



Final report on the participation plan of the Urban Environment Division for 2023–2025

Helsinki

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Drafting, implementation and reporting on the participation plan for 2023–2025

- In order to ensure consistency in participation work, the divisions of the City of Helsinki drew up their own participation plans for 2023–2025 as part of a City-wide collaborative effort.
- The work involved defining the City-wide priorities for participation, which are firmly rooted in the City Strategy and the programmes and plans that complement it. Digitalist Group Oyj provided support for the City-wide collaboration on participation planning.
- The work included interviews with experts from the divisions, three City-wide workshops and surveys conducted via the LeanLab online platform. A core group comprising experts from the Urban Environment Division actively collaborated with the partner throughout the different phases of the process. The divisions surveyed the views of personnel and management on the objectives, challenges and best practices relating to participation.
- The Urban Environment Division's participation plan was approved by the Urban Environment Committee on 7 November 2023.
- The implementation of the participation plan was coordinated by the Urban Environment Division's Communications Services. Experts from the division also played an active role in the implementation and roll-out of City-wide measures.
- This presentation compiles assessments of the implementation of measures by the Urban Environment Division and City-wide measures.

City-wide participation priorities for 2023–2025



Strengthening the sense of inclusion

Our aim is to strengthen Helsinki residents' sense of belonging and of being heard. The key to strengthening this sense of inclusion is engagement and timely interaction with people in a manner that shows respect for them.

Residents feel that they are able to promote the matters that matter to them in Helsinki, and their opportunities for participation are taken into account in day-to-day activities and services. Residents also receive information on and understand the opportunities available to make a difference. The customer experience of residents guides the development of our services.

We aim to lower and remove barriers to participation. Residents can take part in various ways: by obtaining information, participating in planning or decision-making or being an active contributor. We will focus on fostering a sense of inclusion among those in vulnerable positions.



Strengthening participation skills and understanding

Our aim is for all employees of the City organisation to recognise the importance of participation and opportunities for it in their own work. There is a clear understanding of participation and the ways to implement it in practice across all divisions of the City, among management and other personnel alike. We will treat participation as an integral part of our work.

We aim to strengthen knowledge of participation, inclusion and diversity of opinion within the city. We will promote the implementation of participation through leadership and commitment, as well as by providing sufficient resources and using the right methods. Participation and promoting it are part of our day-to-day work and everyone's responsibility.



Strengthening diversity of opinion

Our aim is for the consideration of the diversity of opinion among residents to become standard practice at the City. We will offer a range of ways to get involved, right where people are. We will pay particular attention to the residents in the most vulnerable positions. Additionally, we will actively try to reach different population groups through various communities and organisations. Information guides our actions.

We will also promote diversity of opinion in our communications by using clear wording and multiple languages and channels. Our operations are transparent, and we provide residents with information on the City's decisions and policies. We will identify the people affected by our decisions in good time and promote dialogue with residents, taking different population groups into account.

Measures of the Urban Environment Division for 2023– 2025 and their outcome

Summary of participation measures in the Urban Environment Division in 2023–2025

Participation priority	 Strengthening the sense of inclusion	 Strengthening participation skills and understanding	 Strengthening diversity of opinion
City-wide measures	• We will improve our understanding of customers and make better use of residents' expertise in the development of services. • We will make use of digital communication tools. • We will test tools that measure the sense of inclusion and take the results into account in our development work.	• We will share information on participation with all personnel. • We will develop a City-wide tool for the planning of participation. • We will design a basic training course on participation for City personnel.	• We will improve the clarity of our communications and public engagement, as well as the use of easy language. • We will compile and develop City-wide methods for consulting various residents of Helsinki. • We will develop shared methods for assessing the efforts to strengthen the participation of children, young people, foreign-language speakers and older people, in line with City-level plans.
Division-specific measures	• We will clarify the objectives and implementation of 'Uutta Helsinkiä' events as part of the division's channel strategy. • We will develop the communication and public engagement processes related to services that are important to Helsinki residents. • We will explore a variety of ways to reach and engage experts and residents in timely dialogue.	• We will identify the objectives and projects relating to participation among the division's different services. • We will relaunch the division's participation network. • We will clarify the support services offered by communications and find framework agreement partners through tendering.	• We will trial a citizens' panel in suitable projects. • We will promote the participation of children and young people. • We will develop our cooperation with Helsinki-based organisations and associations. • We will focus on opportunities for the business community to participate. • We will clarify the division's language policies and continue to promote accessibility.

