

# Annual Report 2021



Helsinki



# Helsinki

## City of Helsinki

Founded 1550

Capital of Finland since 1812

Population (2021) 658 457

Total area 719 km<sup>2</sup>

Land area 217 km<sup>2</sup>

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 2021 was Helsinki's second year coping with the COVID-19 pandemic. Over the year, infection rates climbed and fell intermittently. I wish to thank the City of Helsinki's personnel for the work they did in the midst of the pandemic.

The past year was stressful for each of the City of Helsinki's divisions, as Helsinki took a proactive role in many coronavirus measures, such as development of the COVID pass, as opposed to sitting idle. Recovering from the pandemic will take time, as our city was affected to a much greater extent than the rest of Finland. Rebuilding will take a longer, but it is a task we cannot neglect.

According to the City of Helsinki's financial statement, operating expenses exceeded the budget by EUR 219 million in 2021. This added expenditure was primarily caused by pandemic costs incurred by the Social Services and Health Care Division. The state partially compensated for these costs by granting central government transfers, of which Helsinki received EUR 175 million in total. When the pandemic compensations for corporate tax losses and these central government

It has been an honour to lead the number one city in Finland, a place of constant development and growth.

transfers are accounted for, the negative effects of the pandemic on the city's economy were in fact balanced out in 2021. During budget negotiations for 2022, it was agreed that a total of EUR 70 million would be set aside for pandemic recovery in 2022 and 2023.

A coronavirus situation in flux also meant that I was in effect jumping on a moving train when I was named to my new position as Mayor. The City Council appointed me Mayor of Helsinki in the beginning of August. It has been an honour to lead the number one city in Finland, a place of constant development and growth. There has been much to learn, but this has made me even more enthusiastic to rise to the challenge.

One of the first things I dove into with the newly appointed Deputy mayors was the preparation of a new City Strategy. We published our strategy proposal, 'A Place for Growth,' in September, and it was approved the City Council in October. As the title suggests, the guiding principle of the City Strategy is that Helsinki is a place of growth. In addition to population growth and financial growth, this also means that Helsinki would be a good place to grow from a child into an adult, to grow one's skills, and to grow all the good that we already have. Helsinki must be a city where people can realise themselves, create opportunities and







seize them. This requires long-term and sustainable economic growth. We hope this strategy will lead us towards becoming an even better Helsinki that seeks to provide a pleasant, enjoyable and sustainable life for all of its residents.

In the City Strategy, we agreed on several key policies that are essential for a healthy economy. We have chosen to continue down the City's already established path of bold growth, as well as launch structural reforms that will improve productivity. The strategy defines clear principles for responsible financial management which also determine the growth rate for expenses. I am very pleased that we have managed to reach a political consensus at the city level that has resulted in clear progress.

To achieve a sustainable economy, Helsinki must above all keep its income generation stable and indebtedness low. Only this way can we continue to finance the necessary services. We must practice discipline when it comes to expenditure increases. Also in 2021, we carried on with our preparations for the nationwide reform of health and social services. Helsinki will continue to manage its own social, health and rescue services in future and will not become a part of a wellbeing services county, but even so, the reform will introduce changes. We are actively working to ensure that Helsinki's social and health services will not weaken as a result of the reform's new financing solutions. Another challenge for the coming years is properly addressing the impact the pandemic has had on our mental health and wellbeing.

A city should be more than just a physical space; it should also be a community where everyone can feel themselves welcome. In practice, Helsinki's growth is made visible around us as new housing and efforts to make our city neighbourhoods even more pleasant. It is our priority to build up and develop the heart of Helsinki, the city centre, as well as our shorelines. For example, areas such as the South Harbour, Makasiiniranta, Itäkeskus and Suvilahti are being developed into experience hubs, where culture and leisure activities have a starring role.

Fortunately, at this moment, 2022 is looking better with regard to COVID-19. I sincerely hope that we will be able to enjoy an event-filled remainder of the year, and that the burden caused by the pandemic will begin to lighten for each of our city divisions.

In early 2022, our thoughts were drawn to Ukraine. War in Europe has shocked us all, understandably so. Let us hope that peace will soon prevail, and the human suffering will stop. The City of Helsinki has been busy making the necessary preparations to assist those fleeing from the war and hardship, in addition to closely cooperating with state authorities and Finland's other largest cities. Yet in the middle of our worries, it is important that we also remember to take a breath once in a while and leave some room for joy and light.

A city should be more than just a physical space; it should also be a community where everyone can feel themselves welcome.



# City Manager's review





The summer of 2021 marked the closing of the first council term to follow the City of Helsinki's major organisational change. The municipal elections were originally scheduled for April, but due to the worsening coronavirus situation, they were postponed to 13 June. The council term of the sitting City Council was extended, and the new Council was able to start its four-year term at the beginning of August.

The City Executive Office rolled up its sleeves and got to work well ahead of the transition. Newly elected officials were familiarised with the City's procedures, and background work all spring meant that we were able to optimally assist politicians with the preparation of the new City Strategy.

The Helsinki City Strategy for 2021–2025, entitled *A Place for Growth*, was approved in October. It picks up where the previous strategy for 2017–2021, *The Most Functional City in the World*, left off. In the new strategy, Helsinki's self-imposed target for achieving carbon neutrality was brought forward five years to 2030, and a decision was made to renew the Carbon-neutral Helsinki Action Plan.

Helsinki is now led by a new Mayor and two new Deputy Mayors, as two of the four Deputy Mayors served already in the previous council term. At the same time, changes have taken place among the city's senior civil servants. The cornerstones of the City's management are now in place and the City is managed as one entity, which was the main objective of our major organisational change. We are on the right path.

In the summer of 2021, the Parliament of Finland approved a nationwide reform of the country's health and social services. Helsinki will maintain management of its services as its own social welfare and health care area, but the city administration will still undergo changes, which requires considerable preparation. The finances of social, health and rescue services must be separated from the City's other finances, and we must create functional interfaces between social, health and rescue services and the rest of the City. The objective is to establish clear and straightforward operating methods for the future.

The most important thing is to ensure that Helsinki residents' services will run smoothly when the health and social services reform enters into force at the beginning of 2023. There can be no service disruptions. The reform will put our ideals of a uniform community to the test, as Helsinki residents will expect the same kind of attentive service at every service location.

The second year of the coronavirus, 2021, was in some respects easier than the first. Our enemy had become more familiar, even if it kept changing its guise. We have developed ways to react to the situation and take action to mitigate the pandemic's spread. It became necessary towards the end of the year to tighten the coronavirus restrictions once more. It seems better days are now on the horizon, although we will have substantial work to do to restore people's mental health and wellbeing in the coming years.

City staff continued to carry out a lot of their work remotely. Although remote work was in general a success in 2021, it also created more distance between work communities and reduced employee opportunities for organic interaction. The Fiilari survey of occupational wellbeing revealed signs of this phenomenon. Work development and the creation of new ideas requires interaction with our colleagues, in addition to their support. Spontaneous encounters and conversations also play an important role. There has been far too little of this during the pandemic.

I cannot thank the city's staff enough for their hard work over the past year. You adapted to the requirements of the prolonged pandemic, accepted the challenges presented, learned new working methods and did your best at all times. City of Helsinki employees are the best of the best and an extraordinary resource. I can only admire the tenacity with which you moved forward and continue to make progress in each of the different divisions. It is a joy to be part of this group.

***Sami Sarvilinna***  
*City Manager*



## City Manager Sami Sarvilinna

### City Executive Office functions

- 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

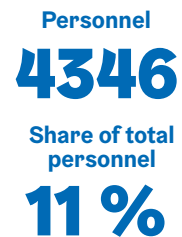
### Central Administration

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

## Key figures



Share of total operating expenses 7 %



# 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 Executive Office is in charge of developing the city and managing its central administration. It works under the City Board.*

The second year of the coronavirus pandemic affected the city's functions throughout the year, setting major challenges for healthcare in particular. The pandemic situation improved clearly in the summer, but towards the end of the year, the number of infections increased to a record level.

Helsinki's City Council and the city's other executive bodies held their meetings electronically, having practised it already the year before. Processes were fine-tuned to function more smoothly. Many of Helsinki's other normal operations were also carried out at least partially online.

## The strategy outlines thirteen priorities for making Helsinki an even better city, where everyone is free to live their everyday life.

Municipal elections were supposed to be held in April 2021, but the pandemic caused them to be postponed to June. The term of office for the new City Council began at the start of August. The City Executive Office was responsible for training the newly elected officials and familiarising them with the city's procedures and working methods.

In the spring, the City Executive Office and its Strategy Division began preparatory work building up the knowledge base for the City Council's new City Strategy. The Council began its actual strategy work at an August seminar and approved the 2021–2025 City Strategy, A Place of Growth, in October. The strategy outlines thirteen priorities for making Helsinki an

even better city, where everyone is free to live their everyday life as they please in a functioning environment.

### **Employment services taken up by the city**

An experiment to move the administration of certain employment services to local government began in March of 2021. Some 48,000 customers were transferred at this time from the state employment offices to their municipal equivalents. The transferred customers included unemployed jobseekers who were not entitled to earnings-related unemployment benefits, as well as employment service customers under the age of 30, immigrants and foreign-language speakers. Helsinki Employment Services recruited 350 new employees to meet the increased service need.

The pandemic continued to affect the employment situation in Helsinki. The unemployment rate reached its worst level, 14.5 per cent, in the spring, but by the autumn, the situation had improved, and the rate dropped to almost 10 per cent. The number of laid-off employees and jobless youth decreased, but long-term unemployment grew.

More than one thousand businesses – as many as before the coronavirus pandemic – were established in 2021 with the help of the services of the City Executive Office's Economic Development Division. Close to half of the city's business advisory service customers had an immigrant background, and roughly one third were under the age of 30. Improving the employment situation and fostering entrepreneurship and innovations is the heart of the Economic Development Division's activities.





## Information management up to date, anonymous recruitment

Entering into force in 2020, the Act on Information Management in Public Administration also resulted in plenty of work for the City of Helsinki. The Act harmonises information management, data security and digitalisation in public authority activities, in accordance with the principle of openness and the requirements of good administrative practice. The City Executive Office is responsible for the information management guidelines, training and supervision.

The City of Helsinki decided to connect the Helsinki City Archives to the Finna information search service. The change will be implemented in 2022, making it easier for people to find information about the city. The service provides free access to the digital materials of more than 400 Finnish archives, libraries and museums.

Helsinki is competing for skilled labour with many other organisations and wants to present itself as an attractive employer. The city sought new ways to attract talent and continued its employer marketing at recruitment events and virtual fairs.

Anonymous recruitment was introduced across the entire city, the objective of which was to achieve more staff diversity. Positive discrimination was piloted in some recruitment processes.

## Coronavirus communication to many groups

Helsinki's coronavirus communications continued actively throughout the year with the aim of providing up-to-date information about the coronavirus situation and the measures necessitated by it to Helsinki residents, city employees, the media and other stakeholders.

One area of focus in the City Executive Office's communication operations was the development of Swedish-language content production, as led by the city's Swedish-language network of communications specialists.

