



Helsinki

# Annual report 2024

The word "Helsinki" is written in a white, bold, sans-serif font. It is enclosed within a white outline that forms a speech bubble shape, pointing downwards.

**Helsinki**

Cover photo: Anu Selin.

# City of Helsinki

Founded in 1550

Capital of Finland since 1812

Population (2024) 684 018

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

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

Shoreline 131 km

Helsinki-Helsingfors was founded in 1550 at the mouth of the Vantaajoki river by order of King Gustav Vasa of Sweden. During the reign of Queen Christina in the 1640s, the city was moved to its present-day location on the Helsinki peninsula. In 1812, Helsinki was officially designated as the capital by Emperor Alexander I of Russia, three years after Finland had been annexed by the Russian Empire.

Since 1917, Helsinki has been the capital of an independent Finland. It is the centre of an economic region with around one and a half million inhabitants and over 700,000 jobs.







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Photo: Sakari Röyskö.

# Mayor's Review

In 2024, Finland's economy continued to be affected by the international situation. Russia's aggression in Ukraine continued, and the Middle East crisis deepened. The recession was reflected in rising numbers of unemployed jobseekers and bankruptcies, as well as in a downturn in construction, among other trends.

Despite this, the city remained confident in its growth and continued to invest more than EUR 800 million. Construction continued in the new districts of Jätkäsaari, Kalasatama and Kruunuvuorenranta, as well as in the new residential areas of Pasila. The Kalasatama–Pasila light rail line was opened in August 2024 to expand the city's light rail network. The light rail line connects to the Crown Bridges project at its south end and to the Pasila light rail lines at its north end.

The city sought to help various actors respond to changes in the construction sector, including by repealing the 2017 conversion principles. By looking favourably on converting existing buildings for other uses, we created the conditions for the supply of facilities to adapt to changes in demand and for more housing in the city centre.

We worked to develop Helsinki's health and social services and to prepare for the funding shortfall in the coming years, which was reflected in the Social Services, Health Care and Rescue Services Division's balanced finances. In the future, the predictability of the funding model will be important. Unexpected changes in the funding base may have an impact on services, even though we are prepared and have kept expenditure growth modest.

The city continued to face a staff shortage despite an increase in the number of unemployed jobseekers. To address this situation, we continued to work with the strategic programme group I established in 2023, which supported the city in recruiting from abroad for sectors facing labour shortages and steering immigrants in Finland into city jobs. The group also helped strengthen multilingualism within the city organisation and its internal career paths to jobs in the sectors with labour shortages.

Changes also took place in the City Group during 2024. As a result of a competitive tender for occupational health services, we outsourced

our occupational health care to Mehiläinen and moved to this new service at the beginning of November. The staff of the Occupational Health Centre municipal enterprise transferred to Mehiläinen. This change is reflected in a dramatic improvement in the occupational health services available to our large staff.

The transfer of employment services to the city at the beginning of 2025 entailed the establishment of a new municipal enterprise. During the year, we worked both internally and with the national government to ensure a smooth transition of services for both clients and employees. We also prepared for the comprehensive reform of the Integration Act and the transfer of integration services from the state to the city.

In the latter half of the year, we prepared a new kind of joint independent scientific panel for Helsinki, Espoo and Vantaa: an urban policy assessment council consisting of professors and researchers from the University of Helsinki and Aalto University. This panel will bring evidence-based information to city decision-making.

The city continued to play an active international role in European and global networks, and to cooperate with other cities. Helsinki's steadfast support for Ukraine continues.

The entire city worked to combat segregation. As in the previous year, we focused especially on the wellbeing of children and young people. In the coming years, segregation will be the main challenge facing the city, requiring us to critically reassess almost all our activities.

Everyone in Helsinki should feel safe, accepted and equal. This work will also continue in the future.

A positive development was that our employees' experience of the city as a workplace improved significantly from the previous year. We use Net Promotor Score (NPS) to continuously measure employee satisfaction and how many would recommend working for the city.

I would like to warmly thank our employees. Without their committed efforts, Helsinki would not achieve its goals as a city.

**Juhana Vartiainen**  
*Mayor*

# City Manager's Review

Helsinki has grown and developed as a city over the last decade, whether measured by the number of residents or the number of new jobs. A growing capital is a positive thing for the whole of Finland, and it is especially good for Helsinki residents and the city's vitality.

We are building Helsinki across all the city's divisions, municipal enterprises and central administration with the support of nearly 39,000 employees. The year 2024 has been full of highlights, and we have worked hard to achieve them. Our competence and responsiveness were also tested by the investigation into a data breach in the Education Division, which we managed with excellent internal cooperation.

Construction continued strongly in new residential areas in Helsinki, a significant factor in the city's growth. We also moved forward boldly with new investments. In addition to growth and housing targets, an important priority has been safeguarding nature values and reconciling them with growth. We established three new nature conservation areas and protected 17 more hectares of green space through zoning than were designated for other uses.

We have reduced emissions by increasing renewable energy and improving the city's energy efficiency. The share of renewable energy in heating energy production has increased significantly, directly impacting Helsinki's emissions.

The city has also worked hard to further improve services in the Social Services, Health Care and Rescue Services Division. Throughout the year, we interacted millions of times with Helsinki residents via our various services. We have a proven track record in these encounters, as our services reached their highest ever Net Promoter Score (NPS) in the history of using the metric. At the same time, we continued our work to promote staff attraction and retention

in the Social Services, Health Care and Rescue Services Division.

As Finland's largest education provider, we were closely involved in national projects and government planning taking place in the education sector. We also engaged in international cooperation and received a large number of visitors from various countries who wanted to learn more about our educational activities.

We continued our determined efforts to promote Helsinki residents' wellbeing and an immersive urban culture. Helsinki's libraries set an all-time visitor record, and we celebrated the grand opening of the new Kalasatama Library. For the second year in a row, Helsinki City Museum was the second most popular museum in Finland. Cultural centres also attracted plentiful visitors: Kanneltalo set a new visitor record, and the Malmi Summer of Events festival had an impressive number of visits – over 22,000. The anniversary of Helsinki's playgrounds featured events across the city and brought a new themed playground to the district of Ruoholahti.

The popularity of sports services grew more than expected, with more than 10 million visits recorded. We focused especially on physical, cultural and social activities for older adults.

Supporting the wellbeing of young people was also one of our key objectives. In Youth Services, youth work at schools and education institutions was strengthened and became established. We also organised recreational hobby opportunities for schoolchildren, resulting in almost 91,000 visits.

As we know, no city develops on its own – rather, growth is the sum of many efforts. We're in a good position to continue working for a better capital city in 2025!

**Jukka-Pekka Ujula**  
*City Manager*







Photo: Sakari Röyskö.

## City Manager Jukka-Pekka Ujula

### City Executive Office functions

- Planning, preparation and executive body of the City Council and the City Board
- 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

### Key figures



Share of total operating expenses 10%

Number of staff:

**995**

Percentage of total staff:

**4%**

\*The city's occupational health services were transferred to Mehiläinen in November 2024.

# City Executive Office

*The City Executive Office is the planning, preparation and implementation office for the City Council and the City Board. The City Executive Office is responsible for developing the city and running its central administration. It operates under the authority of the City Board.*

During the year, we prepared for the employment services reform (TE reform) and drew up the Implementation Programme for Housing and Related Land Use. We also developed the city's preparedness to deal with various crises and disruptions.

## **The city becomes an independent employment authority**

Responsibility for organising public employment services was fully transferred from the state to the municipalities at the beginning of 2025. With this reform, the city became an independent employment authority, for which we prepared extensively. Alongside the preparatory work, we provided employment services to more than 52,000 clients in the pilot scheme.

*From the city's perspective, the TE reform was also a major organisational change. At the beginning of 2025, 184 people transferred to the municipal enterprise.*

The City Council decided to establish a municipal enterprise to implement employment services. Its responsibilities include providing public employment services, promoting employment in the city and providing services to promote the integration of working-age people.

The Helsinki Employment Services enterprise was launched at a time of exceptionally high client volumes. The employment situation has deteriorated continuously since the spring of 2023, with the unemployment rate in Helsinki reaching approximately 11.8 per cent at the end

of 2024 (10.8 per cent in November 2023).

From the city's perspective, the TE reform was also a major organisational change. At the beginning of 2025, 184 people transferred to the municipal enterprise.

During the year, 887 businesses were established by the clients of our business advisory services. The Net Promoter Score (NPS) for these services was 87, which is an excellent result. We organised numerous events and training sessions to support the development of entrepreneurial skills.

## **The Implementation Programme for Housing and Related Land Use guides housing planning**

As in previous years, we produced a population projection, which is one of the key inputs for the city's data-driven decision-making.

