

Annual Report 2020



Helsinki



Helsinki

City of Helsinki

Founded 1550

Capital of Finland since 1812

Population (2020) 657,700

Total area 719 km²

Land area 217 km²

Shoreline 123 km

Helsinki was founded in 1550 by King Gustav Vasa of Sweden. Helsinki was moved from its original location at the mouth of the Vantaa river to its present-day location in the 1640s during the reign of Queen Christina of Sweden. Alexander I, Emperor of Russia, named Helsinki the capital of Finland in 1812, three years after Finland became an autonomous Grand Duchy of the Russian Empire.

Finland became an independent nation in 1917, and Helsinki remains the Finnish capital. Helsinki is today the hub of an economic area of about 1.5 million people and more than 700,000 jobs.

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Message from the Mayor

The year 2020 will go down in history as an exceptional year during which many previously set plans and goals were not attained. On the other hand, the past year has taught the City a great deal about agility and flexibility, as well as a large organisation's ability to work together towards a common goal even in difficult situations.

When emergency conditions were declared in Finland in March 2020, the City of Helsinki reacted quickly, applying many measures that were completely new to the city.

The City personnel proved their ability and willingness to adapt as the city responded to the crisis.

In addition to caring for patients infected with the coronavirus and providing special protection to residents in nursing and service homes, the City worked in unforeseen volumes to trace infection chains, develop new operating models to help elderly residents in their daily lives, and innovate new ways of providing the City's services, even during a crisis. The Coronavirus Helpline was launched right away in the spring, and coronavirus health stations in Laakso and Malmi were established already in early March.

The City personnel proved their ability and willingness to adapt as the city responded to the crisis. The COVID-19 pandemic caused an acute labour demand in certain City roles. At the same time, the demand for labour decreased in other fields, such as culture and leisure services. Staff transfers within the City organisation were coordinated by the City's Skills Bank, through which many roles critical to preventing the pandemic were filled with a worker who possessed the requisite knowledge.

In mid-March, the Education Division transitioned to distance learning in the span of two days, both in comprehensive schools and upper secondary education. Around 43,000 comprehensive school pupils and 25,000 general upper secondary school and vocational education and training students switched to distance learning.

The restrictions brought on by the pandemic affected the fields of culture, sports and events, in particular. At the same time, new innovations and digital services have opened up opportunities for organising concerts and events. In May, we were able to experience the May Day tradition of capping the statue of Havis Amanda as a virtual event, and Helsinki Day, held since 1959, was celebrated online and on social media.





One of the agile experiments implemented during the pandemic year was the Senate Square summer terrace, a socially distanced open-air food court that boosted the moods of city residents, domestic tourists and companies alike. It also added to the liveliness of the urban centre during the summer months, when the coronavirus situation was calmer. The summer terrace had some 400,000 visitors, providing work for 250 professionals in different fields through their patronage.

In the midst of the crisis, the City of Helsinki has also strived to provide financial support to operators that have been the worst affected, in addition to granting rent exemptions and discounts on its own properties. The City has allocated special subsidies for art and culture communities to help their recovery after the pandemic. Subsidies have also been granted to sports associations.

Effective prevention of a pandemic requires a group effort. This is why the Cities of Helsinki, Espoo and Vantaa joined with the National Institute for Health and Welfare, the Hospital District of Helsinki and Uusimaa, and the Regional State Administrative Agency for Southern Finland to establish a regional Metropolitan Area coronavirus coordination group in September 2020. The group's aim has been to strengthen the formation of a common situational assessment and to coordinate and prepare local and regional measures. The Helsinki Metropolitan Area is a unified operational area with regard to employment, business, studies and the other facets of residents' daily lives.

City residents have needed a great deal of information during the coronavirus pandemic.

City residents have needed a great deal of information during the coronavirus pandemic. A new and efficient communications channel was established in the form of regular Mayor's briefings on the City's Helsinki-kanava channel. These briefings were broadcast live from the very beginning of the COVID-19 crisis. From the start, the idea of these briefings was threefold: to make communication clearer during the pandemic, to provide Helsinki residents and staff with the information they need, and to ensure the availability of accurate, timely information – an integral tool of crisis management.

The effects of the emergency conditions on residents in vulnerable positions – the elderly, children and young people, the homeless, or those at risk of marginalisation – are especially concerning. Children and young people in particular have had to shoulder a large share of the burden created by the restrictions.

Cities are operative, comprehensive entities that cannot limit their focus to just the healthcare-related issues in times of crisis. Throughout the crisis, Helsinki has also sought to manage the social and financial impacts of the pandemic, in order to minimize the negative side effects.

The effects of the COVID-19 crisis will not be felt for just a year or two, as they will likely continue for decades. The City will have to deal with these consequences for a long time to come. Even though the city has succeeded relatively well in its crisis management, the ramifications and their extent will not ultimately be known until well in the future. Service backlogs will need to be remedied for years.

Helsinki's strengths lie in its status as a safe place to live and a meeting place for happy people.

The launch of COVID-19 vaccinations in the latter months of 2020 created new hope. The City of Helsinki started distributing coronavirus vaccinations in late December, with healthcare professionals the first in line for protection. Since then, the vaccination process has proceeded by groups according to risk, as quickly as we have managed to get vaccines.

Even though the pandemic was a major factor in many City events and actions in 2020, the year saw a great deal of development, too. The City continued to grow and evolve during the crisis. Helsinki's investment level grew further in 2020, reaching a record-breaking level of more than one billion euros. Over the year, 7,280 new homes were completed for Helsinki residents, exceeding the annual housing production goal set in the City Strategy.

The City's global Helsinki Energy Challenge competition seeking future energy solutions attracted proposals from 252 teams representing 35 different countries from across the world. The competition jury picked four winning entries in March 2021. The largest startup campus in the Nordic countries, Maria 01, has continued its strong growth, providing great prerequisites for strengthening Helsinki's role as the leading startup hub in Europe.

The term of office of the City Council and the City Strategy drafted for this period will soon end. I hope that the City of Helsinki will continue in this same spirit by investing in agility, becoming more service-oriented, and building a more modern and functional city – a better Helsinki day by day.

Culture, events, restaurants and many other such services and experiences that draw people to live in cities have been on temporary hold. At the same time, having to manage without them has made us remember what is most important about our urban spaces: the people that live here, our interactions with others, and the venues that facilitate these moments. Helsinki's strengths lie in its status as a safe place to live and a meeting place for happy people. The pandemic brought these strengths to the fore in a new way. This gives Helsinki a great competitive edge moving forward.

Jan Vapaavuori
Mayor of Helsinki





City Manager's overview

The year 2020 was a very exceptional time in the City of Helsinki's history. None of us have ever faced anything like it.

The coronavirus pandemic put the whole world to the test. As a whole, Finland fared better than many other European countries, but here too, the virus affected different parts of the country in different ways. The Helsinki Metropolitan Area faced the most difficult situation, with the highest rate of infection in relation to the population. Cases here accounted for about half of the entire country's infections.

The pandemic changed the focal points of the City of Helsinki's operations in many ways for almost the duration of the year. Still, we were not solely in crisis mode, as we were able to continue our work and provide services amidst the unexpected circumstances. Our entire City entity, sometimes described as slow to act, was able to react quickly and make agile decisions. The great attitude of our staff and the staff organisations, as well as their admirable flexibility, played a key role. A warm thank you to you all!

This year of crisis proved our strength. We navigated an unprecedented situation alongside our normal operations. Key City Strategy projects proceeded steadily towards their goals.

The exceptional year also alerted us to the possibilities of working across multiple locations. Many of us started working remotely, but on the City level as a whole, this was not as revolutionary of a change as one would think. At the beginning of the COVID-19 crisis, we estimated that approximately 10 per cent of the City's personnel could start working remotely, although this still amounts to close to 4,000 people.

The opportunity to work outside the workplace will undoubtedly be utilised more widely in the future. We have tested the tools that make this possible, learned how to use them, and await the development of new and improved versions.

One of the proudest moments in my work over the last year was when I had the honour of representing the City of Helsinki at the Finnish Sports Gala, where I accepted the prize for the most active workplace in Finland in 2020. This was a great source of joy for the whole city.

The award proves that results are possible when we work together as a team in a systematic fashion, without forgetting to experiment when necessary. Exercise brings many shared benefits, not just in terms of general health and social capital, as it also facilitates well-being at work and recovery from work.

This success was not achieved through any individual campaign, but rather through systematic work by the City to promote both resident and employee activity. The Exercise and Mobility Scheme, a key City Strategy project, has achieved the respect it was due. It is no coincidence that Helsinki was named the most active municipality in Finland in the previous year as well.

The City of Helsinki is Finland's largest employer, and laying the groundwork for 38,000 employees to be able to live a more active life is not something that can be achieved overnight. By consciously improving the City's conditions, incentives and routines, we can make exercise an integral part of our everyday lives, in addition to being a meaningful leisure activity for more and more people.

This provides a good foundation for us to continue our work.

Sami Sarvilinna
City Manager



City Manager Sami Sarvilinna

- City Executive Office functions as the planning, preparation and executive body of the City Council and the City Board
- The development of the city
- Internal audits

Central Administration

- City Executive Office
- Service Centre municipal enterprise
- Financial Management Services municipal enterprise
- Occupational Health Centre municipal enterprise
- Construction Services Public Utility (Stara)

Key figures

Operating revenue
EUR 36 million

**Operating expenses
per capita**
EUR 421

**Share of total
personnel***
11 %



Operating expenses
EUR 277 million
(6 %)

Personnel*
4 327

**Includes the personnel of Service Centre, Construction Services (Stara), Financial Management Helsinki (Talpa), Audit Department and Occupational Health Helsinki*

City Executive Office

Helsinki's City Executive Office functions as the planning, preparation and executive body of the City Council and the City Board. The City Executive Office is responsible for the overall development of the City and for its central administration. It works under the City Board.

The coronavirus pandemic that started at the beginning of the year, leading to emergency conditions in March, defined the work of the City and the City Executive Office to a great degree. Not everything revolved around crisis management, however, as producing and providing services continued throughout this difficult situation. Over the summer, it seemed that the pandemic was receding, but then it returned in the autumn and the situation deteriorated towards the end of the year.

Clients of the City's Economic Development division started more than a thousand new companies over the year, despite the difficult circumstances.

City Council meetings and the meetings of other executive bodies were held electronically and remotely, which required both new administrative policies and technical arrangements. These were pushed through in a matter of just a few weeks. The City Board held its first online meeting on 26 March and the City Council did the same on 8 April.

In addition to their usual work, the City's Legal Services provided legal support for the coronavirus coordination group, the divisions and the decision-making process. Some disputes that

were resolved over the course of 2020 were the Malmi Airport land lease dispute and proceedings associated with an asphalt cartel.

Emergency weakened the employment situation

The City Executive Office's Economic Development division oversaw the distribution of Ministry of Employment and the Economy support for sole traders to Helsinki entrepreneurs. By the end of September, more than EUR 15 million had been distributed to the self-employed as EUR 2,000 subsidies.

