

Participation plan 2026– 2029 for the Social Services, Health Care and Rescue Services Division

Approved by the Social Services, Health Care and
Rescue Services Committee on 12 May 2026

Responsibility for plan preparation and coordination:
Participation and Interaction Unit

Helsinki

Promoting Participation in the City of Helsinki 2026–2029

Levels of Citizens Participation and Influence

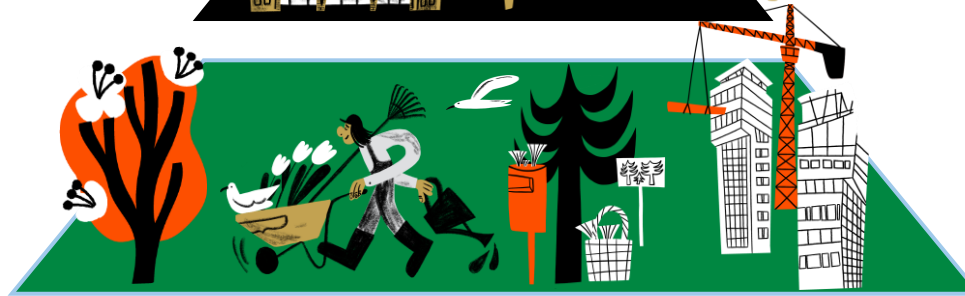
Participation is the experience of belonging and having opportunities to influence matters that are meaningful to you.



I can influence and participate in society



I can influence and participate in the city



I can influence and participate in the local area



I can influence and participate in my everyday life



I am seen, heard, and acknowledged every day

Principles of participation in City of Helsinki

**Utilizing the
knowledge and
expertise of
individuals and
communities**

**Enabling independent
activities**

**Creating equal
opportunities for
participation**

A Helsinki we can be proud of

Key Participation and Inclusion Priorities in the City Strategy 2025–2029

Pleasant neighbourhoods with a strong sense of community

- The districts and neighbourhoods of the city are distinctive local communities that play an important role. We support local organisations and associations and include their voice in the development of their area. Helsinki is shaped by its residents.
- We make a variety of methods available for people to share their experiences, wishes and opinions with us.
- We strive to develop these means of participation so we can reach Helsinki residents of all ages and backgrounds.
- Together with local associations, we plan concrete ways to enhance people's sense of agency, their willingness to forge connections and their desire to do something for their local community.
- Our activities promote the connection diverse communities and people from different backgrounds feel with Helsinki, as well as their identity as a Helsinki resident.

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 of Helsinki's residents should feel like they belong. We are resolutely working to ensure that every resident of Helsinki can live a good life in our city.
- The city is committed to combating regional segregation and inequality between residents. We devote special attention to keeping differentiations between the realities of children and young people to a minimum. We are resolutely working to improve wellbeing in every neighbourhood of the city and support every resident on their journey through life.

A smooth everyday life and functional services

- The good life of Helsinki residents is founded on a smooth everyday existence and functional services.
- People's situations in life vary. The significance of different services and phenomena changes at different stages of our lives. Each of the city's divisions has an important role to play in ensuring that Helsinki runs smoothly and provides residents with the conditions for a good life.

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 of the city. We have an open mind and positive attitude when it comes to new ideas.

Implementation of the Participation Plan during the Strategy Period

- The city's divisions prepare division-specific participation plans as part of the City's Participation and Interaction Model.
- The plan brings together the objectives and measures for strengthening the participation of residents and various stakeholders during each strategy period.
- The plan includes participation priorities that have been defined for the entire strategy period 2026–2029:
 - The priorities are based on the City Strategy and the participation principles set out in the Administrative Rules.
 - The priorities are common to all city divisions.
 - The content has been developed using a broad evidence base, including research, surveys, and workshops.
- At the beginning of the strategy period, measures to implement the priorities have been defined for the entire strategy period as part of the preparation of the plan.
 - The measures related to the priorities may be updated, when necessary, as part of the annual operational and financial planning of each division.
 - The participation plan and a final report will be submitted to the relevant committee at the end of the strategy period. In addition, an interim review may also be submitted for consideration.



