

Education Division's participation plan report for the 2023–2025 strategy period

Reporting period: 2023–2025

Helsinki



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1. City-wide participation priorities 2023–2025

City-wide participation priorities 2023–2025



Strengthening the experience of participation

Our aim is to strengthen Helsinki residents' experience of belonging and being heard. Strengthening the experience of participation comes from encounters and correctly timed interaction that shows appreciation for the other person.

The resident feels that they are able to promote matters that are important to them in the city, and their opportunities for participation are taken into account in everyday activities and services. The resident is also informed and understands what influencing opportunities they have. The resident's customer experience steers the development of our services.

We lower and remove barriers to participation. The residents can participate in different ways: by receiving information, being involved in planning, participating in decision-making or being an active operator. We allocate resources to providing an experience of participation for those in a vulnerable position.



Strengthening participation know-how and understanding

Our aim is for employees across the City to recognise the importance of and opportunities for participation in their own work. There is a clear understanding of participation and how to implement it across all divisions, among both the management and employees. Participation is understood as an integral part of our work.

Participation know-how and understanding of pluralism increase across the City. We promote the realisation of participation through leadership and commitment, and with adequate resources and the right methods. Participation and its promotion are part of everyday work and the responsibility of everyone.



Strengthening pluralism

Our aim is to ensure that taking the pluralism of Helsinki residents into consideration is the City's way to operate. We provide a range of participation options where people are. We pay particular attention to residents in the most disadvantaged position. We also actively reach out to different population groups through different communities and organisations. Our activities are steered by knowledge.

We also strengthen pluralism in communication through clear language, multilingualism and the use of multiple channels. Our operations are transparent, and residents are provided with information about the City's decisions and policies. We identify in good time which residents our decisions concern and promote dialogue with residents, taking into account different population groups.

2. Reporting on the implementation of the City-wide participation priorities

This report describes the implementation of the nine City-wide measures as a joint effort between the divisions and the Executive Office between 2023 and 2025.

Strengthening the experience of participation



City-wide measures		Indicators	Result	Description of the result in 2023–2025
We will improve our customer understanding and utilisation of the expertise of residents in the development of services and strengthening the experience of participation.	We will actively communicate what information has been collected from residents and what is being done with it. We will develop services together with residents and utilise this information in our day-to-day management and service development.	Key themes have been developed based on the information gathered.	Yes	- The utilisation of feedback data from the feedback system in service development has been improved by exporting the data via an interface to the Urban Environment Division's spatial database and visualising it in PaikkatietoVipunen and PowerBI. - A dedicated process has been developed for requests for feedback material and materials have been provided to development projects. - The Culture and Leisure Division has exported accumulated feedback data from different systems to a shared data view in the Etuma text mining system and developed processes for utilising feedback data in library services and extensive development projects, among others.
		The aforementioned themes have been communicated to residents.	Yes	- The publication of feedback has been developed by building a map-based publishing platform in 2024. - An internal network of the City for utilising feedback was established in 2025. - Residents have been informed about feedback volumes and subjects through the creation of the hel.fi website in 2024.
We make use of digital interaction tools.	We will ensure that we have the appropriate digital interaction methods in place to strengthen the participation experience of residents.	The use of digital interaction tools has increased.	Yes	- The new feedback system was introduced in April 2023. - The map-based survey tool Maptionnaire was introduced in May 2024, replacing the previously used Harava tool. Only a few surveys were carried out on Harava in 2022 and 2023, while Maptionnaire has already been used to conduct dozens of surveys in less than a year. - The Voxit platform was put to pilot use in February 2024. The new tools introduced have undergone data protection checks, and tools such as Voxit (formerly Polis) and Topaasia are now available to all divisions. - The Webropol survey tool was introduced in June 2025. It can be used to create surveys and registration processes both within the City and for residents and external stakeholders. Webropol can also be used to process special categories of personal data. - Kerrokantasi will continue to serve as a popular platform for hearing municipality residents (31 hearings in 2023 and 35 in 2024).
We will experiment with tools to measure the participation experience of residents and take the results into account in our development work to promote participation.	We will assess the change in the participation experience of residents by piloting experience measurement tools in a few participation processes.	The participation indicator has been utilised in a new way.	Yes	The tools to measure residents' participation experience were designed as a City-wide effort (all divisions and the Executive Office) and tried out through various pilot projects. Examples of these pilots included: - City Executive Office: Community house visitors' experience of participation - Education Division: New questions on the experience of participation in the customer experience survey + piloting of sensitive indicators at schools as part of the communal student welfare development project - Urban Environment Division: The experience of participation and influence of transport climate panel participants - Social Services, Health Care and Rescue Services Division: The Finnish Institute for Health and Welfare's (THL) national customer surveys and the Feedback-Informed Treatment (FIT) approach in services for families with children - Photo: The Youth Budget is about the experience of being able to influence matters
		The results of the customer surveys have been utilised in developing the promotion of participation.	Yes	The results have been taken into account in the development and implementation of the services of the City Executive Office and the divisions.