The emergency conditions notably weakened the employment situation in Helsinki. At its worst, the unemployment rate climbed to 18.6 per cent in May, with young people working in the service industry in particular affected. The City reached out to jobless youth with both online and in-person services. Overall, the role of digital services grew.

In addition to the new developments in customer service, considerable effort was devoted to preparations for the municipal employment pilot. Starting in March 2021, the City will take a significantly larger role in managing unemployment as part of a two-year experiment. The target group includes everyone under the age of 30, foreign-language communities, and unemployed people who are not entitled to earnings-related unemployment allowance. This target group encompasses nearly 50,000 people.

New companies established

Clients of the City's Economic Development division started more than a thousand new companies over the year, despite the difficult



circumstances. The City targeted its remote services to companies in the restaurant and arts and culture industries, as well as to entrepreneurs originating from other countries.

Companies in the tourism, restaurant, event and art and culture industries were hit especially hard by the pandemic. The number of tourists visiting Helsinki had been improving for many consecutive years, but, in early March, this number plummeted. In December, for example, hotel occupancy rates were at 10 per cent. The City has made efforts to support the tourism industry by, for example, granting discounts on rent and arranging training.

The City implemented two staff surveys in 2020, Uudistumisen Pulssi and Kunta10. Results of both improved across the city organisation.

Another innovation was to reconceptualise City Executive Office employee performance evaluations as 'success discussions'. This change seeks to better support and facilitate a focus on employee successes in the workplace.

New Strategy division begins operations

A new Strategy division started operations in the City Executive Office at the start of the year. It is responsible for the City's strategic development and coordination of key themes and projects, as well as the supervision of digitalisation and data administration, statistics and research activities and international outreach.

During the year, this new division prepared an assessment of the impact of the current City Strategy for the City Board and City Council. At the same time, preparations were started for the strategy work of the next council term, starting in 2021. An assessment of the City's management system, renewed in 2017, also continued. Academic research by the University of Helsinki, Tampere University and the Hanken School of Economics contributes to this analysis.

The coronavirus pandemic had a major impact on the City's international operations, as official trips abroad and the receiving of international guests was prohibited from March. Such operations continued as virtual events via remote connections.

Active and proactive communication

The pandemic's effects on City finances remained uncertain throughout the year, but it is clear that the consequences of the crisis will be felt for a long time. The financial assessment process was renewed together with the City management and divisions in 2020, and the land use implementation plan and acquisition strategy were completed.

The City implemented two staff surveys in 2020, Uudistumisen Pulssi and Kunta10. Results of both improved across the city organisation.

The pandemic kept the City Executive Office's Communications division very busy. Active and proactive communication helped ensure that Helsinki residents, employees, media and other stakeholders had as up-to-date information as possible on the COVID-19 situation and the City's plans to manage the situation.

Events were transferred to virtual platforms, while advisory services relied more heavily on digital channels. The importance of the Helsinki-kanava channel in coronavirus communications was elevated, as it hosted live stream Mayor's briefings and Metropolitan Area coronavirus coordination group press conferences.

The City's internal audit is the responsibility of the City Executive Office and subordinate to the City Manager. A total of 24 inspections were carried out in 2020, related to such matters as selecting the implementation method of construction projects, customer fees, procurements and renting facilities. Over the course of the year, the internal audit did not review any suspicions of misconduct that led to a police investigation.

The City Executive Office is currently comprised of six divisions: Economic Development, Administration, Human Resources, Strategy, Urban Development, and Communications.



Deputy Mayor Pia Pakarinen, National Coalition Party

Chair of Education Committee

Liisa Pohjolainen, Executive Director

- Early childhood education and pre-primary education
- Comprehensive school
- General upper secondary school and vocational education and training, including the Finnish-language Adult Education Centre
- Swedish-language education services, including the Swedish-language Adult Education Centre Arbis

Key figures

Operating revenue
EUR 65 million

**Operating expenses
per capita**
EUR 1 878

**Share of total
personnel**
38 %



Operating expenses
EUR 1 235 million
(26 %)

Personnel
14 751

Education Division

The Education Division is responsible for the City of Helsinki's early childhood education, pre-primary education, comprehensive school and general upper secondary education, Finnish-language vocational education and liberal adult education.

The coronavirus pandemic has kept the Education Division very busy. Over the year, we needed to modify our operations multiple times. In spring 2020, the transition to distance learning was made in just a few days, and a major digital leap was taken in a very short time. This would not have been possible without the division's previous development work.

Providing high-quality remote teaching demanded a great deal from the Education Division's personnel, who coped well with the challenging situation. Schools, daycare centres, educational institutions and providers of adult education showed innovativeness in their daily activities.

As the pandemic and the emergency conditions continued, it became apparent student learning started to suffer, especially in upper secondary education. The majority of general upper secondary school students felt that they did not learn things as well in distance learning as in the classroom. This applied in particular to students who were already in a more vulnerable position.

School friends and the school community are important resources. When children, young people and families do not attend these services normally, it is difficult to identify their service needs and guide them towards the correct form of assistance.

Many students found the restrictions stressful and the general atmosphere distressing, resulting in more psychiatric appointments. At the comprehensive school level, the number of appointments increased by a third. The service backlog in this area grew considerably.

Everyone needs friends

The Project for Youth Social Inclusion to prevent young people's marginalisation is one of the City's key projects, and especially important to the Education Division. Its goal is to ensure that all children and young people have friends, as well as at least one safe adult in their life. Another goal is for everyone to continue to receive an education after completion of comprehensive school. A person's childhood circumstances must never limit their possibilities for a bright future.

The Project for Youth Social Inclusion has helped curb the number of school dropouts and increase the availability of free-time activities and hobbies. A Development Plan for Immigrant Education has been drawn up to promote the integration of newcomers to the country. It aims to ensure equal education and employment opportunities for everyone.

The Project for Youth Social Inclusion has helped curb the number of school dropouts and increase the availability of free-time activities and hobbies.

The Education Division has also participated in the City's Exercise & Mobility Scheme in many ways, by encouraging pupils to bike to school, for example. Schoolyards will also be renovated to support increased physical activity. These renewal plans will be carried out together with the City's Urban Environment Division and Culture and Leisure Division.

Over the course of the year, the Education Division developed a Study path for a sustainable future. It allows learners of all ages to come into contact with the Carbon-neutral Helsinki Action Plan and sustainable development themes in their daily lives and studies. Sustainable devel-

opment will also be included in the operations of daycare centres, schools and educational institutions, for example, in their menus and recycling operations.

Praise from parents

Despite the pandemic, the City's early childhood education services remained open throughout the year. More than a thousand new early childhood education places were made available.

Nearly 25,000 children attended the City's Finnish-speaking daycare centres.

The results of an early childhood education customer survey implemented in late autumn were very positive: on a school grade scale of 4–10, the overall grade of the services was 8.9. Almost every third parent graded the services as a perfect ten. Labour force availability is an issue, however, and continues to be a significant challenge in the field.

One of the focal points of comprehensive education was to utilise the entire city as a teaching environment, which required a great deal of creativity and flexibility during the pandemic. Schools created school- and area-specific culture paths, some of them remotely.

Helsinki parents and guardians have been encouraged to choose a language other than English as the child's first foreign language when starting school. As a result, choosing a different A1 language did become more common: nearly 30 percent chose something other than English as the child's first foreign language. After English, the most popular choices were French, Swedish, Spanish, German, Chinese and Russian.

The number of pupils in Finnish-speaking comprehensive schools in Helsinki increased by about a thousand pupils, amounting to nearly 45,000. Slightly over 13 per cent of pupils were in special education. The proportion of immigrants was 22.7 per cent. All pupils were taught remotely from mid-March to May.

The number of pupils in Swedish-language comprehensive education also increased to almost 4,000. Around 2,200 children attended the City's Swedish-language daycare centres and family daycares.

Fifty professions in vocational college

Students completing comprehensive school were guaranteed a student place at an general upper secondary school in 60 per cent of cases, while 40 per cent were guaranteed a spot in vocational education and training. Of those finishing comprehensive school, 73 per cent applied for a general upper secondary school as their first choice in the joint application procedure of 2020.

The students of Helsinki Vocational and Adult College were able to study towards nearly 30 different degrees or qualifications and more than 50 different professions. Over the year, 17,000 young people and adults studied at the college. Of them, 43 per cent were foreign-language speakers. The college builds partnerships with working life and companies, and supports its students in finding employment.

The number of pupils in Swedish-language comprehensive education also increased to almost 4,000.

Helsinki's Finnish-language Adult Education Centre took a major digital leap in 2020. Despite the pandemic, its student numbers remained at the same level as in the previous year, as the number of online courses increased notably. In total, the Centre offered 1,650 courses as well as individual lectures. During the year, more than 82,000 participants attended the courses and lectures. Both the Finnish-language Adult Education Centre and its Swedish-language equivalent Arbis developed their selection of courses and lectures available to students with immigrant backgrounds.

In the Kunta10 survey measuring staff well-being, the Education Division clearly improved its results, which was a very positive thing in the midst of the difficult pandemic year. Exclusion and bullying had decreased, and fewer respondents were considering changing their employer than before.





Deputy Mayor Anni Sinnemäki, Greens

Chair of Urban Environment Committee

Mikko Aho, Executive Director

- Land use and city structure
- Buildings and public areas
- Services and permits

Division organisations

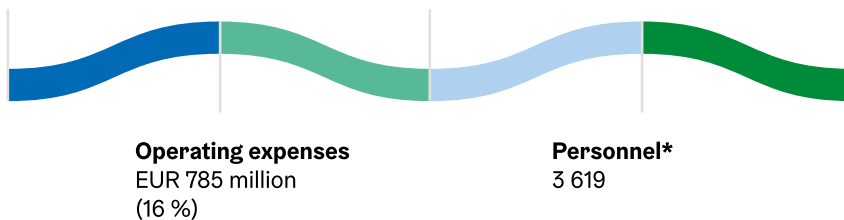
- Rescue Department
- Helsinki City Transport

Key figures

Operating revenue
EUR 1 098 million

**Operating expenses
per capita**
EUR 1 193

**Share of total
personnel***
9 %



**Includes the personnel of Rescue Department and Helsinki City Transport (HKL)*

Urban Environment Division

The Urban Environment Division is responsible for the planning, construction and maintenance of Helsinki's urban environment, as well as the City's building control and environmental services. It implements the City Strategy's vision of Helsinki as the most functional city in the world.

Despite the problems caused by the coronavirus pandemic, residential construction remained busy. In 2020, 7,280 new apartments were completed in Helsinki, and the construction of almost as many more was started. The busiest construction areas were in the districts of Pasila and Kalasatama; more than a thousand

Due to the pandemic, regional events were held online. The Division's Communications team organised 19 online events, which were very popular.

new apartments were started at both. The construction of nearly 700 apartments was started in the zone around the Jokeri Light Rail, i.e. a new transverse public transport route that will connect Espoo's Keilaniemi district in the west with Helsinki's Itäkeskus district in the east.