The new Implementation Programme for Housing and Related Land Use (AM Programme) was approved to guide long-term housing planning in Helsinki. Through this programme, we aim for socially sustainable growth and diverse housing options. We will promote the social sustainability of residential areas by balancing the distribution of tenure types and financing types in the housing stock so that every Helsinki resident can find suitable housing solutions in the future.

We developed a new intermediate housing model – the 'Rent to Own' model – as a step towards a tangible construction project.

## **Helsinki grows from immigration**

We continued to develop Helsinki as an attractive city for international talent and their families. We supported families in settling and committing to Helsinki through the Spouse Program, in which the spouses of immigrants to





Photo: Kimmo Brandt.



Finland benefit from the programme's community, career guidance and networks.

In particular, we developed services for immigrants outside the labour market and prepared for the comprehensive reform of the Integration Act. As of 2025, Helsinki-info will be responsible for guiding and counselling immigrants under the new Integration Act. We prepared for this by developing our advisory services and communications based on user needs and target group data.

### **A record year for tourism**

Tourism to Helsinki continued to grow. July and August 2024 set an all-time record for registered overnight stays. The tourism industry suffered from the impact of Russia's war of aggression, which was particularly noticeable in the absence of Russian tourists. In contrast, the number of tourists from the United States visiting Helsinki was significantly higher than it was before the coronavirus pandemic.

Major events contribute significantly to Helsinki's vitality and vibrancy. In 2024, we served as the host city for the Tall Ships Races, a major event organised in Helsinki. We worked actively with the events industry and the organisers of major international summer concerts. We piloted new operating models and promoted the use of event metrics and data-driven management. We also strengthened Helsinki's reputation as a food and restaurant city, and the Nordic Michelin stars were unveiled in Helsinki.

We achieved the goal of developing Helsinki as the world's most sustainable destination and the leading smart city for tourism, as set out in the City Strategy.

In October 2024, Helsinki was ranked first in the Global Destination Sustainability (GDS) Index out of more than 100 destinations investing in sustainable tourism.

As in previous years, customer satisfaction with our tourist information services remained excellent.

### **More opportunities for residents to participate**

We developed more comprehensive opportunities for resident participation. We held

various events regularly to increase resident participation, including Mayor's Evenings, local resident events and resident panels at community houses. In the voting stage of the OmaStadi participatory budgeting initiative, we focused especially on communication, accessibility, equality and multi-voiced participation.

**In October 2024, Helsinki was ranked first in the Global Destination Sustainability (GDS) Index out of more than 100 destinations investing in sustainable tourism.**

### **Developing staff competence in diverse ways**

We strengthened data protection efforts, increased data protection support and trained city employees in this area. We prepared a new regular data protection monitoring policy to help the city organisation identify and correct data protection problems and provide practical recommendations on implementing data protection.

We conducted an extensive trial of AI-assisted work in the city and trained staff to use AI.

The strategic Workforce availability programme, launched in 2023, continued. As part of the programme, we developed language principles for the City of Helsinki's work community. The language principles will assist to ensure that all employees are equally included, regardless of their language background, and are supported in the acquisition of the language skills required to carry out their work.

In September, we launched a project to comprehensively reform human resources management. It aims to free up time for supervisors to engage with people and to support good and consistent management through uniform operating models.

We organised anti-racism training for city staff and participated in the 'Action, not only words' campaign organised by the Prime Minister's Office. This campaign will continue until the end of the current government term.



Photo: Sakari Röyskö.



Photo: Roni Rekomaa.

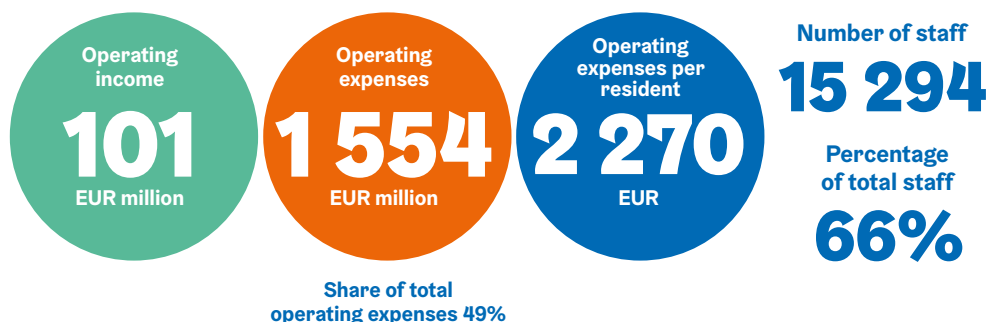
## Deputy Mayor Johanna Laisaari, Social Democratic Party

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 is responsible for the City of Helsinki's early childhood, pre-primary, basic and general upper secondary school education, vocational education and training in Finnish, and liberal adult education.*

In 2024, enrolment in early childhood education and the number of pupils and students in basic and upper secondary education continued to grow. The number of offered courses and participants in adult education centres also increased. We increased cooperation between secondary education and liberal adult education organised by the city by investing in cross-institutional studies.

During the year, we improved early support for mental wellbeing in the everyday lives of children and young people, and worked hard to improve their sense of security. We enhanced staff competence through training in areas such as children's emotional and interpersonal skills. In daycare centres and schools, we strengthened cooperation with the children's parents and guardians and reinforced methods we have found effective for involving families.

## **We invested in safety**

In 2024, we invested in the safety of both pupils and staff throughout the division. Violence and other negative experiences in the everyday lives of children and young people have increased. They manifested as behavioural issues, which also affected the staff's ability to work in a calm environment.

In basic and upper secondary education, we carried out wide-ranging projects to improve safety. We provided internal safety communications and training in cooperation with occupational safety, student welfare and the safety unit. We aim to increase children's and young people's sense of safety and inclusion by, among other things, increasing our cooperation with families and the authorities.

We produced materials to support the everyday lives of supervisors and staff. These materials included practical tools and informa-

tion about how and when to contact the police, child welfare services or mediation services. The support materials also helped us improve the staff's readiness to interact with challenging parents and guardians. We also trained staff to intervene in disruptive behaviour.

We continued to update the division's contingency plans so that we can better ensure the continuity of our services, even during emergencies.

**In basic and upper secondary education, we carried out wide-ranging projects to improve safety.**

## **Work on information security**

The Education Division was affected by a data breach in the spring. The perpetrator gained access to the usernames and email addresses of learners and staff, as well as non-personally identifiable data stored on the servers. To rectify the situation, we implemented various security measures and contacted the Data Protection Ombudsman, the police, and Traficom's National Cyber Security Centre. We communicated about the data breach extensively, both directly to parents and guardians and through the media to city residents.

The immediate response to the data breach, as well as reviewing and updating the longer-term development activities related to data security, requires a lot of work. The extensive data repository was promptly secured. We organised required additional training and development activities to promote information security.





## **We promoted staff attraction and retention**

We worked extensively and systematically to promote the attractiveness of the division. As a result of this work, the number of applicants for open positions in the division increased significantly compared to 2023.

In early childhood education, workforce availability was better than in previous years. More vacancies were filled with qualified applicants, and the total labour shortage in early childhood education teachers improved slightly compared to 2023. Apprenticeship pathways to caregiver positions were successful in attracting students.

We are piloting recruitment from abroad in Swedish-language early childhood education, and a group of early childhood education teachers recruited from Spain started work in August 2024. At the end of the year, we also launched a similar project in Finnish-language early childhood education.

In basic education, the number of jobseekers increased across almost all occupational groups, but the occupancy rate of permanent posts fell slightly. Psychologist vacancies were filled more effectively, and the availability of school counsellors improved.

We encouraged career advancement through employer-sponsored mixed-mode learning and apprenticeship training in early childhood education and basic education. We increased internal job searches and enabled career paths. We also developed models for short-term substitutes and their availability.

We continued to promote the career paths of foreign-language speakers with pedagogical backgrounds living in Finland to work in early childhood education and basic education. We continued to develop both our own communications and English-language services to reach non-Finnish-speaking professionals better.

## **New spaces and more opportunities for exercise**

In 2024, Helsinki's playground operations turned 110 years old. To celebrate the anniversary, we organised several events and activities. In the

autumn, we opened Helsinki's first themed playground in the district of Ruoholahti.

Renovations were completed at the Kallio Primary School, the Vainölä location of the Käpylä Comprehensive School and Hoplaxskola's Lokkalantie, among others. Newly built premises were completed at Pakila's comprehensive school and daycare centre, Maatulli's comprehensive school and playground, and at the Seppä playground and Nihti and Tunturi daycare centres. In addition, several projects involving smaller premises and temporary facilities were completed for the division's use.

A total of 16 daycare-centre and school yards were renovated in 2024. The yard improvements aim to increase exercise opportunities and the natural environment.

