

Participation Plan for 2023–2025

Social Services, Health Care
and Rescue Services Division

Helsinki

Image: Maija Astikainen /
City of Helsinki



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Part 1:

Promotion of participation and inclusion by the City of Helsinki

Divisions' participation plans as part of the city's participation work

The city's four divisions draw up division-specific participation plans, which compile the goals and measures for strengthening the participation and inclusion of residents by strategy period.

In the strategy period 2017–2021, the participation plans of divisions were estimated to have a significant role in the City of Helsinki's participation work, as the plans describe how the participation work will be implemented at all service levels of the division.

The starting point for preparing the participation plan is that the promotion of participation and inclusion is a key part of each employee's duties.

The participation and interaction model emphasises the connection of participation and inclusion to all our activities.

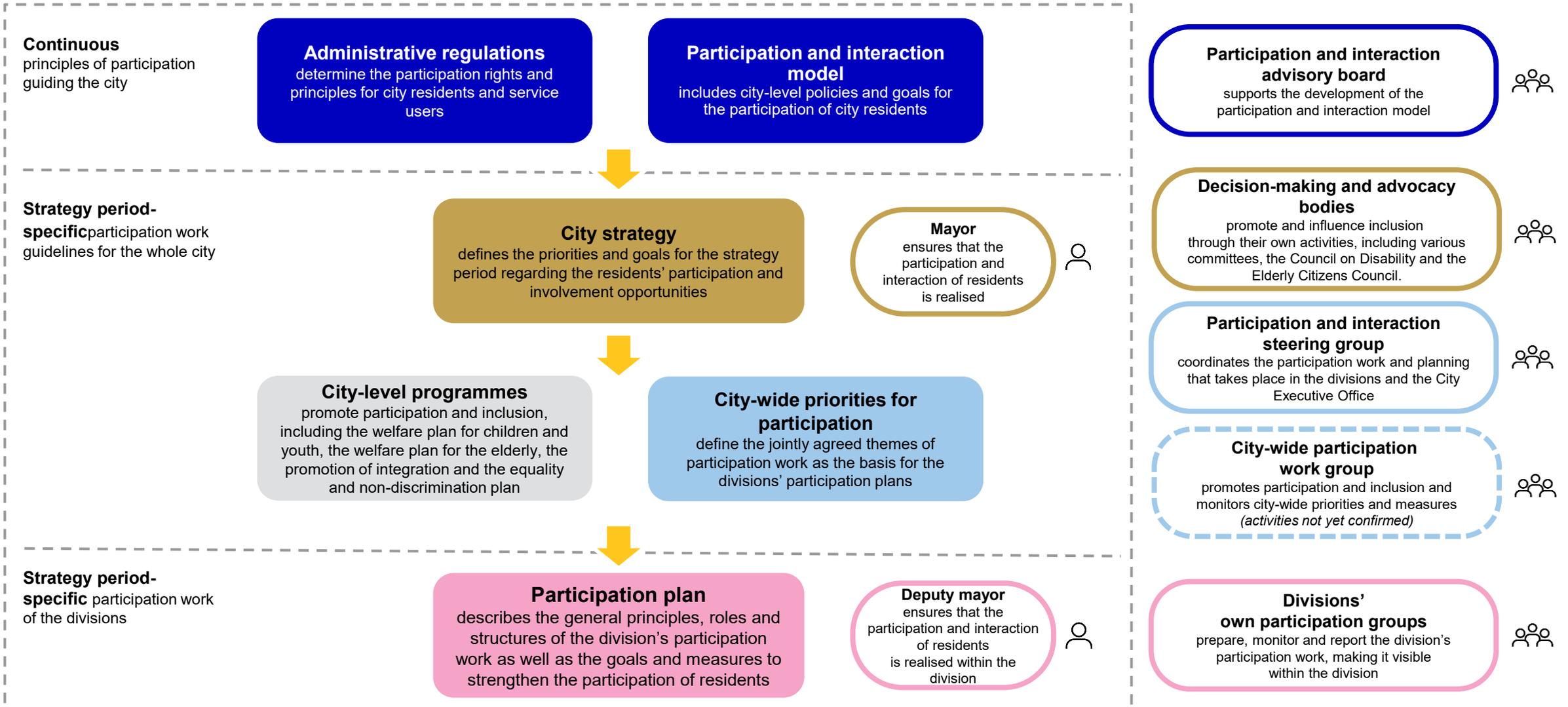
Helsinki's principles of participation

Utilising the knowledge and expertise of individuals and communities

Enabling independent activities

Creating equal opportunities for participation

Implementation of participation plans and division of tasks



Divisions' common definition of participation and priorities for 2023–2025

Participation

Participation is belonging and being heard

Participation means that people feel a meaningful part of the whole. They are heard as themselves and can influence the course of their lives and common matters.