Due to the coronavirus restrictions, Helsinki's advisory services were provided primarily through electronic channels. Almost 400 proposals were submitted in the second round of the OmaStadi participatory budgeting process, 75 of which proceeded to the implementation

phase. Residents were interested in urban development ideas related to exercise, outdoor activities, parks and nature, as well as community building and the ecology.

## Strategies in place

The organisation of the City Executive Office's Strategy Division, in operation since 2020, was developed so that the division's new digitalisation unit began its operations at the beginning of 2021. The citywide ICT infrastructure and basic information technology services were centralised in the unit. With the change, roughly one hundred employees were transferred to the division from other branches of the city organisation.

**Helsinki is competing for skilled labour with many other organisations and wants to present itself as an attractive employer.**

The Economic Development and Planning Division prepared owner strategies for the city's subsidiary communities, and the City Board approved these strategies in the spring. The owner strategies clarify and strengthen the City Group steering.

The City of Helsinki's internal audit, which is the responsibility of the City Executive Office directly under the City Manager, assessed the realisation of good management and administrative practice in the city organisation. It carried out inspections on aspects such as procurements, the supervision of purchased services and the management of agreements.

No performance-based bonuses were paid to the City Executive Office staff, as the condition of achieving operating cost savings was not met. One per cent of the salary sum was reserved for one-off bonuses paid for excellent work performances, and the total amount of bonuses paid was near EUR 370,000.

The City Executive Office comprises six departments: Economic Development; Administration; HR; Strategy; Finances and Planning; and Communications.





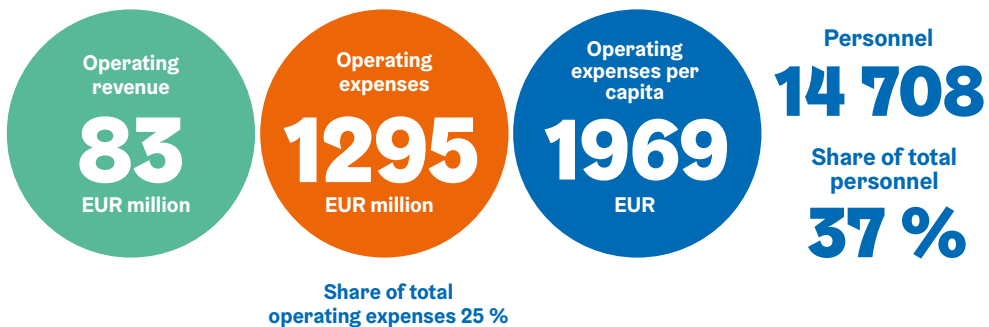
## Deputy Mayor Nasima Razmyar, Social Democratic Party

Chair of Education Committee

## Satu Järvenkallas, 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





# Education Division

*The Education Division oversees the City of Helsinki's early childhood education, pre-primary education, basic education and general upper secondary education, Finnish-language vocational education and adult education.*

The services of the City of Helsinki's Education Division extend to over 140,000 children and adults. The Division worked under exceptional circumstances for the entire year, meaning that dependent on the COVID-19 situation, school-work was constantly being adapted to suit the contact learning, distance learning and hybrid models.

The extended distance-learning period of upper secondary schools in particular caused a learning deficit and had a detrimental effect on many students' wellbeing. Students suffered from the lack of close contact. The situation improved towards the autumn, but the wellbeing of both students and staff clearly deteriorated from the previous year. The quality of teaching and learning results, however, remained at a good level overall.

One of the most important lessons learned in 2021 was the importance of the school community, not just for learning, but also for general wellbeing. School is more than just a place to teach subjects and complete classes. It also provides a sense of community and a feeling of inclusion, which have a great societal impact.

## **Families happy with early childhood education**

The Early Childhood Education and Pre-primary Education units launched a centralised service guidance and the Asti customer data system in October. In future, the new Service Guidance unit will process customer applications for the entire city. The aim is to make the application process easier for residents and free up supervisor resources for HR management and pedagogical development.

According to the latest customer experience survey, customers remain very happy with Helsinki's early childhood services. The overall rating was 4.2/5. The staff received praise from

both the children and parents, who value the staff's expertise and want better wages in the sector and smaller groups for the children.

The problem plaguing early childhood education is a shortage of staff that has become increasingly acute. There is a shortage of teachers, special needs teachers and childminders. Helsinki has taken intensive measures to address this matter, one of which was the founding of a 'quick response' group of 20 professionals that is directed to where the need is greatest. Despite the pandemic and these difficulties finding personnel, Helsinki's early childhood education continues to work smoothly and reliably.

**One of the most important lessons learned in 2021 was the importance of the school community, not just for learning, but also for general wellbeing.**

## **An uninterrupted study path**

In an effort to ensure optimal learning for everyone in basic education in Finnish or Swedish, the city aimed to arrange assessment discussions with each of the students to agree on personal learning objectives. We were able to do this with 98 per cent of the students. In cooperation with the city's Social Services and Health Care and the Culture and Leisure Divisions, the Education Division also introduced increased measures to combat the negative effects of the pandemic, such as loneliness.

Helsinki schools started more systematically intervening in marginalisation and bullying, and the results of this work can be seen in the school health survey. Over 90 per cent of the students reported that they have friends at school and do not face bullying.

Compulsory education was extended to the age of 18 in 2021. The obligation to continue to upper secondary education applied to those students who were in ninth grade or lower in spring 2021.

This change substantially increased the number of young students who opted to continue their education. In 2021, less than one percent of young people did not receive a placement in an upper secondary school in Helsinki, compared to four percent of youth in 2020. Ninth graders who did not seek or were not accepted to continue their education were contacted again in August.

### **More cooperation in the upper secondary stage**

First-year students in general upper secondary schools generally come directly from ninth grade, and the extension of compulsory education provides them with both the obligation to study and the right to receive free learning materials, such as books and a laptop.

Another significant change to general upper secondary schools was a new curriculum, adopted for the first time for first-year students. Changes to the curriculum include an emphasis on cooperation with universities and the working community, as well as more interdisciplinary courses that span several subjects. In future, Helsinki also aims to increase cooperation between the general upper secondary schools, adult education centres, and the Helsinki Vocational College. In 2021, the school-leaving parades were held virtually, and the formal dance for new seniors was postponed until a later date.

The Helsinki Vocational College and Adult Institute is the largest educational institution in Finland providing vocational education, continuing professional development, apprenticeship training and transition-phase education. It has about 22,000 students, operates in 14 locations and provides 62 different qualifications in total. The students are mostly adults, and 43 per cent of them speak a mother tongue other than Finnish or Swedish.

Practically all of the classes at the Finnish-language Adult Education Centre in Helsinki were held remotely in the spring term. The teachers

developed tools and methods suitable for online learning, and online studies became a permanent part of adult education arrangements. The same applies to the Swedish-language Adult Education Centre Arbis.

Helsinki's Swedish-language education services focused on better integration in 2021. The study path in Swedish from early childhood education to general upper secondary school and adult education must also be offered as an option to those who do not speak Swedish as their first language.

### **Climate objectives included in education**

Helsinki has set an ambitious goal to be carbon-neutral by 2030. Of the 147 climate actions defined by the city, 23 are directly tied to the Education Division.

Helsinki adopted the 'Sustainable development in early childhood education' model that will strengthen instruction on climate and environmental issues, circular economy competencies and future literacies. A book called 'Kettu' ('The Fox') has been developed for this purpose, where children can envision a good future along with seven fox characters.

Learning materials were developed for basic education that touch on coping mechanisms for dealing with climate anxiety, making responsible decisions that affect the climate, and development circular economy competencies. In general upper secondary schools, interdisciplinary courses on carbon neutrality were made mandatory for all first-year students.

**Helsinki adopted the 'Sustainable development in early childhood education' model that will strengthen instruction on climate and environmental issues, circular economy competencies and future literacies.**







## Deputy Mayor Anni Sinnemäki, Greens

Chair of Urban Environment Committee

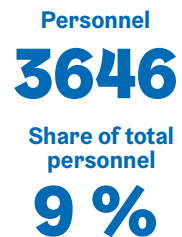
## Ville Lehmuskoski, Executive Director

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

### Division organisations

- Rescue Department

## Key figures



Share of total operating expenses 16 %

# 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.*

The 'A Place of Growth' strategy approved by the City Council in 2021 moved the target for achieving carbon neutrality in Helsinki forward from 2035 to 2030. This is a significant change, and it proves both the city's and the Urban Environment Division's commitment to climate change mitigation. The update to the Carbon-neutral Helsinki Action Plan focuses on the most impactful actions related to transport, construction and heating.

**In January, the City Board approved the Helsinki City Centre Vision, the policies of which will steer land use planning in the city centre.**

Because the municipal elections were postponed, the planned update to the city's environmental policy was postponed to 2022. Helsinki's Air Quality Plan and Noise Abatement Action Plan were realised as planned.

## **Network City expansion**

Helsinki continued implementation of its goal to be a network city based on rail transport. The tram network in the city centre was developed according to the approved plans.

The City Council approved a general plan for West Helsinki tramways and a tramway plan for Vihdinbulvardi boulevard. In 2021, the report on the general plan for a light rail line connecting the eastern Helsinki districts of Viikki and Malmi was also completed.

The Crown Bridges tramway, which will connect the city centre with the district of Kruunuvuorenranta, moved to its implementation phase and construction began, as did work on the tramway connecting the Kalasatama and Pasila neighbourhoods. Construction will continue on the crosstown Jokeri Light Rail linking the city of Espoo's Keilaniemi district in the west to the Helsinki district of Itäkeskus in the east. The Jokeri Light Rail is scheduled to open to traffic in early 2024.

Sustainable mobility was also promoted in other areas, in addition to rail transport. Charging stations were built for electric buses, the plan for prioritising and implementing cycling routes was completed, and the number of cycling routes with intensified winter maintenance was increased.

In January, the City Board approved the Helsinki City Centre Vision, the policies of which will steer land use planning in the city centre. The international quality and concept competition for the Makasiiniranta shoreline in the South Harbour received nine entries from global design teams. The competition's second stage is underway, and the results will be announced in late 2022.

A two-stage architecture competition was also held for the development of the Elielaukio and Asema-aukio square in the city centre, with an entry titled "Klyyga" ('The Crossing') chosen as the winner. A development reservation was decided on for the Hietalahdenranta area of Helsinki, for which three concept plans were completed. The plan is to create a high-profile business hub in the neighbourhood and

develop the outdoor public spaces there into a high-quality pedestrian environment.

## **Extensive construction**

Housing construction in Helsinki continued at a high rate, similar to in previous years. In 2021, 7,105 housing units were completed, the construction of 7,350 housing units was started, and a building permit was granted for 7,551 new housing units.

The goal is for Helsinki's developing areas to be able to provide a wide variety of dwellings that are appropriate for many kinds of life situations. A good selection of different housing options means that people with lower incomes can also find a suitable home in the capital.

Over the year, about 711,000 square metres was set aside for housing production, which exceeded our target. The proportion of urban infill in this planning was 55 per cent, which was also above the target level. The focal spots were areas near the Joker Light Rail and Crown Bridges tramway routes and stations.

