

Istanbul's policy responses to COVID-19 and planning for the recovery

Overview of measures

26 June 2020

- BOX-1 Social measures to provide targeted support to vulnerable groups - elderly, migrants and refugees, homeless, women, children, families in need etc.
- BOX-2 Economic relief measures to help people in need - such as income support, basic material assistance, freezing rent payments for people in social housing, or freezing mortgage payments
- BOX-3 Economic measures to support local economy - such as financial support to small and medium enterprises, measures to help people buy products and services locally etc.
- BOX-4-Housing measures - e.g. extension of shelters, new emergency housing, etc.
- BOX-5Recovery measures - any information on how you are working for the recovery in your city

Country / Ministry or institution	Category (from the 5 options of the EURO CITIES)	Summary of action	Source (e.g. hyperlink)
Republic of Turkey/ Istanbul Metropolitan Municipality (IMM)	BOX-1 -Social measures to provide targeted support to vulnerable groups - elderly, migrants and refugees, homeless, women, children, families in need etc.	<ul style="list-style-type: none"> • An online network has been established for basic food and hygiene distribution support. This platform allows all residents including foreigners, migrants and refugees living in Istanbul to provide and receive support. • A center is repurposed in order to provide shelter service for women and close cooperation with women's NGOs in order to prioritize aid for the women living in emergency conditions. Initial service Unit is ready and already in service. • As of June 2020, nearly 36.000 free shopping cards and 560.000 food packages have been distributed to the most vulnerable ones in addition to increased social supports. 	https://bit.ly/2SZTmvU https://bit.ly/3fIXFFV https://www.ibb.istanbul/en/News/Detail/1521 https://www.istanbulgonulluluri.org/birliktebasaracagiz https://www.ibb.istanbul/en/News/Detail/1520 http://askidafatura.ibb.gov.tr

		<ul style="list-style-type: none"> • The number of families who were given Cash Support Card has been raised to 75.000. • Online Nurseries have been established for the children aged 5-6, the project of establishing kindergartens in the districts with poor economic conditions was initially launched, and now it proceeds. 100 thousand gift boxes were distributed to the children of disadvantaged families on April 23rd, Children's Day. • We continue delivering milk to over 100 thousand children. • A social solidarity campaign entitled “Bill on the hook” has started. As of June, about 3.5 million USD has been raised through the “Askıda Fatura” (Bill on the Hook) campaign of the City of Istanbul to help more than 172,000 households which are incapable of paying their water and gas bills in the city, particularly due to the COVID-19 pandemic. By clicking http://askidafatura.ibb.gov.tr, Istanbul Metropolitan Municipality matches people who cannot afford to pay their bills with those willing to cover the cost of these bills out of an act of solidarity in times of the pandemic. • Emergency Line 153 responds to all the needs of Istanbulites, particularly those over 65 years old. • Psychological Consulting Center has been established. In addition to the psychological support line, a “support line for individuals, children and families with special needs” was established. As of 17 May 2020, 11.600 citizens benefitted from this service. • Covid-19 measure videos prepared by IMM were broadcasted for hearing impaired and visually impaired citizens. • Multilingual Animation on self-protection measures in Turkish, English, Arabic, Farsi and Kurdish has been produced and distributed through social media and city screens. • IMM kitchen, which can serve three meals for 5,000 people per day, is ready for service. • 30 tons of animal food have been given to stray animals by municipal police and Directorate of Veterinarian Services. • Preventive measures have been tightened at Darülaceze (Almshouse). 	<p>https://covidnews.euocities.eu/2020/05/17/istanbul-bill-on-the-hook/</p> <p>https://bit.ly/2Wo6htF</p> <p>https://bit.ly/3dEeKPN</p> <p>https://bit.ly/3dBMAhn</p> <p>https://bit.ly/2WH8HT6</p> <p>https://birliktebasaracagiz.ibb.gov.tr/</p> <p>https://covid19bilgi.saglik.gov.tr/tr/</p> <p>https://enstitu.ibb.istanbul/covid19/</p> <p>http://ibb.tv/</p> <p>https://twitter.com/istatistikofisi</p> <p>https://twitter.com/gonulluist</p> <p>https://koronavirus.ibb.istanbul/</p> <p>https://bit.ly/2zzdqyE</p> <p>https://bit.ly/3fF85pT</p>
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Republic of Turkey/ Istanbul Metropolitan Municipality (IMM)	BOX-2- Economic relief measures to help people in need – such as income support, basic material assistance, freezing rent payments for people in social housing, or freezing mortgage payments	<ul style="list-style-type: none"> • As of June 2020, IMM supports 860,000 families. The number of families with cash support: 75.000. The number of families supported by Istanbul card (shopping card): 115.000 • IMM decided not to take rent from the tenants of the IMM properties for 3 months and to extend their contracts for 3 months. • The installment payments for council houses belonging to IMM subsidiary KIPTAŞ have been postponed for 3 months. Postponed installments will be paid in an extended period of 1 year. • IMM announced that Private Public Bus tradesmen would be supported. • Health services have been supplemented with aid packages. • Mass transit has been offered free of charge for health professionals (including pharmacists). • İSPARK (Municipal Car Parks) has been offered free of charge for health professionals (including pharmacists). • The Istanbul Volunteers working in cooperation with IMM established a solidarity platform among millions of Istanbulites and provided supermarket vouchers to people experiencing economic difficulties due to the pandemic. • All the transactions (subscription, starting and ending contract, paying bills, project approval etc.) of institutions such as İSKİ (Water and Sewage Management) and İGDAŞ (Natural Gas Distribution) have been gradually made available online for citizens, starting from subscribers that are over 65 years old. In addition, debt-based water cuts have been countermanded and water supply is provided to all subscribers. 	https://ibb.istanbul/en https://birliktebasaracagiz.ibb.gov.tr/ http://ibb.tv/ https://twitter.com/municipalityist https://www.linkedin.com/posts/istanbul-buyuksehir-belediyesi_istanbul-activity-6664214677427367936-iHlf https://koronavirus.ibb.istanbul/ https://istatistik.istanbul/ https://www.istanbulgonulluleri.org/birliktebasaracagiz https://ibb.istanbul/en