Strengthening the sense of inclusion

Measures and objectives of the Urban Environment Division		Indicators	Outcome	Description of the outcome 2023–2025
We will clarify the objectives and implementation of 'Uutta Helsinkiä' events as part of the division's channel strategy	Through these major district specific online events, we provide information on the division's current projects and plans.	We have prepared a channel strategy.	In part	We clarified the objectives of our Communications Services and worked on channel strategies for internal communications, etc. We decided to abandon our Communication Services-level channel strategy.
	We will develop the events to make them more resident-oriented, drawing on the feedback that we have received. We will aim to communicate more clearly about the future direction of and visions for Helsinki's districts and major districts, and we will test new methods.	We have worked on developing the concept and tested new methods.	Yes	- We evaluated the online events based on the number of participants and feedback from participants and personnel. As a result, we adapted the concept so that these events can also be organised in a smaller area than a major district if necessary, and possibly also in person. This allows us to respond more effectively to the need for timely participation and to wishes regarding communication at the local level. - In cooperation with Helsinki City Library, we launched a new event concept called 'Kaupunkiympäristöä meidän kulmilla'. This concept puts together a programme of local, topical issues and activities related to the urban environment for people of all ages. The aim of the events is to increase public engagement and discussion on themes related to the urban environment at local libraries. We take the wishes of local residents into account when planning the programme. We successfully tested the concept at six different libraries.
We will develop the communication and public engagement processes related to services that are important to Helsinki residents	Clear communication and public engagement processes increase understanding and participation in issues that are important to residents. We will focus on a few topical themes that spark a great deal of debate and interest. At the very least, we will look at the communication and public engagement processes related to facility projects (such as daycare centres and schools), as well as key processes in urban space and landscape planning, such as the action plan for public areas.	We have developed our communication and public engagement processes.	Yes	- Facility projects: We developed the communications process for facility projects to be more systematic. For challenging projects, we will draw up a communications plan that takes communication needs into account. The involvement of residents or customer groups in the planning phase of facility projects is still a method that is mainly used by the Education Division; the Culture and Leisure Division; and the Social Services, Health Care and Rescue Services Division. - Public Areas: We developed an interaction model for involving stakeholders in the planning of public spaces. We have not yet started to implement the model. - Housing Production Services: We created a communication and public engagement concept for our Housing Production Services, covering both normal situations and disruptions. - Infrastructure worksites: We developed and tested a new way of involving residents in the planning phase of major infrastructure projects.
We will test new and innovative ways to engage with and reach residents	We will monitor trends in participation in Finland and around the world. Through innovative trials, we want to facilitate better experiences of participation for various stakeholders in Helsinki. For example, we will test the production of project-specific information videos for projects undertaken by the division.	We have carried out trials.	Yes	- We developed a video concept that makes it easy for experts to produce clear and widely accessible content on planning projects, for instance. Since the concept was introduced, we have produced dozens of information videos and published them on the division's YouTube channel. Additionally, we piloted a new type of instant feedback mechanism and will continue to evaluate its use together with Detailed Planning. - With regard to roadworks projects, we have tested an approach that focuses on earlier and more local communications and engagement – e.g. during the renovation of Mäkelänkatu – to ensure an impactful participation experience. - We have introduced new online participation tools, such as Maptionnaire, Webropol and Voxit.