We mapped out the scope and availability of school gyms in the city. Our goal was to improve evening and weekend use of the facilities and to develop a needs assessment for new construction and renovation projects. We also provided facilities for city residents to use for recreation and gatherings.

**A total of 16 daycare-centre and school yards were renovated in 2024. The yard improvements aim to increase exercise opportunities and the natural environment.**



Photo: Sakari Röyskö.



Photo: Pertti Nisonen.

## 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

### Organisation within the division

- City Transport

## Key figures



Share of total operating expenses 31%



Number of staff

**1 802**

Percentage of total staff

**8%**

# Urban Environment Division

*The Urban Environment Division is responsible for the planning, construction and maintenance of Helsinki's urban environment, as well as building control and environmental services.*

Our goal is to enable Helsinki to meet its growth and housing targets. In addition to ensuring growth, important priorities include safeguarding nature values and reconciling growth and the environment.

## **Prepared for housing production growth**

We promoted a diverse mix of housing production in accordance with the AM programme. Due to the exceptional market situation, housing starts were below expectations, but we are working to ensure that the conditions for growth are in place when the market picks up. We zoned almost 400,000 square metres of city-owned land for residential development.

Land use planning and zoning was tied closely to the region's rapidly growing and developing rail transit network. The introduction of the Kalasatama–Pasila tramline is a great example of development that creates sustainable conditions for growth. We are therefore strongly directing land use and new construction towards rail transport hubs. Less than nine per cent of the newly zoned floorspace was located outside rail transport zones.

## **Intelligent transport solutions are the foundation of a smooth daily life**

We made significant investments and planning efforts to create the conditions for sustainable transport modes.

The Kalasatama–Pasila tramline was commissioned in August. The Urban Environment Committee approved the general plan for the Viikki–Malmi light rail line and the project plan for the West-Helsinki light rail line. In addition, in

2024 an alliance procurement was approved for the implementation of new tramlines.

The Kaisantunneli tunnel, which improves cycling and pedestrian connections in central Helsinki, opened in May. In addition, our planning solutions advanced the implementation of Helsinki's target cycling network. The Crown Bridges project also progressed rapidly, and the street works in Laajasalo were completed. The completion of the first phase of the Mannerheimintie renovation was also significant.

## **We strengthened the conditions for biodiversity and the recovery of the Baltic Sea through systematic nature conservation efforts.**

### **Ambitious nature conservation**

We strengthened the conditions for biodiversity and the recovery of the Baltic Sea through systematic nature conservation efforts, including the LUMO programme, the Baltic Sea Challenge and the preparation of a long-term programme for nature conservation areas.

In nature management, we took measures to promote biodiversity, such as maintaining grasslands as meadows, leaving more decaying wood in the landscape and installing more brushwood fences.

We established three new nature conservation areas and protected 17 more hectares of green area through zoning than were allocated for development.

## **We made the city more beautiful and green**

By investing in parks and sports facilities, we ensured that our residents have the opportunity to enjoy comfortable and active lives.

We renewed Töölönlahti Park as a lush gathering place for city residents and completed the renovation of Sibelius Park. Ruoholahti's themed playground, designed by Linda Liukas, and the Seppä, Maasälpä, Maunula and Rusthollari playgrounds in Vartiokylä were completed. The Vaasanpuistikko park and its new design were also completed after lengthy renovation work.

In the city's suburban regeneration areas, we carried out various green space restoration projects such as renovating vegetated areas, replacing and refurbishing furniture and equipment, and structural repairs. We also continued to implement new sports services and carry out major renovations of playgrounds.

By investing in parks and sports facilities, we ensured that our residents have the opportunity to enjoy comfortable and active lives.

## **Smoother services and everyday lives for residents**

We delivered a range of public and other services to residents more efficiently and seamlessly. For example, by regularly using customer feedback analyses, we focused even more on customer relationship management and improving customer and resident experience.

We revised the pricing of street work permits and limited reservations of street space. We thus aim to reduce disruption to residents from construction and maintenance work on streets and in other public areas. In addition, we improved the monitoring of construction schedules for city-owned public areas and promoted the speedy completion of projects.

To ensure that the city's service facilities and their yard areas remain pleasant, safe, and

usable, we focused especially on speeding up response times to maintenance requests. Response times improved significantly throughout the year. We focused especially on speeding up response times in the city's suburban regeneration areas.

## **Reducing emissions by improving energy efficiency**

Regarding the carbon neutrality target, the main sources of emissions are heating and transport. We reduced emissions by improving the energy efficiency of buildings and public areas, while also increasing the use of renewable energy.

In city-owned buildings, we improved energy efficiency through energy management, changing heating methods and investing in energy efficiency. We followed more stringent energy efficiency requirements for both new construction and renovations than those set by national standards.

For outdoor lighting, we continued to replace light fixtures with LED fixtures. We achieved significant energy savings by replacing light fixtures and implementing energy-saving measures in buildings.

We promoted energy efficiency in the private building stock by providing energy advice to housing associations. As in previous years, we reached around 200 housing associations with our advisory services.

The share of renewable energy in heating energy production has increased significantly, which reduced the city's emissions by around 20 per cent in 2023. The 2024 emissions data will be completed in June 2025.

We also combated climate change and negative environmental impacts through circular economy measures. To promote a circular economy, we introduced an earthworks material management tool (Massatyökalu) to collect information about the excavated materials used in infrastructure construction, and how they can be utilised. In the future, this tool will also help to divert materials for more efficient use in housing construction projects. We piloted the tool in four different building projects during 2024.





Photo: Pertti Nisonen.



Photo: Patrik Lindstrom.



## Deputy Mayor Paavo Arhinmäki, Left Alliance

Chair of Culture and Leisure Committee

### Executive Director Juha Ahonen

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

### Key figures



Share of total operating expenses 9%



Number of staff

**1 864**

Percentage of total staff

**8%**

# Culture and Leisure Division

*The Culture and Leisure Division maintains and improves the opportunities for Helsinki residents of all ages to foster their mental and physical wellbeing, learning, and active citizenship while also supporting Helsinki's vitality. The division is responsible for library material, museum and art museum collections, and maintaining cultural heritage. The division also carries out the official duties of preserving the cultural environment.*

2024 was a year of development and consolidation for the Culture and Leisure Division. We continued our determined efforts to promote wellbeing, participation and an immersive urban culture for Helsinki residents.

Our main focus was on strengthening our service network design to ensure that our services are as responsive as possible to the needs of our residents. We focused especially on supporting physical, cultural and social activities for older adults, and promoting the wellbeing of young people.

Together with our residents and stakeholders, we created experiences, increased wellbeing and built a more vibrant Helsinki.

## **The library had a record year full of events**

During the year, the library focused on its core mission of promoting reading and literature, as well as providing digital support and a wide range of facilities and equipment across the city.

In 2024, the City Library network set a new all-time record, with 9.2 million physical library visits. A new library was opened in the district of Kalasatama, and visits to other libraries also increased, which lent more books and issued more new library cards than in the previous year.

The popularity of online services also continued to grow. The most popular services of the national Libraries.fi service, part of the Helsinki City Library, were Ask a Librarian

and Kirjasampo.fi, which showcases Finnish literature and authors.

The Helsinki City Library was responsible for the project to renew the Helmet online library for the municipalities in the Helsinki Metropolitan Area. It also took ownership of the new E-library. Built on the national Finna platform, the new E-library is more visual and accessible. We paid particular attention to the use of the service on mobile devices. The joint E-library of the municipalities of Mainland Finland replaced Helmet's previous e-library.

**Together with our residents and stakeholders, we created experiences, increased wellbeing and built a more vibrant Helsinki.**

## **City residents found cultural services interesting and engaging**

In 2024, the Helsinki City Museum became the second most visited museum in the country. At the museum, we focused on activities for children, young people and older people.

The Helsinki Philharmonic Orchestra's high-quality concerts and distinguished musical guests received praise from the public, the music community and the media. The highly



popular hometown tours continued, while small ensembles brought chamber music to the city's libraries.

Helsinki's network of cultural centres offered exhibitions, music, theatre performances, and events for children and families, as well as various courses and workshops. During the year, Kanneltalo set a new record for visits, Annantalo saw a significant increase in visits, and Savoy JAZZFest, which we organised for the sixth time, broke its attendance record.

Planning for the project to renovate and extend the Stoa Cultural Centre proceeded rapidly. In the planning, we focused especially on resident participation.

**During the 2023–2024 participatory budgeting proposal and voting period, a total of 400 project ideas were submitted to Sports Services.**

### **New, renovated and more environmentally friendly sports facilities**

Sports and outdoor facilities and guided sports activities attracted a total of 10.4 million visits, even though the Yrjönkatu Swimming Hall and Oulunkylä Sports Park were under renovation. This shows that their popularity has stabilised and returned to pre-pandemic levels.

