Milan Pact Awards 2025	**NILUFER**						
Country	Türkiye						
Population	561,730						
Title of practice	Nilufer's Table of Solidarity						
Subtitle	Setting the Table for All: Affordable Meals and Mobile Food Solidarity						
MUFPP Recommended Action	17. Encourage and support social and solidarity economy activities, paying special attention to food-related activities that support sustainable livelihoods for marginalized populations at different levels of the food chain and facilitate access to safe and healthy foods in both urban and rural areas. – SOCIAL AND ECONOMIC EQUITY						
Starting year	2024	**Ending year (if any)**			☐ already submitted in the past		
Actors and stakeholders' involvement	**Municipal departments**	**Other public institutions**	**NGOs CSOs**	**Research centres**	**Private sectors**	**International organizations**	**Other**
	2		4		1		
Budget	City Rest. € 45,500 (Municipal Budget & property by donors) Nilbel Cafe € 40,000 (Nilbel Corp.) Soup kitchen equipment € 15,000 (Mun. & constructed by donors) Suspended meal payment software € 600 (Mun.) Soup distribution materials € 5,000 € (Mun. & Nilbel Corp./year) Halk Kart € 805,000 (Mun. /year)						
Brief description	Due to rising poverty, income inequality, social exclusion and growing demand for aid, Nilufer Mun. launched services to strengthen solidarity and ensure food security. Programs like the Low-Cost City Restaurant (1 budget friendly rest), Soup Kitchen (1 free meal rest), Nilbel Cafe (3 budget friendly cafes), Suspended Meal (online donated meals), Halk Kart (Food Aid Card for 1250 families) and 2 Soup Distribution Points (for students) aim to offer dignified aid, promote solidarity, use local resources effectively, and ensure accessible social services. Providing affordable meals to low-income individuals, elderly, disabled, chronically ill, students and the temporarily unemployed people supports social equity and long-term economic benefits. People who are approved by the Board in the Social Support Services Directorate can receive Halk Kart support. Other services are offered to the public. 13,000 students had to withdraw their education due to high living costs. Soup distribution and refreshments at youth centres and 24/7 libraries during exams seem basic but vital supports. The model where "the hand that receives does not see the hand that gives" preserves dignity, with digital platforms playing a key role. A sustainable support model was created, enhancing transparency and trust. Suspended Meal connects donors and recipients on a human level. Solidarity network built through physical and digital tools. Access to hot meals as a basic right entered the public agenda.						

Innovation	Nilufer Municipality has developed innovative solutions to increasing poverty and the need for food security, establishing an inclusive solidarity network through multi-channel services such as the City Restaurant, soup kitchen, Nilbel Cafe, suspended meal, free soup distribution and refreshments at youth centres and Halk Kart (Food Aid Card). A dignified support model is offered with restaurant-quality services where recipients are not stigmatized. Locally produced food is consumed locally, resources are used efficiently, and food waste is reduced. Access is expanded through digital donation systems—via the "Nilufer Her Yerde" mobile app and website—for suspended meals and stationery support. The suspended meal model also brings donors and recipients together on a human-centred digital platform. Low-income individuals, the elderly, people with disabilities, students, and those facing temporary hardship benefit from these services. Public-private-like structures improve service quality while creating employment. Needs are analysed through data and tracking systems, enabling better planning. With this broad and inclusive approach, a reliable, sustainable, and participatory social support model has been established. This can be defined as an inclusive development and social innovation model designed for solidarity.
Impact	Nilufer Municipality has implemented various services to address poverty, food insecurity and social exclusion. They are all aimed at promoting social solidarity, improving access to healthy food and using local resources effectively. Social Impacts • City Restaurant and soup kitchen reduce stigma by offering dignified support. Suspended meal donations via mobile app enhances solidarity. • Low-income individuals regularly access nutritious meals, reducing social inequality. • Online donations expand the scope, making it easier to donate and reach a wider audience. Environmental Impacts • Centralized food production minimizes waste and supports local production. • Local food producers are supported, ensuring resource efficiency and sustainable food systems. • Using local resources reduces the carbon footprint of food production and transportation. Economic Impacts • Collaborating with local producers strengthens the economy, ensuring sustainable food. • City Restaurant, Nilbel Cafe, and soup kitchen create jobs while providing services. • The central production model optimizes resource use, reducing waste and increasing efficiency. Additionally, providing low-cost meals benefits both social equity and the economy. Reducing food waste offers environmental and economic benefits. Nilufer's initiatives foster a sustainable food system, aligning with the Milan Urban Food Policy Pact (MUFPP) for healthier, more sustainable urban food systems.
Inclusion	City Restaurant, soup kitchen, Nilbel Cafe, suspended meal, free soup distribution and refreshments at youth centres and Halk Kart (Food Aid Card) services reflect not just social assistance, but a comprehensive and multidimensional urban food actions. These services address multiple action areas of the Milan Urban Food Policy Pact (MUFPP), ensuring inclusivity at various levels: • Thematic Inclusivity: Contributes simultaneously to healthy food access, food waste reduction, and sustainable supply through local production. • Stakeholder Inclusivity: Municipal departments, public enterprises, local producers, digital donors and citizens all participate as active agents. • Territorial Inclusivity: Services are delivered at the neighbourhood level and throughout the district, with potential dissemination to the metropolitan level. • Governance Inclusivity: Strong horizontal coordination within the municipality and vertical engagement with citizens build a participatory governance model. • Dignity-Based Approach: Offering assistance in non-stigmatizing, public settings increase participation and provides visibility and respect for those supported. This holistic model has established an inclusive food system in Nilufer, promoting social justice, environmental sustainability, and economic solidarity.