Strengthening participation skills and understanding

Measures taken by the Urban Environment Division		Indicators	Outcome	Description of the outcome 2023–2025
We will identify the objectives and projects relating to participation among the division's different services.	The division's services are evolving and needs are changing. The division is also large and constantly evolving. We will put together an overview of the wide range of projects related to the participation of residents that are currently underway or about to be launched by various services within the division. We will increase cooperation and the exchange of information within the division.	We have carried out an assessment.	Yes	- Communications Services maintain regular contact with the division's services. These discussions cover current issues as well as any needs to develop communications and engagement. - The Land Use and Environmental Communications group is organised by region. Our new operating model is strengthening our strategic communications and helping identify key projects and communication themes by region. - We have also organised other support services for communications into groups. We regularly maintain contact and carry out annual planning of communications with the services within the division.
We will relaunch the division's participation network.	The participation network brings together employees of the division who work with the themes of participation, engagement and customer orientation, as well as those interested in these themes. We will develop a new concept and annual schedule for the participation network's meetings. We will organise useful and interesting activities that can offer new perspectives into the division's participation work.	The participation network has been launched.	Yes	- The division's participation network operates mainly online. The Teams channel of the network includes 50 experts from the Urban Environment Division. The channel is a place to discuss issues relating to engagement. The members use the platform to compile and share current information on training courses, methods and trials. - We also communicate on participation-related themes via other internal channels of the division in accordance with a regular schedule to ensure that these communications reach as many staff members as possible. For example, we organised brief online information sessions for personnel on communication tools and methods, for instance. Among other things, the topics included participatory practices in Berlin, the climate panel and representative citizens' panels as a method, map survey tools, and OmaStadi. - We also take part in events organised by the City-wide participation network.
We will clarify the support services offered by communications and find framework agreement partners through tendering	Communications Services offer the division's experts various types of support for the planning and implementation of communications. We will clarify the roles and responsibilities of the various services within the division to ensure the efficient use of resources. To ensure the high quality of our engagement work, we will also use tendering to seek framework agreement partners who can deliver high-quality engagement and have an understanding of the subject matters within our division.	We have clarified the role and responsibilities of Communications Services.	Yes	- We are continuously developing the role of our support services for communications and their service offering based on service needs. - We recognised a need for a broader understanding of the roles and responsibilities of the various operators of the City in city planning. We carried out an extensive project to describe the city planning system and the various levels of planning, taking engagement into account. - We published a description of the city planning system (2024). The description also supports communications and engagement with residents.
		We have selected framework agreement partners through tendering.	In part	- We looked into the practical arrangements for a tendering process to select framework agreement partners more closely. We discussed the matter with the City Executive Office, among other parties. - As a result of this assessment, we concluded that conducting a tender process to select framework agreement partners would not lead to sufficient cost savings in the procurement of public engagement and participation services to make it worthwhile.