In contrast, the number of plots allocated for residential building and the production levels of city-owned housing did not meet the intended objectives. About 250,000 square metres of floor area of were allocated for residential plots, while the city's own housing production was limited to only 900 housing units. The most significant reason for this shortfall was the rapid increase of construction costs.

Fortunately, the construction of commercial premises continued at the same high level seen in the last four years. About 300,000 square metres of floor area for commercial premises were completed in 2021.

## **Support for housing companies' energy-saving renovations**

The Energy Renaissance programme, through which Helsinki provides housing companies with information, guidance and practical help with planning and carrying out energy renovations, proceeded as planned. Over 170 housing companies contacted the city's experts for consultation, receiving a response in under five days, on average.

Eco-friendly geothermal systems were constructed and adopted at a record-breaking rate

in 2021. At the end of the year, there were 825 registered wells, which is a quarter more than in the previous year. The combined length of the geothermal wells that have been drilled is about 240 kilometres. The average size and energy output of geothermal heating sites increased notably.

Pre-construction activity in the northern Malmi district utilised low-carbon and carbon-binding methods. All new housing locations met the standards of energy efficiency class A in the EU's rating system.

The research project of Aalto University that focused on reducing the negative impact of roadworks finished up in 2021, and as a result, the Helsinki model for worksites was created. The model aims to reduce the negative impact of worksites and shorten the duration of construction projects by making cooperation between all of the parties involved in the project more efficient.

## **The Urban Environment Division participated in Helsinki's common effort to mitigate the effects of the COVID-19 pandemic and safeguard the city's appeal.**

The renovation of the busy street of Hämeentie, a key roadworks project in Helsinki, was completed in 2021, after two years. The section of Hämeentie between the streets of Siltasaarenkatu and Helsinginkatu was turned into an area for pedestrians, cyclists and public transport only. The extensive project included the reconstruction of the area's water supply, sewer system and tram tracks.

The Urban Environment Division participated in Helsinki's common effort to mitigate the effects of the COVID-19 pandemic and safeguard the city's appeal. An example was the open-air food court that was established in Kasarmitori square and the related pilot projects that turned Kasarmikatu and Makasiinikatu into pedestrian-friendly areas. In addition to good food and beverages, the 'summer terrace' and 'summer streets' offered the public exposure to arts and culture.









## Deputy Mayor Paavo Arhinmäki, Left Alliance

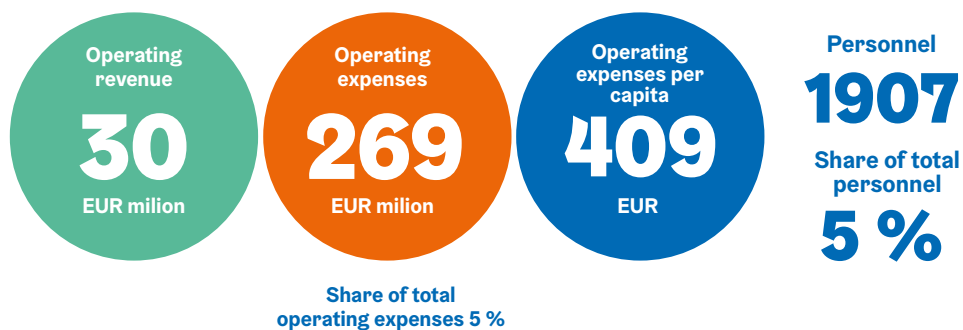
Chair of Culture and Leisure Committee

## Tommi Laitio, Executive Director

Laitio on a leave of absence until the close of 2023, Acting Executive Director Laura Aalto.

- 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 to nurture their mental and physical wellbeing, learn new things, practice active citizenship and support Helsinki's vitality. The Division manages the city's library materials, museum and art collections and upholds its cultural heritage. The Division also takes care of many official regulatory duties related to fostering the cultural environment.*

Early in the year, the Culture and Leisure Division's locations were either closed or only partially open due to the coronavirus situation. The imposed restrictions were eased towards the summer, only to be tightened again near the end of the year. The coronavirus situation caused roughly 200 of the Culture and Leisure Division's employees to be temporarily reassigned to work in Education Division locations, such as daycare centres, as well as in the Social Services and Health Care Division infection tracking duties. Both of these areas had a great need for human resources.

## **Helsinki Biennial was a great success**

The first-ever Helsinki Biennial, produced by the Helsinki Art Museum HAM, was held in the summer months primarily on the island of Vallisaari. It had been postponed a year due to the coronavirus pandemic. The event attracted 148,000 visitors to the Helsinki archipelago, where they were able to experience art in a maritime environment.

Helsinki Biennial reinforced Helsinki's reputation as a city of culture and visual arts on the international arena as well. It combined art, nature, cultural history and exercise, paving the way for the recovery of the cultural sector and the continuance of international connections.

The Tennispalatsi facilities of Helsinki Art Museum housed eight exhibitions, the most sizeable of which was the HAM-produced exhibition of German artist Katharina Grosse's large-scale works.

The City Museum's doors remained closed until the summer. In October, the museum held its first exhibition opening in two years, when the Armas Tallinna exhibition opened to the public. The museum developed several new digital services to cater to its customers in 2021.

Helsinki's cultural centres – Annantalo, Caisa, Kanneltalo, Malmitalo, Savoy Theatre, Stoa and Vuosaari House – made it possible for people to still experience art amidst the difficult conditions, while at the same time providing art and culture professionals with work opportunities.

## **Helsinki Biennial reinforced Helsinki's reputation as a city of culture and visual arts on the international arena as well.**

The cultural centres produced more than 800 performances, 49 exhibitions, more than 500 art courses and 350 other events. The award for Helsinki Cultural Act of the year was granted to the central Helsinki district association of Maunula-Seura for their play *Entäs nyt Maunula?* ('What now, Maunula?').

## **The eLibrary keeps growing**

There were not as many visitors to the City of Helsinki's network of libraries in the second year of the coronavirus than the first. However, the number of loans in 2021 was almost as high as in 2019, the top year on record. The popularity of the libraries' digital materials, the eLibrary, kept growing rapidly.



In accordance with its service strategy, the library is a shared public place for reading, engaging in various activities, using digital services, asking for advice, and frequenting the services and events of different organisers.

## **Quality selection of music despite restrictions**

The Helsinki Philharmonic Orchestra, led by principal conductor Susanna Mälkki, continued to provide high-quality orchestral concerts within the scope of the restrictions brought on by the pandemic.

The musical theme of the spring season was *Wanderlust*, and the programmes adapted for smaller configurations were conveyed to the public via online broadcasts. Public concerts made a return to the Helsinki Music Centre Musiikkitalo in the autumn, albeit at limited capacity. Over the course of the year, the Helsinki Philharmonic Orchestra performed several works that it had commissioned as global premieres, including Kaija Saariaho's orchestral piece *Vista*, Felipe Lara's *Double Concerto* and Kimmo Hakola and Seppo Pohjola's Helsinki Variations series.

## **Ski trails and beaches were popular**

Sports Services achieved the goals that had been set for it, even though the total number of customers failed to reach the desired level due to the pandemic-induced restrictions. Even so, some 8.6 million visits to city sports facilities were recorded in 2021.

Early in the year, when indoor sports venues were closed, artificial ice rinks and ski trails were bustling with people. Close to every corner of the 200-kilometre ski trail network was in use from the beginning of the year to the end of March. The summer's good weather encouraged outdoor activities, with beaches in particular proving very popular.

Results of a wellbeing survey targeting adults indicate that roughly 45 per cent of Helsinki residents cut back on exercise because of the coronavirus pandemic, while 20 percent increased their physical activity. Ways to incorporate exercise into residents' everyday life were promoted in line with ten measures defined in Helsinki's Physical Activity Programme.

## **Hobbies for youth**

Helsinki's youth work was carried out as planned, for the most part. New facilities for young people were opened in several locations, such as Central Library Oodi. More resources were allocated to encourage youth participation. Events held in locations such as the Tiivistämö event venue in Suvilahti attracted close to 700,000 physical and more than 60,000 digital attendees. The city's summer job voucher programme helped 2,400 young people to get a summer job.

Helsinki also joined in the implementation of the Ministry of Education and Culture's Finnish model for leisure activities. The idea of the model is to provide every school pupil with an enjoyable hobby at no cost. Options include everything from parkour to circus and yoga to coding.

Environmental awareness was promoted. Almost all the Culture and Leisure Division's services and service entities have an environmental programme, the Division has more than one hundred eco-support personnel, and its staff have received training in environmental matters.

The Culture and Leisure Division's operations were given extensive media exposure in 2021. The visibility of culture was spurred by the Helsinki Biennial, and sports and leisure activities received media coverage in association with the warm summer and Helsinki's many swimming spots.

## **Pandemic affects occupational wellbeing**

The second coronavirus year proved hard on the Division's workers. This was evidenced, among other things, by the results of the FiiLari wellbeing survey, where respondents were asked to assess their own occupational wellbeing.

One significant factor in terms of occupational wellbeing was the near-constant remote working of many office and specialist workers, which distanced work communities from one another and reduced employee opportunities for organic interaction. Division employees adapted, despite the difficulties, and were able to achieve the goals set for them and provide customers and partners with experiences that are the building blocks of a good life.



AIKA  
TIDSMÅ  
TIME MA

Uskallatko aikamattokalet?  
aikakoneeseen ja päädyt  
takaisin Helsinkiin. Tai s  
Vägar du äka på en tidsre  
i tidsmaskinen som tar di  
Helsingfors. Eller någon  
Dare to travel in time? St  
time machine and end up  
one hundred years ago.



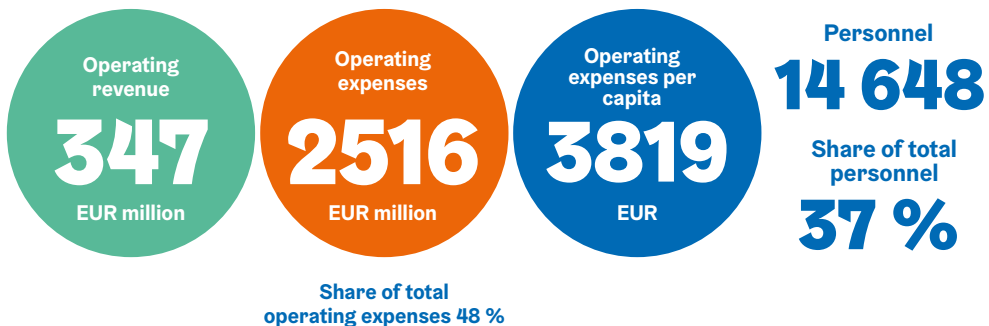
## Deputy Mayor Daniel Sazonov, National Coalition Party

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 provides social services and healthcare for Helsinki residents. The division creates prerequisites for maintaining and improving health and wellbeing, as well as preventing social and health-related problems and their adverse impacts.*

The year 2021 was the second year marked by the COVID-19 pandemic. The spike in infections in the spring was followed by a slightly calmer summer. In the autumn, infection rates started rising again, and another surge was seen at the end of the year. One in four of the total infections in Finland were reported in Helsinki, which shows that the pandemic hit Helsinki much harder than the rest of Finland on average.

