

The Education Division's participation plan 2026–2029

Helsinki



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Part 1: Promotion of participation at the City of Helsinki and the preparation of participation plans

Levels of participation and influencing for learners and Helsinki residents

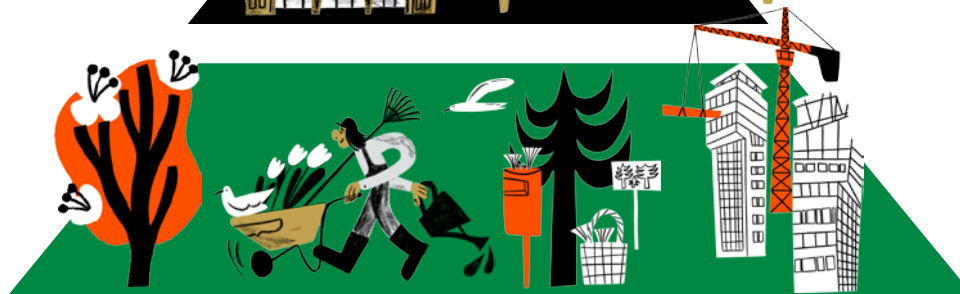
Participation refers to a person's experience of being included in a group and having opportunities to influence matters that are important to them.



I get to make a difference in society at large



I get to make a difference in the city



I get to make a difference in my local area



I get to make a difference in my own affairs and everyday life



I am seen, heard and encountered every day

Participation principles in the Administrative Regulations



Utilisation of the know-how and expertise of individuals and communities



Facilitation of independent activities

Creation of equal opportunities for participation

Key points on participation for the Education Division in the City Strategy 2025–2029

Pleasant and community-oriented neighbourhoods

- The districts and neighbourhoods of Helsinki are important local communities with a distinctive character. We support local communities and ensure that the voice of the local community is heard in the development of their area. Helsinki is a city of its residents.
- We use a variety of means to listen to the experiences, wishes and perspectives of Helsinki residents.
- We are developing participation with the aim of reaching residents of different ages and backgrounds.
- Together with local communities, we plan concrete ways in which communities can strengthen people's agency, as well as their willingness to build reciprocal connections and act for the benefit of their own local community.
- Our work promotes the attachment of different communities with different backgrounds to Helsinki and the Helsinki identity.
- The City of Helsinki is an active partner for organisations and associations.

Widespread wellbeing

- In Helsinki, everyone – regardless of their background or starting point – should be able to live a good life and pursue their dreams. All Helsinki residents should feel like they belong. We are determined to make sure that everyone in Helsinki can live a good life in their home city.
- The City is committed to preventing regional segregation and inequality.
- We pay special attention to the widening gap in realities among children and young people. We are determined to carry out measures that both enhance the attractiveness of every area of the city and support the life path of every Helsinki resident.
- We are strengthening the wellbeing of children and young people in a comprehensive manner.
- We are increasing cooperation between home and school.
- We are increasing the participation rate in early childhood education, with a special focus on children who speak a language other than Finnish or Swedish at home.
- We are strengthening the study path of foreign-language children.