Strengthening diversity of opinion

Measures taken by the Urban Environment Division		Indicators	Outcome	Description of the outcome 2023–2025
We will trial a citizens' panel in suitable projects	A citizens' panel examines the chosen topic, discusses it and comes up with a recommendation. Citizens' panels provide a considered public opinion to support democratic decision-making by putting forward proposed solutions or priorities for decision-makers. We will develop a suitable model for the Urban Environment Division and try using the citizens' panel to address complex issues concerning the city.	We have trialled a citizens' panel.	Yes	- Through the transport climate panel, ordinary residents of Helsinki can discuss, from the residents' perspective, how measures to reduce emissions from traffic can be implemented in a way that ensures that the transition is as fair and smooth as possible. The panel prepared a statement, which was presented to the Urban Environment Committee in October 2024. The statement stresses the needs of various groups of people, the development of public transport and cycling, the improvement of winter maintenance, the development of the city structure and the improvement of conditions for different modes of transport. - A total of 5,000 adults living in Helsinki were randomly selected and invited to join the panel. The potential panellists completed a survey, which the division then used to put together a diverse group of 64 people. The selection criteria reflected the demographic profile of Helsinki. In addition to this, the City of Helsinki Council on Disability, the Elderly Citizens Council and Helsinki Youth Council were each invited to select two representatives to join the panel. - According to an assessment by the Finnish Environment Institute, the panellists found hearing other people's perspectives to be eye-opening. The panellists' opinions shifted towards a more climate-friendly stance. The panellists did not feel pressured to agree with the others. The effectiveness of the panel was a cause for concern. - We shared the experiences and information gained from the panel discussions on our website, for example. The tips compiled on the relevant intranet page will help us make the most of the method in the future.
	During the current strategy period, promoting the participation of children and young people is being viewed more strongly as a matter that concerns all divisions. Children and young people play a key role in planning and building the city of the future. We will organise meetings between the deputy mayor, the division's management and young people and children twice a year, in accordance with a decision by the City Board.	We have promoted the participation of children and young people.	Yes	- We set up a network for children and young people within the division to share information between the different services within the division. - We focused on opportunities for children and young people to get involved, for example by using map surveys to gather the views of children and young people. - In our project communications and public engagement, we tested various ways to reach and engage young people. For example, children and young people have been one of the key target groups in the 'Litter-free Helsinki' campaign. One of the measures taken is a communications plan drawn up by young people. - Additionally, we have organised planning workshops for school classes in detailed planning projects, such as the planning of the boulevard cities of Pihlajisto and Mäkeläkatu.
		Meetings between management and young people have taken place.	Yes	- We organised meetings between management and children and young people as part of the City-wide Children's Rights Week in November. - The themes of the 2023 meeting included children's participation, safety and mental wellbeing, among other things. At the event, the children had the opportunity to discuss the topics in small groups with the City's leadership. - The theme of the 2024 meeting was 'Helsinki of our dreams'. The children and young people had the opportunity to discuss places that are important to them with management and experts. The information gained through the event was shared on the division's intranet. - The 2025 meeting took place at Maatulli Comprehensive School. The student body representatives discussed local and school-related matters with the deputy mayor, the head of division and representatives of the division's management and communications team, and introduced them to the new school.