Residential construction in the district of Jätkäsaari continued, especially in the Atlantinkaari and Saukonlaituri areas. Supercell's HQ was completed in Jätkäsaari's Wood City. Plenty of construction also continued in the neighbourhoods of Kruunuvuorenranta and Laajasalo.

The last Tripla apartments were completed in Pasila's new commercial hub. The Urban Environment Division's new office building was completed in Kalasatama, and division operations were centralised in this new building.

The City of Helsinki itself commissioned more than 1,500 new apartments, a little over a third of them state-subsidised apartments and the rest right-of-occupancy and Hitas apartments. Additionally, renovations were started at nearly 800 apartments owned by the Helsinki City Housing Company.

Adequate zoning is the key prerequisite for housing production. Over the year, around 730,000 square meters of new floor area was zoned for residential use, mainly in the vicinity of rail transport connections. About 60 per cent of this was infill construction, with approximately 325,000 square meters allocated for business operations. A little over 300,000 square meters in floor area was transferred for new housing construction, 25 per cent below the target level.

Boulevard work proceeds

Work continued on city boulevards planned for the Tuusulanväylä motorway and Vihdintie road, as part of the City's master plan for land use. The master plan for a Viikki-Malmi tramline and the related reviews were started, and the Jokeri Light Rail and Crown Bridges construction projects proceeded as planned.

Developing the vitality of Helsinki centre was also highlighted from many perspectives. The Mayor's working group coordinated the development of the South Harbour, and the planning principles of Elielinaukio and Asema-aukio squares were approved by the committee.

Focal points of the Urban Environment Division's plans to promote resident participation were regional events and outreach to Helsinki's foreign-language communities. The objective is to include residents better in city planning processes. Due to the pandemic, regional events were held online. The Division's Communications team organised 19 online events, which were very popular.

Climate Watch monitors emissions

According to the action plan approved by the City of Helsinki, the City must become carbon-neutral by 2035. The progress of this goal is monitored on the Climate Watch website (ilmastovahti.hel.fi). The website presents the status of all 147 climate actions to which the City has committed.

According to the 2019 environmental report, the City of Helsinki's greenhouse gas emissions have decreased by 26 per cent compared to the 1990 level. One of the most significant, individual climate actions is the Energy Renaissance programme, set to begin in spring 2021. Through this programme, the City provides housing companies with information, guidance and practical help with starting and carrying out energy renovations.

More than half of the carbon dioxide emissions in the Helsinki region currently come from the heating of the city's buildings. A requirement to meet the highest energy-efficiency class (class A) was included in the land transfer competitions that were started in 2020.

The goal of carbon-neutrality permeates all the actions of the entire City and all its divisions.

Pedestrians and cyclist improvements

There are plans to create an extensive pedestrian area in the city centre, comprising pedestrian streets, wider pedestrian sidewalks and pedestrian-centred public transport streets.

A Cycling Action Plan 2020–2025 for Helsinki was approved by both the City Council and the City Board. Its goals include building and maintaining direct and efficient cycling routes and bicycle parking areas, development of worksite arrangements and winter maintenance,

and marketing and communications to promote cycling. Cycling and pedestrian conditions were improved with intensified winter maintenance and re-paving.

Over the year, the combined share of sustainable methods of transport – walking, cycling and public transport – grew to 79.7 percent of all journeys in Helsinki. The average value of the five previous years was 77.6 per cent.

Pandemic reduced revenue

The coronavirus pandemic and its resulting restrictions also had a major impact on the Urban Environment Division. Almost everyone on the staff worked remotely while the emergency conditions were in effect.

The pandemic also had many other consequences. During the emergency conditions in the spring, revenue from parking fees dropped by nearly half, for example, but the situation normalised towards the end of the year.

The City's rental income also decreased, as it was not possible to open restaurant terraces in the spring and early summer, and exemptions or postponements on rental payments were granted to certain commercial properties. On the other hand, the demand and cost for cleaning

According to the 2019 environmental report, the City of Helsinki's greenhouse gas emissions have decreased by 26 per cent compared to the 1990 level.

services in the city increased a great deal due to the pandemic. In total, the Urban Environment Division suffered losses of EUR 32.2 million because of the coronavirus.

The City encouraged restaurants and cafes to take over Senate Square in July and August, setting up a massive socially distanced open-air food court. The summer terrace attracted some 400,000 customers and brought life back to the city centre.





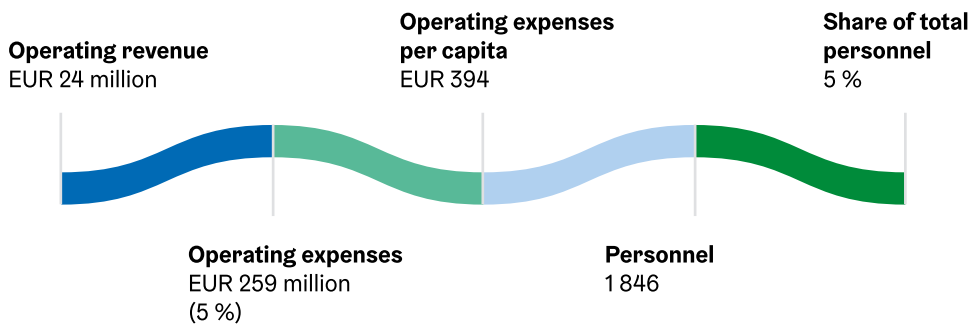
Deputy Mayor Nasima Razmyar, Social Democratic Party

Chair of Culture and Leisure Committee

Tommi Laitio, Executive Director

- Library services
- Cultural services
- Sports services
- Youth services

Key figures



Culture and Leisure Division

The Culture and Leisure Division maintains and improves the opportunities of Helsinki residents of all ages for mental and physical well-being, learning and active citizenship, while also supporting the dynamism of Helsinki. The division offers residents and visitors art, events, courses, and leisure activities, as well as facilities and services for sports and exercise and support for civic engagement.

All of Helsinki's culture and leisure services were closed down for more than three weeks in March and April, as the City increased its preparedness to prevent the spread of the coronavirus. The pandemic continued to affect operations even after this; sometimes they were opened and then cut back or shut down again.

During the emergency conditions, the Culture and Leisure Division's services were carried out as remote services online, mostly via the City's own Helsinki-kanava channel. Such services included, for example, remote visits to museums, streamed concerts by the Helsinki Philharmonic Orchestra and video material to promote residents' self-directed exercise. The Division's Communication and Marketing team produced more than 300 videos over the year.

Services and discussion support were organised for Helsinki residents over the age of 70 via the Helsinki Helpline and, during the Christmas season, residents of senior and service homes were gifted different kinds of cultural experiences, such as music performances. Traditional May Day celebrations were not possible, so remote festivities were offered instead, and the statue of Havis Amanda received her cap virtually.

E-books and digital magazines

The COVID-19 pandemic made Helsinki residents more familiar with e-books, e-audiobooks and digital magazines. Nearly 16 million visits

were made to the Helmet libraries' online services over the year, which is three million visits more than in the previous year. The total use of digital magazines increased by 118 per cent, e-audiobooks by 41 per cent and e-books by 20 per cent.

Central Library Oodi had 1.2 million visits during the year, compared to 3.2 million visits in 2019. Herttoniemi Library, which moved to new facilities in the local service centre Hertto in March, increased its visitor numbers by 51 per cent, despite the restrictions.

Culture centres offered more than 1,200 events

The City of Helsinki's cultural centres – Anantalo, Caisa, Kanneltalo, Malmitalo, Savoy Theatre, Stoa and Vuotalo – closed their doors completely for about four months. Over the autumn season, the centres operated at a lower capacity while adhering to strict health and safety regulations. Despite all this, more than 1,200 events were held in the cultural centres, attracting 300,000 visitors, which is about a third of the previous year's visitor numbers. Cultural centres also increased their selection of virtual services.

Additional support for cultural arena

The Helsinki's Culture and Leisure Committee's Culture subcommittee supported art performances and presentations with EUR 17 million in 2020. In addition to this, EUR 3 million was distributed to art and culture communities to support their recovery from the coronavirus pandemic. Express funding of up to five thousand euros was granted to projects utilising new or digital methods to reach their audiences.

Helsinki Philharmonic Orchestra adapted its operations

The pandemic also changed the Helsinki Philharmonic Orchestra's repertoire and revamped its operations. Symphony concerts were cancelled and replaced with smaller performances. These could also be enjoyed through Yle Radio1, Yle Areena and livestreams.

All children in Helsinki born in 2020 have been appointed 'Culture Kids' of the Helsinki Philharmonic Orchestra. The orchestra will offer these children opportunities to get involved in age-appropriate cultural activities until they start school. The Helsinki Philharmonic Orchestra recorded the Culture Kids event and offered families the opportunity to watch it online.

Helsinki Biennial postponed

The Helsinki Biennial, curated and produced by the Helsinki Art Museum HAM, was originally planned for summer 2020, but was postponed to 2021 due to the pandemic. All of the 40 previously announced artists and artist groups from Finland and around the world will take part in the 2021 biennial. In 2020, preparations on the island of Vallisaari progressed, and in the autumn, the Biennial Pavilion was completed on the shore near Helsinki's Old Market Hall. The Biennial's scheduled boat service to the Vallisaari Island will operate from this spot. The Helsinki Biennial is a joint project of the City and its divisions.

City Museum treasures admired online

Visitor numbers at the Helsinki City Museum in 2020 came in at around a third of its highest levels, at about 150,000 visitors. The museum invested heavily in its online content over the year. The museum's 65,000+ photographs dating back to the 1840s on the [Helsinkikuvia.fi](https://www.helsinkikuvia.fi) website garnered praise.

Outdoor activity surged

User numbers at the City's indoor exercise facilities dropped, but the significance of outdoor recreational areas and outdoor exercise facilities skyrocketed and user numbers in these areas rose to record-breaking heights. Outdoor

swimming beaches also saw record numbers of visitors. Together with the public broadcaster's channel Yle TV2, the City's Sports Services arranged regular 'Jumppahetki' exercise breaks targeting older people. These attracted over one hundred thousand viewers.

The 60 actions determined in the Exercise and Mobility Scheme proceeded well despite the pandemic, and all four City divisions increased the exercise opportunities of both Helsinki residents and their employees.

According to a recent municipal survey, Helsinki residents are very satisfied with the City's outdoor areas, parks, fitness tracks and trails.

The Helsinki's Culture and Leisure Committee's Culture subcommittee supported art performances and presentations with EUR 17 million in 2020.

Growth in outreach youth work

The City's Youth Services have invested in outreach youth work in recent years, and the pandemic created a growing demand for this service. The volume of outreach work increased, and through it, we learned more about how young people were coping. The use of digital platforms increased a great deal, both internally and in the work carried out together with young people. The NUPS youth work curriculum to outline and steer youth work in Helsinki was also completed in the last year.