Strengthening participation know-how and understanding



City-wide measures		Indicators	Result	Description of the result in 2023–2025
We will provide information on participation to all staff members.	We will verbalise the diversity of participation within the City and its divisions, and describe City-level participation services in the City's intranet.	The participation-related intranet pages have been updated.	Yes	The new 'participation and interaction' intranet pages have been designed and prepared as a City-wide (all divisions and the Executive Office) effort and were launched in autumn 2024. The pages provide City of Helsinki staff with information on and support for promoting participation. At the same time, the new intranet pages have strengthened the City's internal communication on participation and provide regular news on participation-related matters. The main focus in internal and external communication on participation has been on OmaStadi, on matters related to participation in the suburban regeneration areas, and on local events and activities.
We will create a City-wide tool for the planning of participation.	A participation planning tool to help with considering the methods and level of participation, as well as guidelines and tips on how to implement participation in different situations.	A tool for participation planning has been created.	Yes	A City-wide (all divisions and the Executive Office) practical learning module has been produced for the creation of a participation plan, which an employee can use to draw up a plan for promoting the participation of residents. Additionally, a tool has been created for recording the plan and communicating about it clearly. The tool was set to be completed in autumn 2025, for both the intranet and the Oppiva digital learning platform.
		The planning tool has been piloted.	Yes	An implementation plan has been prepared in the preparatory phase as a City-wide effort (all divisions and the Executive Office), and once the plan is completed, the pilot phase will be launched.
We will plan a basic training programme on participation for City staff.	The City Executive office will be responsible for putting together the basic training package, with each division contributing its own part.	The training plan has been drawn up.	Yes	A training module containing a participation induction video for new employees as part of the induction plan was planned and implemented for City staff as a City-wide effort (all divisions and the Executive Office), along with two ready-made training modules in the Oppiva digital learning environment: - Through the 'participation and interaction' learning module, employees will understand what participation and interaction mean, what good interaction is and why it is important. They will also learn about operating methods to increase the participation of residents. - The 'participation of diverse residents' module increases understanding of what the diversity of residents means and how to promote and support the participation of a wide variety of residents. At the same time, the module teaches how to take the diversity of residents into account in communication and interaction efforts.
		The training programme has been piloted.	Yes	The training programme has been put to use by the Executive Office and the divisions. The training module is also used as part of a new staff member's induction.