Strengthening diversity of opinion

Measures taken by the Urban Environment Division		Indicators	Outcome	Description of the outcome 2023–2025
We will develop our cooperation with Helsinki-based organisations and associations	Organisations are active participants and play their part in promoting opportunities for residents to get involved. We will develop structures and partnerships to develop and coordinate our cooperation with organisations. We will represent our division in City-level groups: the steering group for cooperation with organisations and grant allocation, and the Advisory Board for Organisations.	We have developed our cooperation with organisations.	Yes	- We conducted an assessment of the current practices and methods used by the division in its cooperation with organisations. This cooperation is carried out and promoted through activities such as the rental of premises and land areas, volunteer events and activities, grants, and public engagement in city planning. - We took part in the steering group for cooperation with organisations and grant allocation and the Advisory Board for Organisations. - Following discussions initiated by the Advisory Board for Organisations, we clarified our division's communications regarding grants, for example on our website. - We focused on involving organisations and associations in various planning projects, such as the preparation of nature management policies. - In spring 2025, we organised a meeting titled 'Shaping the urban environment together' with organisations in cooperation with Helka ry, which brought together almost 100 residents actively involved in the development of their city districts to listen to and discuss current themes related to the urban environment.
We will focus on opportunities for the business community to participate	Helsinki wants to be a business-friendly city. We will recognise Helsinki's entrepreneurs as key players who help maintain the city's vitality. We will promote cooperation between the division and the business community and strengthen dialogue in the preparation of decisions and during planning.	We have promoted opportunities for the business community to get involved.	Yes	- We maintained a dialogue and discourse on current themes related to the city's development by organising annual meetings with the division's stakeholders, as well as info sessions for developers, to which we invited representatives of the business community, among others. - We organised opportunities for participation tailored to businesses in cooperation with the Economic Development Department of the City Executive Office and business liaisons. We engaged with businesses on topics such as the planning principles for Itäväylä, the Esplanadi summer street trial, the development of the inner city's transport system, traffic-related climate action, and various infrastructure projects (incl. the renovation of Mannerheimintie and Aleksis Kiven katu). - We provided our personnel with information on business engagement by putting together an intranet site for sharing information on methods and case studies from various projects. We communicated internally regarding taking business engagement into account and related best practices.
We will clarify the division's language policies and continue to promote accessibility	Helsinki is a multilingual city, and the fact that its foreign-language-speaking population is increasing means that it will become even more so in the future. We will set out policies on the use of the national languages in communications.	We have set out policies on the use of the national languages and foreign languages.	Yes	- We comply with the Language Act in our division's communications. - To streamline the production of Swedish-language material, we will recruit a Swedish-language translator for the division. Besides handling communications regarding current affairs, the translator will focus on translating and formatting content for hel.fi.
	We will promote the use of clear language within the division. We will ensure that the documents, instructions and publications available on the hel.fi website are accessible. We will take part in the City-wide project to develop multilingual communications.	Accessibility has been improved	Yes	- We focused on ensuring the accessibility of the content on the hel.fi website through internal guidelines and accessible publishing templates, among other things. - We organised brief information sessions and training courses on the use of clear language, tailored to the division's themes. - We recognised the need for customer communications in easy language and launched a development project within the division, focusing in particular on the customer communications of the Services and Permits Department. - We produced content for the joint multilingual newsletter of the City's divisions. - We focused on multilingual communications and support for participation in the communications of projects in which foreign-language speakers are particularly well represented. We did this in the planning of the Stoa and Puhos areas, among other projects.

City-wide measures for 2023–2025 and their outcome

Strengthening the sense of inclusion

City-wide measures		Indicators	Outcome	Description of the outcome 2023–2025
We will improve our understanding of customers and make better use of residents' expertise in the development of services and in strengthening the sense of inclusion.	We will actively communicate on what sort of information we have collected from residents and what we are doing with this information. We will develop our services together with residents and make use of information in our day-to-day management and the development of services.	We have developed key themes based on information.	Yes	- We have improved the use of data from the feedback system in the development of services by exporting data via an interface to the division's geographic database and visualising it in PaikkatietoVipunen and PowerBI. - We have developed a dedicated process for requests for feedback data and provided data to development projects. - The Culture and Leisure Division has collected feedback data from various systems in a shared data view in the Etuma text mining system and developed processes for making use of this feedback data in its Library Services and large-scale development projects, among other places.
		We have informed the public about these and other topics.	Yes	- We introduced a map-based publishing platform for publishing feedback in 2024. - An internal network for utilising feedback was set up for the City in 2025. - We have informed residents about the volume and topics of feedback by setting up a hel.fi webpage for this purpose in 2024.
We will make use of digital communication tools.	We will ensure that we have appropriate digital methods for public engagement in place to enhance the participation experience of residents.	The use of digital tools for public engagement has increased.	Yes	- We introduced a new feedback system in April 2023. - We adopted the map-based survey tool Maptionnaire in May 2024 as a replacement for Harava, which we had previously used. We only conducted a few surveys using Harava in 2022 and 2023, whereas we have conducted several dozen surveys with Maptionnaire within less than a year. - We piloted the use of the Voxit discussion platform in February 2024. We have carried out privacy checks on our new tools, and tools such as Voxit (formerly Polis) and Topaasia are now available to all divisions of the City. - We adopted the Webropol survey tool in June 2025. It is suitable for creating surveys and registration forms for both internal use within the City and for residents and external stakeholders. Webropol can also be used to process specific categories of personal data. - Kerrokantasi remains a popular platform for public consultations (31 consultations in 2023, 35 consultations in 2024).
We will test tools that measure residents' sense of inclusion and take the results into account in the development of participation and inclusion.	We will assess changes in residents' participation experiences by piloting tools designed to measure these experiences in a few participatory processes.	We have utilised the participation indicator in a new way.	Yes	The design of tools for measuring participation experiences was carried out as a City-wide collaborative effort (all divisions and the City Executive Office), and the tools were tested through various pilot projects. These pilot projects included, for example: - City Executive Office: the participation experiences of visitors to community centres. - Education Division: new questions on participation experiences for the customer experience survey + piloting of sensitive indicators in schools as part of the project to develop communal student welfare. - Urban Environment Division: sense of inclusion and effectiveness among participants in the transport climate panel. - Social Services, Health Care and Rescue Services Division: THL's national customer surveys and the FIT (feedback informed treatment) approach in services for families with children. - Image: a question about perceived opportunities to make a difference in the Youth Budget.
		We have used the results of customer surveys to develop the promotion of participation.	Yes	These findings have been taken into account in the development and implementation of the services of the City Executive Office and the City divisions.