The pandemic reduced the availability of many social and healthcare services, as many personnel were required to secure sufficient coronavirus-associated operations, such as guidance, infection tracing, healthcare at health stations and hospitals, the administration of vaccinations, and the required health and safety measures at the border. The prolonged pandemic increased the incidence of depression and other mental health problems among children and young people, reduced older people's ability to function, and increased marginalisation. All of these factors increased the need for services.

We were successful in clearing up the care and service backlog to some degree with extra work, overtime and service vouchers. The pandemic highlighted the need to develop electronic and digital services further, which is already one of the division's focus areas. Coronavirus-related communications were provided in Finnish, Swedish, English, Russian, Estonian, Arabic, Somali, and several other languages.

## **Increase in remote services**

The City of Helsinki's central goal is to reduce differences in people's wellbeing among various population groups and residential areas. Posi-

tive discrimination funds were allocated to areas where socio-economic indicators demonstrate that the need for services is higher.

The City of Helsinki's Social Services and Health Care Division consolidated its services in accordance with three established operating models: Family Centres intended for families with small children, Health and Wellbeing centres, and Senior Centres. This concentration seeks to improve service availability and customer experiences.

**The City of Helsinki's central goal is to reduce differences in people's wellbeing among various population groups and residential areas.**

One of the focuses has been an increase in digital remote services. The offering of remote care, guidance, remote rehabilitation and video appointments was increased. The content in the health station chatbot was expanded to cover dental care and psychiatry, and its language selection was expanded to include Swedish and English, in addition to Finnish. More digital support was also offered to older customers.

New health stations opened in the Kannelmäki district and the city centre. They are part of a temporary pilot that is experimenting with the concept of private companies providing services at health stations.



In June 2021, the Parliament of Finland approved new laws enabling a nationwide reform of health, social and rescue services. Under the new model, 21 wellbeing services counties will be founded to organise the country's social services and healthcare. Unlike other the municipalities, however, Helsinki will continue to be in charge of organising its area social services and healthcare. Together with the four wellbeing services counties in the Uusimaa region and the Hospital District of Helsinki and Uusimaa (HUS), the City of Helsinki prepared a HUS organisation agreement in which the bodies agreed on their future cooperation.

### **Apotti system adopted**

After years of preparation, the Apotti customer and patient data system was adopted. Due to the pandemic, the adoption process was moved from autumn 2020 to 2021 and divided into three stages that took place in April, May and November.

Preparation and adoption of Apotti required a great deal of resources, work and training from the division. The aim is threefold: to improve social services and healthcare with a shared data and resource planning system, to unify operating models, and to use these measures to control costs. Apotti is also used by the hospital network HUS and several other municipalities in the Uusimaa area.

Some 14,000 City of Helsinki Social Services and Health Care Division employees use Apotti. Almost all of the events concerning the customers and patients of Helsinki's social services and healthcare are logged into this single data system, which makes it possible to maintain consistent operations and helps the staff see the customer's situation as a whole. In addition, customers can use the Maisa customer portal to navigate these same services easily and safely. At the end of the year, over 300,000 Helsinki residents were registered Maisa users.

In 2021, the Social Services and Health Care Division received almost 9,000 questions, suggestions or comments via the city's digital feedback system. Feedback increased by 40 per cent on the previous year, mainly because of the pandemic. The feedback was processed carefully and used to improve services and

clarify communication on topics residents found most puzzling.

### **Labour shortage created problems**

The central problem of Helsinki's social services and healthcare is the shortage of personnel, which became even more difficult during 2021.

At the end of the year, the shortage had increased by 150 persons from the start of the year. Turnover among permanent staff reached 9.9 per cent, compared to 7.5 per cent in the year before. The situation was made worse by the pandemic, which added to the staff's workload and demanded an enormous amount of flexibility.

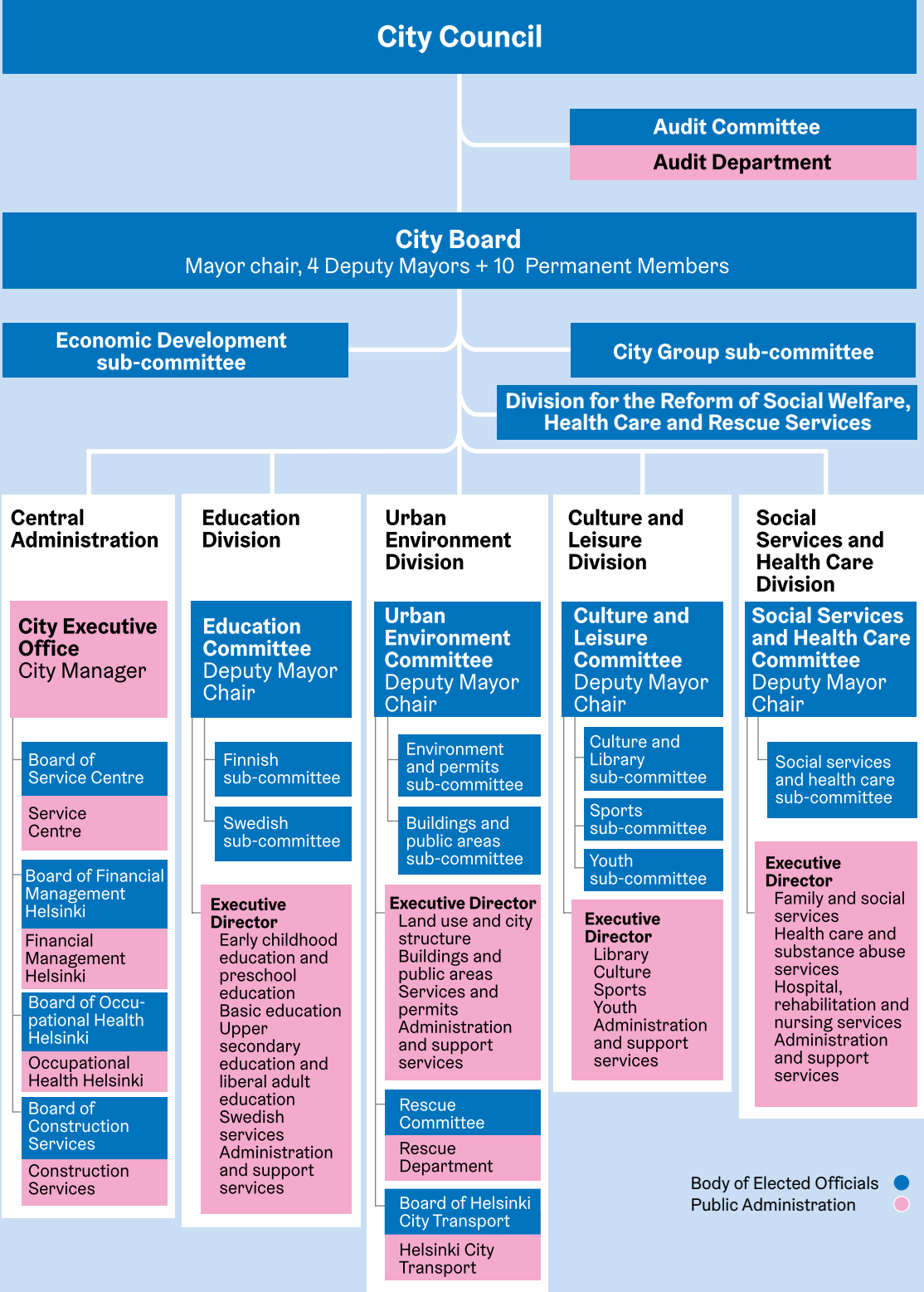
The division attempted to increase the number of personnel in many ways. A development project was launched to attract new doctors, which yielded results. Efforts were also made to promote the employment of nurses with migrant backgrounds, arrange apprenticeships for practical nurses and care assistants, and allocate salary increases to groups affected by the most shortages.

Of the almost 15,000 city employees in social services and healthcare, almost 2,000, or 13 per cent, have a migrant background and do not speak Finnish or Swedish as their mother tongue.

The division attempted to increase the number of personnel in many ways. A development project was launched to attract new doctors, which yielded results.



# City of Helsinki Administrative Organisation



Body of Elected Officials ●  
Public Administration ●

# The City of Helsinki Organisation

The highest decision-making body in Helsinki is the City Council, which is elected by popular vote in the municipal elections. 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 acts as the chair of the City Board. The Deputy Mayors act as the chairs of 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 highest-ranking civil servants**

The city's Central Administration is led by the City Manager and each city division is led by an Executive Director. The City Manager is the supervisor of the division leaders. The work of the City Manager and divisions' Executive Directors is overseen by the Mayor.

In 2021, the Executive Director of the Education Division Liisa Pohjolainen and the Executive Director of the Urban Environment Division Mikko Aho both retired. The Executive Director of the Culture and Leisure Division Tommi Laitio is on a leave of absence from the beginning of 2022 until the close of 2023.

### **City Manager**

Sami Sarvilinna

### **Executive Director of the Education Division**

Satu Järvenkallas (from 1 October 2021)

### **Executive Director of the Urban**

#### **Environment Division**

Ville Lehmuskoski (from 1 October 2021)

### **Executive Director of the Culture and Leisure Division**

Tommi Laitio (Laitio on a leave of absence until the close of 2023, Acting Executive Director Laura Aalto)

### **Executive Director of the Social Services and Health Care Division**

Juha Jolkkonen

# City decision-making

Municipal elections were held in 2021. Due to the COVID-19 pandemic, the elections that were meant to be held in April were postponed to 13 June 2021, and the newly elected councillors were only able to start their term in August.

The Helsinki City Council has 85 councillors and 86 deputy councillors. In 2021, the City Council convened 22 times. The new City Council selected in the elections in June convened for its first meeting on 2 August 2021 and selected the Mayor and Deputy Mayors.

In January–July 2021, the Chair of the City Council was Otso Kivekäs (Greens), the First Vice-Chair was Harry Bogomoloff (National Coalition Party) and the Second Vice-Chair was Paavo Arhinmäki (Left Alliance). Starting from August, the new Chair of the City Council was Fatim Diarra (Greens), the First Vice-Chair was Wille Rydman (National Coalition Party) and the Second Vice-Chair was Pilvi Torsti (Social Democratic Party).

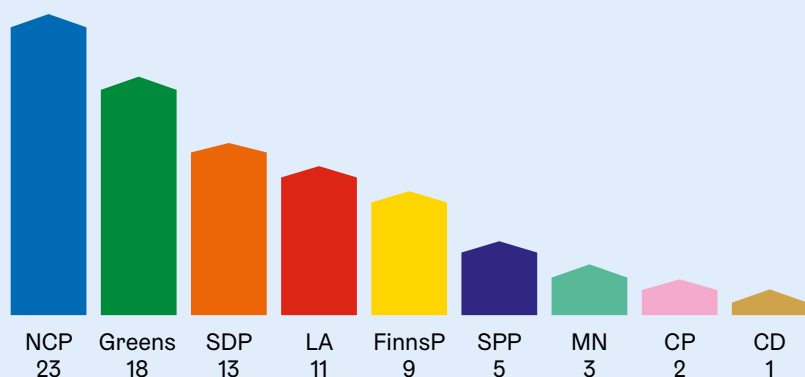
City Council meetings are normally held every second Wednesday. The meetings are livestreamed on the city's Helsinki-kanava channel.