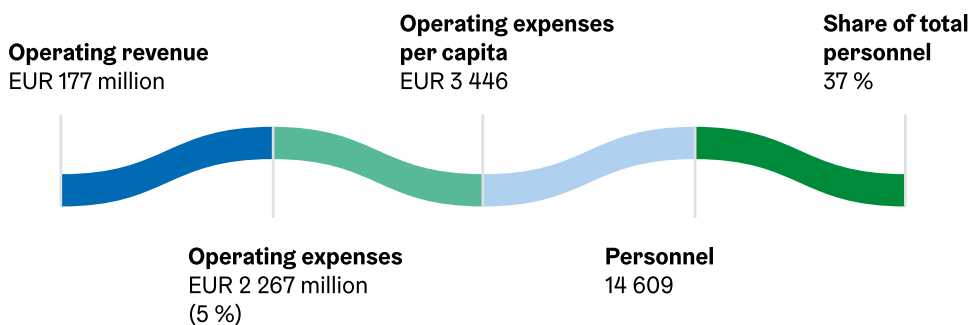
Deputy Mayor Sanna Vesikansa, Greens

Chair of Social Services and Health Care Committee

Juha Jolkkonen, Executive Director

- Family and social services
- Health care and substance abuse services
- Hospital, rehabilitation and nursing services

Key figures



Social Services and Health Care Division

The Social Services and Health Care Division organises and produces social services and healthcare for Helsinki residents. The division creates the prerequisites for maintaining and improving health and well-being as well as preventing social and health-related problems and their adverse effects.

The first COVID-19 infection in Helsinki was diagnosed in late February. As a consequence, the Social Services and Health Care Division made a switch to crisis management mode and adopted extraordinary measures as determined in the pandemic plan. This continued for the rest of the year. At the same time, the coronavirus coordination group, led by the Mayor, started its operations.

The emergency conditions resulting from the Emergency Powers Act were valid in Finland from mid-March to mid-June. In the autumn, restrictions began to be decided on a regional basis, which led to the founding of the Metropolitan Area coronavirus coordination group. This group included the cities of Helsinki, Espoo, Vantaa, and Kauniainen, along with the National Institute for Health and Welfare, the Hospital District of Helsinki and Uusimaa and the Regional State Administrative Agency for Southern Finland. The group decided on recommendations and restrictions adopted in the Helsinki Metropolitan Area.

By the end of the year, some 11,000 COVID-19 infections had been reported in Helsinki and 230 people had lost their lives.

Effective tracking of infections and quarantine measures played a key role. The operational capacity of the Epidemiologic Operations of the City of Helsinki's Social Services and Health Care Division was increased from seven to more than 200 employees. Health stations to specifically address the epidemic were established in the Helsinki districts of Laakso and Malmi.

Increase in remote and digital services

In the spring, the Social Services and Health Care Division cut back and closed down many non-urgent operations that provided services at a low threshold and transferred their staff to various other coronavirus assignments. Staff were also transferred from shuttered operations in other municipal divisions. Support and assistance were organised for the elderly, as they were judged to be at high risk of contracting the virus. This help was provided by the City, its parishes and various charity organisations working in cooperation. Volunteers contacted every resident of the city that was above a certain age and mapped out their support needs.

Due to the pandemic, some social services and health care services were reduced and partly transferred to remote services, causing a considerable increase in user numbers in this area. The pandemic year highlighted the need to develop electronic and digital services further, which is one of the Division's focus areas. As

The City's central goal is to reduce well-being inequality between different population groups and residential areas.

an example, the use of the Omaolo symptom assessment service grew exponentially. Online treatment and appointment services also saw a great deal of growth.

A treatment and service backlog was generated over the last year in the fields of oral healthcare, maternity and child health clinic and family services, social work, health station services, outpatient psychiatric care and substance abuse treatment, for example. These treatment and service backlogs will need to be taken into account in the future.



EI LABORATORIO ILMOITTAUTUMISTA

Valitse jono, johon haluatte ilmoittautua.

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eristyskeskus
HUS
Häätö- ja
eristyskeskus
HUS

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Sairanhoidon
keskus

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Helsinki

Reducing inequality

The City of Helsinki's Social Services and Health Care Division consolidated its services in accordance with its three established operating models. These are Health and well-being centres, Senior centres, and Family centres, intended for families with children.

The City's central goal is to reduce well-being inequality between different population groups and residential areas. Additional resources for maternity and child health clinic operations, family work, pupil and student healthcare and clinic services for undocumented immigrants were allocated to areas where families have more need for them.

The equal position of Swedish-speaking Helsinki residents will be taken into account in social and healthcare services, and Swedish skills will be considered during the recruitment of staff. The operations of the Kallio Family Centre are being developed so that the centre can serve Helsinki's Swedish-speaking families.

The decision-making process for basic social assistance applications was sped up so that the decisions could be received within seven working days in 94 per cent of cases. The proportion of applications submitted electronically increased to 39 per cent.

Halving homelessness

The Social Services and Health Care Division received nearly 6,000 feedback messages through the City's feedback system in 2020, and responded to each of them. Helsinki residents were concerned about the coronavirus pandemic and also wanted information on flu shots. Client experiences were also collected through interviews and online and paper form surveys. The results of these will be considered when developing services.

The Social Services and Health Care Division joined with the City Executive Office to draft a statement from the City of Helsinki on the national reform of social services and health care, based on a government proposal released in December. This proposal included a separate solution for Uusimaa, which is also the City of Helsinki's aim.

Together with the City Executive Office and the Urban Environment Division, the Social Services and Health Care Division compiled an action plan to reduce homelessness. The goal of this plan is to halve homelessness by 2023.

The City of Helsinki was planning to introduce Apotti, the client and patient information system of several Uusimaa municipalities and HUS, in autumn 2020, but this was postponed to 2021 due to the pandemic. Preparing for this transition has taken up a great deal of resources, and the City has prepared for it by training staff.

Personnel proved their flexibility

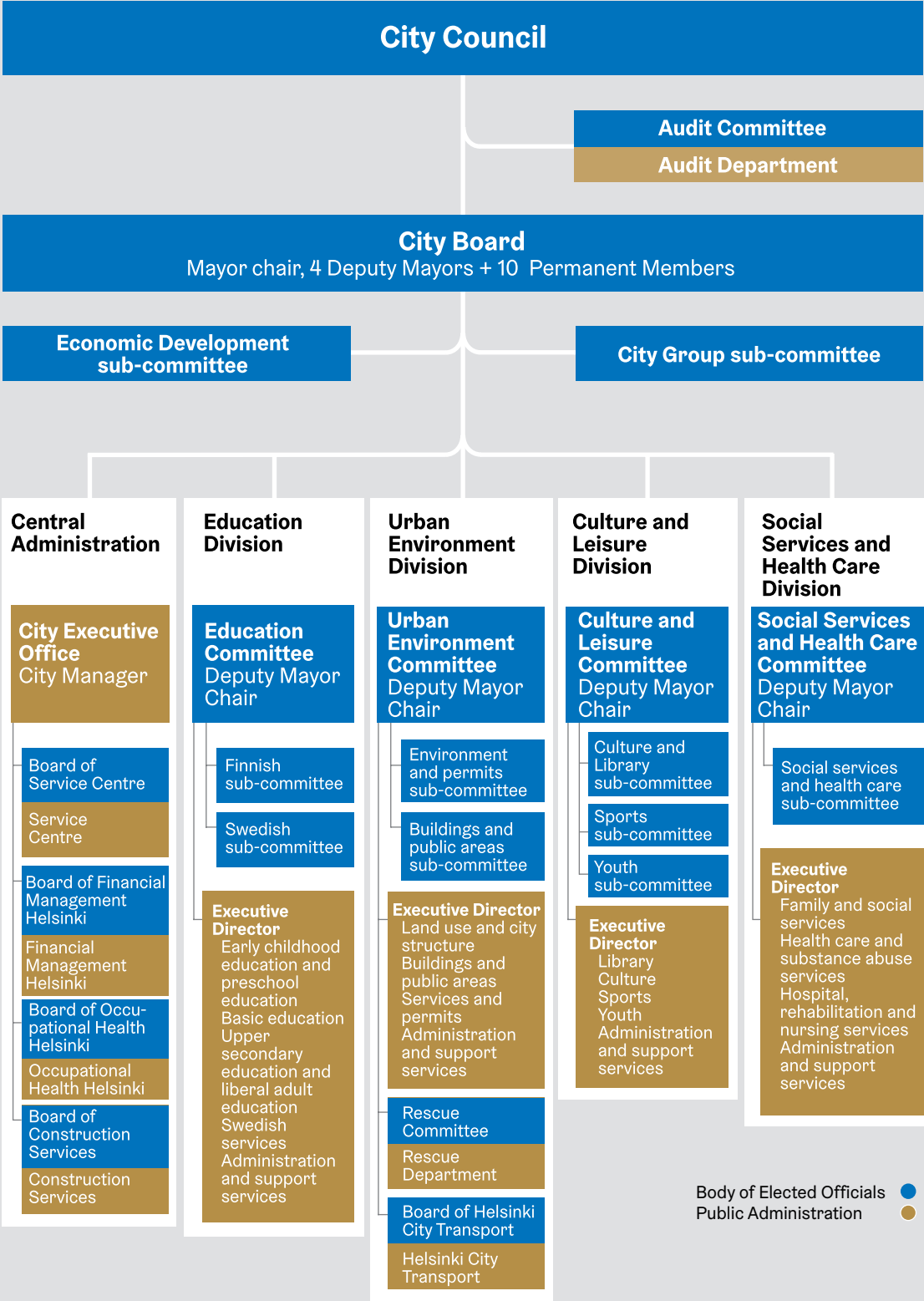
The key problem of social services and healthcare is a labour force shortage. The availability of doctors, nurses, social workers and home care staff decreased further in 2020, which was seen in lower applicant numbers during recruitment processes. Various attempts have been made to improve the situation.

The difficult COVID-19 pandemic year has required social services and healthcare staff to be exceptionally agile and flexible, in addition to showing new kinds of professional competence.

The difficult COVID-19 pandemic year has required social services and healthcare staff to be exceptionally agile and flexible, in addition to new kinds of professional competence.

Despite these challenges, the occupational well-being of the City of Helsinki's Social Services and Health Care Division staff has improved. According to the Kunta10 survey measuring staff well-being, the work community atmosphere, social capital and workplace skills have improved in the last year, and worker experiences with their immediate supervisors have become more positive.

City of Helsinki Administrative Organisation



Body of Elected Officials ●
Public Administration ●

City of Helsinki organisation

The highest decision-making body of Helsinki is the City Council, which is elected by popular vote. The City Council elects the Mayor and the Deputy Mayors for the duration of the council term from among the councillors and their deputies. The council term lasts four years.

The Mayor chairs the City Board. The Deputy Mayors chair the division committees and serve as members of the City Board. The Mayor and the Deputy Mayors are full-time elected officials.