In addition to major renovations of sports facilities, we completed new sports facilities and smaller renovations. These included the renovation of the Pirkkola athletics field and the new local exercise area in Kivikko Sports Park, which were completed at the end of the year. Brand-new outdoor gyms opened in places such as Töölönlahti, Vuosaari and Tali. In the district of Paloheinä, visitors were able to enjoy a new disc golf course and snowmaking system for the sledging hill. During the year, we replaced artificial turf on football fields, introducing olive pits and maize as more environmentally friendly infill materials, as well as artificial turf without any infill.

During the 2023–2024 participatory budgeting proposal and voting period, a total of 400 project proposals were submitted to Sports Services, reflecting the clear interest of local residents in improving the conditions for sports and outdoor recreation. Among the projects we carried out were the renovations of swimming areas along the Vantaanjoki river and new kayaking docks at Neitsytsaari island.

### **Youth Services focused on loneliness prevention and mental wellbeing**

In 2024, we trained our staff in the phenomena associated with loneliness and its underlying causes and consequences. We implemented various measures aimed at preventing loneliness, such as small group activities, compassion-themed events, theatre performances and friendship weeks. We paid particular attention to setting aside time for individual discussions with young people, engaging in sufficient networking and increasing interaction with parents.

We increased opportunities for young people to join groups and communities that interested them and strengthened their teamwork skills. There were 1,509 small groups that convened across various city areas during the year. We implemented these small groups based on young people's needs and requests. For example, various sports groups were popular, and football was a particularly appealing sport again this year. We also offered small group activities such as dance lessons, theatre and expressive arts, music, arts and crafts, cooking, nature, the environment, and animal-related activities.

### **Environmental awareness and circular economy**

To raise environmental awareness, Youth Services, the City Library network and other service entities – along with other actors and partners – organised environmental education, events, exhibitions, campaigns and information for city residents.

The City Library network continued its diverse item and equipment lending activities in collaboration with various partners, expanding the sharing economy to include facilities and devices through Varaamo, the city's online service for booking premises and equipment, for example.







Photo: Sakari Röyskö.

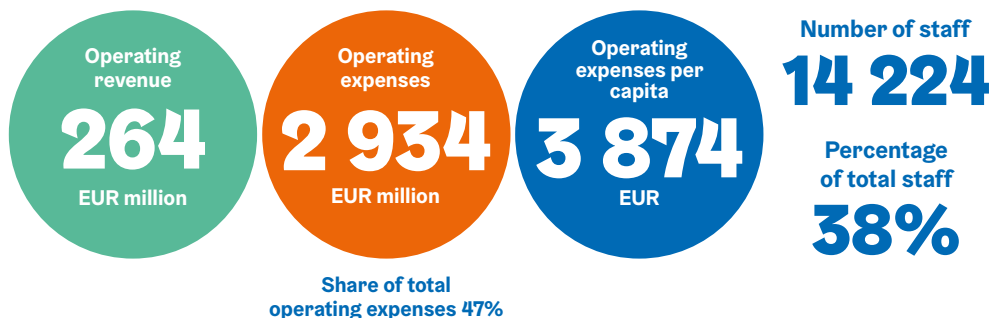
## Deputy Mayor Daniel Sazonov, National Coalition Party

Chair of Social Services, Health Care and Rescue Service Committee

## Executive Director Juha Jolkkonen

- Rescue Services
- Family and social services
- Health care and substance abuse services
- Hospital, rehabilitation and nursing services
- The Division's Shared Services

## Key figures



# Social Services, Health Care and Rescue Services Division

*The task of the Social Services, Health Care and Rescue Services Division is to increase the wellbeing, health and safety of Helsinki residents by providing them with timely, equal, functioning high-quality services. Helsinki is the only city in Finland that provides social, health care and rescue services independently for its residents.*

Our activities are guided by the City Strategy, the Service Strategy and the decision on the level and standard of rescue services. The Service Strategy is based on the premise that the services provided by Helsinki's Social Services, Health Care and Rescue Services Division will meet the needs of residents better than ever. In 2024, we recorded millions of interactions with clients.

During the year, we strengthened our cooperation and partnership not only with HUS but also with the wellbeing services counties of Uusimaa.

## **Service provision based on a multi-provider model**

The total funding for the services we organise consists of central government funding, client fees and other operating income such as project grants.

We resolutely pursued a change programme to adjust our finances. We consolidated the use of facilities and eliminated office space that had

become underused due to remote work. We significantly reduced our use of agency workers and launched a financial training programme for all staff. We increased our revenues by raising customer fees and developed more efficient and cost-effective production methods such as digital and remote services.

Our service structure is based on a strong multi-provider model with a wide network of partners. Our main partner is the joint authority for Helsinki and Uusimaa (HUS Group), a university hospital network which provides us with the majority of our specialist health care services. During the year, we strengthened our cooperation and partnership not only with HUS but also with the wellbeing services counties of Uusimaa.

## **We systematically improved our services**

For several years now, we have been developing our services in Helsinki through three operating models: the health and wellbeing centre, the family centre, and senior services. We succeeded in serving our customers in many different ways during the year.

We cleared the backlog in oral health care services. We improved school and student





Kuva: Vesa Laitinen.



health care services, developed mental wellbeing services for young people and published an information package about mental wellbeing for young people ([hel.fi/nuortenmieli](https://hel.fi/nuortenmieli)). Young people gained faster access to treatment.

Geriatric consultations and the use of mobile nurse services (LiiHo) reduced the number of emergency calls and emergency room visits for older adults. We launched rehabilitation and peer support groups in mental health and substance abuse services for older adults.

Patients discharged from HUS hospitals gained faster access to Helsinki City Hospital for follow-up care. We introduced the Postnatal Care Path (Synnyttäneiden palvelupolku) model in cooperation with HUS and renewed our family coaching services at the same time.

We introduced a feedback-driven working model in child welfare and special services for families with children. Clients are asked to provide feedback after each session, and subsequent sessions are tailored to ensure that clients feel they have benefited as much as possible.

The Rescue School became state-funded at the beginning of 2024. The funding made it possible to double the number of students. We also developed the city's civil defence preparedness.

## **We piloted new operating models**

Using funding from the Sustainable Growth Programme, we supported the renewal of services in cooperation with HUS, Municipal Helsinki and HyTe ry. Our pilots included 21 operating models, service chains and service packages. These included family care for older people and a digital model for following up gestational diabetes.

We also created a multidisciplinary service concept for wellbeing and health, examined the current state of entries in the patient and client information system, and made recommendations for improving the quality of entries.

## **We launched new services**

New services launched in 2024 included the Helsinki Diabetes Centre, Mieppi City Centre, the Siltamäki unit providing acute support, family care for older adults, and the Kontula Rescue Station.

In addition to the Kontula Rescue Station, new service points completed during the year included the Metsälä Youth Reception Unit and the Hyvönen Children's Home. Projects under construction included the Jakomäki Service Home and the Laakso Joint Hospital. We also planned many new service points.

## **Technology as support for service**

The use of e-services increased in 2024. The Maisa client portal was used by 70 per cent of Helsinki residents. Maisa recorded 24.7 million client interactions during the year. There were 7,103 video appointments.

The Omaolo service carried out 156,700 symptom assessments. There was a total of 72,200 chat and chatbot interactions. In addition to home visits, 18 per cent of home care clients also received telehealth services.

A MedicubeX self-check station was introduced at the Kalasatama Health and Wellbeing Centre.

## **Highest Net Promoter Score in our measurement history**

We monitor client experiences of our services using indicators such as the Net Promoter Score (NPS), which was 64 in 2024. This result was a significant improvement from the previous year.