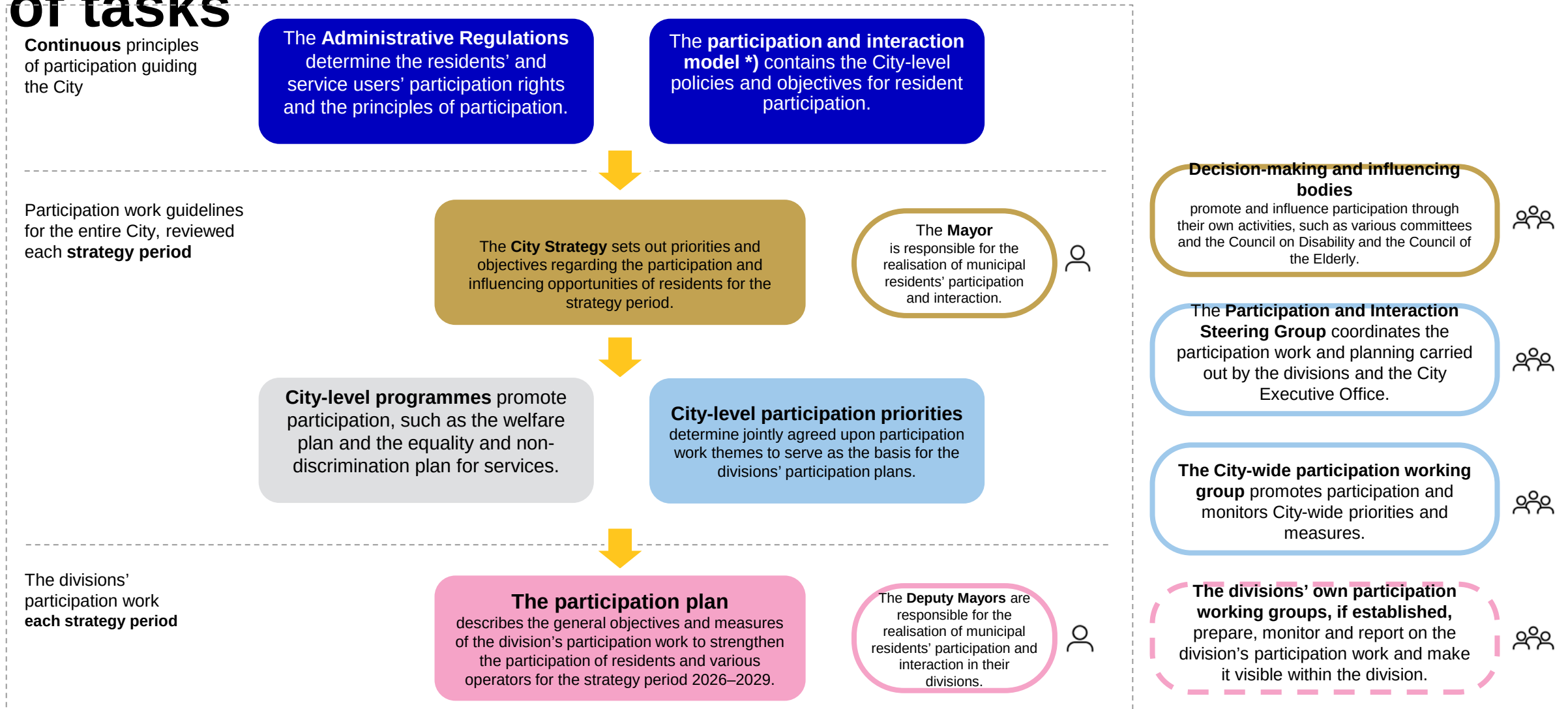
Smooth everyday life and functional services

- Good urban life is based on a smooth everyday life and functional services. Different things and services are more important at different stages of life.
- Each of the City divisions has an important role to play in ensuring that everyday life in Helsinki runs smoothly and residents can enjoy a good quality of life.
- We are intensifying cooperation between the Education Division and the Urban Environment Division in planning facility projects and increasing the participation of pupils, students and staff in the planning and design of buildings and yards.

How we work

- We exist for the people of Helsinki. We care about the wellbeing of the city and its residents.
- Our work is open and straightforward.
- We are utilising multilingual services and communications to reach out to and include different residents of the city.
- We work in cooperation with the third sector, businesses and residents.
- We approach new ideas with a positive and open mind.
- We systematically intervene in any discrimination against minorities and train our staff to actively react to such cases.

Implementation of participation plans and the division of tasks



Implementation of the participation plan during the strategy period

- The City's divisions draw up their division-specific participation plans as part of the City's participation and interaction model.
- The plan sets out objectives and measures to strengthen the participation of residents and stakeholders over each strategy period.
- The plan sets out participation priorities for the entire strategy period 2026–2029:
 - The priorities are based on the City Strategy and the participation principles set out in the Administrative Regulations.
 - The priorities are shared by all divisions.
 - The content has been developed by utilising an extensive knowledge base (studies, surveys and workshops).
- Measures to implement the priorities at the beginning of the strategy period have been drawn up in connection with the plan for the entire strategy period.
 - The priority measures can be updated where needed as part of the annual planning of the division's operations and finances as part of the operative activities.
 - The participation plan and a final report will be presented to the Committee at the end of the strategy period. An interim assessment can also be submitted for processing.



Preparation of the participation plan

The content of the participation plan was developed by utilising the knowledge base resulting from the update of the participation and interaction model between November 2025 and February 2026, surveys and workshops. The Education Division has organised workshops for the division.

Helsinki residents:

- Voxit participation discussion
- Discussion events of regional networks
- Targeted events for young people and foreign-language residents

Staff:

- Voxit participation discussion
- Participation network survey
- Themed workshops

Influencer bodies and councils:

- Youth Council workshop
- Workshop of the Council of the Elderly, the Council on Disability, the Equality and Non-discrimination Advisory Board, the Advisory Board for Organisations and the Bilingualism Committee.