Preparing the participation plan

- Information, surveys and workshops relating to the update of the participation and interaction model have been used when drawing up the participation plan.
- The measures for the Helsinki Social Services, Health Care and Rescue Services Division have been drawn up in cooperation with the service units and shared services, engaging the staff.
- Diverse, City-wide data has been used as the residents' perspective. In addition, diverse information from research, reports, databases and studies from Helsinki, Finland and abroad has been used when compiling the content.

City-wide events and engagement:

11	events
301	workshop participants
2,128	survey respondents

Events and engagement within Social Services, Health Care and Rescue Services Division:

6	events
103	workshop participants
104	survey respondents



City-wide events and engagement

Residents:

- Voxit participation discussion
- Regional network discussion events
- Events for young and foreign-language residents

Staff:

- Voxit participation discussion
- Participation network survey
- Themed workshops

Influencing bodies, councils and organisations:

- Workshops by Youth Council, Elderly Citizens Council and Council on Disability
- Workshops by Equality and Non-discrimination Advisory Board, NGO Advisory Board and National Languages Board
- Organisation survey

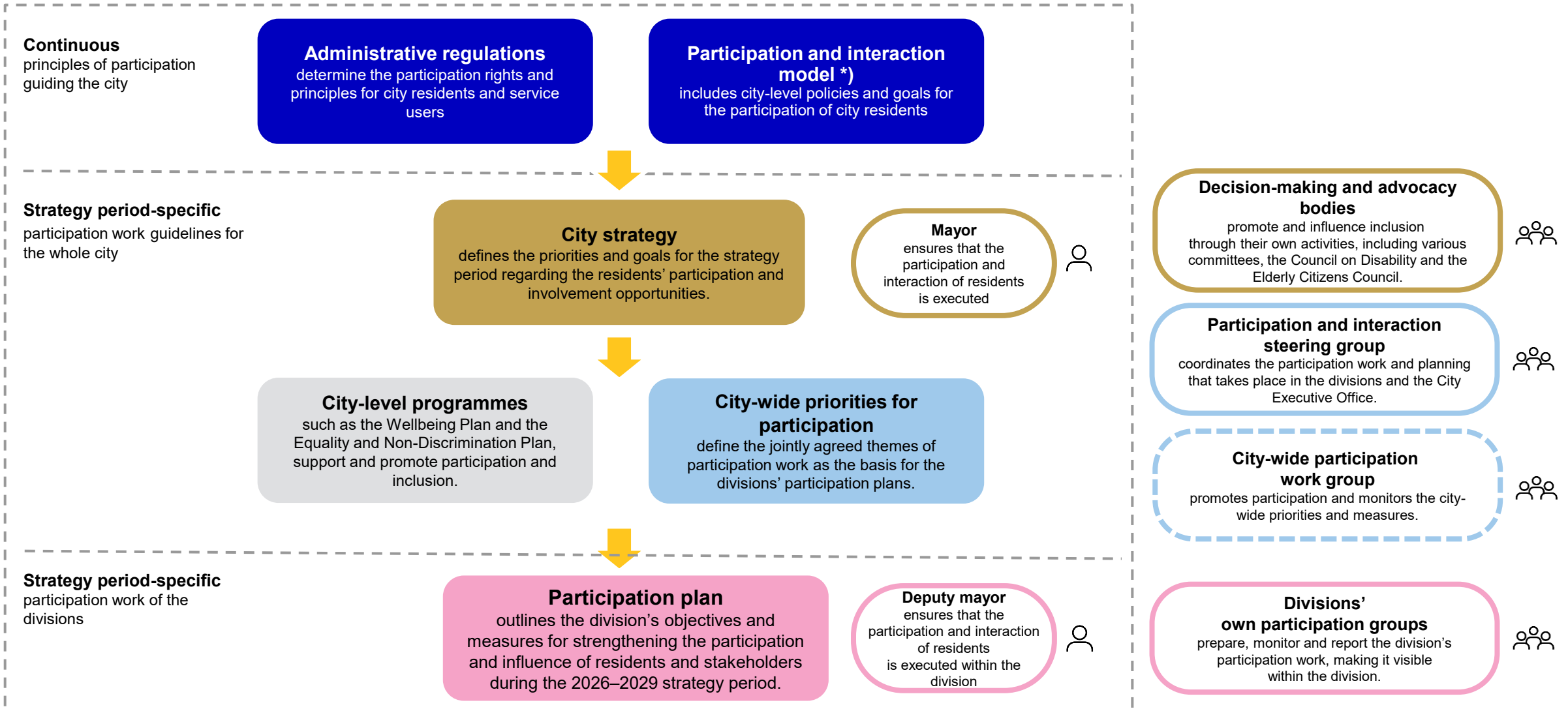
Events and engagement within Social Services, Health Care and Rescue Services Division

