

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

A. BASIC INFORMATION:

Title of the experience : Health, Culture and Social Transformation Project		
Name of city/region : <i>Nevşehir / Central Anatolia Region</i>		
Promoting entity: <i>The Municipality of Nevşehir</i>		
Country: <i>Turkey</i>		
Starting date: <i>2010</i>		Finishing date : <i>Ongoing</i>
Name of the contact person:		
Position of the contact person:		
Contact telephone:		E-mail:
Population size: <i>92.068 persons (the population of city centre)</i>		
Surface area: <i>5.467 km²</i>		
Population Density: <i>52/ km²</i>		
GDP per capita: <i>15.811 US Dollars</i>		
Sector of the economy:		
Type of experience:	Participatory budget	
	Urban planning	
	Councils	
	Diagnosis, prospection, prioritization, monitoring etc. workshops or spaces	
	Forums and audiences	
	Referendum/Public consultation	
	Citizenship judging committee	
	Open-government/ e-government	
	Public participation in the Law	
	Others	X
Regional scope	Entire Region	X
	District	
	Neighbourhood	
Thematic area	Governance	
	Education	X
	Transportation	
	Urban management	X
	Health	X
	Safety	
	Environment and/or urban agriculture	X
	New social movements and associations	
	Culture	X
	Housing	X
	Employment	X
	Decentralization	
	Local Development	
Learning/training		

7TH "BEST PRACTICE IN CITIZENS' PARTICIPATION" DISTINCTION

AWARD APPLICATION FORM

	Economy and/or finances	
	Legal regulations	
	Social inclusion	X
	All	
	Others	

B. PROCESS

DESCRIPTION OF THE CONTEXT IN WHICH THE EXPERIENCE OCCURRED

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

How the experience came up?

Max. 1800 characters/300 words

Nevşehir is one of the extremely important attraction centres for our country and world tourism in which peace and tranquillity reign and that depends on the traditions and customs and has hosted 20 civilizations including 8 of them deep-rooted and great throughout the history. Municipality of Nevşehir has planned to introduce Nevşehir, which is a wonder of world on its own with its nature, culture and history, with the most effective services of the modern era in local government services and has been in an effort to continue its works on this issue in full course. Municipality has put a comprehensive project into effect in order to ensure all the people living in our city with such a great treasures to benefit from all municipal services in most efficiently and besides to be able to take our citizens to a more advanced level in the fields of social, cultural and health and to provide social change and transformation. Within this project it is aimed to contribute to the protection of city's identity and historical environment, the promotion and handing down the next generations of our culture as a priority within the framework of understanding of social municipalism; to take far-reaching measures to maintain public health; to achieve equality of opportunity for the women, disabled people, the poor, the families of martyr and war veterans and the youth in the society in their access to social, economic and cultural rights.

OBJECTIVES

(Describe the goal/s of the initiative)

Max. 1000 characters/ 200 words

Our fundamental policy as Nevşehir Municipality is to improve citizens' living conditions for their social, cultural and personal peace and happiness different from traditional concept of local government. With the aim of bringing a new dimension to the concept of municipalism, it is our most important vision to feature the humanistic characters within the frame of principles of equity. Within the understanding of "There is no lordship to the people of the city, there is the service for them", it is targeted the protection of historical heritage, the integration of historical values with new buildings without destroying the old, the development of sociocultural life, offering new opportunities, creation of employment areas, benefiting equally from health services for all citizens, utilization of educational opportunities the most effectively, the

7TH “BEST PRACTICE IN CITIZENS’ PARTICIPATION” DISTINCTION

AWARD APPLICATION FORM

implementation of sustainable environmental policies, and the contribution to the adoption of gender equality by all peoples.

DESCRIBE THE EXPERIENCE

Max. 3200 characters/600 words

With our project titled “Health, Culture and Social Transformation” that was launched in 2010, all issues directly concerning social life and humanity such as protection of historic environment, creation of an healthy environment, revitalization of social and cultural life, creation of new employment fields, contributing to the education and training life, women’s rights have been reviewed and started to the improvement works and these improvement works have also been completed in some areas in the project.

To this end, new physical places have been constructed and put into service for our community by protecting the identity, historical structure and cultural heritage of our city. With our understanding of Social Municipalism, to complete the necessary infrastructure services in our city for the realization of socio-cultural activities is intended by preparing a long-term and far-reaching project with social purpose to cover the protection of the fields of health, education, employment, environment and cultural heritage. The principle of being “a liveable and modern city” is adopted with the priority of conservation of the tissue of present social and physical environment by analysing the environmental conditions in the best way. At the same time, sufficient employment opportunities are also provided in a modern, aesthetic and accessible city.