Participation means involvement, advocacy, care and inclusion in jointly built well-being.

Priorities for 2023–2025



Strengthening the participation experience



Strengthening participation competence and understanding



Strengthening pluralism

Part 2:

Participation and inclusion in the Social Services, Health Care and Rescue Services Division

Principles guiding participation and inclusion in the Social Services, Health Care and Rescue Services Division

- [The Local Government Act](#) and [the Wellbeing Services County Act \(Laki hyvinvointialueesta 611/2021\)](#) (in Finnish) define residents' opportunities to participate and influence in the same way:
 - A municipality's residents and service users have the right to participate in and influence the activities of the municipality. Local councils must ensure that there are diverse and effective opportunities for participation. (Section 22 of the Local Government Act and section 29 of the Wellbeing Services County Act)
- In addition, legislation obliges the authorities to ensure the right to participate for young people, the elderly and people with disabilities by setting up advocacy bodies for these groups.
- The division's participation and inclusion efforts are also guided by the [service strategy](#) (in Finnish).
- One of the objectives of the [customer and patient safety strategy](#) is to increase inclusion and participation to improve safety.
- Inclusion and participation are also mandatory based on many other acts guiding the division.

Structures for participation and inclusion in the Social Services, Health Care and Rescue Services Division

Deputy Mayor

Responsible for the realisation of participation and inclusion in the division.
(Chapter 9, Section 2 of the administrative regulations)

Committee

Confirms the participation plan and reports on the realisation of participation and inclusion in connection with the evaluation of the Helsinki City Strategy midway through its term.

Management group

Monitors the implementation of the participation plan and approves the plan for reporting to the committee.

Inclusion and participation unit/management

Prepares the participation plan, monitors and submits reports on the realisation of participation and inclusion to the management, and supports the division's participation and inclusion efforts.

Participation network and customer experience network

Strengthen the personnel's competence, the flow of information and cooperation in the division in matters related to participation, inclusion and the customer experience.

Services' own participation and inclusion networks and groups

Support and realise the services' participation and inclusion efforts.

Examples of the realisation of participation and inclusion in the Social Services, Health Care and Rescue Services Division



Part 3: Participation priorities and goals for 2023–2025

City-wide and division-specific measures
and their assessment



Helsinki



Image: Jussi Hellsten /
City of Helsinki

Summary of participation measures for 2023–2025

Priority for participation	 Strengthening the participation experience	 Strengthening participation competence and understanding	 Strengthening pluralism
City-wide measures	<ul style="list-style-type: none"> • We improve customer understanding and the utilisation of city residents' expertise in the development of services. • We make use of digital interaction tools. • We test tools that measure the participation experience and take their results into account in development. 	<ul style="list-style-type: none"> • We share information on participation with all staff. • We create a city-wide tool for participation planning. • We plan basic training in participation for city staff. 	<ul style="list-style-type: none"> • We strengthen clear communication and interaction as well as simplified language. • We compile and develop city-wide methods of hearing different city residents. • We create common ways to assess the strengthening of the participation of children and young people, foreign-language speakers and the elderly in accordance with city-level plans.
Division-specific measures	<ul style="list-style-type: none"> • We will develop the division's customer feedback process and systematic collection of customer feedback. • We will develop the division's communication in matters involving participation and inclusion, as well as the city's <i>Get involved</i> website. • We will ensure that the customers have the opportunity to participate in the development of the services. • We will boost participation and inclusion in the division. 	<ul style="list-style-type: none"> • We will produce information on participation, inclusion and related practices and methods, and support the division's employees on the intranet. • We will strengthen the competence of and cooperation between the division's employees through the participation network and the customer experience network. • We will realise surveys on the status of participation and inclusion. • We will boost the employees' participation and inclusion skills through training. 	<ul style="list-style-type: none"> • We will support the acknowledgement of diversity and the realisation of equal opportunities for participation in the division. • We will strengthen the expert by experience activities and panels. • We will boost the participation and inclusion of children and young people.

Strengthening the participation experience



Our goal is to strengthen city residents' experience of belonging and being heard. Strengthening the participation experience arises from encounters and timely, respectful interaction. City residents feel that they are able to promote things that are important to them in the city, and their participation opportunities are taken into account in daily activities and services. City residents also receive information and understand the advocacy opportunities. The customer experience of city residents guides the development of our services.