Under normal circumstances, council meetings can also be watched from the public gallery of the Council Chamber, but in 2021, the pandemic limited audience admittance.

The City Board has 15 members and is chaired by the Mayor. Deputy Mayors act as the chairs of the division committees and serve as members of the City Board. The Mayor and the Deputy Mayors are full-time elected officials.

The City Board has three subcommittees: the City Group Subcommittee, the Economic Development Subcommittee and the Health, Social and Rescue Services Reform Subcommittee. The City Council established the Health, Social and Rescue Services Reform Subcommittee in September 2021 to direct the implementation of the health and social services reform in Helsinki. The Subcommittee will operate for a fixed term until the end of 2022.

## Political parties and movements of councillors in 2021-2025 (situation in 31 Dec 2021)

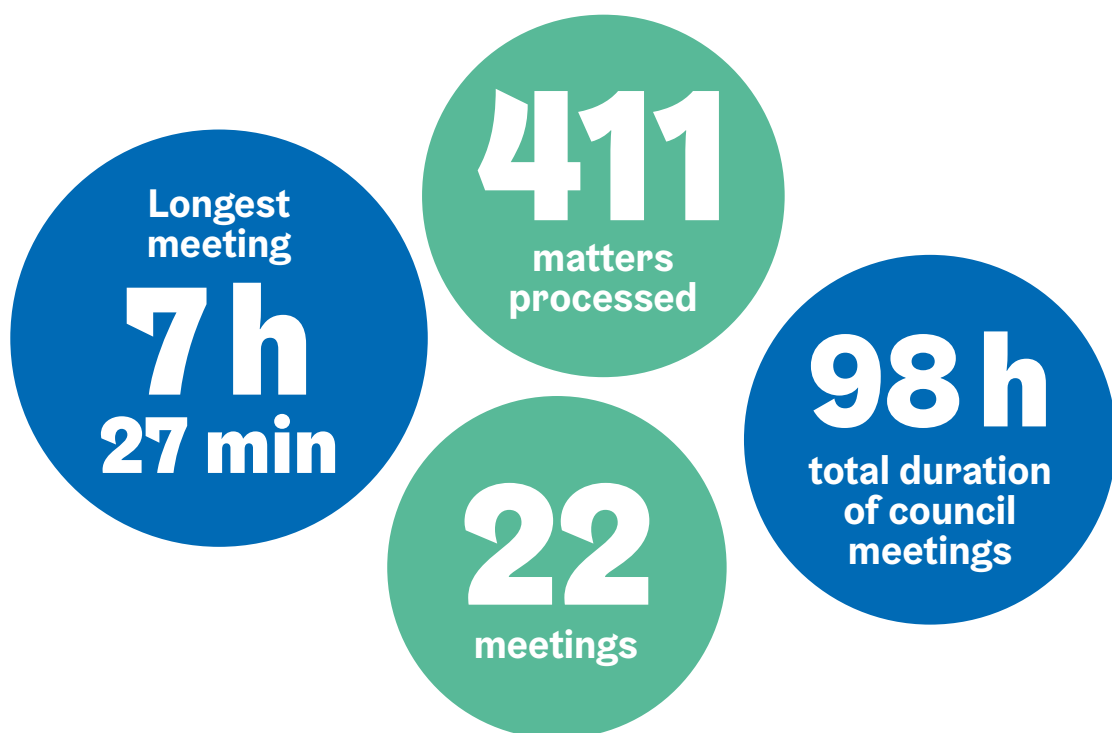


(NCP) National Coalition Party • GREENS • (SDP) Social Democratic Party • (LA) Left Alliance  
(FinnsP) Finns Party • (SPP) Swedish People's Party • (MN) Movement Now Helsinki  
(CP) Centre Party • (CD) Christian Democrats





*City Council chairs: (middle) Fatim Diarra, Chair, Greens, (left) Wille Rydman, First Vice-Chair, National Coalition Party, and (right) Pilvi Torsti, Second Vice-Chair, Social Democratic Party.*



# City Council

2021–2025

## **City Council chair**

Fatim Diarra (Greens)

## **First Vice-Chair**

Wille Rydman

(National Coalition Party)

## **Second Vice-Chair**

Pilvi Torsti

(Social Democratic Party)

## **National Coalition Party (23)**

Harry Bogomoloff

Maaret Castrén

Juha Hakola

Anniina Iskanius

Atte Kaleva

Arja Karhuvaara

Sini Korpinen

Otto Meri

Seija Muurinen

Dani Niskanen

Mia Nygård-Peltola

Matias Pajula

Jenni Pajunen

Pia Pakarinen

Risto Rautava

Wille Rydman

Sari Sarkomaa

Mirita Saxberg

Daniel Sazonov

Nina Suomalainen

Elina Valtonen

Juhana Vartiainen

Maarit Vierunen \*

## **Greens (18)**

Alviina Alametsä

Outi Alanko-Kahiluoto

Fatim Diarra

Atte Harjanne

Mari Holopainen

Shawn Huff

Emma Kari

Otso Kivekäs

Minna Lindgren

Johanna Nuorteva

Maria Ohisalo

Amanda Pasanen

Tuomas Rantanen

Pekka Sauri

Anni Sinnemäki

Osmo Soininvaara

Reetta Vanhanen \*

Ozan Yanar

## **Social Democratic Party (13)**

Hilkka Ahde

Mahad Ahmed

Pentti Arajärvi

Elisa Gebhard

Tuula Haatainen

Timo Harakka

Eveliina Heinäluoma \*

Ville Jalovaara

Nasima Razmyar

Ilkka Taipale

Pilvi Torsti

Erkki Tuomioja

Sinikka Vepsä

## **Left Alliance (11)**

Paavo Arhinmäki

Mia Haglund \*

Titta Hiltunen

Veronika Honkasalo

Elina Kauppila

Mai Kivelä

Minja Koskela

Petra Malin

Sami (Frank) Mutttilainen

Tuomas Nevanlinna

Suldaan Said Ahmed

## **Finns Party (9)**

Jussi Halla-aho

Nuutti Hyttinen

Pia Kopra

Laura Korpinen

Teija Makkonen

Tom Packalén

Mika Raatikainen

Mari Rantanen \*

Pirkko Ruohonen-Lerner

## **Swedish People's Party (5)**

Eva Biaudet

Silja Borgarsdóttir Sandelin

Nora Grotenfelt

Björn Månsson \*

Marcus Rantala

## **Movement Now Helsinki**

### **Liike (3)**

Harry Harkimo

Joel Harkimo \*

Mikael Jungner

## **Centre Party (2)**

Laura Kolbe

Terhi Peltokorpi \*

## **Christian Democrats (1)**

Mika Ebeling \*

\*chairperson





# City Board and Sub-committees

Members of the new City Board after the municipal elections of 2021 (situation on 31 December 2021).

## City Board 2021

Juhana Vartiainen, Chair, National Coalition Party

Anni Sinnemäki, First Vice-Chair, Greens

Nasima Razmyar, Second Vice-Chair, Social Democratic Party

### Members:

Juhana Vartiainen  
Mayor

NCP

Anni Sinnemäki  
Deputy Mayor for Urban Environment

Greens

Nasima Razmyar  
Deputy Mayor for Education

SDP

Daniel Sazonov  
Deputy Mayor for Social Services  
and Health Care

NCP

Paavo Arhinmäki  
Deputy Mayor for Culture and Leisure

LA

Sari Sarkomaa

NCP

Anniina Iskanius

NCP

Maarit Vierunen

NCP

Reetta Vanhanen

Greens

Tuomas Rantanen

Greens

Johanna Nuorteva

Greens

Elisa Gebhard

SDP

Minja Koskela

LA

Jussi Halla-aho

FinnsP

Marcus Rantala

SPP

### Personal deputies:

Pia Pakarinen

Amanda Pasanen

Lauri Muranen

Jenni Pajunen

Titta Hiltunen

Matias Pajula

Juha Hakola

Otto Meri

Kasper Kivistö

Suvi Pulkkinen

Ozan Yanar

Ville Jalovaara

Suldaan Said Ahmed

Mari Rantanen

Silja Borgarsdóttir Sandelin

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



*Helsinki Mayors: in the middle Mayor Juhana Vartiainen (NCP), on the left Deputy Mayors Paavo Arhinmäki (LA) ja Nasima Razmyar (SDP), on the right Deputy Mayors Anni Sinnemäki (Greens) ja Daniel Sazonov (NCP).*

## City Board's City Group Division

The Division's mission is to monitor the operations of the City Group and ascertain that the Group's affiliated companies and foundations are operating according to the objectives set by the Board.

Chair Juhana Vartiainen (NCP)

Vice chair Tuomas Rantanen (Greens)

### Members:

Juhana Vartiainen  
Pia Pakarinen  
Jenni Pajunen  
Anni Sinnemäki  
Tuomas Rantanen  
Ville Jalovaara  
Nasima Razmyar  
Titta Hiltunen  
Jussi Halla-aho

NCP  
NCP  
NCP  
Greens  
Greens  
SDP  
SDP  
LA  
FinnsP

### Personal deputies:

Daniel Sazonov  
Juha Hakola  
Otto Meri  
Kasper Kivistö  
Johanna Nuorteva  
Lauri Muranen  
Elisa Gebhard  
Paavo Arhinmäki  
Mari Rantanen

Matters are presented 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 Juhana Vartiainen (NCP)

Vice chair Suvi Pulkkinen (Greens)

### Members:

Juhana Vartiainen  
Pia Pakarinen  
Matias Pajula  
Suvi Pulkkinen  
Kasper Kivistö  
Lauri Muranen  
Minja Koskela  
Mari Rantanen  
Marcus Rantala

NCP  
NCP  
NCP  
Greens  
Greens  
SDP  
LA  
FinnsP  
SPP

### Personal deputies:

Daniel Sazonov  
Otto Meri  
Jenni Pajunen  
Ozan Yanar  
Amanda Pasanen  
Nasima Razmyar  
Suldaan Said Ahmed  
Jussi Halla-aho  
Silja Borgarsdóttir Sandelin

Matters are presented by Marja-Leena Rinkineva, Director of Economic Development.



## Division for the Reform of Social Welfare, Health Care and Rescue Services

In September 2021, the Division for the Reform of Social Welfare, Health Care and Rescue Services was established under the City Board. The task of the division is to control and monitor the planning and preparation of the reform.

Chair Daniel Sazonov (NCP)

Vice Chair Reetta Vanhanen (Greens)

### Members:

Daniel Sazonov  
Maarit Vierunen  
Harry Bogomoloff  
Reetta Vanhanen  
Sanna Vesikansa  
Pentti Arajärvi  
Anna Vuorjoki  
Jussi Halla-aho  
Nasima Razmyar

NCP  
NCP  
NCP  
Greens  
Greens  
SDP  
LA  
FinnsP  
SDP/SPP

### Personal deputies:

Seija Muurinen  
Risto Rautava  
Maaret Castrén  
Pekka Sauri  
Oula Silvennoinen  
Nelli Nurminen  
Paavo Arhinmäki  
Mari Rantanen  
Marcus Rantala

Matters are presented by City Manager Sami Sarvilinna.