- Staff survey: Participation plan 2026–2029
- Participation and client experience network's open staff workshop
- Service unit workshops
- Event for organisations

Links Between the Participation Plan and Other City Plans

- In preparing and drafting the Participation Plan, consideration has been given, according to their stage of development, to the City's plans and programmes that are connected to participation and civic influence.
- These include:
 - ✓ The City of Helsinki Wellbeing Plan 2026–2029, including work on preventing domestic violence and the Child-Friendly Municipality initiative
 - ✓ The Equality and Non-Discrimination Plan for City Services 2026–2029
 - ✓ The Development Programme for Immigration and Integration 2026–2029
 - ✓ Suburban regeneration
 - ✓ Objectives for Preventing Segregation

Implementation of participation plans and division of tasks



Participation priorities and goals for 2026–2029

Participation Priorities 2026–2029



**Promoting Equality
and Diversity Through
Participation**



**Strengthening Local
Influence and
Community
Participation**



**Functional Services
and a Positive
Customer Experience
Through Participation**

City-wide Actions for the Strategy Period

Priority	City-wide Actions for the Strategy Period
Promoting Equality and Diversity Through Participation	PARTICIPATION OPPORTUNITIES AND INTERACTION: 1. We develop, embed and pilot diverse methods for participation and engagement. 2. We invest in timely and effective communication throughout the different stages of participation processes, taking into account the needs of different population groups. 3. We strengthen opportunities for children and young people to have their voices heard across the city and pilot new ways of engaging with children and young people in vulnerable situations.
	WORKING IN PARTNERSHIP: 4. We develop and strengthen new forms of partnership with residents and a wide range of stakeholders. 5. We design participation measures and promote participation together with representatives of target groups, civil society organizations, businesses, and other partners.
Strengthening Local Influence and Community Participation	USING KNOWLEDGE AND DATA: 6. We make better use of existing knowledge and data in local participation work and in service development.
Functional Services and a Positive Customer Experience Through Participation	PARTICIPATION COMPETENCE OF STAFF: 7. We further strengthen staff competence in participation and engagement through a range of capacity-building and professional development measures.

Participation measures for the Social Services, Health Care and Rescue Services Division

Monitoring and updating the participation plan

The plan will be updated and the measures will be scheduled annually in cooperation with the service units. The agreed measures will be incorporated into the annual action plans.