City Manager and Executive Directors are the City's highest-ranking civil servants

The City's Central Administration is led by the City Manager and each City division by a Division Executive Director. The City Manager is the supervisor of the division leaders. The activities of the City Manager and Division Executive Directors are overseen by the Mayor and the Deputy Mayors.

City Manager

Sami Sarvilinna

Executive Director of Education Division

Liisa Pohjolainen

Executive Director of Urban Environment Division

Mikko Aho

Executive Director of Culture and Leisure Division

Tommi Laitio

Executive Director of Social Services and Health Care Division

Juha Jolkkonen

City decision-making

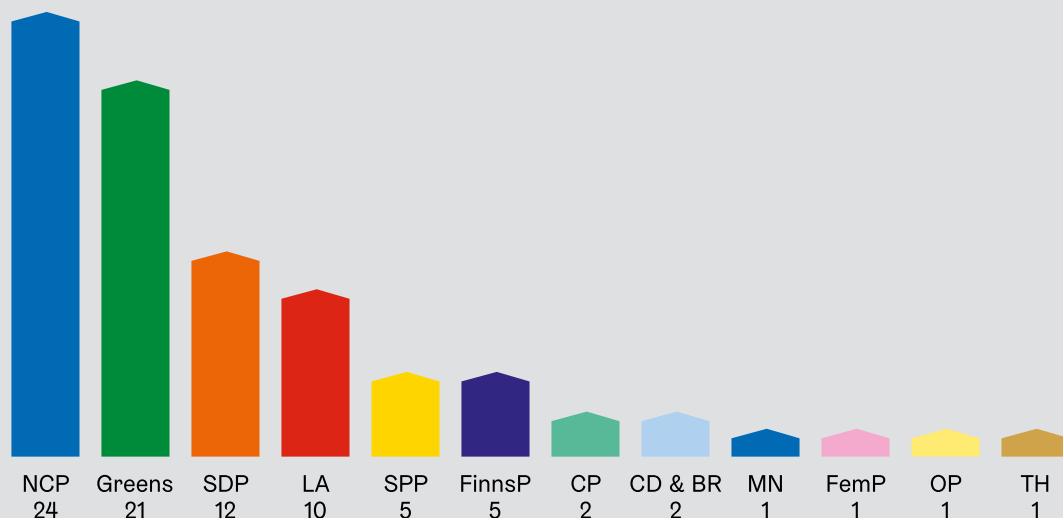
The City Council is the highest decision-making body in Helsinki, elected through municipal elections every fourth year. The City Council oversees the City's operations and finances.

At the end of 2020, the City Council had 12 councillor groups, 85 councillors and an equal number of deputy councillors. The meetings are usually held every second Wednesday. Due to the coronavirus pandemic, a hybrid model was introduced in spring 2020 for council meetings: the councillors had the opportunity to take part in the meeting either remotely or in the Council Chamber at the City Hall. Most councillors chose to participate in the meetings via a remote connection.

Council meetings are livestreamed on the City's Helsinki-kanava channel and recorded for later viewing on demand. Under normal circumstances, council meetings can also be watched from the public gallery of the Council Chamber, but the pandemic prevented this.

Meeting agendas and decisions are available on the City's website in Finnish and Swedish at <https://www.hel.fi/helsinki/en/administration/decision/council>.

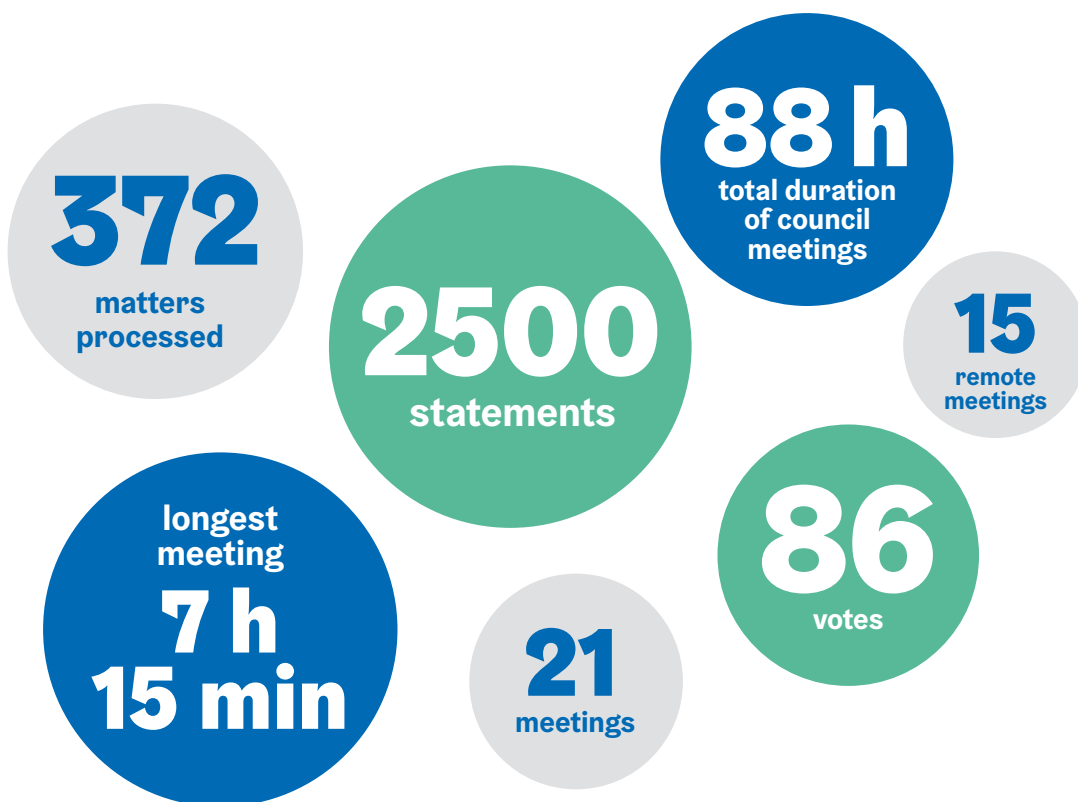
Political parties and movements of councillors in 2020



(NCP) National Coalition Party • Greens • (SDP) Social Democratic Party • (LA) Left Alliance • (SPP) Swedish People's Party • (FinnsP) Finns Party • (CP) Centre Party • (CD & BR) Christian Democrats & Blue Reform • (MN) Movement Now Helsinki • (FemP) Feminist Party • (OP) Open Party • (TH) Terve Helsinki movement



City Council chairs: (middle) Otso Kivekäs, Chair, Greens, (left) Harry Bogomoloff, First Vice-Chair, National Coalition Party, and (right) Paavo Arhinmäki, Second Vice-Chair, Left Alliance.





City Council

31.12.2020

City Council Chair

Otso Kivekäs (Greens)

First Vice-Chair

Harry Bogomoloff
(National Coalition Party)

Second Vice-Chair

Paavo Arhinmäki
(Left Alliance)

National Coalition Party 24

Ted Apter
Sirpa Asko-Seljavaara
Harry Bogomoloff
Juha Hakola
Atte Kaleva
Arja Karhuvaara
Kauko Koskinen
Terhi Koulumies
Heimo Laaksonen
Otto Meri
Seija Muurinen
Dani Niskanen
Mia Nygård
Jenni Pajunen
Pia Pakarinen
Matti Parpala
Jaana Pelkonen
Risto Rautava
Wille Rydman
Daniel Sazonov *
Mirita Saxberg
Ulla-Marja Urho
Jan Vapaavuori
Juhana Vartiainen

Greens 21

Alviina Alametsä
Jussi Chydenius
Fatim Diarra
Jasmin Hamid
Atte Harjanne

Kaisa Hernberg
Mari Holopainen
Kati Juva
Emma Kari
Otso Kivekäs
Maria Ohisalo
Hannu Oskala
Tuomas Rantanen
Satu Silvo
Anni Sinnemäki
Osmo Soinivaara
Leo Stranius
Johanna Sydänmaa
Reetta Vanhanen *
Sanna Vesikansa
Ozan Yanar

Social Democratic Party 12

Pentti Arajärvi
Tuula Haatainen
Eveliina Heinäluoma *
Ville Jalovaara
Jukka Järvinen
Johanna Laisaari
Abdirahim (Husu) Hussein
Nasima Razmyar
Ilkka Taipale
Pilvi Torsti
Sinikka Vepsä
Thomas Wallgren

Left Alliance 10

Paavo Arhinmäki
Mia Haglund
Veronika Honkasalo
Mai Kivelä
Dan Koivulaakso
Vesa Korkkula
Petra Malin
Sami (Frank) Mutttilainen
Suldaan Said Ahmed
Anna Vuorjoki *

Swedish People's Party 5

Eva Biaudet
Laura Finne-Elonen
Björn Månsson *
Marcus Rantala
Silja Borgarsdóttir Sandelin

Finns Party 5

Jussi Halla-aho
Pia Korpa
Mika Raatikainen *
Mari Rantanen
Matias Turkkilä

Centre Party 2

Laura Kolbe
Terhi Peltokorpi *

Christian Democrats and Blue Reform 2

Mika Ebeling *
Sampo Terho

Movement Now Helsinki 1

Joel Harkimo *

Feminist Party 1

Katju Aro *

Open Party 1

Petrus Pennanen *

Terve Helsinki movement 1

Paavo Väyrynen *

*chairperson

City Board and Sub-committees

City Board 2020

Jan Vapaavuori, Chair, National Coalition Party

Anni Sinnemäki, First Vice-Chair, Greens

Tomi Sevander, Second Vice-Chair, Social Democratic Party

	Members	Personal deputies
Jan Vapaavuori Mayor	NCP	Ulla-Marja Urho
Anni Sinnemäki Deputy Mayor for Urban Environment	Greens	Mikko Särelä
Pia Pakarinen Deputy Mayor for Education	NCP	Juha Hakola
Nasima Razmyar Deputy Mayor for Culture and Leisure	SDP	Thomas Wallgren
Sanna Vesikansa Deputy Mayor for Social Services and Health Care	Greens	Jasmin Hamid
Daniel Sazonov	NCP	Jenni Pajunen
Wille Rydman	NCP	Arja Karhuvaara
Terhi Koulumies	NCP	Otto Meri
Reetta Vanhanen	Greens	Mikko Kiesiläinen
Ozan Yanar	Greens	Fatim Diarra
Tomi Sevander	SDP	Elisa Gebhard
Veronika Honkasalo	LA	Suldaan Said Ahmed
Anna Vuorjoki	LA	Mai Kivelä
Mika Raatikainen	FinnsP	Mari Rantanen
Marcus Rantala	SPP	Silja Borgarsdóttir Sandelin

Matters are presented to the City Board by City Manager Sami Sarvilinna.



City Board chairs: (middle) Jan Vapaavuori, Chair, National Coalition Party, (right) Anni Sinnemäki, First Vice-Chair, Greens, and (left) Tomi Sevander, Second Vice-Chair, Social Democratic Party.