# Committees and boards

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

## **Education Division**

Education Committee

- Finnish Subcommittee
- Swedish Subcommittee

## **Urban Environment Division**

Urban Environment Committee

- Environment and Permits Subcommittee
- Buildings and Public Areas Subcommittee

Rescue Committee

## **Culture and Leisure Division**

Culture and Leisure Committee

- Culture and Library Subcommittee
- Sport Subcommittee
- Youth Subcommittee

## **Social Services and Health Care Division**

Social and Health Committee

- Social Services and Health Care Subcommittee

## **Boards of municipal enterprises**

Board of the Service Centre municipal enterprise

Board of the Financial Management Services municipal enterprise

Board of the Occupational Health Helsinki municipal enterprise

Board of the Helsinki City Construction Services municipal enterprise

## **Others**

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 km<sup>2</sup>**



Shoreline  
**123 km**



Land  
**217 km<sup>2</sup>**



Islands  
**327**



Population density  
**3034** inhabitants per sq. km

### Mean temperature 2021

Whole year

**6,5 °C**

Warmest month,  
August

**24,4 °C**

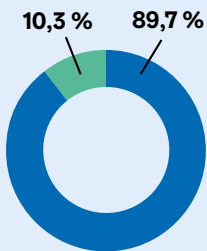
Coldest month,  
February

**-6,6 °C**

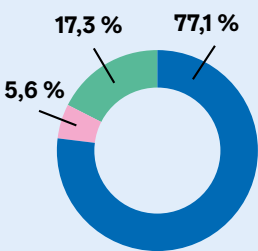
## Population

Total population 31.12.2021

**658 457**

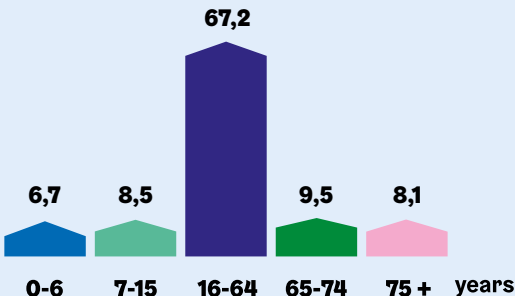


■ Finnish nationality  
■ Other nationalities



■ Finnish-speaking  
■ Swedish-speaking  
■ Other languages

### Age groups, %



### Life expectancy 2019

**81,6**

Men

**78,4**

Women

**84,5**

## Housing

Total dwellings

**376 065**



Owner-occupied dwellings

**42,6 %**



Housing density  
m<sup>2</sup>/person

**34,4 m<sup>2</sup>**



Rented dwellings  
owned by the city

**50 000**

Labour market	
Jobs 2021	453 600
• primary production, %	0,1
• processing, %	10,4
• services total, %	88,7
Market services, %	62,7
Public administration, welfare services, %	26
other or unknown, %	0,7
Number of companies	52 177
Labour force (15–74 year olds)	
• employed	342 900
• unemployed	33 300
Participation rate, %	73,5
Degree of unemployment, %	8,9

Transport and communications	
Registered cars per 1,000 inhabitants	505
Public transport within the city, total journeys, million	125
Mobile phones per 100 inhabitants (in Finland)	167
Internet users (aged 16-89), percentage of population	95

Energy and water supply	
Sales of electricity, GWh	6 110
Sales of district heating, GWh	6 397
Sales of water (Helsinki Metropolitan Area), M m <sup>3</sup>	75,8
Water consumption per capita per day, litres (Helsinki Metropolitan Area)	220
Treated waste water, M m <sup>3</sup>	110

Education	
Children in early childhood education per 100 1–6-year-olds***	73,4
Educational structure % of 15-year-olds and older with	
• comprehensive school certificate only	23
• secondary education	33
• tertiary education	44
Number of educational institutions in Helsinki	
• Universities	3
• Polytechnics	6
• Vocational training institutions	13
• Comprehensive schools and upper secondary schools	145

Culture and leisure	
City library	
• Book loans, millions	7,2
• Loans per inhabitant	14
Museums	60
Recreational trails and jogging tracks, km	560
Swimming pools	14
Sport halls and gyms	814

Social services and health care	
City sub-district health centres	21
<b>Primary health care*</b>	
primary health care visits total, millions	
• city sub-district health centre visits, millions	7,5
• per inhabitant	12
Average number of patients in institutional care every day	691
• in contract hospitals	89
<b>Specialized medical care</b>	
Outpatient clinic visit, total, millions	1,3
• in contract units, total, millions	1
In institutional care, average	
• in city units	190
• total per 1,000 inhabitant	<1
Assisted living homes for elderly, total amount of places**	3 181
• places in institutional care	1 016

Tourism	
Passengers (millions)	
• via Helsinki-Vantaa airport	5,5
• via the Port of Helsinki	3,7
• via Helsinki railway station	
• long-distance traffic	4
Hotelleihin saapuneita matkustajia, milj.	1,2
• overnight stays, total	1,6
• of which foreigners	0,6
Hotels	67
• rooms	12 280
• beds	23 897
International conferences	90
• events	143
• participants	24 665

\* Figures include visits to the city's own or outsourced services, as well as phone calls and other consultations that replaced visits.  
 \*\* Calculatory places.  
 \*\*\* Includes municipal daycare centres, family centres and contract daycare centres.





# Personnel

In 2021, the City of Helsinki employed almost the same amount of people as in 2020. The City of Helsinki employed 39,255 people at the end of 2021, in permanent or fixed-term positions. The number of staff grew by 103 employees compared to the previous year.

At the end of 2021, 77 per cent of the Helsinki staff were women and 23 per cent were men. Ten per cent of all city employees did not speak Finnish or Swedish as their mother tongue. The largest personnel age group continued to be 50–59-year-old employees.

By the end of 2021, the City of Helsinki's salary expenses were EUR 1.56 billion, which was 5.3 per cent higher than in 2020. All salaries saw an across-the-board increase in accordance with the national collective agreements. As a part of the city's multi-year salary development plan, the nursing staff and a diverse selection of other professions were given special weight.

The COVID-19 pandemic continued to increase the demand for labour in social services and health care. Yet the highest labour shortage was in early childhood education and basic education, with a shortage of Swedish-speaking staff, in particular. The availability of personnel for the sectors experiencing a labour shortage was promoted through the salary development programme, development of recruitment, and actions that improve profession-specific availability.

The prolonged pandemic affected city personnel throughout the year. Helsinki's Skills Bank, established in 2020, continued operations. Through it, employees were temporarily relocated to where the demand for staff was the most critical. Many employees were transferred to the Epidemiological Operations Unit and acted as election officials, for example.

## Number of employees by division at year-end

All employees	Permanent employees	Temporary employees	All employees excluding pay subsidized	Change 2020–2021
Education Division	11 071	3 637	14 708	-43
Urban Environment Division**	3 469	177	3 646	27
Central Administration*	3 827	519	4 346	19
Culture and Leisure Division	1 585	322	1 907	61
Social Services and Health Care Division	11 081	3 567	14 648	39
<b>Yhteensä</b>	<b>31 033</b>	<b>8 222</b>	<b>39 255</b>	<b>103</b>

\* 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

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

# The City of Helsinki's financial statements for 2021

*According to the City of Helsinki's financial statements for 2021, the city's operating expenditure growth and investment levels remained high and as a result, the cash flow from operations and investments showed a deficit of EUR 90 million. The city's profit for the financial year was EUR 350 million, which was nearly EUR 150 million less than in the previous year.*

According to the City of Helsinki's financial statements for 2021, Helsinki continued to make significant investments in the needs of a growing city. Investment expenses in 2021 were EUR 890 million, which was EUR 27 million lower than in the comparable situation in the previous year. They are the second-highest level of investment expenses on record.

During the last few years, the investments have focused especially on Education Division construction projects, pre-construction in new residential areas, and new construction and renovation of streets and traffic routes.

The City of Helsinki's cash flow from operations and investments, a key figure in describing the city's economic balance, was negative by EUR 90 million due to the high level of investments. This high level also resulted in the city's cash flow from operations and investments being on the decrease. As the cash flow from operations and investments was negative, the expenses will need to be covered by reducing the existing cash reserves or taking out a loan.

The internal financing of investments was at 88 per cent in 2021, whereas in 2020 it was at 85 per cent. This is not significantly different from the level of other large cities. When looking at the internal financing percentage of

investments, there is a downward trend in the city's financial balance, since while the level of investments has increased, the internal financing has not improved at the same rate. The City of Helsinki's borrowing portfolio was EUR 913 million at the end of 2021, whereas in 2020 it was EUR 992 million.

Housing construction in Helsinki stayed brisk in 2021. The number of housing units started and completed exceeded the housing production goal, similar to in the previous year: in 2021, 7,105 housing units were completed and the construction of 7,350 housing units was started. In Helsinki's housing and land use implementation programme, the annual target level for production is the construction of 7,000 new housing units. Starting from 2023, the target will rise to 8,000.

The result for the financial period of 2021 was EUR 350 million, which was almost EUR 150 million lower than in the previous year. Looking at several past years, the result of 2021 was somewhat average, but slightly weaker than in the previous years in relation to the realised investment level.

The annual contribution margin (the internal financing available after current expenses) for 2021 was realised as better than the budget, sin-



ce tax revenue exceeded the budgeted level. The annual contribution margin was EUR 757 million. The tax revenue exceeded the budget by almost EUR 200 million.

In 2021, the City of Helsinki's operating expenses were EUR 5.0 billion. These operating expenses exceeded the budget by EUR 219 million and grew by 7.8 per cent from the previous year. In 2020, they grew by 3.6 per cent from the previous year. The excess expenditure was mainly caused by the direct costs of the pandemic incurred by the Social Services and Health Care Division. The state partially compensated for these costs by granting central government transfers, of which Helsinki received EUR 175 million in total. When the pandemic compensations for corporation taxes and central government transfers are considered, the effects of the pandemic on the city's economy were balanced in 2021.

In 2021, the City of Helsinki's operating revenue was EUR 1.5 billion. The operating revenue grew from the previous year and also exceeded the

budget. The excess revenue was mainly brought on by the central government transfers received by the Social Services and Health Care Division to cover the direct costs of the pandemic and the costs of ensuring health and safety at the border. The city's total revenue, including municipal enterprises and funds, was EUR 5.8 billion in 2021.