Strengthening pluralism



City-wide measures		Indicators	Result	Description of the result in 2023–2025
We will strengthen communication and interaction in clear language, focusing on plain language as well.	We will increase staff know-how regarding clear language and make use of multilingual participation and influencing communication materials for residents.	The multilingual materials on participation and influencing can be found on the hel.fi website.	Yes	The multilingual communication materials on participation and influencing have been produced as a City-wide effort (all divisions and the Executive Office): - The City has a set of four brochures to support participation, influencing and independent activities in Finnish, plain Finnish, Swedish, English, Arabic, Somali and Russian. - The aim of the brochures is to provide easy access to information on the main ways of participating and influencing in Helsinki, with a special focus on multilingualism. - The selected brochures focus on the topics that the multicultural organisations taking part in a joint workshop considered to be the most relevant. - The brochures are ready and have been distributed to the City's service locations and at various events, and they can be found on the City's website. In addition to Finnish, the hel.fi website has featured news in Swedish and English about the different ways in which residents can participate and the effectiveness of their participation in concrete matters.
		The training programme for staff has been organised.	Yes	Training on clear language has been provided for staff. Additionally, information has been spread about the clear and plain language training courses available on the government's digital learning platform.
We will collect and develop City-wide methods for hearing different population groups.	We will actively share the knowledge accumulated, experiences with different projects, trials and materials produced, to strengthen pluralism. We will collect methods for interaction, hearing and participation suitable for groups such as children and young people, the elderly and immigrants.	Hearing methods suitable for different population groups have been compiled in the intranet.	Yes	The new Participation and Interaction intranet website is a City-wide effort (all divisions and the Executive Office) to compile information on participation and its promotion in Helsinki for the use of City staff and to support their work. Across City divisions, the website brings together both theory material regarding participation and practical planning help, tips and tools for encountering and involving residents and promoting equality and pluralism.
We will create common ways to assess the strengthening of the participation of children and young people, foreign-language speakers and the elderly, in line with City-wide plans.	The regular reporting on the participation and interaction model will specify measures to promote the participation of foreign-language speakers and the elderly by utilising a unified reporting template.	A shared reporting template for measures to promote participation has been created.	Yes	The reporting template was developed jointly as a City-wide effort (all divisions and the Executive Office) in autumn 2023, taking into account not only the City-wide priorities but also the division's measures to promote the participation of children and young people, foreign-language speakers and the elderly. Measures related to participation and influencing have been reported on as part of the monitoring of the City's Welfare Plan with regard to the elderly and in the context of the integration programme for 2022–2025 with regard to foreign-language speakers in terms of the measures planned and implemented.

2. Participation of children and young people

City-level objectives for promoting the participation of children and young people in 2021–2025

- Every child and young person feels included and believes that they have opportunities to make a difference.
- The voice of children and young people is heard in a variety of ways in the city.

Measures promoted by the management group for the participation of children and young people in 2023–2025

- *The voice of children and young people is heard!* events. Discussions between the deputy mayors, division managers and young people were held twice a year in all divisions (starting in 2023). Two of the events were organised in cooperation between all divisions: At a City-wide event in 2023, children and young people talked with the management about the themes arising from the School Health Promotion study results. In 2024, the event was targeted at children and young people in the suburban regeneration areas, the theme being 'the Helsinki of dreams'. The aim was to strengthen the City management's understanding of children's and young people's thoughts and experiences.
- *A Did you remember children and young people?* planning tool was created for the City's administrators to support the strengthening of hearing children and young people. The tool was included as part of the City's participation training programme for staff.
- Child-friendly feedback collection pilots were carried out in all divisions and ways of hearing and collecting information from children and young people were compiled in different divisions.
- A communication campaign for adults on encountering children and young people was carried out (autumn 2024).
- Differences in the experience of participation were monitored by utilising the participation indicator of the School Health Promotion study.
 - o Girls' experience of participation is clearly poorer than boys'.
 - o Understanding of the reasons for the gender difference in the experience of participation was deepened by consulting specialists and organising a dialogue on the topic for girls in lower and upper stage comprehensive school. A statement was drawn up regarding the matter, and the definition of measures continued in 2025.

Reporting on the Education Division's participation plan

Strengthening the experience of participation



The division's measures	Indicators	Result	Description of the result
Participation in everyday life forms a basis for wellbeing. The experience of participation will be strengthened in the everyday lives of staff, learners and guardians by ensuring that everyone is encountered and seen as they are, everyone is treated positively and everyone is seen as an important member of the community.	1. Management and supervisors bring everyday acts of participation into joint discussions. The aim is to reflect together on how being seen and heard, and feeling a sense of belonging, are realised in communities and in-house activities: Learners, guardians, staff, administration (Yes/No). 2. The communications department gives more visibility to good and light acts of everyday participation in the communications of the division (Yes/No). 3. The division's participation specialists monitor surveys on participation (e.g. the School Health Promotion study), (Yes/No).	1. Yes 2. Yes 3. Yes	1. The division's participation specialists have drawn up support material regarding everyday participation. The heads of the service departments and Shared Services have ensured that the material was put to use by August 2025. The material has been used by the units for discussing how to ensure that the experience of participation is realised in everyday life. 2. In the summer of 2025, the communications department produced a series of publications on light everyday acts of participation. The publications in the series were published on LinkedIn and Instagram. 3. The participation specialists have monitored participation surveys (e.g. the School Health Promotion study, the School Wellbeing Profile, customer experience surveys, Youth Budget data collection). The survey information has been utilised in the planning of development activities and for purposes such as supporting service network processes. As part of the measure, the participation specialists have charted customer experience surveys to find out which participation-related matters we are not getting enough information about to be able to promote participation effectively. Changes were made to the early childhood education client survey in line with the development needs identified.
The Education Committee will stress that pupils, staff, parents and residents at large have valuable information and should also be involved in the planning of building and facility projects as early as possible.	(Yes/No)	Yes	The service network planning work has involved strengthening participation and introducing a child impact model that emphasises participation in the early stages of all service network processes. The use of the model has been looked into, particularly in the context of changes in the admission areas for pre-primary and basic education. During 2024, the division piloted different ways of hearing guardians and learners regarding changes to the admission areas for pre-primary and basic education. As a result of the pilots, the process of changing the admission areas for pre-primary and basic education pupils will be developed to ensure high-quality hearing processes in the future as well. The Education Division has also introduced a City-wide tool for planning the participation of children and young people.