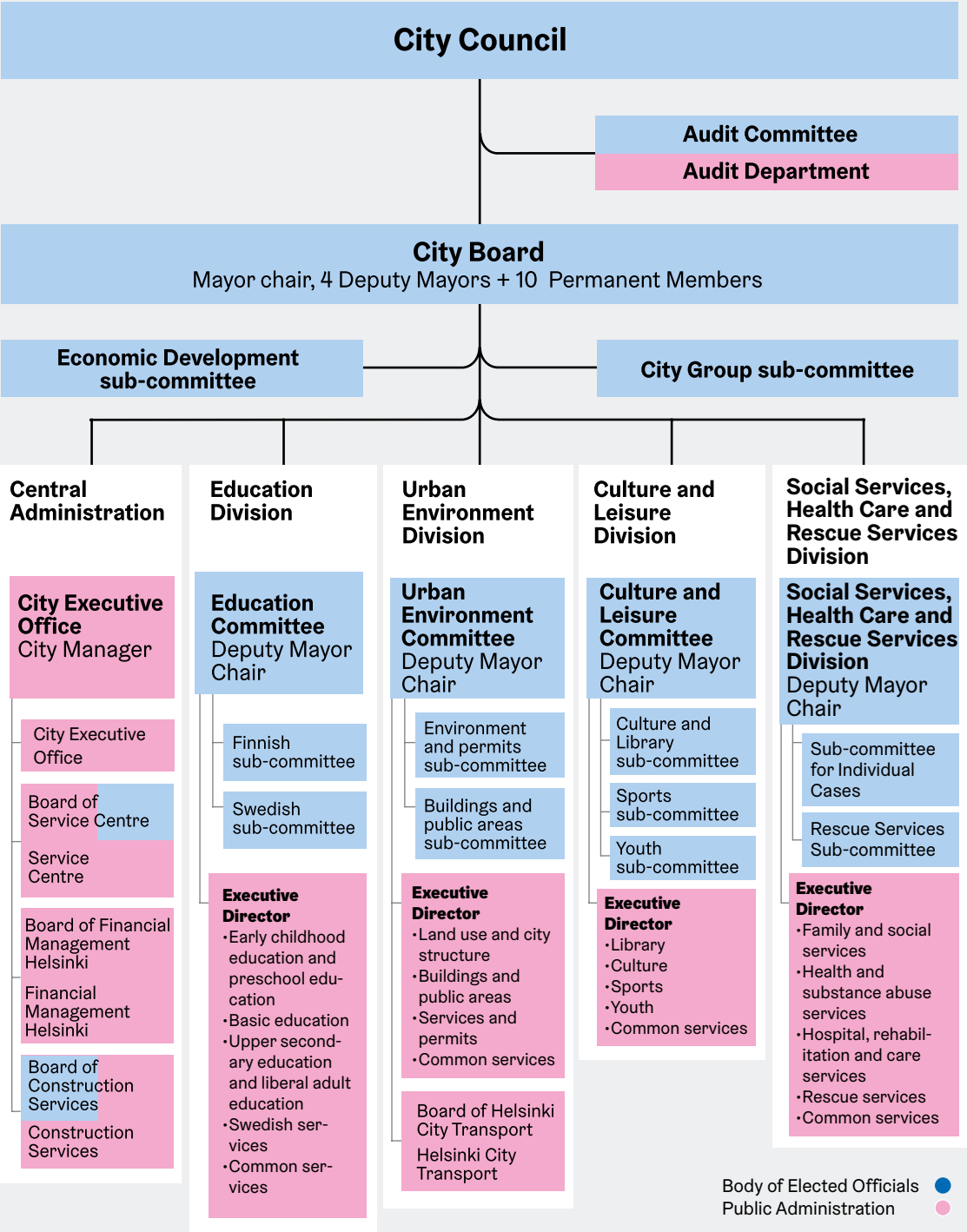
We received the highest recommendation scores from clients at the internal medicine outpatient clinic, service centres and family centres.

## **Meaningful work and well-functioning work communities as strengths**

At the end of 2024, we employed 15,000 professionals. Our retention rate has improved, with fewer people leaving permanent employment than before. Our attractiveness has also improved, with increased numbers of applicants, especially for jobs with labour shortages. According to a staff survey, meaningful work and well-functioning work communities are our strengths.

We introduced new ethical guidelines for recruiting from abroad and developed a language training and qualification plan for all our foreign recruits.

# The City of Helsinki's administrative organisation in 2024



# City of Helsinki Organisation

The City Council, elected in municipal elections, is the highest decision-making body in Helsinki. The Council elects mayors and deputy mayors from among the councillors and deputy councillors for one term at a time.

The Council term is four years. The mayor chairs the City Board. Deputy mayors serve as chairs of the divisional committees and as members of the City Board. The mayor and deputy mayors are full-time elected officials.

The City Manager leads the city's City Executive Office, and an Executive Director leads each division. The City Manager is the supervisor of the division's Executive Directors.

## **City Manager, City Executive Office**

Jukka-Pekka Ujula

## **Executive Director, Education Division**

Satu Järvenkallas

## **Executive Director, Urban Environment Division**

Ville Lehmuskoski

## **Executive Director, Culture and Leisure Division**

Juha Ahonen

## **Executive Director, Social Services, Health Care and Rescue Services Division**

Juha Jolkkonen



Photo: Mika Ruusunen.

# City decision-making

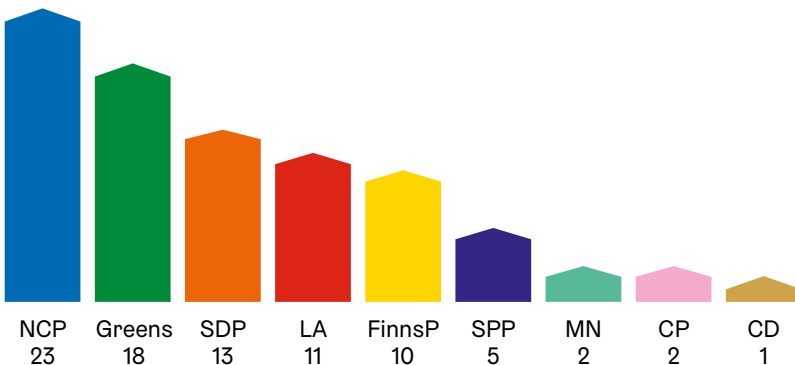
The City Council is Helsinki's highest decision-making body. It is elected through local elections every four years. The current City Council took office on 2 August 2021. The City Council oversees the city's operations and finances. The City Council has 85 members, who represent different political groups. Each group that won council seats in the election has the same number of deputy councillors as they do councillors, but at least two. Thus, there are 86 deputy councillors in Helsinki.

At least two thirds of the councillors must be present at meetings. Decisions require a majority vote of the councillors present. The council met 20 times in 2024. In 2024, Reetta Vanhanen (Greens) was the Chair of the City Council.

Council meetings are generally held every second Wednesday. Meetings are broadcast live online on the Helsinki Channel. Meetings can also be followed on-site from the Council Chamber's public gallery.

The City Board has 15 members and is chaired by the mayor. Deputy mayors serve as chairs of the divisional committees and as members of the City Board. The mayor and deputy mayors are full-time elected officials. The other members of the City Board are selected from among the councillors and deputy councillors. The City Board has two sub-committees: the City Group Sub-committee and the Economic Development Sub-committee.

## City Council party distribution in 2024

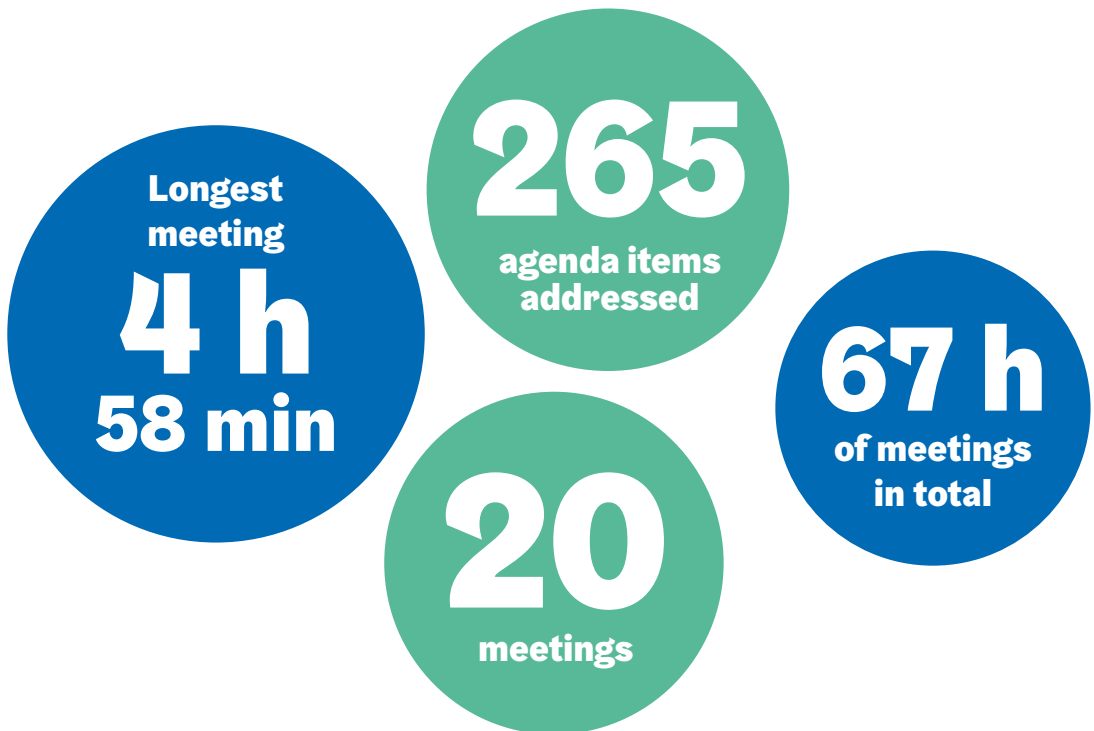


NCP) National Coalition Party • (Gre) Greens • (SDP) Social Democratic Party • (LA) Left Alliance (PS) Finns Party • (SPP) Swedish People's Party • (MN) Movement Now Helsinki • (CP) Centre Party (CD) Christian Democrats