Survey for organisations

- The content preparation process also utilised an extensive knowledge base of relevant studies, reports, databases and surveys in Helsinki, in Finland and across the globe.

The Education Division's own workshops in spring 2026:

- A workshop for teachers who direct a student council, a workshop for staff, a workshop for supervisors and a workshop for organisations.



Linking the participation plan to other plans and programmes of the City

- The preparation and development process for the participation plan has taken into account plans and programmes of the City that are connected to participation and involvement, according to their degree of readiness.
- These include:
 - ✓ City of Helsinki Welfare Plan 2026–2029, including domestic violence work and Child Friendly Cities work
 - ✓ Equality and non-discrimination plan for services 2026–2029
 - ✓ Immigration and Integration Development Programme 2026–2029
 - ✓ Suburban regeneration
 - ✓ Segregation prevention objectives

Part 2:

City-wide participation priorities and measures 2026–2029

City-wide participation priorities 2026–2029



**Promoting equality
and pluralism by
means of participation**



**Strengthening local
influencing
and regional
participation**



**Smooth services
and a good customer
experience
by means of
participation**

City-wide measures for the strategy period

Priority	City-wide measures for the strategy period	Monitoring of measures	Responsible party
Promoting equality and pluralism by means of participation	OPPORTUNITIES FOR PARTICIPATION AND INTERACTION: 1. We will develop, establish and experiment with a wide range of participation methods. 2. We will allocate resources to correctly timed communication that improves effectiveness at the different stages of participation processes and across different population groups. 3. We will focus on having the voices of children and young people be heard in a diverse manner in the city, and we will pilot new ways to listen to children and young people in a vulnerable position.	1. A description of the participation methods developed and established. 2. Instructions on the ideal process of participation communication from planning to ex-post communication have been drawn up and put to use (yes – no). 3. A description of the measures taken during the strategy period.	Participation Unit of the Communications Department of the City Executive Office / Participation
	WORKING IN PARTNERSHIP: 4. We will develop and strengthen new forms of partnership with residents and different operators. 5. We will plan participation measures and promote participation together with target group representatives, organisations, businesses and other partners.	4. A description of the partnership types developed further and new ones created. 5. A description of the different ways in which target group representatives have been involved.	Participation Unit of the Communications Department of the City Executive Office / Partnership
Strengthening local influencing and regional participation	UTILISATION OF INFORMATION: 6. We will make better use of existing information in regional participation work and the development of services.	6. A method for sharing the participation information generated has been established and put to use (yes – no).	Participation Unit of the Communications Department of the City Executive Office / Digital participation
Smooth services and a good customer experience by means of participation	PARTICIPATION KNOW-HOW OF STAFF: 7. We will continue to strengthen the participation know-how of our staff through a wide range of development methods.	7. A description of the implementation and means of promoting the strengthening of participation know-how.	Participation Unit of the Communications Department of the City Executive Office / Participation

Helsinki

The City-wide measures are coordinated and managed by the City Executive Office. City-wide measures are reported on to the participation steering group and communicated as part of the reporting on the City divisions' participation plans.

Part 3:

The Education Division's participation plan

The framework of obligations regarding participation within the Education Division

Laws and regulations

- The Constitution of Finland 731/1999
- Local Government Act 410/2015
- Act on Equality between Women and Men 1329/2014
- Non-discrimination Act 1325/2014
- Early Childhood Education Act 540/2018
- Basic Education Act 1267/2013
- Act on General Upper Secondary Education 629/2018
- Act on Vocational Education and Training 531/2017
- Student Welfare Act 1287/2013
- Child Welfare Act 417/200

Other provisions and regulations

- Curriculum for early childhood education and care
- National core curriculum for pre-primary education
- National core curriculum for basic education
- National core curriculum for general upper secondary education
- Helsinki City Strategy 2025–2029
- City of Helsinki Administrative Regulations (section 8) 21 January 2026
- Helsinki's participation model