Promoting participation



Interaction and communication

Cooperation with influencing bodies

Cooperation with working groups and advisory boards

Surveys and studies

Diverse consultation

Cooperation with organisations

Grants and premises for organisations

Client panels and residents' events

Regional cooperation networks

Community social work and social reporting

Collecting feedback

Measuring and utilising client experience

Peer and expert-by-experience activities

Quality control of services

Data protection and information management

Enabling self-care

Volunteer activities

Training courses, seminars and workshops

Advice and guidance

Promoting Equality and Diversity Through Participation



Measures for the division's strategy period	Estimated completion time
We will promote the participation of children and young people. 1. We will ensure the implementation of child impact assessment within the division. 2. We will organise events to promote the participation of children and young people. 3. We will conduct a survey on the participation of children and young people at health stations and dental clinics. 4. We will pilot a concept for daytime resident events held at family centres.	1. 2026–2029 2. 2026–2029 3. 2027 4. 2027
We will promote the participation of residents who are in a vulnerable position. 1. We will expand the language options available for responding to feedback surveys to support the participation of linguistic minorities. 2. We will increase staff and client awareness of themes relating to self-determination. 3. We will develop ways to reach out and listen to Helsinki's older residents in cooperation with stakeholders. 4. We will regularly consult with various minority groups (e.g. LGBTQ+ community, Roma community and immigrant groups) in a variety of ways.	1. 2026 2. 2027–2029 3. 2027–2028 4. 2026–2029
We will break down barriers to participation. 1. We will pilot qualitative data collection methods to engage hard-to-reach groups of residents. 2. We will invest in peer learning and co-creation within our staff's participation and customer experience network. 3. We will create a model for participation and client experience within the service units. 4. We will improve the storage and accessibility of participation and customer experience data collected within the division. 5. We will include questions about perceived discrimination in our client surveys whenever possible. Moreover, gender variables will always be included in client surveys and forms.	1. 2028 2. 2027 3. 2027 4. 2027–2028 5. 2027

Strengthening Local Influence and Community Participation



Measures for the division’s strategy period	Estimated completion time
We will ensure that the voices of residents and the local community are better heard in the development of neighbourhoods. 1. We will organise resident evenings hosted by the Mayor in City-wide cooperation. 2. We will organise resident evenings as part of our family, health and wellbeing and senior centre projects. 3. We will develop and diversify our client panel activities and improve their effectiveness. 4. We will engage in new participation trials and development projects carried out in suburban regeneration areas. 5. We will promote a sense of community and ensure that the voices of local communities are heard in the development of their own neighbourhood.	1. 2026–2029 2. 2026–2029 3. 2026–2028 4. 2026–2029 5. 2026–2029
We will act as a reliable and engaged partner. 1. We will make use of diverse and informal communities to reach out to and consult with residents who are in a vulnerable position. 2. We will develop the City-wide Varaamo service within the division to provide organisations with better opportunities to book spaces. 3. We will develop the meeting place activities at the Itäkeskus Family Centre in cooperation with organisations and families. 4. We will strengthen the referral to services of local organisations and other operators. 5. We will develop the NGO cooperation at health and wellbeing centres and pilot new practices. 6. We will develop regional and collective networking in cooperation with local operators. 7. We will clarify the role and structures of volunteering within the division. 8. We will maintain an active dialogue with companies and our key partners and carry out market research in connection with procurement.	1. 2027–2028 2. 2026–2029 3. 2027–2029 4. 2027–2028 5. 2028–2029 6. 2027–2029 7. 2026–2028 8. 2026–2029 9. 2026–2029

Functional Services and a Positive Customer Experience Through Participation



Measures for the division's strategy period	Estimated completion time
We will enhance the impact of participation. 1. We will develop the self-supervision reporting on participation and client experience. 2. We will develop common practices for data protection and information management in activities that promote participation. 3. We will develop ways to utilise customer experience data and enhance its impact. 4. We will analyse client feedback annually from the perspective of non-discrimination and gender equality. 5. We will communicate on the feedback received on services and the development work carried out with clients. 6. We will engage our clients and take account of the needs of different user groups when procuring outsourced services.	1. 2026–2028 2. 2026–2027 3. 2027–2029 4. 2026–2029 5. 2026–2029 6. 2026–2029
We will promote client orientation and data-driven decision-making. 1. We will collect and analyse client experience data to support the development of the personal doctor and nurse model. 2. We will pilot a national client feedback survey aimed at children (aged 7–12). 3. We will develop the current feedback and contact channels to make it easier to report and address discrimination. 4. We will extend the use of Roidu feedback to cover additional services. 5. We will report on the customer experience data collected through our client feedback systems and use it in our development and management. 6. We will maintain and develop peer and expert-by-experience activities through effective structures. 7. We will introduce a client relationship management system for organisations.	1. 2027 2. 2026–2027 3. 2027–2029 4. 2026–2027 5. 2026–2029 6. 2026–2029 7. 2026–2027
We will promote a client-oriented service culture. 1. We will train our staff in best practices for handling client feedback and fostering a feedback-friendly culture. 2. We will organise training for our staff on how to encounter clients in a client-oriented manner.	1. 2027 2. 2028



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