		<ul style="list-style-type: none"> • IMM has taken steps in order to meet the needs (primarily basic needs such as water) of all health institutions that require assistance. • Halk Ekmek (Municipal Bread Company) and Hamidiye Water have worked at full capacity during lockdown. The required stocks of raw goods such as flour have been maximized. Necessary arrangements for social distancing in the shops and showrooms have been made. • Collection and disposal of medical waste is carried out regularly. The number of vehicles allocated for usage in this field has been increased. • An online platform (https://birliktebasaracagiz.ibb.gov.tr- we will succeed together) was established to bring together the ones who would like to provide and receive support. 	<p>https://birliktebasaracagiz.ibb.gov.tr/</p> <p>http://ibb.tv/</p> <p>https://twitter.com/municipal_ityist</p> <p>https://www.linkedin.com/posts/istanbul-buyuksehir-belediyesi_istanbul-activity-6664214677427367936-iHlf</p> <p>https://koronavirus.ibb.istanbul/</p> <p>https://istatistik.istanbul/</p>
<p>Republic of Turkey/ Istanbul Metropolitan Municipality (IMM)</p>	<p>BOX-3-Economic measures to support local economy – such as financial support to small and medium enterprises, measures to help people buy products and services locally etc.</p>	<ul style="list-style-type: none"> • IMM aided the farmers of Istanbul. Irrigable agricultural land size has been increased to 5200 decares with three new ponds. There are various aid programs for farmers such as free seedlings, fertilizers, pesticides and opportunity for them to get consulting from agricultural engineers during the planting and harvesting seasons. • In addition, milk supply of Istanbul is now provided by farmers from Istanbul to support local farmers. We intend to distribute the goods produced by local farmers to the families in need within our city. • IMM provides free Wi-Fi for health professionals and their relatives in the hospitals. 	

		<ul style="list-style-type: none"> All transportation vehicles, all bus/metro stations and stops are disinfected, hand disinfectants have been placed in the required places, masks are distributed to the passengers and thermal cameras are installed. Buses for transporting all healthcare professionals that require assistance are provided. All the municipal car parks in and around hospitals are offered free of charge for all citizens and all public transports are offered free of charge for healthcare professionals. 	
Republic of Turkey/ Istanbul Metropolitan Municipality (IMM)	BOX-4- Housing measures - e.g. extension of shelters, new emergency housing, etc.	<ul style="list-style-type: none"> IMM has taken numerous steps for clean, hygienic and safe service in city transportation and these standards have been maintained. By creating a mobile hygiene fleet, regular disinfection processes are carried out in places such as city squares, main arteries, places of worship, sites, parks, beaches, courthouse, public institutions, banks, etc. The funeral services for the deceased citizens that passed away due to both natural/usual causes and the pandemic, are carried out by taking all necessary measures and respecting religious obligations. Huge meeting areas as well as sports halls have been designated as places for field hospitals. Ambulances and the healthcare professionals of IMM have been mobilized. For our homeless citizens, the IMM Sports Hall was used as a shelter in order to support them and prevent the disease from spreading. 43 hotels and dormitories have been provided for the accommodation of 1678 healthcare professionals as of 25 April 2020. The Istanbul Volunteers, a civil society platform with thousands of members residing in 39 districts of Istanbul, works in cooperation with IMM, and creates awareness on pandemic with various projects throughout the city. 	https://www.ibb.istanbul/en/News/Detail/1517 https://bit.ly/3bmTNXz https://bit.ly/2yE04Rz https://bit.ly/2LyFoxf https://www.ibb.istanbul/News/Detail/36646 https://bit.ly/2Wn6PQI