City Group Sub-committee

The City Board's City Group Sub-committee oversees the operations of foundations and subsidiaries.
Chair Jan Vapaavuori • Vice Chair Jasmin Hamid

Members

Jan Vapaavuori
Ulla-Marja Urho
Juha Hakola
Jasmin Hamid
Mikko Kiesiläinen
Nasima Razmyar
Tomi Sevander
Veronika Honkasalo
Mika Rantanen

NCP
NCP
NCP
Greens
Greens
SDP
SDP
LA
FinnsP

Personal deputies

Pia Pakarinen
Wille Rydman
Terhi Koulumies
Mikko Särelä
Anni Sinnemäki
Elisa Gebhard
Thomas Wallgren
Suldaan Said Ahmed
Mari Rantanen

Matters are presented to the City Group Sub-committee by City Manager Sami Sarvilinna.

Economic Development Sub-committee

The City Board's Economic Development Sub-committee oversees the City's economic development, competitiveness, immigration and employment policies.

Chair Jan Vapaavuori • Vice Chair Ozan Yanar

Members

Jan Vapaavuori
Jenni Pajunen
Otto Meri
Ozan Yanar
Anni Sinnemäki
Fatim Diarra
Elisa Gebhard
Suldaan Said Ahmed
Silja Borgarsdóttir Sandelin

NCP
NCP
NCP
Greens
Greens
Greens
SDP
LA
SPP

Personal deputies

Pia Pakarinen
Wille Rydman
Arja Karhuvaara
Sanna Vesikansa
Mikko Särelä
Reetta Vanhanen
Tomi Sevander
Mai Kivelä
Marcus Rantala

Matters are presented to the Economic Development Sub-committee by Marja-Leena Rinkineva, Director of Economic Development.



Committees and boards

Each of the four City of Helsinki divisions is overseen by a 13-member committee and 1–3 sub-committees. The Central Administration and the divisions also oversee the boards of municipal enterprises and the Rescue Committee.

Education Division

Education Committee

- Finnish Sub-committee
- Swedish Sub-committee

Urban Environment Division

Urban Environment Committee

- Environment and Permits Sub-committee
- Buildings and Public Areas Sub-committee

Rescue Committee

Helsinki City Transport (HKL) Board of Governors

Culture and Leisure Division

Culture and Leisure Committee

- Culture and Library Sub-committee
- Sport Sub-committee
- Youth Sub-committee

Social Services and Health Care Division

Social and Health Committee

- Social Services and Health Care Sub-committee

Boards of municipal enterprises

Board of the Service Centre municipal enterprise

Board of the Financial Management municipal enterprise

Board of the Occupational Health Helsinki municipal enterprise

Board of the Helsinki City Construction Services (Stara) municipal enterprise

Other

Audit Committee

Central Elections Committee

(convenes in conjunction with elections)

Brief facts about Helsinki

Founded in 1550

Finnish Capital since 1812

Area and environment



Total area
719 km²



Shoreline
123 km



Land
217 km²



Islands
327



Population density
3020 inhabitants per sq. km

Mean temperature 2020

Whole year

8.7°C

Warmest month,
August

17.9°C

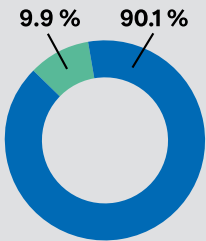
Coldest month,
February

1.4°C

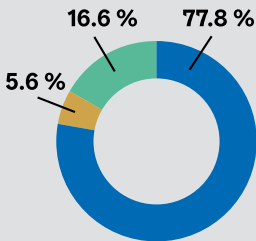
Population

Total population 2020/2021

656 920

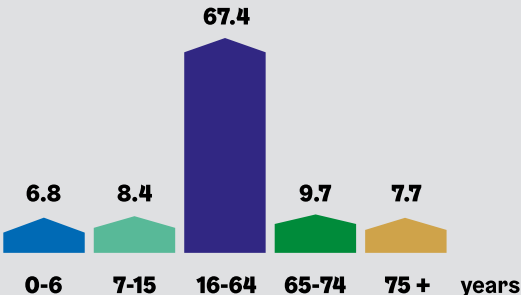


■ Finnish nationality
■ Other nationalities



■ Finnish-speaking
■ Swedish-speaking
■ Other languages

Age groups, %



Life expectancy 2019

81.9

Men

79.0

Women

84.4

Housing

Total dwellings

371 295



Owner-occupied
dwellings
41.4 %



Housing density
m²/person
34.2 m²



Rented dwellings
owned by the city
49 500

Labour market	
Jobs	448 400
• primary production, %	0,1
• processing, %	10,2
• services total, %	88,5
Market services, %	69,2
Public administration, welfare services, %	26,4
Other or unknown, %	1,2
Number of companies	50 350
Labour force (15–74 year olds)	
• employed	334 600
• unemployed	29 600
Participation rate, %	71,9
Degree of unemployment, %	8,1

Registered cars per 1,000 inhabitants	547
total journeys, millions	142
(in Finland)	167
percentage of population	95

Sales of electricity, GWh	6 538
Sales of water (Helsinki Metropolitan Area), M m ⁵	76,7
per day. L (Helsinki Metropolitan Area)	220

Children in early childhood education ³	
Educational structure: % of 15-year-olds and older with	
• secondary education	33
• Universities	3
• Vocational training institutions	13

City library	
• Loans per inhabitant	11,2
Recreational trails and jogging tracks, km	300
Sport halls and gyms	800

City sub-district health centres	23
primary health care visits total, millions ²	6,4
• dental care visits, millions	0,3
Average number of patients in	
• in city hospitals	651
• visits per 1,000 inhabitant	1,1
Specialized medical care:	
• in city units ²	0,4
• total per inhabitant	2,1
institutional care every day	907
• in contract hospitals	719
• per 100 persons aged 75+	6,3
per 100 persons aged 75+	2,2

Tourism	
Passengers (millions)	
• via Helsinki-Vantaa airport	5,1
• via the Port of Helsinki	4,8
Via Helsinki railway station	
• commuter traffic	47
• long-distance traffic	7
Hotel guests (millions)	0,9
• overnight stays, total	1,6
• of which foreigners	0,5
Hotels	56
• rooms	8 270
• beds	16 623
International conferences and events	90
• participants	18 837

¹Laakso, Malmi, Suursuo.

²Figures include visits to the city's own or outsourced services, as well as phone calls and other consultations that replaced visits.

³Includes municipal daycare centres, family centres and contract daycare centres

⁴Includes institutional care and long term care for the elderly.



Helsinki's Financial Statements for 2020

Economy of Helsinki remained steady amidst crisis

According to Helsinki's Financial Statements for 2020, the economy of the city remained steady despite the coronavirus outbreak. The city's cash flow from operations and investments, a key figure in describing the economic balance of growing cities, was at the same level as in the previous year. The cash flow from operations and investments was negative by 9 million euros, despite a considerably higher investment level than in the previous year. This became possible, as the cash flow financing was also better than in the previous year.

The coronavirus compensations contributed significantly to the city's tax funding, including central government transfers to local government and the tax revenue, which was 176 million euros better than in the budget. The tax revenue was 57 million euros below the budget, while the central government transfers to local government were 234 million euros above the budget. The non-recurring coronavirus compensations for 2020 amounted to 214 million euros through the central government transfers to local government.

The city's annual contribution margin was 863 million euros, which was 228 million euros above the budget and slightly higher than in the

previous year. The impact of the coronavirus on the city's annual contribution margin remained almost neutral in 2020, but predicting the future will become harder. The coronavirus epidemic has caused a service deficit in the city services, and addressing it from 2021 onwards will increase the city's expenditure. The financial result for the accounting period in 2020 was 497 million euros, which is 234 million euros better than in the budget.

The city's borrowing portfolio was 992 million euros at the year-end. At the end of 2019, it was approximately 1.01 billion euros. At the end of 2020, the debt per capita was 1,508 euros.

The operating expenses increased compared to the previous year

The city's external operating income in 2020 was 1.3 billion euros, which included the sales profits from land sales and sale of buildings and shares. This was 3.4 per cent less than in the previous year, but approximately 72 million euros above the budget. The operating expenses were 4.7 billion euros. The operating expenses increased by 3.6 per cent compared to the previous year and exceeded the budget by 25 million euros.

The coronavirus outbreak caused additional expenses of 129 million euros in total. The big-

gest expense items were the coronavirus testing and the acquisitions of protective equipment in the social and health care division.

Rise in investment level enables city growth in upcoming years

The investment expenses in 2020 were 1.047 billion euros. Of the investments, 130 million euros came from the investment of the sales income from the Kiinteistö Oy Kalasataman Kymppi building, which was built for the urban environment division, into the joint-stock property company in question.

The investment expenses were 892 million euros with the exclusion of the city-owned companies and 762 million euros with the exclusion of the non-recurrent capitalisation of the Kymppi building, or 19 per cent more than in 2019. During the last few years, the rise in the investment level has focused especially at construction projects in the education division, pre-construction in new housing areas and new construction and renovation of streets and traffic lanes.

Construction in Helsinki remained on a high level in 2020 and its emphasis was especially on housing development. Residential buildings covering about 750 000 square metres of surface

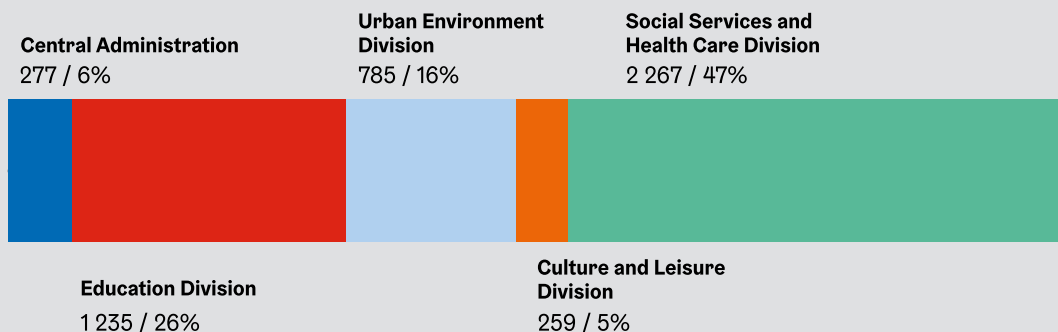
area were under construction during the entire year. The number of housing units started and completed exceeded the housing production goal. During the year, 7,280 housing units were completed and the construction of 7,187 housing units was started.

The city's own production accounted for a 21 per cent share, or 1,530 housing units, of all the units completed. More than half of these were state-subsidised ARA rental homes for the Helsinki City Housing Company. The rest of the housing units were right-of-occupancy homes for Helsingin Asumisoikeus Oy, as well as Hitas owner-occupied homes. The construction of 1,551 housing units started in the city's own production. The goal for the city's own production is 1,500 housing units per year.

The coronavirus outbreak caused additional expenses of 129 million euros in total.

