17th AWARD
BEST PRACTICE IN CITIZEN PARTICIPATION

Application Form

PART 1: BASIC DATA

Contact details: *(this information will not be shared or published).*

CATEGORIES IN WHICH YOU WANT TO APPLY THE EXPERIENCE

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

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

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

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

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

Title of the experience: Fatih Municipality Strategic Decision System Project
Name of the city or region: Fatih, İstanbul
Inhabitants of the city or territory: 363.200 inhabitants
Country: Türkiye

Application Form

Institution presenting the candidacy: (name of the municipality, department, government, institution leading the candidate experience) : Fatih Municipality	
Website of the experience or institution: https://www.fatih.bel.tr/tr	
Profiles in social networks of the experience or the institution: https://www.instagram.com/FatihBelediye/ https://twitter.com/FatihBelediye https://tr-tr.facebook.com/FatihBelediye https://www.youtube.com/fatihbelediyesii	
Start date of the experience: 16th of November, 2021	
End date of the experience: (if operational, indicate "ongoing") - Ongoing	
Budget of the experience: For personnel expenses, technical and transportation expenses, 10.000.000TL has been allocated from the municipal budget.	

Type of candidacy *(mark with an X in the right column)*	New experience	
	Innovation on an existing experience	X
	Continuity of an experience	
Type of experience *(mark with an X in the right column, you may choose more than one)*	Participatory budgeting	
	Participatory planning	X
	Standing council	
	Workshop / meeting for diagnosis, monitoring, etc.	X
	Public hearing / forum	
	Poll / referendum	X
	Assemblies / Citizen juries / Deliberation spaces	

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

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

with the practice	SDG 3 - Good health and well-being	
(mark with an X in the right column, more than one option can be chosen, you can also add the specific target)	SDG 4 - Quality education	
	SDG 5 - Gender equality	
	SDG 6 - Clean water and sanitation	
	SDG 7 - Affordable and clean energy	
	SDG 8 - Decent work and economic growth	X
	SDG 9 - Industry, innovation and infrastructure	X
	SDG 10 - Reduced inequality	X
	SDG 11 - Sustainable cities and communities	X
	SDG 12 - Responsible consumption and production	
	SDG 13 - Climate action	
	SDG 14 - Life below water	
	SDG 15 - Life on land	
	SDG 16 - Peace, justice and strong institutions	
	SDG 17 - Partnership for the goals	X

PART 2: DESCRIPTION OF THE EXPERIENCE

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

> **Context:**
>
> Fatih is one of the districts of Istanbul on the European side. The borders of Fatih, one of the oldest districts of Istanbul, are determined by the historical city walls, the Golden Horn

and the Marmara Sea. Fatih, consisting of 57 large neighborhoods, took its name from Fatih Sultan Mehmet, who conquered Istanbul.

The population development of Fatih district differs from other districts of Istanbul. The population of Fatih, which has a surface area of 15.6 km2, decreased from 382,990 in 2021 to 368,227 in 2022. Today; The main reasons for the decline of Fatih's population are the shrinkage of housing areas, the relocation of those with improved economic opportunities to other districts, irregular immigrants and the fact that important regions cease to be residential areas and become business areas.

Apart from the economic and especially the commercial functions of the district, other important functions are tourism, administrative and educational functions. Especially the workplaces in the old Eminönü District of the peninsula are gradually turning into tourism businesses.

The district, which was the capital of Byzantium for 1058 years in the past, has been the capital of the Ottoman Empire for 469 years. Because of this feature, there are important artifacts belonging to the Ottoman, Byzantine and Roman Empires in Fatih. Fatih, which has many historical and touristic buildings and hosts UNESCO World Heritage Sites, is among Istanbul's first places to visit. At the same time, it has a cosmopolitan feature because many people from different cultures live in this region.

Working with the vision of "making a cultural, historical, touristic and commercial center with a high quality of life by protecting its unique heritage", Fatih Municipality works with the mission of providing a world-class municipal service and putting forward visionary and entrepreneurial leadership.

Precedents:

It is an issue that closely concerns all the people living in the district, what the public institutions that hold the resources do and where they use their resources. It should be a priority for public institutions to develop and structure themselves based on this approach. The formula for implementing a holistic, inclusive and participatory management as a local government is through the sustainable implementation of projects like "Strategic Decision System"(SDS).