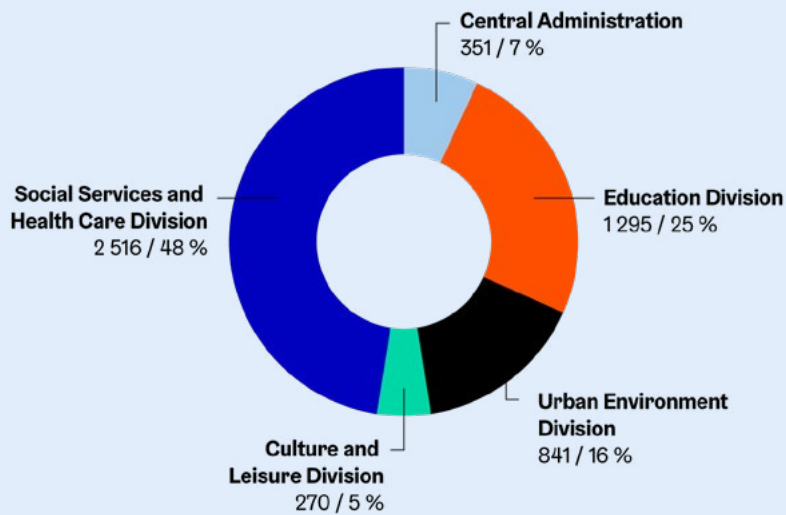
When the pandemic compensations for corporation taxes and central government transfers are considered, the effects of the pandemic on the city's economy were balanced in 2021.



# Operating expenses

EUR million

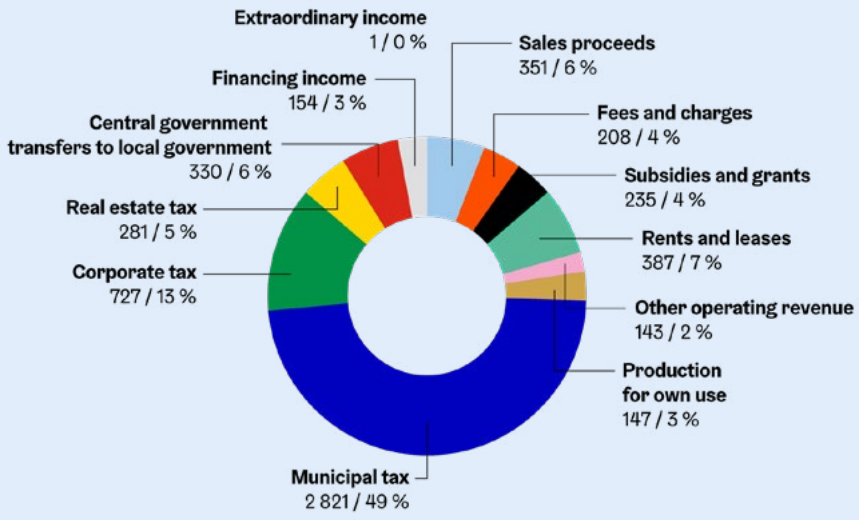
**Total operating expenses EUR 5 272 million.** The numbers exclude municipal enterprises. Internal transfers have not been eliminated.



# Operating revenue

EUR million

**Total operating revenue EUR 5 785 million.** The numbers include municipal enterprises and funds, internal transfers have been eliminated.



# Helsinki Group

Helsinki Group's result in 2021 was EUR 385 million. The result decreased by EUR 220 million from 2020.

Of the city's subsidiaries, the results of electricity company Helen and the Helsinki City Housing Company (Heka) decreased the most significantly from 2020. In 2021, Helen's result was EUR 55 million, whereas in 2020 it was EUR 122 million.

The surplus of Helsinki Group was EUR 369 million, decreasing by EUR 200 million on the previous year.

The cash flow of Helsinki Group's operations and investments in 2021 was EUR 331 million, which was slightly lower than in 2020 (EUR 269 million). The City of Helsinki's impact on the cash flow of Helsinki Group's operations and investments was EUR -90 million, which was lower than in 2020. In 2020, the cash flow of the City of Helsinki's operations and investments was negative by EUR 9 million.

In 2021, the combined investments of subsidiaries (excluding joint municipal authorities and companies of which the city owns more than 50 per cent) were EUR 671 million. The level of investments decreased from the 2020 level of EUR 908 million. The decrease in the level of investments from 2020 was especially caused by the reduced investments by housing-relat-

ed subsidiaries. The 2021 investments of the Helsinki City Housing Company (Heka), the right-of-occupancy housing company Helsingin Asumisoikeus, and the housing company Kiinteistö Auroranlinna were significantly lower than in the previous year. The investments of the Stadium Foundation were also much lower than in the previous year now that the Olympic Stadium renovation project was completed.

In 2021, the largest investments by subsidiaries were made by Heka (EUR 300 million), Helen (EUR 237 million) and Helsingin Asumisoikeus (EUR 35 million).

Helsinki Group's loan portfolio in 2021 was EUR 5,891 million, which is EUR 8,941 per capita. Of this total sum, the City of Helsinki's loan portfolio was EUR 913 million, which equals EUR 1,386 per capita. In 2020, Helsinki Group's loan portfolio was EUR 5,552 million.

Helsinki Group's relative indebtedness has remained approximately at the same level in the past years. In 2021, it was around 88 per cent.

# Key indicators 2021

Key indicators 2021	Group		City	
	2021	2020	2021	2020
<b>Income statement indicators</b>				
Operating revenue of operating expenses, %	60,9	59,4	27,1	25,6
Annual contribution margin, EUR million	1 336	1 438	757	863
Annual contribution margin, % of depreciations	142,0	170,4	185,3	229,7
Annual contribution margin, EUR per capita	2 028	2 187	1 149	1 313
<b>Financial indicators of cash flow statement</b>				
Operating and investment cash flow accumulation over five years, EUR million	-789	-563	264	512,9
Internal financing of investments, %	67,0	63,7	87,9	84,6
Debt-service coverage ratio	3,9	4,8	8,2	9,1
Cash sufficiency, days	60	66	70	85
<b>Balance sheet indicators</b>				
Equity ratio, %	61,6	62,1	81,8	80,8
Relative indebtedness, %	88,3	90,3	40,3	44,7
Surplus/deficit accumulation, EUR million	6 555	6 238	6 864	6 541
Surplus/deficit accumulation, EUR per capita	9 948	9 485	10 419	9 945
Loans 31 Dec., EUR million	5 891	5 552	913	992
Loans, EUR per capita	8 941	8 442	1 386	1 508
Loans and lease liabilities 31 Dec., EUR million	6 873	6 432	1 521	1 483
Loans and lease liabilities, EUR per capita	10 432	9 780	2 309	2 256
Loan receivables 31 Dec., EUR million	488	484	1 880	1 895
City Group loan receivables 31 Dec., EUR per capita	741	736	..	..
<b>Total population 31 December</b>			658 864	657 674

Total population based on preliminary data for 2021 has been updated to reflect confirmed total population. The indicators for 2021 have been similarly updated.

Calculation formulas for financial indicators, p. 57.



# City of Helsinki Income Statement

EUR million

	1 Jan - 31 Dec 2021	1 Jan - 31 Dec 2020
<b>Operating revenue</b>		
Sales proceeds	351,4	358,5
Fees and charges	208,1	189,8
Subsidies and grants	235,0	53,7
Rental revenue	386,9	364,8
Other operating revenue	143,2	180,6
	<b>1 324,7</b>	<b>1 147,4</b>
Production for own use	146,6	192,6
<b>Operating expenses</b>		
Personnel expenses		
Salaries and fees	-1 545,7	-1 453,2
Social security expenses		
Pension expenses	-354,0	-341,1
Other social security expenses	-62,2	-52,9
Procured services	-2 247,3	-2 047,9
Materials, supplies and goods	-246,0	-216,3
Allowances and grants	-323,7	-316,6
Rental expenses	-224,4	-209,9
Other operating expenses	-23,9	-26,6
	<b>-5 027,1</b>	<b>-4 664,4</b>
<b>OPERATING MARGIN</b>	<b>-3 555,8</b>	<b>-3 324,3</b>
<b>Tax revenue and central government transfers to local government</b>		
Tax revenue	3 828,7	3 565,6
Central government transfers to local government	330,3	479,6
	<b>4 159,1</b>	<b>4 045,2</b>
<b>Financing income and expenses</b>		
Interest income	73,1	70,8
Other financing income	97,0	87,9
Interest expenses	-15,8	-15,6
Other financing expenses	-0,6	-0,6
	<b>153,8</b>	<b>142,6</b>
<b>ANNUAL CONTRIBUTION MARGIN</b>	<b>757,1</b>	<b>863,4</b>
<b>Depreciations and reduction in value</b>		
Depreciations according to plan	-408,5	-375,9
	<b>-408,5</b>	<b>-375,9</b>
<b>Extraordinary items</b>		
Extraordinary expenses	1,0	9,3
	<b>1,0</b>	<b>9,3</b>
<b>FINANCIAL RESULT FOR THE ACCOUNTING PERIOD</b>	<b>349,6</b>	<b>496,7</b>
Increase (-) or decrease (+) in depreciation difference	3,7	-2,1
Increase (-) or decrease (+) in voluntary provisions		2,2
Increase (-) or decrease (+) in funds	3,4	1,8
	<b>7,1</b>	<b>1,9</b>
<b>SURPLUS/DEFICIT FOR THE ACCOUNTING PERIOD</b>	<b>356,7</b>	<b>498,6</b>

# City of Helsinki Cash Flow Statement

EUR million

	2021	2020
<b>Cash flow from operations</b>		
Annual contribution margin	757,1	863,4
Extraordinary items	1,0	9,3
Adjustments to internal financing	-114,6	-143,6
	<b>643,4</b>	<b>729,1</b>
<b>Cash flow from investment</b>		
Investment expenses	-889,6	-1 046,6
Allotments for capital expenditure	28,6	25,7
Proceeds from sale of non-current assets	127,7	283,0
	<b>-733,2</b>	<b>-737,9</b>
<b>OPERATING AND INVESTMENT CASH FLOW</b>	<b>-89,8</b>	<b>-8,8</b>
<b>Cash flow from financing</b>		
<b>Change in long-term receivables</b>		
Increase in granted loans	-92,1	-32,1
Decrease in granted loans	106,6	87,8
	<b>14,5</b>	<b>55,7</b>
<b>Change in loans</b>		
Increase in long-term loans	0,0	60,0
Repayments of long-term loans	-78,9	-81,5
	<b>-78,9</b>	<b>-21,5</b>
<b>Change in operating capital</b>	<b>0,0</b>	<b>0,0</b>
<b>Other changes in liquidity</b>		
Change in funds and capital from assignments	-10,9	7,0
Change in current assets	17,9	-28,3
Change in receivables	11,2	6,2
Change in interest-free liabilities	-36,3	197,9
	<b>-18,0</b>	<b>182,8</b>
<b>NET CASH FLOW FROM FINANCING</b>	<b>-82,5</b>	<b>216,9</b>
<b>CHANGE IN LIQUID ASSETS</b>	<b>-172,3</b>	<b>208,1</b>
<b>Change in liquid assets</b>	<b>0,0</b>	<b>0,0</b>
Liquid assets 31 December	1 147,9	1 320,2
Liquid assets 1 January	1 320,2	1 112,0
	<b>-172,3</b>	<b>208,1</b>