Operating expenses

EUR million

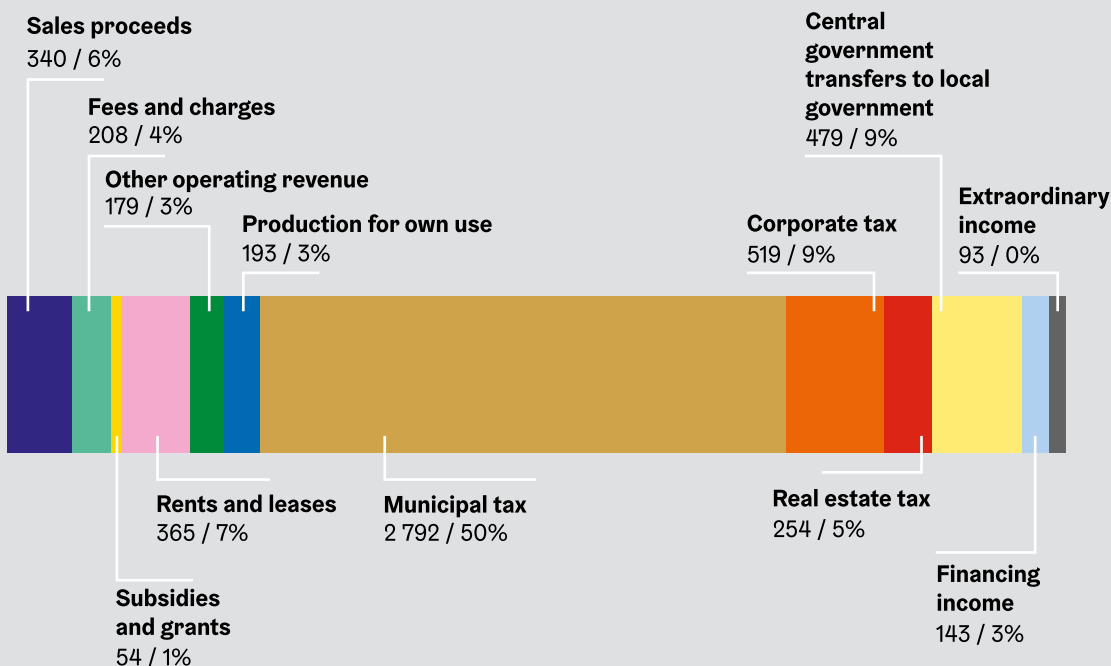


Total operating expenses EUR 4 823 million

The numbers exclude municipal enterprises. Internal transfers have not been eliminated.

Operating revenue

EUR million



Total operating revenue EUR 5 619 million

The numbers include municipal enterprises and funds. Internal transfers have been eliminated.

Key indicators 2020

Key indicators 2020	Group		City	
	2020	2019	2020	2019
Income statement indicators				
Operating revenue of operating expenses, %	59,4	61,5	25,6	27,9
Annual contribution margin, EUR million	1 438	1 377	863	741
Annual contribution margin, % of depreciations	170,4	166,8	229,7	203,4
Annual contribution margin, EUR per capita	2 187	2 106	1 313	1 134
Financial indicators of cash flow statement				
Operating and investment cash flow accumulation over five years, EUR million	-495	-283,1	512,9	354,7
Internal financing of investments, %	63,7	62,8	84,6	96,9
Debt-service coverage ratio	4,8	3,1	9,1	7,4
Cash sufficiency, days	66	62	85	77
Balance sheet indicators				
Equity ratio, %	62,1	62,7	80,8	81,6
Relative indebtedness, %	90,3	88,6	44,7	43,8
Surplus/deficit accumulation, EUR million	6 238	5 724	6 541	6 102
Surplus/deficit accumulation, EUR per capita	9 485	8 755	9 945	9 333
Loans 31 Dec., EUR million	5 552	5 171	992	1 014
Loans, EUR per capita	8 442	7 909	1 508	1 550
Loans and lease liabilities 31 Dec., EUR million	6 432	5 663	1 483	1 250
Loans and lease liabilities, EUR per capita	9 780	8 661	2 256	1 912
Loan receivables 31 Dec., EUR million	484	474	1 895	1 950
City Group loan receivables 31 Dec., EUR per capita	736	725
Total population 31 December			657 674	653 835

Total population based on preliminary data for 2019 has been updated to reflect confirmed total population. The indicators for 2019 have been similarly updated.

City of Helsinki Income Statement

EUR million

1.1.-31.12.2020

1.1.-31.12.2019

Operating revenue

Sales proceeds	340,5	338,0
Fees and charges	207,8	230,8
Subsidies and grants	53,7	52,7
Rental revenue	364,8	387,7
Other operating revenue	178,6	196,0

1 145,4

1 205,2

Production for own use

192,6

176,6

Operating expenses

Personnel expenses		
Salaries and fees	-1 453,2	-1 402,2
Social security expenses		
Pension expenses	-341,1	-310,4
Other social security expenses	-52,9	-51,5
Procured services	-2 014,5	-1 967,1
Materials, supplies and goods	-216,3	-209,2
Allowances and grants	-333,9	-318,0
Rental expenses	-226,1	-218,6
Other operating expenses	-24,5	-23,2

-4 662,4

-4 500,2

Operating margin

-3 324,3

-3 118,5

"Tax revenue and central government transfers to local government"

Tax revenue	3 565,6	3 493,7
Central government transfers to local government	479,6	232,8

4 045,2

3 726,5

Financing income and expenses

Interest income	70,8	77,8
Other financing income	87,9	72,5
Interest expenses	-15,6	-16,6
Other financing expenses	-0,6	-0,3

142,6

133,4

Annual contribution margin

863,4

741,4

Depreciations and reduction in value

Depreciations according to plan	-375,9	-364,4
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-375,9

-364,4

Extraordinary items

Extraordinary expenses	9,3	0,0
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9,3

0,0

Financial result for the accounting period

496,7

377,0

Increase (–) or decrease (+) in

depreciation difference	-2,1	-0,3
-------------------------	------	------

Increase (–) or decrease (+) in

voluntary provisions	2,2	-2,7
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Increase (–) or decrease (+) in funds

1,8

5,2

1,9

2,3

Surplus/deficit for the accounting period

498,6

379,2

City of Helsinki Cash Flow Statement

EUR million

	2020	2019
Cash flow from operations		
Annual contribution margin	863,4	741,4
Extraordinary items	9,3	0,0
Adjustments to internal financing	-143,6	-190,2
	729,1	551,2
Cash flow from investment		
Investment expenses	-1 046,6	-780,4
Allotments for capital expenditure	25,7	15,0
“Proceeds from sale of non-current assets”	283,0	181,2
	-737,9	-584,2
Operating and investment cash flow	-8,8	-32,9
Cash flow from financing		
Change in long-term receivables		
Increase in granted loans	-32,1	-86,3
Decrease in granted loans	87,8	79,9
	55,7	-6,4
Change in loans		
Increase in long-term loans	60,0	0,0
Repayments of long-term loans	-81,5	-86,5
	-21,5	-86,5
Change in operating capital	0,0	0,0
Other changes in liquidity		
“Change in funds and capital from assignments”	7,0	-30,2
Change in current assets	-28,3	-3,9
Change in receivables	6,2	-33,7
Change in interest-free liabilities	197,9	64,2
	182,7	-3,5
Net cash flow from financing	216,9	-96,4
Change in liquid assets	208,1	-129,4
Change in liquid assets		
Liquid assets 31 December	1 320,2	1 112,0
Liquid assets 1 January	1 112,0	1 241,4
	208,1	-129,4

City of Helsinki Balance Sheet

EUR million

Assets	31.12.2020	31.12.2019
Non-current assets		
Intangible assets		
Intangible rights	19,8	23,1
Other capitalized long-term expenses	94,8	75,5
Advance payments	6,0	5,4
	120,6	104,0
Tangible assets		
Land and water area	3 463,9	3 345,8
Buildings	1 884,7	1 789,8
Fixed structures and installations	1 721,6	1 623,1
Machinery and equipment	451,9	447,9
Other tangible assets	12,9	12,8
Advance payments and construction in progress	525,0	384,2
	8 060,0	7 603,6
Investments		
Subscribed capital	3 250,8	3 228,8
Other loan receivables	1 894,6	1 950,3
Other receivables	0,5	0,5
	5 146,0	5 179,6
Funds from assignments		
State assignments	98,8	91,8
Special margins for donation funds	5,5	5,4
Other reserves from assignments	663,6	565,0
	767,8	662,3
Current assets		
Materials and supplies	33,2	10,8
Work in process	16,6	10,8
Other current assets	0,1	0,1
	49,9	21,7
Receivables		
Long-term receivables		
Loan receivables	0,1	0,1
Other receivables	19,2	51,4
	19,3	51,5
Short-term receivables		
Sales receivables	83,3	119,3
Loan receivables	0,3	1,0
Other receivables	196,6	164,5
Prepayments and accrued income	81,6	51,0
	361,9	335,8
Total receivables	381,1	387,3
Shares and holdings		
Investments in money market instruments	695,1	625,0
Bond receivables	20,0	20,0
	715,1	645,0
Cash in hand and at banks	605,0	467,0
Balance sheet total	15 845,7	15 070,5

	31.12.2019	31.12.2020
Liabilities		
Capital and reserves		
Initial capital	2 972,4	2 972,4
Revaluation reserve	1 794,5	1 796,8
Other internal funds	666,2	608,0
Other capital and reserves	729,0	729,0
Surplus/deficit from previous accounting periods (-)	6 042,1	5 722,9
Surplus/deficit for the accounting period (-)	498,6	379,2
	12 702,9	12 208,3
Depreciation difference and voluntary provisions		
Depreciation difference	66,0	63,9
Voluntary provisions	5,2	7,4
	71,2	71,3
Mandatory provisions		
Provisions for pensions	59,1	67,2
	59,1	67,2
Capital from assignments		
State assignments	98,8	100,2
Capital from donation funds	5,5	5,4
Other capital from assignments	558,6	444,7
	662,8	550,3
Liabilities		
Long-term liabilities		
Loans from financial institutions and insurance companies	905,7	924,6
Loans from other creditors	7,4	7,4
Advances received	4,7	5,1
Accounts payable	1,3	5,8
Connection fees and other debts	5,4	7,6
	924,5	950,5
Short-term liabilities		
Loans from financial institutions and insurance companies"	78,9	81,5
Advances received	27,2	10,8
Accounts payable	313,3	307,6
Connection fees and other debts	642,3	485,0
Deferred income	363,4	338,0
	1 425,2	1 222,9
Total liabilities	2 349,7	2 173,4
Balance sheet total	15 845,7	15 070,5

Personnel

The City of Helsinki employed 39,152 people at the end of 2020, in permanent or fixed-term positions. The number of staff grew by 1,693 employees compared to the previous year.

The Education Division and the Social Services and Health Care Division saw the greatest amount of growth. In the Education Division, the increase can be explained by the growing numbers of Finnish-speaking pupils in comprehensive schools and, thus, a growing demand for teachers. The coronavirus pandemic affected the demand of labour in social services and health care in particular, where it has been possible to hire temporary employees without vacancies for such positions as care work and epidemiological contact tracing.