LEADERSHIP AND SHARED RESPONSABILITES.

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

Max. 1000 characters/200 words

Our project titled “Health, Culture and Social Transformation” has been carried out under the coordination of our Mayor. The task-sharing has been conducted among the departments providing service within our municipality. Our directorates (departments) are as follows;

- Directorate of technical works
- Local planning authority
- Directorate of strategy development
- Women’s studies and training centre
- Directorate of culture and social affairs
- Cleaning services department
- Financial services department

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

Max. 1000 characters/200 words

7TH “BEST PRACTICE IN CITIZENS’ PARTICIPATION” DISTINCTION

AWARD APPLICATION FORM

The non-governmental organizations such as organizations, trade-unions, associations which are active in our city have been involved in all stages of our project. In addition, the places which are easily accessible by people have been assigned to the related organizations by our municipality in order to make their works more active and increase their dialogues with our citizens.

C. METHODOLOGY

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

Max. 1000 characters/200 words

One of the conditions of social equality and integration is to avoid the exclusion of disadvantaged groups like women, disabled people, families of martyrs and war veterans, the poor and the young people in the society and to ensure equality of opportunity to these groups in accessing to social, political, economic and cultural rights like education, health and employment. The activities carried out for this purpose are as follows:

In Health field;

- A modern hospital has been built in our city.
- An Indoor Market Place has been erected for healthy shopping environment.
- Modern Waste Water Treatment Plant
- Solid Waste Landfill Facility
- Arsenic Treatment Plant for Drinking Water
- Healthy Environment, Sport Parks and Bicycle – Walking Paths
- Sterilization Equipment, Hygienic Disposable Apron and Towels for Barbers and Hairdressers

In Culture field;

- Cappadocia Culture and Art Centre
- Cappadocia Education Centre
- Computer Training Centre
- Magazines, Books and Introductory Films
- Restoration Works

In Social Transformation Field;

- Equal Opportunities for Women and Men
- Women’s Studies and Training Centre
- Services for disabled people
- Rehabilitation Centre
- Call Centre (ALO Municipality)

**7TH “BEST PRACTICE IN
CITIZENS’ PARTICIPATION” DISTINCTION**
AWARD APPLICATION FORM



D. FUNDING STRATEGY AND BUDGET

BUDGET

Total amount and percentage amount over the total costs of the project/institution/department.

The estimated total budget of “Health, Culture and Social Transformation Project” is 115.000.000,00 Turkish Lira. The realization rate is 95 %.

FUNDING STRATEGY

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

Max. 1000 characters/ 200 words

While performing the “Health, Culture and Social Transformation Project”, grant support has been taken from Ministries, European Union, embassies, foundations along with the own resources of Nevşehir Municipality. In addition, sponsor and benevolent citizens have also contributed financially to our project.

E. INFORMATION SPREADING AND FEED-BACK TO THE PARTICIPANTS

7TH “BEST PRACTICE IN CITIZENS’ PARTICIPATION” DISTINCTION

AWARD APPLICATION FORM

DESCRIPTION OF THE INFORMATION DISSEMINATED DURING THE PROCESS.

What kind of information has been disseminated?

Max. 1000 characters/ 200 words

Within the scope of Cultural Transformation, it has been contributed to;

- Protection of city’s identity and historical environment with the restoration works,
- Dissemination of our culture and transfer of it to the next generations with our works about magazines, books and introductory films,
- Offering new alternatives to social life with culture and education centres that we established.

Within the scope of Social Transformation; it has been ensured the equality of opportunity for the women, disabled people, the poor, the families of martyr and war veterans and the youth in the society in their access to social, economic and cultural rights.

In the scope of Transformation in Health; the aim of maintaining public health has been reached by taking comprehensive measures from the protection of environment to building healthy living conditions.

FEED-BACK TO THE PARTICIPANTS

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

Max. 1000 characters/ 200 words

All of the activities that we have done with our “Health, Culture and Social Transformation Project” have returned to our citizens as a service. Because, almost all of them from their living conditions, right to use of opportunities to employment are submitted to our citizens within the context of urban services.

Moreover, it has been tried to raise awareness of the students with the trainings and visual activities at all schools in our city. Educational activities have been conducted by a team formed with the participation of our Mayor himself as well. As a result of these activities, there have been very positive returns.