## Highlights from the City Council's year



# City Council

City Council elected in the 2021 municipal elections, status on 31 December 2024

## **Chair of the City Council**

Reetta Vanhanen (Greens)

## **I. Deputy Chair**

Harry Bogomoloff (NCP)

## **II. Deputy Chair**

Ville Jalovaara (SDP)

## **National Coalition Party's council group (23)**

Harry Bogomoloff

Sirpa Asko-Seljavaara

Maaret Castrén

Juha Hakola

Mikael Jungner

Atte Kaleva

Arja Karhuvaara

Sini Korpinen

Otto Meri

Seija Muurinen

Dani Niskanen

Mia Nygård-Peltola

Matias Pajula

Jenni Pajunen

Pia Pakarinen

Risto Rautava

Sari Sarkomaa

Mirita Saxberg

Daniel Sazonov

Nina Suomalainen

Elina Valtonen

Juhana Vartiainen

Maarit Vierunen\*

## **Greens council group (18)**

Alviina Alametsä

Outi Alanko-Kahiluoto

Fatim Diarra

Atte Harjanne

Mari Holopainen

Shawn Huff

Emma Kari

Otso Kivekäs

Minna Lindgren

Johanna Nuorteva

Amanda Pasanen\*

Tuomas Rantanen

Pekka Sauri

Anni Sinnemäki

Osmo Soininvaara

Reetta Vanhanen

Sanna Vesikansa

Ozan Yanar

## **Social Democratic Party's council group (13)**

Hilkka Ahde

Mahad Ahmed

Pentti Arajärvi

Elisa Gebhard

Tuula Haatainen

Timo Harakka

Eveliina Heinäluoma\*

Ville Jalovaara

Nasima Razmyar

Ilkka Taipale

Erkki Tuomioja

Sinikka Vepsä

Thomas Wallgren

## **Left Alliance's council group (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's**

### **council group (10)**

Jussi Halla-aho

Nuutti Hyttinen\*

Pia Kopra

Laura Korpinen

Teija Makkonen

Tom Packalén

Mika Raatikainen

Mari Rantanen

Pirkko Ruohonen-Lerner

Wille Rydman

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

Eva Biaudet

Silja Borgarsdóttir Sandelin

Nora Grotenfelt\*

Björn Månsson

Marcus Rantala

## **Movement Now Helsinki's council group (2)**

Harry Harkimo

Joel Harkimo\*

## **Centre Party's council group (2)**

Laura Kolbe

Terhi Peltokorpi\*

## **Christian Democrats' council group (1)**

Mika Ebeling \*

\*Council Group Chair

# The City Board and its Sub-committees

According to the City of Helsinki's Administrative Regulations, with the exception of the mayor and deputy mayors, the City Council elects the other members and deputy members of the City Council and its sub-committees from among the councillors and deputy councillors for a two-year term of office.

In June 2023, the City Council elected the members and deputy members of the City Board, the City Group Sub-committee and the Economic Development Sub-committee.

## Composition of the City Board in 2024

Mayor Juhana Vartiainen (NCP), Chair  
Anni Sinnemäki (Greens) 1. Deputy Chair  
Johanna Laisaari (SDP) 2. Deputy Chair

### Regular members

Juhana Vartiainen Mayor	NCP
Anni Sinnemäki Deputy Mayor for the Urban Environment	Greens
Johanna Laisaari Deputy Mayor for Education	SDP
Daniel Sazonov Deputy Mayor for Social Services, Health Care and Rescue Services	NCP
Paavo Arhinmäki Deputy Mayor for Culture and Leisure	LA
Matias Pajula	NCP
Sari Sarkomaa	NCP
Maarit Vierunen	NCP
Shawn Huff	Greens
Minna Lindgren	Greens
Tuomas Rantanen	Greens
Elisa Gebhard	SDP
Titta Hiltunen	LA
Mika Raatikainen	FinnsP
Marcus Rantala	SPP

### Personal deputy members

Pia Pakarinen
Ozan Yanar
Lauri Muranen
Jenni Pajunen
Mia Haglund
Juha Hakola
Otto Meri
Atte Kaleva
Amanda Pasanen
Osmo Soininvaara
Suvi Pulkkinen
Minna Salminen
Laura Kolehmainen
Laura Korpinen
Silja Borgarsdóttir Sandelin

Rapporteur for the City Board: City Manager, Administrative Director, Mayor

# City Group Sub-committee

The Sub-committee supervises the activities of foundations and subsidiaries.

## Composition of the City Group Sub-committee in 2024

Chair Juhana Vartiainen (NCP) Deputy Chair Tuomas Rantanen (Greens)

### Regular members

Juhana Vartiainen	(NCP)
Jenni Pajunen	(NCP)
Maarit Vierunen	(NCP)
Tuomas Rantanen	(Greens)
Anni Sinnemäki	(Greens)
Johanna Laisaari	(SDP)
Lauri Muranen	(SDP)
Laura Kolehmainen	(Left Alliance)
Mika Raatikainen	(Finns Party)

### Personal deputy members

Daniel Sazonov
Sari Sarkomaa
Juha Hakola
Amanda Pasanen
Osmo Soininvaara
Minna Salminen
Elisa Gebhard
Paavo Arhinmäki
Laura Korpinen

Rapporteur: City Manager

# Economic Development Sub-committee

The Sub-committee steers the city’s economic, competitiveness, immigration and employment policies.

## Composition of the Economic Development Group Sub-committee in 2024

Chair Juhana Vartiainen (NCP) Deputy Chair Suvi Pulkkinen (Greens)

### Regular members

Juhana Vartiainen	(NCP)
Matias Pajula	(NCP)
Pia Pakarinen	(NCP)
Suvi Pulkkinen	(Greens)
Osmo Soininvaara	(Greens)
Lauri Muranen	(SDP)
Titta Hiltunen	(Left Alliance)
Laura Korpinen	(Finns Party)
Marcus Rantala	(SFP)

### Personal deputy members

Daniel Sazonov
Jenni Pajunen
Otto Meri
Minna Lindgren
Shawn Huff
Johanna Laisaari
Paavo Arhinmäki
Mika Raatikainen
Silja Borgarsdóttir Sandelin

Rapporteur: Director of Economic Development



# Committees and Boards

Each of the four divisions has a 13-member Committee and 1–3 subcommittees. In addition, there are boards for the municipal enterprises that operate under the City Executive Office and the divisions.

## **Education Division**

Education Committee

- the Finnish Subcommittee
- the Swedish Subcommittee

## **Urban Environment Division**

Urban Environment Committee

- Environment and Permits Subcommittee
- Buildings and Public Areas Subcommittee

## **Culture and Leisure Division**

Culture and Leisure Committee

- Culture and Libraries Subcommittee
- Sports Subcommittee
- Youth Subcommittee

## **Social Services, Health Care and Rescue Services Committee**

Rescue Services Subcommittee

Subcommittee for Individual Cases

## **Boards of the municipal enterprises**

Board of Palvelukeskus Service Centre

Board of Financial Management Services

Board of Directors of the Occupational Health Centre municipal enterprise (dissolved as of 1 November 2024)

Board of Stara Construction Services

Board of Helsinki City Transport

## **Others**

Audit Committee

Central Municipal Election Central Committee  
(meets during elections)



Photo: Sakari Röyskö.