Factors, such as manual data analysis, lack of data in strategic decision-making processes, and separate and disconnected datasets, made the decision-making processes a ball of problems. These problems constitute the basic starting point of the Strategic Decision System Project. With the SDS project, non-dynamic and manually executed this process in the data analysis system, has evolved into a dynamic, relational, and connectional system whose data source is "citizen". In this aspect, an unprecedented project has been implemented in local governments. The system is a layered and synthesizable platform where dynamic and open data can be interpreted together. The data can talk amongst themselves and extract meaningful analysis. Thus, different dynamics can be viewed at the same time while making strategic decisions.

Objectives of the experience:

The main objectives of the project;

- Optimizing resources for the public good,
- Developing participation in decision-making processes and a culture of Good Governance,
- Integrating different participation tools within the local government ecosystem by including them,
- Strengthening the concept of representative democracy,
- Making an integrated digital system based on data sustainable,
- Generating strategies and developing public policy with the synthesized data
- Increasing the quality of life with the strategies and investments produced,
- To keep the service and life quality above the threshold values by constantly measuring,

Additionally;

- Preparing the service inventory of the local government,
- Creating work orders without losing speed,
- Increasing the quality of service by maximizing service satisfaction, is targeted.

Methodology:

Building a dynamic process organization with Data Driven Decision Support Systems is the main purpose of the model.It is an agile managed project that includes digitalization in governance and social innovation, based on the PMI Model.

1. Collection of Data:

• **Dynamic Data Sources;** are transferred to the system with the individual participation of the citizen.The R&D Field Team conducts a participatory survey by knocking on the doors of 300 households every day. With this survey, the problems/complaints and demands, awareness of projects, their satisfaction with municipal services, and the project/services expected from the municipality are transferred to the system as instant and spatial data.Data are entered into the survey system designed within the scope of the project with tablets. It provides instantaneous data collection. In addition to the data obtained from the field; the data coming from the digital channels of Fatih Municipality, the evaluation and survey research made specifically for the participants in the activities and projects, constitute the dynamic data sources of the project.

• **Open Data Sources:**130 different reports and 35 raw datasets, which were Specially prepared for Istanbul and Fatih district, including strategic indicators and reports in areas such as population, performance, budget, education, health, culture, tourism, infrastructure, transportation, economic life, and migration; are integrated into the system.

2. Analysis of Data: In the light of all collected data, it is analyzed on the basis of neighborhood, street, and building for instant-, short-, medium- and long-term interventions.

The data is reflected on the user interface screen, such as the dashboard, which can be easily used by non-technical personnel.

3. Service: With the ability to collect and analyze real-time data and quickly forward the results of these analyses to the relevant directorates, immediate regulatory or preventive interventions are made to the problem/demand or the risky factor by providing instant service.

4. Strategic Decision Making: Short-, medium- and long-term action plans are prepared by making strategic decisions specific to target groups or target venues as a result of analyzing all data.

5. Impact Assessment: Thanks to this project, which is a sustainable system, monitoring the change in citizen satisfaction through the process, provides an opportunity to increase the service quality of the directorates and improve service.

Innovation:

Fatih Municipality Strategic Decision System; It is used for decision making, strategy creation and best service based on data. The decision support system offers managers a computer-based, flexible, adaptable and interactive decision-making platform. In terms of the use and functioning of this system in local governments, it sets an example for other public institutions and even for all decision makers. The main data source of the system is **"citizen". This system, which is the product of one-to-one communication with the citizen, has brought an innovative perspective to the subject of "governance" and "participation".** This system, which is based on spatial and instant data, ensures that the service is delivered to the right point in the fastest way. This system, which provides standardization of municipal services, enables the best use of the limited resources in the public sector.

The project can be defined as the digital projection of integrated thinking. With the project that aims to keep the quality of participation high with an inclusive, sensitive and fair approach; demands of different segments in different areas can be displayed dynamically through the established system. Strategic Decision System Project, which is the digital implementation of good governance climate; It was awarded by KALDER Ankara for being the first in local governments. It was included in the mentor program as a **Good Practice Example** by the Union of Marmara Municipalities.