We lower and remove barriers to participation. City residents can participate in various ways: receive information, participate in planning or decision-making or be actively involved in practice. We invest in creating participation experiences for vulnerable people.

City-wide measures	Follow-up of measures
<p>We improve customer understanding and the utilisation of city residents' expertise in the development of services and in strengthening the participation experience. We actively communicate what kind of information has been collected from city residents and what is done with the information. We develop services together with city residents and utilise the information in daily management and service development.</p>	<p>Key themes have been developed on the basis of the information: yes/no</p> <p>City residents have been notified of these: yes/no</p>
<p>We make use of digital interaction tools. We ensure that we have appropriate digital interaction methods in place to strengthen the participation experience of city residents.</p>	<p>The use of digital interaction tools has increased: yes/no</p>
<p>We test tools that measure the participation experience of city residents and take their results into account in developing the promotion of participation. We assess changes in the participation experience of city residents by piloting tools that measure the experience in a few processes of participation.</p>	<p>The participation indicator has been utilised in a new way: yes/no</p> <p>The results of customer surveys have been utilised in developing the promotion of participation: yes/no</p>

Strengthening the participation experience in the Social Services, Health Care and Rescue Services Division



Division-specific measures	Follow-up measures
<p>We will develop the division's customer feedback process and systematic collection of customer feedback.</p> <p>The feedback process is smooth for the customers and their voice is heard.</p>	<p>Customer feedback is collected from all service areas of the division's health and social services: yes/no.</p> <p>Implementation of national customer feedback collection indicators has started: yes/no.</p> <p>70% of feedback is processed within five working days.</p>
<p>We will develop the division's communication in matters involving participation and inclusion, as well as the city's <i>Get involved</i> website.</p> <p>Residents can find useful up-to-date information about participation opportunities and inclusion on the website.</p>	<p>Content according to the plan has been produced for the website: yes/no.</p> <p>Communication about participation and inclusion is systematic: yes/no.</p> <p>Monitoring website analytics and number of visitors.</p>
<p>We will ensure that the customers have the opportunity to participate in the development of the services.</p> <p>We will take customer participation and inclusion into account already at the planning stage of significant development projects, such as facilities projects, and during the development of digital services. We will produce a planning template and supporting materials. In the case of development projects, we will listen to the residents and produce customer experience information, as well as strengthen the residents' participation experience.</p>	<p>A communication and participation plan template and supporting materials have been produced: yes/no.</p> <p>Communication and participation plans for projects have been prepared: yes/no.</p>

Strengthening participation competence and understanding



Our goal is for employees throughout the city to recognise the importance of participation and its potential in their own work. All divisions have a clear understanding of participation and its implementation methods, both the management and the employees. We understand that participation and inclusion are an integral part of our work.

Knowledge of participation and understanding of diversity are strengthened in the city. We promote participation through leadership, commitment, sufficient resources and the right methods. Participation and its promotion are part of everyday work and belong to everyone.

City-wide measures	Follow-up of measures
<p>We share information on participation with all staff. We explain the diversity of participation in the various divisions of the city and describe city-level participation services on the city intranet.</p>	<p>➤ The participation intranet pages have been updated: yes/no</p>
<p>We create a city-wide tool for participation planning. The participation planning tool may include, for example, a checklist that helps to take into account the methods and level of participation, as well as instructions and tips for implementing participation in different situations (e.g. uniform practices for organising an online event for residents and sharing the recording in accordance with data protection legislation).</p>	<p>➤ The participation planning tool has been created: yes/no The design tool has been piloted: yes/no</p>
<p>We plan basic training in participation for city staff. The City Executive Office is responsible for the compilation of the basic training package, and each division produces its own share of the package.</p>	<p>➤ The training plan has been made: yes/no The training has been piloted: yes/no</p>

Strengthening participation competence and understanding in the division



Division-specific measures

We will produce information on participation, inclusion and related practices and methods, and support the division's employees on the intranet.

We will introduce new content to the intranet and develop the reputation of the websites and the utilisation of the materials. The materials will support inclusion and participation in the services.

We will strengthen the competence of and cooperation between the division's employees through the participation network and the customer experience network.

In the networks, we will highlight the participation and inclusion efforts and the work on customer experience in a concrete manner.

We will realise surveys on the status of participation and inclusion.