# About Helsinki

Founded in 1550

Finnish capital since 1812

## Area and environment



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



Shoreline  
**131 km**



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



Islands  
**327**



Population density  
**3 152** inhabitants per sq. km

Mean temperature 2024

Whole year

**7,7°C**

Warmest month,  
August

**19°C**

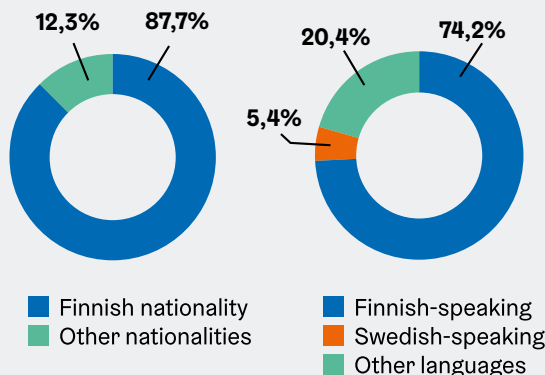
Coldest month,  
January

**-6,8°C**

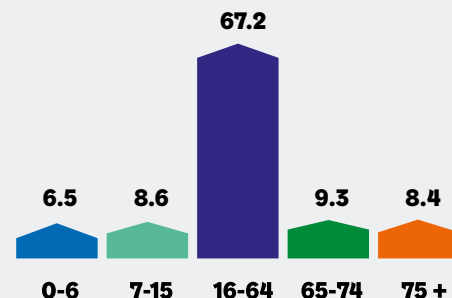
## Population

Total population 31.12.2024

**684 018**



Age groups , %



Life expectancy,  
years

**81.7**

Men

**79**

Women

**84.1**

## Housing

Total dwellings

**394 373**



Owner-occupied  
dwellings

**41.1%**



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



Rented dwellings  
owned by the city  
**54 500**

Labour Market	
Jobs 1.1.2024	430 886
• Primary production, %	0,1
• Processing, %	10,5
• Services total, %	88,5
• Other or unknown, %	0,9
Market services, %	62,3
Public administration, Welfare services, %	26,1

Number of companies 2024	81 151
Labour force (15–74 year olds) 31.12.2023	
• Employed	324 589
• Unemployed	40 370
Participation rate, %	84,1
Unemployment rate, %	11,1

Transport and communications	
Registered cars per 1,000 inhabitants	573
Public transport within the city, total journeys, million	172
Mobile phones per 100 inhabitants (in Finland)	170
Internet users (aged 16-89), percentage of population	95

Energy and water supply	
Sales of electricity, gwh	4 686
Sales of district heating, gwh	6 676
Sales of water (Helsinki Metropolitan Area), million m3	73,7
Daily water consumption per capita (Helsinki Metropolitan Area), litres	220
Treated wastewater, million m3	106

Education	
Children in early childhood education* Per 100 1–6-year-olds	81
Educational structure: % of 15-year-olds and older with	
• at most, a basic education certificate	24
• an upper secondary education a higher education degree	
• Upper secondary education	31
• Tertiary education	45
Number of educational institutions in Helsinki:	
• Universities	3
• Universities of Applied Sciences	6
• Vocational education and training institutions	15
• Comprehensive schools and upper secondary schools	137

Culture and leisure	
City library	
• Book loans, millions	9,5
• Loans per capita	14,2
Museums	52
Recreational trails and jogging tracks, km	581
Outdoor paths and fitness trails	16
Indoor sports facilities	829

Social Services and Health Care	
City health stations	24

Primary health care**:	
Primary care visits, total, millions	
• health station visits, etc., millions,	7,1
• total per capita	10
Average number in inpatient care daily patients	586
• in contract hospitals	0,2

Specialised medical care:	
Total outpatient visits, million	1,3
• in contract clinics, million	0,9
Average number in inpatient care	
• in the city's units	158
• total per 1,000 inhabitants (includes both city and contract services)	759

Service home placements available to older adults***	3 207
• institutional care placements	1107

Tourism	
Passengers (millions)	
• Via the Helsinki Airport	17
• Via the Port of Helsinki	9
Via Helsinki's Central Railway Station	
• Long-distance traffic	5
Local traffic	62
Hotel guests (millions)	2,2
• Overnight stays, total	3,9
• Of which foreigners	1,8
Hotels	71
• Rooms	13 557
• Beds	26 462
International conferences and events	187
• Participants	63 438

\* Includes municipal daycare centres, family daycare centres and contract daycare centres

\*\* The figures for visits to health stations include outpatient healthcare, health centre emergency care, home care and other outpatient visits, and telemedicine sessions that replace in-person visits and other treatment arrangements. Home care figures also include outsourced service visits and other substitute care arrangements. Contract health stations and their visits are also included.

\*\*\* Calculated number of places.

# Staff

At the end of 2024, the city had 38,595 employees, which was 1,036 more than in the previous year. This figure includes permanent and fixed-term employees, trainees and apprenticeship positions.

By the end of 2024, payroll costs were EUR 1,748 million, which is about 7.8 per cent more than in 2023. The rise in costs was mainly due to the general increases under national collective agreements, the salary development programme and an increase in the number of staff. In contrast, the cost of hired labour decreased significantly compared to the previous year.

Helsinki continued its salary development programme, which raised the salaries of approximately 4,500 people. The focus was on early childhood education and social work.

During 2024, workforce availability improved compared to previous years, and posts were filled more successfully. As in previous years, workforce availability was the biggest challenge in the Social Services, Health Care and Rescue Services Division and early childhood education.

The results of the Kunta10 survey showed a positive trend across almost all indicators. Seventy-eight per cent of respondents would recommend Helsinki as an employer to friends. The share of recommendations increased from last year's Fiilari result (75 per cent) and the previous Kunta10 survey in 2022 (64 per cent).



Kuva: Jussi Hellsten.



## Number of city employees in 2024

	Permanent		Fixed-term		Trainees and apprentices		Total		Change
	2024	2023	2024	2023	2024	2023	2024	2023	2023–24
<b>Central Administration</b>	<b>3 597</b>	<b>3 649</b>	<b>584</b>	<b>637</b>	<b>18</b>	<b>21</b>	<b>4 199</b>	<b>4 307</b>	<b>-108</b>
City Executive Office	664	619	307	279	7	11	978	909	69
Palvelukeskus	1 477	1 462	58	85	7	6	1 542	1 553	-11
Construction Services	1 066	1 103	133	124	3	2	1 202	1 229	-27
Financial Management Services	373	346	86	131	1	2	460	479	-19
Audit Department	17	16	0	0	0	0	17	16	1
Occupational Health Helsinki	0	103	0	18	0	0	0	121	-121
<b>Education Division</b>	<b>9 993</b>	<b>9 391</b>	<b>5 245</b>	<b>5 343</b>	<b>56</b>	<b>67</b>	<b>15 294</b>	<b>14 801</b>	<b>493</b>
<b>Urban Environment Division</b>	<b>1 608</b>	<b>1 516</b>	<b>191</b>	<b>178</b>	<b>5</b>	<b>4</b>	<b>1 804</b>	<b>1 698</b>	<b>106</b>
Urban Environment Division	1 608	1 516	189	176	5	4	1 802	1 696	106
Helsinki City Transport	0	0	2	2	0	0	2	2	0
<b>Culture and Leisure Division</b>	<b>1 479</b>	<b>1 430</b>	<b>365</b>	<b>395</b>	<b>20</b>	<b>16</b>	<b>1 864</b>	<b>1 841</b>	<b>23</b>
<b>Social Services, Health Care and Rescue Services Division</b>	<b>11 819</b>	<b>11 215</b>	<b>3 404</b>	<b>3 542</b>	<b>211</b>	<b>155</b>	<b>15 434</b>	<b>14 912</b>	<b>522</b>
Social Services and Health Care Division	11 068	10 494	3 357	3 511	211	155	14 636	14 160	476
Rescue Services	751	721	47	31	0	0	798	752	46
<b>Total</b>	<b>28 496</b>	<b>27 201</b>	<b>9 789</b>	<b>10 095</b>	<b>310</b>	<b>263</b>	<b>38 595</b>	<b>37 559</b>	<b>1 036</b>

Official number of staff in 2024 and 2023

# City of Helsinki's financial statements 2024

*Helsinki prepares separate financial statements for Municipal Helsinki, the Social Services, Health Care and Rescue Services Division, and the entire City of Helsinki. Municipal Helsinki comprises the Education Division, the Culture and Leisure Division, the Urban Environment Division, the City Executive Office and the municipal enterprises.*

According to the financial statements in 2024, both the finances of Municipal Helsinki and the Social Services, Health Care and Rescue Services Division were better than expected in the budget.

In 2024, the income statement of Municipal Helsinki had an operating revenue of EUR 1,384 million, which was EUR 51 million above budget. This increase was driven by land leasing income and proceeds from the sale of real estate. EUR 2,974 million was spent in the operating expenditure of Municipal Helsinki on providing services to residents, as an example. Operating expenditure was EUR 42 million below budget and 2.7 per cent higher than in 2023.

The operating margin deficit was EUR 1,590 million, which was EUR 93 million better than expected in the budget. The operating margin deficit was at the same level as in 2023. The operating margin indicates how much of the operating expenses need to be covered by tax revenue and central government transfers.

Municipal tax payments amounted to EUR 1,069 million, EUR 69 million more than estimated in the budget. This was due in part to stronger-than-expected growth in earned income. Corporate taxes amounted to EUR 447 million, and property taxes to EUR 353 million. Central government contributions amounted to approximately EUR 302 million. Helsinki must use

tax revenues and other sources of income to finance the cost of its services and investments. The result for Municipal Helsinki's financial year was EUR 336 million.