Inclusion:

Effective participation of stakeholders was ensured at every stage of the project, from the planning stage to the final stage. In the project preparation process, meetings and brainstorming were held with all stakeholders to identify and verify activities, expected impacts and outputs, risks and assumptions.

In the implementation phase of the project, The areas where the teams will go on a weekly basis were drawn spatially and job descriptions were made via SDS. While preparing the visit plans, two-stage monitoring was carried out.

1st stage; Visit plans were prepared by giving priority to disadvantaged neighborhoods.

2nd stage; After visiting all neighborhoods in the first 3 months, a balanced sample selection was made and visit plans were prepared in order to provide the same percentage of surveys in all neighborhoods.

Neighborhood, region, and district-based analyses and temperature maps produced in the Strategic Decision System are reported to the parties in an open and transparent manner. In the reports created, quantitative data are added objectively without considering any idea/opinion. Measurable data is overlaid and compared with information from open data sources to measure accuracy, caliber, and consistency. Thus, reports created from healthy and reliable datasets are evaluated with stakeholders as inputs for new strategies and actions.

Communication:

Explaining the strategy of using public resources according to people's needs; communicating the value placed on their ideas; the importance of their active participation in decision-making; all the things were explained to the citizens one-to-one and announced through all communication channels. It was also announced by inviting them to the openings and events of the projects created in line with the demands and needs of the region where they live.

Analysing this model, which aims to make the living people active citizens, visit their households, and participate in the decisions.

It was explained to the citizens one-on-one that it is a project aimed at creating value for the citizens. SMS and notifications are sent to citizens about participation in the project, and it is possible to convey their ideas through the digital system. In order to promote the project and increase the awareness of the team, interviews are also conducted with various media organs.

Articulation with other actors:

The primary actor influencing the project at every stage and affected by the project results is the local community. The source of density maps, decision trees, and all kinds of statistical analyses prepared for strategic decision-making, which provides input to the system, are obtained through interviews with citizens.

In the planning phase, expert academic support and consultancy were received from Bursa Technical University, Department of Statistics in order to prepare the questions to be asked during the field research and to convert them into survey forms. In the implementation phase, the data obtained in the field research are analyzed with advanced statistical methods and reported to be forwarded to the directorates.

Another stakeholder that affects and is affected by the project is the students included in the project within the scope of Bursa Technical University Vocational Education Program in Businesses. All 4th grade students studying in the departments of City and Regional Planning, Sociology, Psychology and Computer Engineering take an active role in field and R&D activities in the project.

As another stakeholder, directorates are actors that both provide input with their operational experience during the planning phase of the project and play an active role in the project life

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cycle. Directorates provide output to the project in three phases short, medium, and long-term.

Another stakeholder that affects the project and provides resources is public institutions (Turkish Statistical Institute, District Directorate of National Education, District Health Directorate, Provincial Immigration Administration).

Evaluation:

In the project, which considers the people of Fatih district as the target group, it is foreseen that the citizens will participate in the municipal administration and the continuity of this system, in which the problems, opportunities, threats and risk factors in the neighborhood are instantly and spatially monitored, due to the benefits created. The results of the SKS project, are based on the approach of "unmeasured performance cannot be improved"; It is measured periodically through Satisfaction Surveys and Service Impact Assessment Surveys. The quality of the projects implemented is in line with the demands of the citizens and the service delivery is constantly measured. This measurement is carried out by Fatih Municipality Communication Centre.

On the other hand, short-term requests are made during household visits; Within one month after the request is made, the citizen is called by phone to inquire. "Is your request fulfilled?" "Are you satisfied with the quality of the service provided?" Two main questions are asked.

According to the latest evaluation report, It was observed that 70% were satisfied with the resolution of the requests and 73% were satisfied with the timely resolution of the requests. Coordination meetings with municipal directorates to find out these rates are one of the steps followed in achieving the goals of this project. In addition to the monitoring and evaluation report, citizens convey their satisfaction with the project to the municipality. They express their gratitude by expressing their satisfaction over the communication lines of the municipality such as social media and telephone.

Impacts and results

This integrated system, which was initiated to continuously measure and improve the quality of life of the people living in the district; to the institution because it puts the citizen in its focus; enforces good governance culture. It is a key project in the efficient use of resources and the effective management of risks. With the project, which has the philosophy of equal service despite social inequalities and changing conditions; participatory local democracy concept was made applicable.

