	2021	Department of Social Services			NGOs, Women's Organizations
G15O3A21	Establishing emergency city coordination in cooperation with stakeholders on violence against women	2020	2021	Department of Social Services	City Council		NGOs, City Councils, Universities
G15O3A22	Providing social assistance support to women during the pandemic process	2020	2021	Department of Social Services	Department of Support Services		NGOs, Women's Organizations
G15O3A23	Providing accommodation and transportation support for healthcare workers during the pandemic process	2020	2021	Department of Support Services	Department of Transportation	Department of Support Services	Trade Associations, Private Sector
G15O3A24	Meeting the needs of citizens over the age of 65 during the pandemic process	2020	2021	Department of Health	Department of Social Services	Department of Support Services	NGOs

## Indicators to be Monitored Regarding the Priority Area

Indicators
Number of crisis coordination boards established
The ratio of women's organizations represented in the crisis coordination boards established
Ratio of women in crisis coordination boards established
Number of Crisis Coordination Board meetings
Number of meetings held with mukhtars for disaster preparedness
Number of meetings held with district municipalities for disaster preparedness
Number of risk mapping with a focus on gender equality for disaster preparedness
Number of disabled people requiring priority intervention in case of disaster
Percentage of population per designated assembly areas and temporary accommodation areas
Ratio of women in disaster-focused awareness raising activities in the neighborhoods
Ratio of women in volunteer teams formed in neighborhoods
Number of as-built urban transformation projects
Number of people trained within the scope of the Disaster Volunteers Project
Number of urban transformation projects realized
Number of households with urgent-priority needs delivered during the crisis/pandemic period
Number of households receiving cash support during the crisis/pandemic period
Number of households receiving food support during the crisis/pandemic period
The number of women whose needs were assessed during the crisis/pandemic period
Number of neighborhoods where risk-impact analysis is performed in terms of crisis/pandemic periods
The number of people who received cash support because they lost their jobs during the crisis/pandemic period
Number of female university students who are provided with a GSM Data line for internet access at home
The number of students given psychological support during the pandemic period
The number of households given cleaning support during the pandemic period
The number of people (neighborhood, age, gender) who lost their lives by the impact of the pandemic
Number of mobile psychological support studies created
Number of women who received family support packages during crisis / pandemic period
Number of female hygiene items delivered during crisis/pandemic period
Number of neighborhoods where events for women are held
Number of mobile libraries
Number of incoming calls to IMM Women's Support Line during the crisis / pandemic period
Number of women staying at the IMM Women's Solidarity House
Number of meetings held with stakeholders on combating violence against women
Number of women receiving social assistance during the crisis / pandemic period
The number of healthcare workers who were given accommodation opportunity during the pandemic period
The number of healthcare workers who were provided with transportation support during the pandemic period
Number of 65+ people whose needs assessments were conducted through home visits during the pandemic

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