At the end of 2020, three-quarters of the Helsinki staff were women. About a third of the

permanent employees had been working for the City for over 15 years. The largest age group continued to be 50–59-year-old employees.

As the coronavirus pandemic progressed, the City had to close down many of its services, both in the spring and late in the year, which temporarily reduced the assignments of some of the staff. At the same time, new services were created, and employees were transferred to where the demand was most critical through the City's Skills Bank.

To promote the availability of personnel, a unit was established early in the year to coordinate citywide actions to reinforce the City's image as an employer, improve the applicant experience and enhance recruitment competence, as well as to promote the availability of staff in fields with labour shortages.

Number of employees by division at year-end

Number of employees by division at year-end	Permanent employees	Temporary employees	All employees	Change
	2020	2020	2020	2019-2020
Education	11 121	3 630	14 751	752
Urban Environment *	3 356	263	3 619	37
Central Administration **	3 783	544	4 327	188
Culture and Leisure	1 591	255	1 846	-12
Social Services and Health Care	11 133	3 476	14 609	728
Total	30 984	8 168	39 152	1 693

* Urban Environment figures include Rescue Department and Helsinki City Transport (HKL) employees.

** Central Administration figures include the employees of the City Executive Office, Service Centre, Construction Services (Stara), Financial Management Helsinki (Talpa), Audit Department and Occupational Health Helsinki.

Helsinki City Group operations and financial performance

The annual marginal profit of the Helsinki Group in 2020 was MEUR 1,439. The annual marginal profit improved by MEUR 62 compared to 2019. The City of Helsinki's annual marginal profit improved by MEUR 122 compared to the previous year. The impact of subsidiaries on the Helsinki City Group's annual marginal profit was close to MEUR 60 less than in the previous year. The results of the Port of Helsinki and Palmia Oy, in particular, deteriorated compared to 2019, mostly because of the coronavirus pandemic.

Helsinki City Group's result in 2020 was MEUR 606, of which MEUR 497 came from the City of Helsinki and MEUR 123 from Helen Ltd.

The surplus of Helsinki City Group was MEUR 569, improving by MEUR 65 since the previous year. The surplus of the City of Helsinki improved by MEUR 119 compared to the level of previous year.

The cash flow of Helsinki City Group's operations and investments in 2020 was MEUR -295, which was slightly better than in 2019, (MEUR -333 in 2019). The City of Helsinki's impact on the cash flow of Helsinki City Group's operations and investments was MEUR -9, which was at the same level as the previous year (MEUR -33 in 2019).

The combined investments of subsidiaries (excluding joint municipal authorities) were MEUR 1,040, which was MEUR 103 higher than in the previous year. In 2020, the largest subsidiary investments (excluding joint municipal authorities) were made by the Helsinki City Housing Company (MEUR 294), Helen Ltd (MEUR 261), Myllypuron Kampus Koy (MEUR 138) and Auroranlinna Koy (MEUR 124). The largest investments made by joint municipal authorities were at the Helsinki Region Environmental Services Authority (MEUR 287, the entire joint municipal authority) and the HUS hospital district (MEUR 251R, the entire joint municipal authority).

Helsinki City Group's total loan portfolio was MEUR 5,552, which works out to MEUR 8,442 per capita. In 2019, the total loans were MEUR 5,171. Of this total sum, the City of Helsinki's share was MEUR 992, or EUR 1,508 per capita. The City of Helsinki's loan portfolio decreased by MEUR 42, but the total loan portfolio of the subsidiaries increased by MEUR 423 due to the increase in investments.

Consolidated Income Statement

EUR million

Consolidated Income Statement

	1 January– 31 December 2020	1 January– 31 December 2019
Operating revenue	3803,50	3739,70
Operating expenses	-6402,10	-6076,80
Share of profit (loss) of associated companies	32,70	16,80
Operating margin	-2565,90	-2320,30
Tax revenue	35655,98	3493,70
Central government transfers to local government	480,10	233,30
Financing income and expenses		
Interest income	13,30	22,90
Other financing income	10,20	9,00
Interest expenses	-57,50	-60,10
Other financing expenses	-7,30	-1,50
	-41,30	-29,70
Annual contribution margin	1438,40	1377,10
Depreciations and reduction in value		
Depreciations according to plan	-843,90	-824,80
Ownership elimination differences	0,70	-9,40
Reductions in value	-0,1	-0,6
	-843,30	-834,80
Extraordinary items	10,30	-0,1
Financial result for the accounting period	605,50	542,20
Appropriations	1,00	1,50
Current tax	-12,10	-24,30
Deferred tax	-28,70	-15,70
Minority interest	3,30	0,1
Surplus/deficit for the accounting period	568,90	503,70
Indicators of consolidated income statement		
Operating revenue of operating expenses, %	59,4	61,5
Annual contribution margin, % of depreciations	170,4	166,8
Annual contribution margin, EUR per capita	2 187	2 106
Population	657 674	653 835

Consolidated Cash Flow Statement

EUR million

Consolidated Cash Flow Statement	2020	2019
Cash flow from operations		
Annual contribution margin	1438,40	1377,10
Extraordinary items	10,30	-0,10
Current tax	-12,10	-24,30
Adjustments to internal financing	-94,90	-137,00
	1341,80	1215,70
Cash flow from investment		
Investment expenses	-2274,00	-2210,60
Allotments for capital expenditure	16,70	16,60
Proceeds from sale of non-current assets	646,70	645,10
	-1610,60	-1548,80
Operating and investment cash flow	-268,80	-333,10
Cash flow from financing		
Change in long-term receivables		
Increase in granted loans	-21,40	-10,70
Decrease in granted loans	11,20	14,90
	-10,20	4,20
Change in loans		
Increase in long-term loans	652,90	566,80
Repayments of long-term loans	-254,40	-396,90
Change in short-term loans	-17,70	17,60
	380,90	187,40
Change in operating capital	3,30	-0,10
Other changes in liquidity		
Change in funds and capital from assignments	-18,30	-15,00
Change in current assets	-39,50	17,90
Change in receivables	3,40	-24,80
Change in interest-free liabilities	82,60	150,80
	28,20	128,90
Net cash flow from financing	402,10	319,50
Change in liquid assets	133,30	-13,60
Change in liquid assets		
Liquid assets 31 December	1628,60	1495,30
Liquid assets 1 January	1495,30	1508,90
	133,30	-13,60
Indicators of consolidated cash flow statement		
Operating and investment cash flow accumulation over five years, EUR 1,000	-495,30	-283,10
Internal financing of investments, %	63,7	62,8
Debt-service coverage ratio	4,8	3,1
Cash sufficiency, days	66	62

Consolidated Balance Sheet

EUR million

ASSETS	31 December 2020	31 December 2019
NON-CURRENT ASSETS		
Intangible assets		
Intangible rights	28,30	40,20
Other capitalized long-term expenses	213,00	198,70
Advance payments	8,20	7,90
	249,40	246,90
Tangible assets		
Land and water area	3549,80	3429,50
Buildings	6625,60	6266,60
Fixed structures and installations	2784,10	2694,20
Machinery and equipment	1343,70	1374,90
Other tangible assets	24,50	23,60
Advance payments and construction in progress	2051,60	1736,90
	16379,20	15525,70
Investments		
Holdings in associated companies	312,30	285,10
Other subscribed capital	487,10	473,80
Other loan receivables	484,20	474,00
Other receivables	2,90	2,90
	1286,60	1235,80
FUNDS FROM ASSIGNMENTS	659,50	526,20
CURRENT ASSETS		
CURRENT ASSETS	145,10	105,60
Receivables		
Long-term receivables	107,00	129,00
Short-term receivables	501,50	482,90
	608,50	611,90
Shares and holdings	772,80	717,70
Cash in hand and at banks	855,80	777,60
BALANCE SHEET TOTAL	20956,90	19747,20

LIABILITIES	31 December 2020	31 December 2019
CAPITAL AND RESERVES		
Initial capital	2972,40	2972,40
Initial capital of foundations	7,00	7,00
Revaluation reserve	1795,80	1801,70
Other internal funds	1085,50	1000,00
Other capital and reserves	734,10	734,10
Surplus/deficit from previous accounting periods	5668,90	5220,80
Surplus/deficit for the accounting period	568,90	503,70
	12832,70	12239,70
MINORITY INTEREST	171,40	151,30
MANDATORY PROVISIONS		
Provisions for pensions	59,80	68,00
Other mandatory provisions	34,80	37,10
	94,60	105,10
CAPITAL FROM ASSIGNMENTS	683,30	568,30
LIABILITIES		
Long-term liabilities		
Long-term interest-bearing liabilities	5234,90	4855,30
Long-term non-interest-bearing liabilities	148,90	130,90
	5383,80	4986,30
Short-term liabilities		
Short-term interest-bearing liabilities	317,20	315,90
Short-term non-interest-bearing liabilities	1473,90	1380,60
	1791,10	1696,60
Total liabilities	7174,90	6682,80
BALANCE SHEET TOTAL	20956,90	19747,20

Calculation formulas for financial indicators

Operating revenue, per cent of operating expenses

= $100 \times \text{operating revenue} / (\text{operating expenses} - \text{production for own use})$

Annual contribution margin, per cent of depreciations

= $100 \times \text{annual contribution margin} / (\text{depreciations} + \text{reduction in value})$

Annual contribution margin, EUR per capita = Annual contribution margin / population 31 December

Internal financing of investments, per cent

= $100 \times \text{annual contribution margin} / \text{internal investment acquisition expenses}$

Debt-service coverage ratio

= $(\text{annual contribution margin} + \text{interest expenses}) / (\text{interest expenses} + \text{loan amortisation})$

Cash sufficiency (days)

= $365 + \text{liquid assets 31 Dec.} / \text{payments from cash during the accounting period}$

Equity ratio, per cent

= $100 \times (\text{capital and reserves} + \text{depreciation difference and voluntary provisions}) / (\text{total liabilities} - \text{advances received})$

Relative indebtedness, per cent

= $100 \times (\text{liabilities} - \text{advances received}) / (\text{operating revenue} + \text{tax revenue} + \text{central government transfers to local government})$

Surplus/deficit accumulation

= surplus/deficit from previous accounting periods + surplus/deficit for the accounting period

Surplus/deficit accumulation, EUR per capita

= $(\text{surplus/deficit from previous accounting periods} + \text{surplus/deficit for the accounting period}) / \text{population 31 Dec.}$

Total loans 31 Dec., EUR million

= liabilities – (advances received + accounts payable + accrued expenses and deferred income + other debts)

Loans, EUR per capita = total loans 31 Dec. / population 31 Dec.

Loans and lease liabilities 31 Dec.

= liabilities – (advances received + accounts payable + accrued expenses and deferred income + other debts) + lease liabilities

Loans and lease liabilities 31 Dec., EUR per capita = loans and lease liabilities / population 31 Dec.

Loan receivables 31 Dec. = debenture bond receivables and other loan receivables

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