In order to source the field dataset;

- 85,254 households visited
- 800 tradesmen visited
- A service satisfaction survey was conducted with 8,652 people.
- 28.650 people were informed about the projects
- 7,000 different requests and expectations were recorded
- 2,500 earthquake victims were visited and their demands were received.

As a short-term output, a total of 5271 requests/complaints have been resolved by the directorates so far.

As Medium Term action plan, it is aimed to take preventive actions for regional and neighborhood-based problems and to take action before the problem occurs. In this context, as a medium-term output;

- Derelict buildings were identified on-site, preventing possible security problems.
- 7/24 monitored cameras were installed in places where security problems are prominent.
- Disadvantaged families were identified and priority areas were determined for social assistance.
- Urgent action was taken by the directorates in the neighborhoods where satisfaction tends to decrease.

Data and analyses that emerge with citizen participation and shed light on strategies turn into implementation projects as long-term output. In line with these targets, through SKS;

via SKS

1. The problems and demands of the target audiences are identified

2. Demographic characteristics of the regions they live in and demands/expectations are synthesized and evaluated.

3. Advanced statistical analyses are made with academicians who are experts in the field of statistics and the situation is evaluated.

For example, Project Demands for the Elderly identified in the field surveys and the Elderly Population Density Map were compared over the system. In regions where the elderly population is dense, the "Yadigar Cafe" project, where the elderly can spend time together and where there are various resting and activity areas, has been implemented.

PART 3: EXPERIENCE SUMMARY

Strategic Decision System Project(SDS); It is an agile-managed project that puts people at its centre, supports participation, includes digitalization in governance and social innovation. The main purpose of the SDS Project, which aims to bring together all the data concerning the region in a digital system and to make them talk to each other and synthesize; is to ensure that public resources are used in a way that meets the needs of the people living there without wasting them.

The decision system offers managers a computer-based, flexible, adaptable and interactive decision-making platform. This system, which is the product of one-to-one communication with the citizen, has brought an innovative perspective to the subject of "governance" and "participation".

Factors, such as manual data analysis, lack of data in strategic decision-making processes, and separate and disconnected datasets, made the decision-making processes a ball of problems. These problems constitute the basic starting point of the SDS Project. With the SDS project, non-dynamic and manually executed this process in

the data analysis system, has evolved into a dynamic, relational, and connectional system whose data source is "citizen". In this aspect, an unprecedented project has been implemented in local governments.

In the first implementation step of the project; In order to access the data about the region, the data were requested by official letters. 130 Reports and 35 Raw datasets were collected from 52 different institutions. Different data collected such as population data, health institution data, number of immigrants, number of students and schools were collected in a database. The main data that should guide all these data; Based on the idea that there are people living there, a field communication team was formed to meet with the citizens, listen to their needs and record them in the system. Asking people living in the area, "What is your most important need in the area you live in?" "What are your most important problems?" The team established to seek an answer to the question; It aims to bring needs to the table of decision-makers. The model was established by conducting research on the digital system in which the collected raw datasets would be brought together. Through the "SDS", in which the citizens of Fatih are the subject and all data are collected, the strategy is produced through instant and dynamic analyses reflected on the screens of the managers and decision-makers. The system is a layered and synthesizable platform where dynamic and open data can be interpreted together. Data can talk among themselves and extract meaningful analysis. Thus, different dynamics can be viewed simultaneously while making strategic decisions. As a result of the analysis of all the data, strategic decisions are made specific to target groups or target places, and short, medium, and long-term action plans are prepared.

The main objectives of the project;

- Optimizing resources for the public good,
- Developing participation in decision-making processes and a culture of Good Governance,
- Integrating different participation tools within the local government ecosystem by including them,
- Strengthening the concept of representative democracy,
- Making an integrated digital system based on data sustainable,
- Generating strategies and developing public policy with the synthesized data
- Increasing the quality of life with the strategies and investments produced,
- To keep the service and life quality above the threshold values by constantly measuring,

The results of the SDS project, based on the approach of "unmeasured performance cannot be improved"; It is measured periodically through Satisfaction Surveys and Service Impact Assessment Surveys. The quality of the projects implemented in line with the demands of the citizens and the service delivery is constantly measured. This measurement is carried out by Fatih Municipality Communication Centre.

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

Thank you for participating!