Levels of participation in curricula

Influencing at the
global and national
level

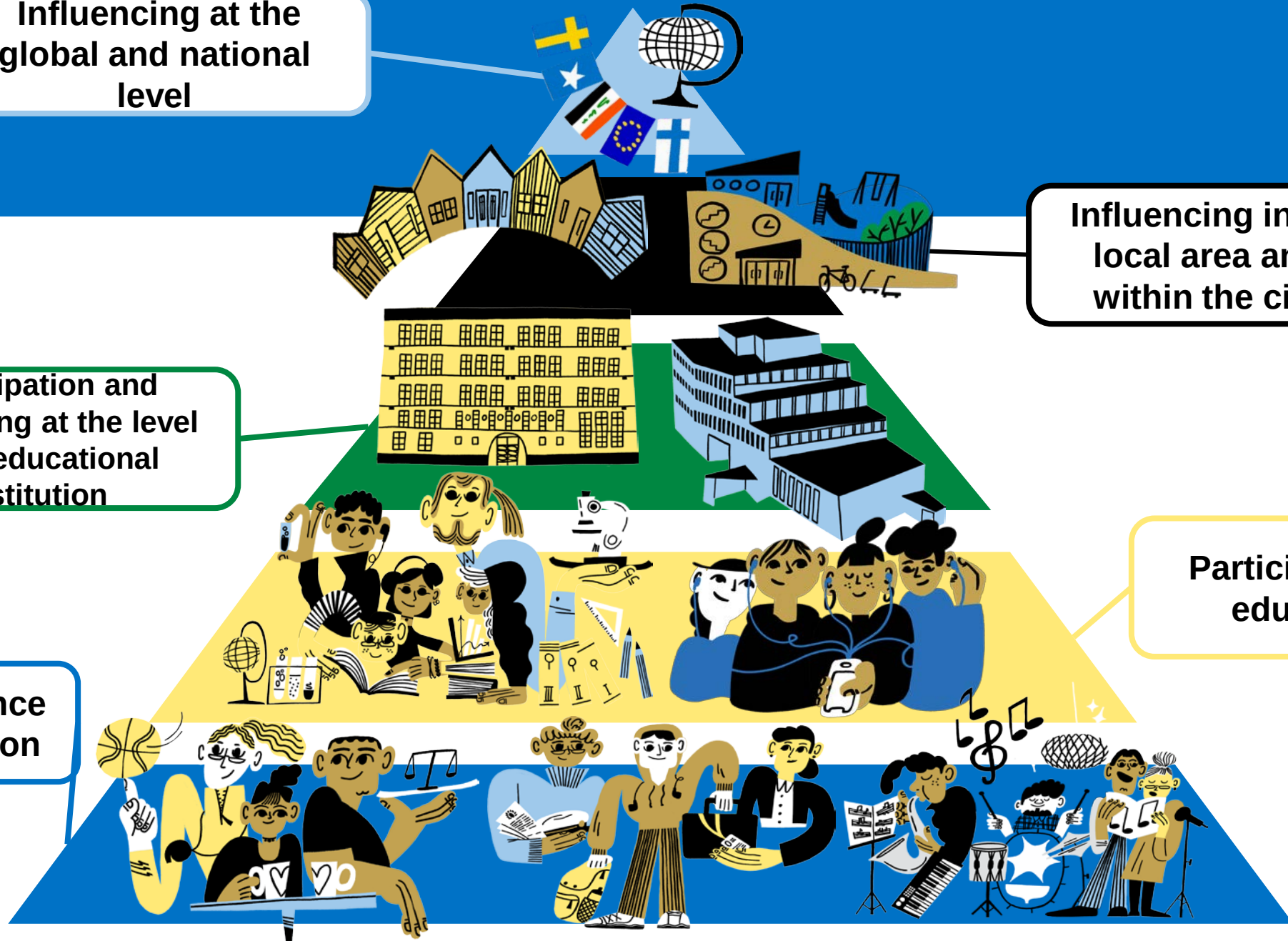
Influencing in the
local area and
within the city

Participation and
influencing at the level
of an educational
institution

Participation in
education

The experience
of participation

Helsinki



Preparation of a participation plan in the Education Division in 2026

Compilation of workshop results for the management of service departments

Participation in City-wide workshops (4) and a Voxit survey

January–February

1

Management of Early Childhood Education 1 April
Management of Services in Swedish 1 April
Management of Basic Education 8 April
Management of General Upper Secondary, Vocational and Liberal Adult Education 8 April
Management of Shared Services 14 April

3

Processing by the Education Committee

May

5

The measures set out in the participation plan contribute to the implementation of the strategy. **Everyone is responsible for the development of participation and the customer experience.**

2

The Education Division's workshops

March

Workshop for teachers who direct a student council 10 March (55 attendees)

Staff workshop 12 March (23 attendees)

Workshop for supervisors 20 March (14 attendees)