We will use the surveys to investigate the employees' participation and inclusion competence and the current efforts. We will arrange such surveys in the autumn of 2023 and 2025.

We will boost the employees' participation and inclusion skills through training.

We will take advantage of training organised by the division and the City Executive Office. Through the training, we will support the work in accordance with the participation plan and respond to other current needs.

Follow-up measures

New content about participation and inclusion has been produced for the intranet: yes/no.



The content of the intranet has been presented in the division: yes/no.

Feedback on the content of the intranet in the survey on the status of participation and inclusion.

Network meetings arranged: 3–4 per year.



Feedback is collected from network participants, satisfaction is at least 4.

Survey realised: yes/no.



Training plans have been prepared together with the competence development unit: yes/no.



Feedback is collected on training, satisfaction is at least 4.

Strengthening pluralism



Our goal is that taking the diversity of city residents into account is established as the city's way of working. We offer different participation options where the people are. We pay particular attention to the most vulnerable city residents.

We also strive to actively reach different population groups through various communities and organisations. Our activities are guided by knowledge.

We also strengthen pluralism in communication through clear language, multilingualism and a multi-channel approach. Our operations are transparent, and city residents receive information about the city's decisions and policies. We identify in good time who is affected by the decisions and promote dialogue with city residents, taking into account the different population groups.

City-wide measures	Follow-up of measures
<p>We strengthen clear communication and interaction and also invest in simplified language. We increase staff competence in clear language and make use of the multilingual communication material.</p>	<p>▶ The multilingual communication material for participation and involvement can be found on the hel.fi website: yes/no</p> <p>▶ Training in clear language has been organised for staff: yes/no</p>
<p>We compile and develop city-wide methods of hearing different population groups. We actively share the accumulated knowledge, experiences from various projects, experiments and materials produced to strengthen pluralism. We collect, for example, methods of interaction, hearing and participation suitable for children and young people, the ageing population and people who have moved to Finland.</p>	<p>▶ Methods of hearing different population groups have been compiled on the intranet: yes/no</p>
<p>We create common ways to assess the strengthening of the participation of children and young people, foreign-language speakers and the elderly in accordance with city-level plans. In connection with regular reporting on the participation and interaction model, measures to promote the participation of foreign-language speakers and the elderly are identified on a uniform reporting template. In addition, the measures of the participation plans are accompanied by an action plan to promote the inclusion of children and young people in all divisions.</p>	<p>▶ A joint reporting template on measures promoting participation has been created: yes/no</p>

Strengthening pluralism in the division



Division-specific measures

Follow-up measures

We will support the acknowledgement of diversity and the realisation of equal opportunities for participation in the division.

We will produce support materials and training to promote equality. We will introduce guidelines to ensure the accessibility and appropriate communication on events. We will strengthen the cooperation with advocacy bodies. We will utilise new communication channels in communication on participation and inclusion.



Support materials or training events have been realised: yes/no.

The cooperation with advocacy bodies is evaluated annually.

We will strengthen the expert by experience activities and panels.

We will create and develop operating structures. We will support the achievement of pluralism and versatile utilisation of methods. We will test new methods.



New ways of working that utilise experts by experience and panels have been tested and implemented: yes/no.

Guidelines and agreements for experts by experience have been updated: yes/no.

We will boost the participation and inclusion of children and young people.

We will develop and implement methods for child-friendly feedback collection. We will organise Deputy Mayor's division events for children and young people. We will evaluate pilot projects and develop new measures. We will implement the Child-Friendly Municipality initiative.



Division events have been realised according to plan: yes/no.

Plans on the development of the participation of children and young people have been prepared: yes/no.

Read more about participation and inclusion

- [Information about participation and inclusion in Helsinki](#)
- [City of Helsinki *Get involved* website](#)
- [Principles of participation and inclusion in the city's administrative regulations \(in Finnish\) \(pdf\)](#)
- [City of Helsinki participation and interaction model](#)
- [Decision on the implementation and funding of the City of Helsinki participation model \(in Finnish\)](#)
- [Interim report of the participation and interaction model 2019 \(in Finnish\) \(pdf\)](#)
- [Evaluation of participation and inclusion efforts in Helsinki during the 2017–2021 strategy period \(in Finnish\) \(pdf\)](#)
- [Helsinki City Strategy](#)
- [Decision on a participation system for children and young people and the promotion of inclusion \(in Finnish\)](#)
- [City of Helsinki Social Services, Health Care and Rescue Services Division Service Strategy 2023–2025](#)