# City of Helsinki Balance Sheet

EUR million

	31 Dec 2021	31 Dec 2020
<b>ASSETS</b>		
<b>NON-CURRENT ASSETS</b>		
<b>Intangible assets</b>		
Intangible rights	33,7	19,8
Other capitalized long-term expenses	102,9	94,8
Advance payments	2,2	6,0
	<b>138,7</b>	<b>120,6</b>
<b>Tangible assets</b>		
Tangible assets	3 561,0	3 463,9
Buildings	1 889,2	1 884,7
Fixed structures and installations	1 804,2	1 721,6
Machinery and equipment	446,1	451,9
Other tangible assets	13,2	12,9
Advance payments and construction in progress	741,8	525,0
	<b>8 455,5</b>	<b>8 060,0</b>
<b>Investments</b>		
Subscribed capital	3 261,4	3 250,8
Other loan receivables	1 880,2	1 894,7
Other receivables	0,5	0,5
	<b>5 142,2</b>	<b>5 146,0</b>
<b>FUNDS FROM ASSIGNMENTS</b>		
State assignments	75,9	98,8
Special margins for donation funds	5,5	5,5
Other reserves from assignments	694,5	663,6
	<b>775,9</b>	<b>767,8</b>
<b>CURRENT ASSETS</b>		
<b>Current assets</b>		
Materials and supplies	14,7	33,2
Work in process	17,2	16,6
Other current assets	0,1	0,1
	<b>32,0</b>	<b>49,9</b>
<b>Receivables</b>		
Long-term receivables		
Loan receivables	0,2	0,0
Other receivables	23,9	19,2
	<b>24,1</b>	<b>19,2</b>
Short-term receivables		
Sales receivables	87,1	83,3
Loan receivables	0,3	0,3
Other receivables	133,6	196,6
Prepayments and accrued income	124,8	81,6
	<b>345,7</b>	<b>361,9</b>
<b>Total receivables</b>	<b>369,8</b>	<b>381,1</b>
<b>Shares and holdings</b>		
Investments in money market instruments	545,4	695,1
Bond receivables	20,0	20,0
	<b>565,4</b>	<b>715,1</b>
<b>Cash in hand and at banks</b>	<b>582,5</b>	<b>605,0</b>
<b>BALANCE SHEET TOTAL</b>	<b>16 062,0</b>	<b>15 845,7</b>

<b>LIABILITIES</b>	<b>31 Dec 2021</b>	<b>31 Dec 2020</b>
<b>CAPITAL AND RESERVES</b>		-
Initial capital	2 972,4	2 972,4
Revaluation reserve	1 791,4	1 794,5
Other internal funds	695,7	666,2
Other capital and reserves	729,0	729,0
Surplus/deficit from previous accounting periods (-)	6 507,8	6 042,1
Surplus/deficit for the accounting period (-)	356,7	498,6
	<b>13 052,9</b>	<b>12 702,9</b>
<b>DEPRECIATION DIFFERENCE AND VOLUNTARY PROVISIONS</b>		-
Depreciation difference	62,3	66,0
Voluntary provisions	5,2	5,2
	<b>67,5</b>	<b>71,2</b>
<b>MANDATORY PROVISIONS</b>		-
Provisions for pensions	47,1	59,1
	<b>47,1</b>	<b>59,1</b>
<b>CAPITAL FROM ASSIGNMENTS</b>		-
State assignments	75,9	98,8
Capital from donation funds	5,5	5,5
Other capital from assignments	578,5	558,6
	<b>660,0</b>	<b>662,8</b>
<b>LIABILITIES</b>		-
<b>Long-term liabilities</b>		-
Loans from financial institutions and insurance companies	828,7	905,7
Loans from other creditors	7,4	7,4
Advances received	4,7	4,7
Accounts payable	1,2	1,3
Connection fees and other debts	4,7	5,4
	<b>846,8</b>	<b>924,5</b>
<b>Short-term liabilities</b>		-
Loans from financial institutions and insurance companies	76,9	78,9
Advances received	18,0	27,2
Accounts payable	299,9	313,3
Connection fees and other debts	646,8	642,3
Deferred income	346,1	363,4
	<b>1 387,6</b>	<b>1 425,2</b>
<b>Total liabilities</b>	<b>2 234,5</b>	<b>2 349,7</b>
<b>BALANCE SHEET TOTAL</b>	<b>16 062,0</b>	<b>15 845,7</b>



# Consolidated Income Statement

EUR million

	1 Jan–31 Dec 2021	1 Jan–31 Dec 2020
Operating revenue	4 363,3	3 803,5
Operating expenses	-7 164,6	-6 402,1
Share of profit (loss) of associated companies	20,8	32,7
<b>Operating margin</b>	<b>-2 780,5</b>	<b>-2 565,9</b>
Tax revenue	3 820,0	3 565,6
Central government transfers to local government	331,0	480,1
Financing income and expenses	0,0	0,0
Interest income	17,1	13,3
Other financing income	15,2	10,2
Interest expenses	-59,1	-57,5
Other financing expenses	-8,0	-7,3
	<b>-34,7</b>	<b>-41,3</b>
<b>Annual contribution margin</b>	<b>1 335,9</b>	<b>1 438,4</b>
<b>Depreciations and reduction in value</b>		
Depreciations according to plan	-940,5	-843,9
Ownership elimination differences	-12,1	0,7
Reductions in value	-0,0	-0,1
	<b>-952,6</b>	<b>-843,3</b>
Extraordinary items	2,1	10,3
<b>Financial result for the accounting period</b>	<b>385,4</b>	<b>605,5</b>
Appropriations	2,8	1,0
Current tax	-12,1	-12,1
Deferred tax	-8,1	-28,7
Minority interest	1,3	3,3
<b>Surplus/deficit for the accounting period</b>	<b>369,3</b>	<b>568,9</b>
<b>Indicators of consolidated income statement</b>		
Operating revenue of operating expenses, %	60,9	59,4
Annual contribution margin, % of depreciations	142	170,4
Annual contribution margin, EUR per capita	2 028	2 190
Population	658 864	656 920

# Consolidated Cash Flow Statement

EUR million

	2021	2020
<b>Cash flow from operations</b>		
Annual contribution margin	1 335,9	1 438,4
Extraordinary items	2,1	10,3
Current tax	-12,1	-12,1
Adjustments to internal financing	-72,3	-94,9
	<b>1 253,5</b>	<b>1 341,8</b>
<b>Cash flow from investment</b>		
Investment expenses	-2 106,8	-2 274,0
Allotments for capital expenditure	113,5	16,7
Proceeds from sale of non-current assets	408,5	646,7
	<b>-1 584,8</b>	<b>-1 610,6</b>
<b>Operating and investment cash flow</b>	<b>-331,3</b>	<b>-268,8</b>
<b>Cash flow from financing</b>		
Change in long-term receivables		
Increase in granted loans	-24,8	-21,4
Decrease in granted loans	21,1	11,2
	<b>-3,7</b>	<b>-10,2</b>
<b>Change in loans</b>		
Increase in long-term loans	640,4	652,9
Repayments of long-term loans	-300,0	-254,4
Change in short-term loans	-1,7	-17,7
	<b>338,7</b>	<b>380,9</b>
<b>Change in operating capital</b>	0,6	3,3
<b>Other changes in liquidity</b>		
Change in funds and capital from assignments	-11,3	-18,3
Change in current assets	14,6	-39,5
Change in receivables	-137,0	3,4
Change in interest-free liabilities	79,2	82,6
	<b>-54,6</b>	<b>28,2</b>
<b>Net cash flow from financing</b>	<b>281,0</b>	<b>402,1</b>
<b>Change in liquid assets</b>	<b>-50,2</b>	<b>133,3</b>
<b>Change in liquid assets</b>		
Liquid assets 31 December	1 578,4	1 628,6
Liquid assets 1 January	1 628,6	1 495,3
	<b>-50,2</b>	<b>133,3</b>
<b>Indicators of consolidated cash flow statement</b>		
Operating and investment cash flow accumulation over five years, EUR 1,000	-789,3	-495,3
Internal financing of investments, %	67	63,7
Debt-service coverage ratio	3,9	4,8
Cash sufficiency, days	60	66

# Consolidated Balance Sheet

EUR million

ASSETS	31 Dec 2021	31 Dec 2020
<b>NON-CURRENT ASSETS</b>		-
<b>Intangible assets</b>		-
Intangible rights	31,1	28,3
Other capitalized long-term expenses	207,4	213,0
Advance payments	5,6	8,2
	<b>244,1</b>	<b>249,4</b>
<b>Tangible assets</b>		-
Land and water area	3 648,5	3 549,8
Buildings	6 917,3	6 625,6
Fixed structures and installations	2 945,6	2 784,1
Machinery and equipment	1 290,4	1 343,7
Other tangible assets	26,0	24,5
Advance payments and construction in progress	2 211,6	2 051,6
	<b>17 039,5</b>	<b>16 379,2</b>
<b>Investments</b>		-
Holdings in associated companies	383,4	312,3
Other subscribed capital	487,4	487,1
Other loan receivables	488,0	484,2
Other receivables	2,9	2,9
	<b>1 361,7</b>	<b>1 286,6</b>
<b>FUNDS FROM ASSIGNMENTS</b>	<b>667,9</b>	<b>659,5</b>
<b>Current assets</b>		-
<b>CURRENT ASSETS</b>	<b>130,5</b>	<b>145,1</b>
<b>Receivables</b>		-
Long-term receivables	119,3	107,0
Short-term receivables	626,2	501,5
	<b>745,5</b>	<b>608,5</b>
<b>Shares and holdings</b>	<b>624,2</b>	<b>772,8</b>
<b>Cash in hand and at banks</b>	<b>954,2</b>	<b>855,8</b>
<b>BALANCE SHEET TOTAL</b>	<b>21 767,5</b>	<b>20 956,9</b>

<b>LIABILITIES</b>	<b>31 Dec 2021</b>	<b>31 Dec 2020</b>
<b>CAPITAL AND RESERVES</b>		-
Initial capital	2 972,4	2 972,4
Initial capital of foundations	7,0	7,0
Revaluation reserve	1 792,6	1 795,8
Other internal funds	1 163,8	1 085,5
Other capital and reserves	734,1	734,1
Surplus/deficit from previous accounting periods	6 185,4	5 668,9
Surplus/deficit for the accounting period	369,3	568,9
-	<b>13 224,6</b>	<b>12 832,7</b>
<b>MINORITY INTEREST</b>	<b>177,8</b>	<b>171,4</b>
-		-
<b>MANDATORY PROVISIONS</b>		-
Provisions for pensions	47,7	59,8
Other mandatory provisions	36,2	34,8
-	<b>83,9</b>	<b>94,6</b>
<b>CAPITAL FROM ASSIGNMENTS</b>	<b>680,4</b>	<b>683,3</b>
<b>LIABILITIES</b>		-
<b>Long-term liabilities</b>		-
Long-term interest-bearing liabilities	5 575,2	5 234,9
Long-term non-interest-bearing liabilities	144,6	148,9
-	<b>5 719,8</b>	<b>5 383,8</b>
<b>Short-term liabilities</b>		-
Short-term interest-bearing liabilities	315,6	317,2
Short-term non-interest-bearing liabilities	1 565,3	1 473,9
-	<b>1 881,0</b>	<b>1 791,1</b>
<b>Total liabilities</b>	<b>7 600,8</b>	<b>7 174,9</b>
<b>BALANCE SHEET TOTAL</b>	<b>21 767,5</b>	<b>20 956,9</b>



## 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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