Strengthening participation skills and understanding

City-wide measures		Indicators	Outcome	Description of the outcome 2023–2025
We will share information on participation with all personnel.	We will put the diversity of participation across the City and its divisions into words and describe the City-level participation services on the City's shared intranet.	We have updated the intranet site on participation.	Yes	The new 'Participation and public engagement' intranet site was designed and developed as a City-wide collaborative effort (all divisions and the City Executive Office) and launched in autumn 2024. The site provides personnel of the City of Helsinki with information on and support for promoting participation. At the same time, the launch of the new intranet site has strengthened the City's internal communications on participation, and the site regularly features news on matters relating to the promotion of participation. The main focus in internal and external communications on participation has been on OmaStadi, matters related to participation in the suburban regeneration areas, and local events and gatherings.
We will develop a City-wide tool for the planning of participation.	A tool for participation planning that helps take into account the methods and level of participation, as well as instructions and tips on how to implement participation in different situations.	We have completed the participation planning tool.	Yes	To assist with the drafting of interaction plans, a practical learning module has been produced as a City-wide collaborative effort (all divisions and the City Executive Office). Employees can use it to draw up plans to promote resident participation. In addition to this, we have developed a tool in which the plans can be compiled and which can be used to communicate about the plans clearly. The tool was launched on the intranet and the digital learning platform Oppiva during autumn 2025.
		We have piloted the planning tool.	Yes	A roll-out plan was prepared as a City-wide collaborative effort (all divisions and the City Executive Office) in the preparatory phase, and once it is complete, we will move on to the piloting phase.
We will design a basic training course on participation for City personnel.	The City Executive Office is responsible for putting together the basic package, and each division will produce a division-specific section for the package.	We have completed the training plan.	Yes	A training package was planned and implemented for City employees as a City-wide collaborative effort (all divisions and the City Executive Office). It includes an introductory video on participation that is intended for new employees as part of the induction plan, as well as two ready-made training modules available in the digital learning environment Oppiva: - Through the 'Participation and public engagement' learning module, employees will come to understand what participation and public engagement entail, what constitutes positive engagement, and why it is important. Additionally, they will learn about ways to increase resident participation. - The 'Participation of diverse residents' learning module increases understanding of what diversity among residents means and how the participation of all kinds of residents can be encouraged and supported. The module also explores ways to take the diversity of residents into account in communications and public engagement.
		The training package has been piloted.	Yes	The training package has been rolled out in the City Executive Office and the City divisions. The training package is also being used as part of the induction for new employees.