Strengthening participation know-how and understanding



The division's measures	Indicators	Result	Description of the result
The Education Division's participation specialists will draw up a summary of what is meant by participation, the experience of participation and influencing, and how participation is described in terms of plans that steer teaching and education.	The summary has been prepared by the division's participation specialists (Yes/No).	Yes	The summary was published in September 2025 in Opehuone, where it is available to education and teaching staff.
Staff will participate in training on the National Child Strategy to increase know-how within the division.	Staff participation in training on the National Child Strategy to increase know-how within the division (Yes/No).	Yes	Staff training on children's rights has been strengthened during the plan period, in particular through the extensive participation of staff from Shared Services in the eOppiva National Child Strategy training modules 'Introduction to Children's Rights – Secure the Rights of Children' and 'Children's Rights – Inclusion and Participation'. The heads and specialists of Shared Services disseminate information on children's rights and child rights training to the staff of the units.

Strengthening pluralism



The division's measures	Indicators	Result	Description of the result
Strengthening dialogue by reinforcing the know-how of units, piloting regional dialogue and creating City-level places for encounters.	1. Developing the know-how of the division involves ensuring that staff are provided with Timeout facilitator training courses in all service departments (Yes/No). 2. The division's participation specialists are carrying out a regional dialogue pilot (Yes/No). 3. The division's participation specialists are developing dialogue at the level of the entire City (Yes/No).	1. Yes 2. Yes 3. Yes	1. A total of six staff facilitator training courses were organised during the plan period. The training courses were attended by staff from Early Childhood Education, Basic Education, Upper Secondary Education and Shared Services. 2. During the plan period, the division piloted regional dialogue as a way of encountering residents and discussing regional matters. The first pilot was organised in Kannelmäki in autumn 2023. After that, hearing processes on changes to pre-primary and basic education admission areas have also been accompanied by events aiming at dialogue with local residents, e.g. through workshops or discussion circles. Such regional meetings were organised for residents of central Helsinki, Mellunkylä and Vartiokylä, among others. 3. Dialogue has been developed at the level of the entire city through city-wide parents' evenings, which have been popular. City-wide parents' evenings were held on 30 November 2023, 14 March 2024, 19 September 2024 and 6 March 2025. Each of the evenings involved dialogue. The first evening was held using the Timeout method, the second in a workshop format. The last two focused on specialist introductions, but they also included dialogue with the participants.
The voice of learners will be strengthened in a variety of ways in the division's communications.	The communications department is piloting the involvement of learners in the communications and advertising of the division (Yes/No).	Yes	Communication cooperation with learners has been implemented with operators such as Helsinki Vocational College through communication agent activities, in which students have independently updated the Instagram account of Helsinki Vocational College for roughly a week at a time. The plan is to continue and develop the activities in autumn 2025. Additionally, students from general upper secondary schools and Helsinki Vocational College have been featured in numerous news articles. Through news interviews, students have been able to speak out and verbalise their own experiences with studying. Genuine students have also been featured in the division's communication images. Furthermore, a communication collaboration was carried out with students of Konepaja Upper Secondary School in autumn 2025. During the collaboration, the students wrote news stories that were published on the division's website and took over their school's social media channels at an agreed upon time. Posts published by the students on the school's channels were also republished on the division's social media channels.