Organisation workshop 26 March (49 attendees)

4

Processing by the Education Division's management

April

6

Autumn 2026: Implementation of the participation plan begins

The participation plan is updated during the strategy period

Part 4:

The Education Division's participation measures 2026–2029

Promoting equality and pluralism by means of participation

The division's measures for the strategy period	Indicator
We will promote the participation of guardians: 1. We will develop multilingual parents' events regionally, at the level of the entire city and in cooperation with other divisions and organisations. We will pilot multilingual parents' events for transition phases and the start of the learning path. 2. We will carry out a survey on parenting support processes and related gaps and development needs. This survey will be carried out in cooperation with organisations, parents' associations and other divisions. 3. We will strengthen the operating model for multilingual instructors in our services.	1. Pilots implemented yes/no 2. Survey carried out yes/no 3. Implemented yes/no
We will promote the participation and interpersonal skills of children, young people and learners of all ages: 1. We will organise Kids' Dialogue pilots to strengthen learners' dialogic, emotional and interactional skills. We will also target pilots at vulnerable groups of children and young people. 2. We will develop a guide for hearing learners during lessons and train our staff to use it. 3. As part of the process of overhauling or developing our services, we will ensure that the voices of children and young people are heard. 4. As part of the 'pedagogy of hope' operating model for Finnish-language general upper secondary education and upper secondary education student welfare services, we will organise student advisor group activities for the purpose of hearing students.	1. Pilots implemented yes/no 2. Guide drawn up and training courses organised yes/no 3. Number of hearing events 4. Activities organised yes/no
We will reduce barriers to participation by developing and deepening our staff's encountering and participation know-how: 1. We will train the staff of our services to adopt an anti-racist work approach in order to strengthen participation and community spirit. 2. To strengthen dialogue and encountering know-how, we will organise training courses for our staff based on the Timeout and Kids' Dialogue programmes.	1. Training courses organised in the services yes/no. General Upper Secondary Education, Helsinki Vocational College, Early Childhood Education and Care, Basic Education, Adult Education Centre, Swedish-language Services, Shared Services 2. Training courses organised yes/no

Strengthening local influencing and region participation



The division’s measures for the strategy period	Indicator
Development of interaction processes and resident participation related to working on and building the service network: 1. We will model and describe the participation processes of service network work. The modelling results and their descriptions will enable those working on the service network to ensure that participation is realised appropriately in different situations. 2. We will build a website to communicate about our service network work and focus on proactive communication. 3. We will organise map walk pilots in pre-primary education. These pilots will develop our processes of hearing children as part of the assessment of impacts on children. Map-based surveys will enable children to share their experiences with matters such as regional change processes. 4. Shared operating practices will be refined in division-wide facility projects.	1. Descriptions/models created yes/no 2. Website created yes/no 3. Pilots carried out yes/no 4. Implemented yes/no
Reform of the support structures for pupil and student council activities: 1. We will organise events where the boards of pupil and student councils can, in cooperation with members of the Youth Council, shape the content of pupil and student council days. 2. We will organise dialogue-based development events for pupil and student council instructors to improve pupil and student council activities. 3. At the aforementioned events, we will collaborate with services to draw up an annual calendar to support the organisation of pupil and student council activities.	1. Number of events 2. Number of events 3. Annual calendar drawn up yes/no

Smooth services and a good customer experience by means of participation



The division’s measures for the strategy period	Indicator
We will promote customer orientation and knowledge-based management: 1. We will overhaul our customer experience surveys and utilise their results in the development of our services. We will pilot our new customer experience system, e.g. at parents’ events, in service network cooperation and at staff events.	1. Number of pilots carried out
We will involve service users in the development of the division’s digital services: 1. Opehuone pedagogical portal and intranet for education staff 2. Aula start page for laptops used in basic education and general upper secondary education 3. Aula Help Button for learners in basic education and upper secondary education provided by the City of Helsinki	1. Users involved in the development process yes/no 2. Users involved in the development process yes/no 3. Users involved in the development process yes/no
We will promote customer orientation by training our staff: 1. To strengthen our customer insight know-how, we will organise participation and service design forums for staff to share good practices, as well as service design training courses.	1. Training courses organised for Shared Services staff yes/no 2. Training courses organised for different levels of education 0/3
We will develop participation content to support the everyday work of teachers: 1. We will overhaul the participation pages of the Opehuone pedagogical portal for education staff.	1. Participation pages of Opehuone overhauled yes/no