Strengthening diversity of opinion

City-wide measures		Indicators	Outcome	Description of the outcome 2023–2025
We will improve the clarity of our communications and public engagement and also focus on easy language	We will increase our personnel's knowledge of easy language and make use of multilingual communications materials on participation and making a difference that is aimed at residents.	The multilingual communications materials on participation and making a difference are available on the hel.fi website.	Yes	The multilingual communications materials on participation and making a difference have been prepared as a City-wide collaborative effort (all divisions and the City Executive Office): • The City has produced a set of four brochures to support participation, making a difference and independent activities, which are available in Finnish, easy Finnish, Swedish, English, Arabic, Somali and Russian. • The brochures explain ways to participate and make a difference in Helsinki, with a particular focus on multilingualism. • These selected brochures cover the topics that multicultural organisations identified as being the most important during a joint workshop. • The brochures are available on the City's website and at its offices, and they have also been handed out at events. Additionally, news articles about the various opportunities for residents to get involved and the impact of their participation on tangible matters have been published on the hel.fi website not only in Finnish, but also in Swedish and English.
		We have organised training for personnel.	Yes	We have provided training on easy language for employees. Additionally, we have disseminated information on the training courses on clear and easy language that are available on the government's digital learning platform.
We will compile and develop City-wide methods for consulting various population groups.	We will actively share our knowledge and experiences of various projects, pilots and materials we have produced to strengthen the diversity of opinion. We will compile methods of engagement, consultation and participation that are suitable for groups such as children and young people, older people and those who have moved to Finland.	We have gathered different methods of consultation suitable for different population groups on the intranet.	Yes	The new 'Participation and public engagement' intranet site, compiled as a City-wide collaborative effort (all divisions and the City Executive Office), provides information on participation and how to promote it in Helsinki for use by City personnel and to support their work. Intended for all City divisions, the site compiles theory on participation, as well as practical planning guidance, tips and tools for engaging with and involving residents and promoting non-discrimination and diversity of opinion.
We will develop shared methods for assessing the efforts to strengthen the participation of children, young people, foreign-language speakers and older people in line with City-level plans.	In conjunction with regular reporting on the participation and interaction model, we will report on measures to promote the participation of foreign-language speakers and older people, by using a standardised reporting template.	We have created a shared reporting template for measures to promote participation.	Yes	The reporting template was prepared as a City-wide collaborative effort (all divisions and the City Executive Office) in autumn 2023. It takes into account not only the City-wide priorities, but also the division's own measures for promoting the participation of children, young people, foreign-language speakers and older people. For older people, measures related to participation and making a difference have been reported as part of the monitoring of the Welfare Plan, whereas for foreign-language speakers, they have been reported in connection with the Integration Programme for 2022–2025, in relation to the measures planned and implemented under it.

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 the power to make a difference.
- The voices of children and young people are heard in many different ways in the City's operations.

Measures promoted by the City-wide steering group for the participation of children and young people in 2023–2025

- *'Lasten ja nuorten ääni kuuluu!!'* events. Discussions between deputy mayors, heads of divisions and young people took place twice a year in all divisions (starting from 2023). Two of these events were organised in cooperation between all divisions: at the 2023 City-wide event, the children and young people discussed themes arising from the results of the school health promotion study with the City's management, while the event held in 2024 was aimed at children and young people living in the suburban regeneration areas, and the theme was 'Helsinki of our dreams'. The aim is to improve the City leadership's understanding of the thoughts and experiences of children and young people.
- The steering group developed the *'Muistitko lapset ja nuoret?'* planning tool for City administration personnel to support consultations with children and young people. The tool was incorporated into a training package on participation aimed at personnel.
- Pilot projects on child-friendly feedback collection were carried out in all divisions, and different divisions compiled methods for consulting children and young people and collecting information.
- The steering group conducted a communications campaign aimed at adults regarding interaction with children and young people (autumn 2024).
- The steering group monitored differences in the sense of inclusion by using the participation indicator from the school health promotion study.
 - The sense of inclusion is clearly weaker among girls than boys.
 - The steering group deepened its understanding of the reasons behind the difference in the sense of inclusion between genders by consulting experts and organising a dialogue on the subject for girls in lower and upper secondary education. The steering group prepared a position statement on the subject and will continue its efforts to define measures.

Helsinki