F. RESULTS

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

Max. 500 characters/100 words

7TH “BEST PRACTICE IN CITIZENS’ PARTICIPATION” DISTINCTION

AWARD APPLICATION FORM



The central population of Nevşehir that is 92.068 persons benefit from our “Health, Culture and Social Transformation Project”.

The said project has been designed to address to a wide audience as much to women, disabled, youth and old, families of martyrs and veterans living in our city and been approached to the end in the implementation process.

All women have taken place in the target group of the project with strengthening and supportive projects to women such as women’s rights, vocational training, and employment. Our Municipality has used every means available for cultural, social and educational activities for our citizens with disabilities and our citizens and our handicapped brothers have been involved in the project within the framework of social integration.

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

Max. 1000 characters/ 200 words.

The project has the feature of being a detailed project including in general building physical places and specifically the issues of culture, education, health and environment as well. Its results are documented to be visible by all citizens. Additionally, by starting from the principle to create a city facilitating the citizens’ accessibility to municipality at any time, ALO 153 (ALO Municipality) call centre has been established by our Municipality for citizens to be able to convey their suggestions, requests and complaints easily. Call centre provides service to citizens 24 hours. Complaints and requests are immediately conveyed to the relevant departments and the citizens are returned about the results of the complaints and requests and informed in 30 minutes on the subject. If relevant department doesn’t respond to the request and complaint, this situation is delivered as a message to the mobile phone of the Deputy Mayor to whom the relevant department is connected. If the relevant Deputy Mayor does not respond to the case in 5 minutes, the message reaches to the Mayor’s mobile phone on the 6th minute. Nevşehir Municipality is the first municipality who applies this auto-control method among the provincial municipalities.

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

Max. 1000 characters/ 200 words.

Our municipality carries out its activities in accordance with the municipal law no. 5393. Additionally, the works done and to be done are planned with the strategic plan and performance programme. Budget of the following year according to the studies done every year is discussed and approved in the Municipal Council. Since

7TH “BEST PRACTICE IN CITIZENS’ PARTICIPATION” DISTINCTION

AWARD APPLICATION FORM

the activities are conducted within the framework of annual plan, there is no change in the municipal management.

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

Max. 500 characters/100 words.

“Health, Culture and Social Transformation Project” has had very positive effects on the public of Nevşehir. It is observed that citizens have showed broad participation to the cultural activities we have done, women and young people have joined to our training centres and the satisfaction degree is high in urban services. Our projects are realized with 350 personnel as technical and administrative staff.

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

Max. 500 characters/100 words

Most of the works done within the scope of the project “Health, Culture and Social Transformation” are first and exemplary studies done in Turkey. They can be replicated in another city or country; this is important in terms of dissemination of our exemplary works.

G. EVALUATION AND MONITORING.

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

Max. 1000 characters/ 200 words.

Before our project started, it was analysed and a feasibility study was made. The priorities were determined when identifying the needs of our city as a result of investigations. The works having been done according to order of priority have also triggered other works in an interaction one after another. Personnel, material and financial resources are taken into consideration in all works.

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

Max. 1000 characters/ 200 words

“Health, Culture and Social Transformation Project” has been realized in line with the needs of our public. All of the works have been made for eliminating the deficiencies of our citizens in fields of culture, education and employment. Citizens have also gained favor by participating in all of the works that we have done.

7TH “BEST PRACTICE IN CITIZENS’ PARTICIPATION” DISTINCTION

AWARD APPLICATION FORM

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

Max. 1000 characters/ 200 words

As the majority of the offered services are done for our people, they have the opportunity to follow these works. In addition, they can do their follow-up during the continuity of services and the elimination of deficiencies via ALO 153, as well.

H. ABSTRACT AND CONCLUSIONS.

HIGHLIGHTS OF THE EXPERIENCE.

Max. 1000 characters/ 200 words.

While performing “Health, Culture and Social Transformation Project”, significant experiences have been obtained in terms of efficient use of time, staff and financial resources. To buy the quality cheap, to meet our people’s requirements without reducing the quality of service are important points.

FUTURE CHALLENGES TO ACHIEVE.

Max. 500 characters/ 100 words.

The studies we have conducted so far include first and sample projects in Turkey. Therefore, future challenge will be for us to succeed different projects in terms of being first and exemplary of the works which we will do in future.

WHY CAN THE EXPERIENCE BE CONSIDERATED INNOVATIVE?

Max. 500 characters/ 100 words.

“Health, Culture and Social Transformation Project” is a crucial project of us for having firsts and being a model. It preserves its innovative structure since unique works in Turkey have been included in this project.