Participation of children and young people

Objectives of the City-wide welfare and health promotion plan regarding the participation of children and young people 2021–2024

Objective: Unity among children and young people will increase

- Measures in the Education Division, such as:
 - Children's sense of community and safety have been reinforced as part of the basic work in the units (e.g. emotional and interaction skills have been taught at all comprehensive schools and teachers have been trained to teach these skills).
 - In upper secondary education, communal student welfare services have provided wellbeing cafés and training on safe community rules.

Objective: Children's rights will be taken into account better in all of our activities, and the City of Helsinki will receive the UNICEF Child Friendly Cities award.

- Measures in the Education Division, such as:
 - Staff know-how regarding children's rights has been strengthened through children's rights training courses on eOppiva.
 - Anti-bullying activities, such as ABP13.
 - Introduction and strengthening of the child impact assessment process (LAVA), e.g. in service network planning.

Objective: Children's and young people's participation will be strengthened through new operative practices

- Measures in the Education Division, such as:
 - The Education Division has developed new operative practices for hearing children and young people: e.g. map hearings on service network changes for comprehensive school pupils, hearings for preschool-age children in the form of local area walks, advisory board work in upper secondary education, and the Helsinki Vocational College's influencer forum.

Promoting the participation of foreign-language speakers

Integration promotion programme for 2022–2025

Objective: All Helsinki residents, regardless of their background, will have equal opportunities to participate and make a difference.

- *Measure: The divisions will regularly report on the implementation of the City's participation and interaction model to the Deputy Mayor and the division committee. Measures to promote the participation of foreign-language speakers will be included in the reporting. A shared reporting template will be developed by the Executive Office and the divisions.*
- **Measures carried out in the Education Division:**
- Dialogue resident events in the suburban regeneration areas, the methods tried out including the Timeout programme and discussion circles (regarding changes to the school admission areas + cooperation between home and school)
- Dialogue and hearing multilingual people has been strengthened in service development, e.g. regarding learning support and changes to the school admission areas
- The development of the service network has involved experimenting with working with influencer groups to increase pluralism
- A multilingual event focusing on cooperation between home and school brought organisations into the fold to think about ways to support the participation of foreign-language speakers
- Multilingual communication has also been used in communications about resident events in the suburban regeneration areas in order to reach a more diverse range of Helsinki residents
- The Education Division's multilingual instruction model has been expanded to cover playgrounds, for example, and the number of instructors has been increased and instructor positions have also been made permanent
- The integration support appropriation has been used to develop the Welcome Families operating model and integration-promoting work at playgrounds, among other things

Promoting the participation of the elderly

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- **Measure:** *The reporting on the participation and interaction model will specify measures to promote the participation of the elderly.*

Measures carried out in the Education Division at the Adult Education Centre:

- Hundreds of senior courses are held every year. For example, there were 603 courses for seniors in 2025. Seniors are also welcome to attend all other courses at the Adult Education Centre.
- There were 25 courses organised independently by seniors on a voluntary basis in 2025.
- The Adult Education Centre has been carrying out close cooperation with the Opistolaisyhdistys association. This cooperation has included activities such as excursions, club activities, allotment gardening and a café.
- Cooperation has also been carried out with senior centres. For example, 113 courses planned with service centres were held in 2025.
- Course feedback is always collected on the courses of the Adult Education Centre, and a customer experience survey is conducted every two years.

Deviations, problems or risks

- In the coming strategy period, it is important to ensure that the whole division is committed to the implementation of the participation plan, and that there is ownership of the measures across the different units of the administration department.
- Overlaps between the participation plan and other plans should be avoided. On the other hand, the measures should be mutually supportive.

Key tasks over the next reporting period

- Strengthening the experience of participation is a topical priority in the current strategy period as well.
- Timeout know-how was successfully promoted in 2023–2025, and during the new strategy period, it is important to ensure that the knowledge gained from training courses is transferred to everyday life.
- Communication regarding interaction processes needs to be focused on over the next strategy period. Correctly timed and clear communication is key to making participation a reality. Process descriptions regarding matters such as closures of units or other issues that affect municipality residents should be drawn up to make it easier to include communication and interaction with residents.