The cash flow from operating and investing activities, a key indicator of financial balance in a growing city, was negative by approximately EUR 95 million. However, the cash flow from operations and investments was better than estimated in the budget, partly because investments stayed below budget. The accumulated cash flow from operations and investments shows how much of the cash flow is left for net lending, loan repayments and bolstering cash reserves. If the figure is negative, expenses must be covered either by reducing existing cash reserves or by taking out additional loans. In 2024, 88 per cent of investments were financed by revenues.

## **Investments rose to over EUR 820 million**

Helsinki is investing in service facilities, infrastructure and public transport for current and future residents. In 2024, Municipal Helsinki invested EUR 823 million, which was EUR 27 million less than in 2023. When we include Metropolitan Area Transport Ltd's public transport investments, which were city investments prior to 2022, the comparable investment level increases to around EUR 990 million.

In 2024, Helsinki spent a total of EUR 277 million on housing construction projects, of which EUR 101 million was spent on new buildings and additions, and EUR 176 million on renovation projects. One of the major renovation projects completed in 2024 was the renovation of Finlandia Hall.

Helsinki spent a total of EUR 87 million on major transport projects. Among the major projects, the tramline connecting the district of Kalasatama with the district of Pasila was completed in 2024 and commissioned in August. Investments in the Crown Bridges project were almost the same as in 2023, EUR 69 million.

### **Financial performance better than budgeted at Social Services, Health Care and Rescue Services Division**

Financial performance was better than budgeted at the Social Services, Health Care and Rescue Services Division. In 2024, the result for the financial year reached approximately EUR 29 million.

The division's operating margin was better than budgeted. The improved operating margin was due to higher operating income. The higher-than-budgeted revenue result was due to factors such as increased income from client fees, which was the result of increases in these fees.

The Social Services, Health Care and Rescue Services Division received EUR 2,700 million in central government funding.

**According to the financial statements in 2024, both the finances of Municipal Helsinki and the Social Services, Health Care and Rescue Services Division were better than expected in the budget.**

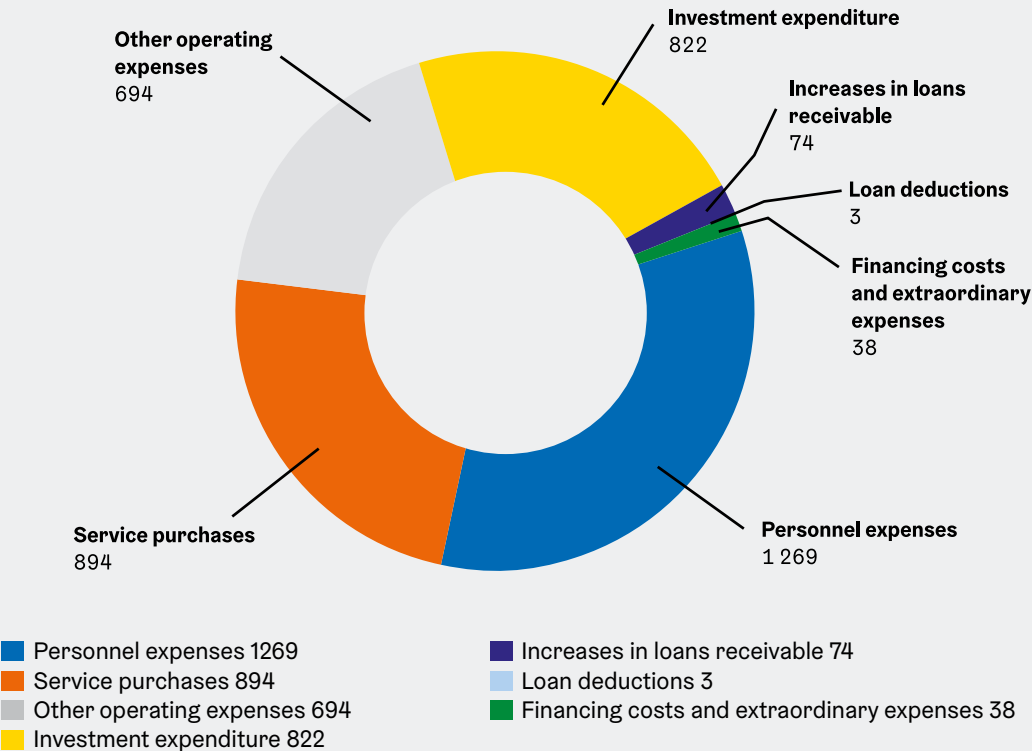


Photo: Jussi Hellsten.

# Expenditure

EUR million

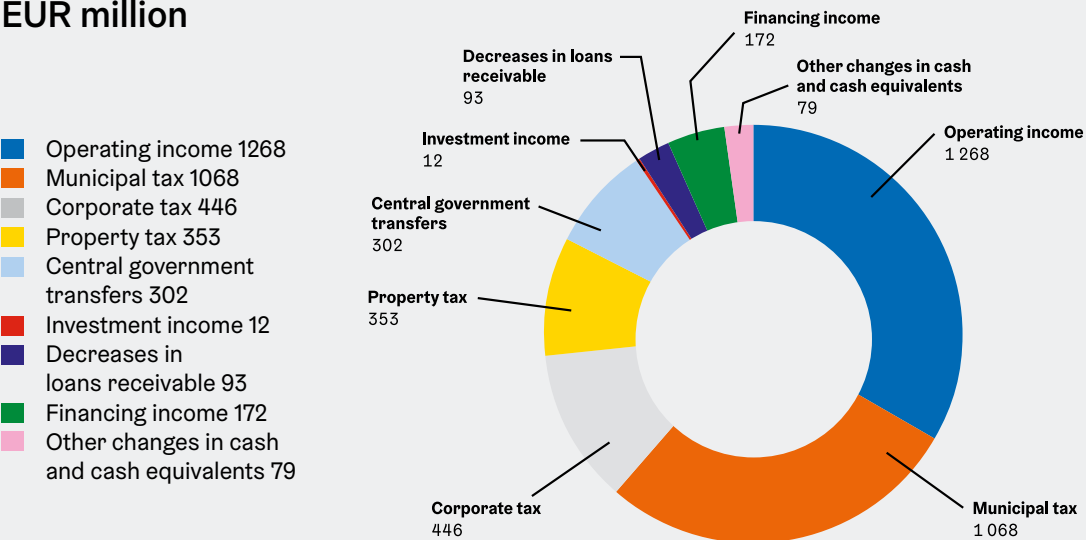
Total expenditure 3 797 EUR million



# Income

EUR million

Total income 3 797 EUR million





# City Group financial statements 2024

The Helsinki City Group's profit for 2024 was approximately EUR 449 million. The result decreased from 2023 by approximately EUR 8 million. The surplus in the City Group's income statement was EUR 430 million, which was a decrease of more than EUR 10 million from the previous year.

The City Group's cash flow from operating and investment activities in 2024 showed a deficit of EUR 1,011 million. The deficit was higher than in 2023.

The energy company Helen Group's operating profit was EUR 159 million, and gross investments were EUR 600 million. The Helen Group's high level of investment in 2024 and 2023 significantly affected the cash flow deficit in the City Group's financial statements for operations and investments.

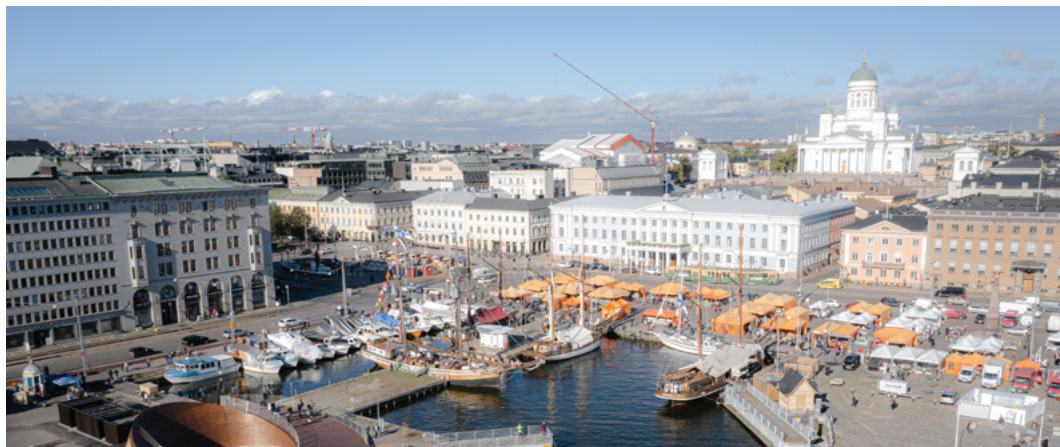
The Helen Group's gross investments in 2024 totalled EUR 600 million (EUR 462 million in 2023). Of these investments, wind and solar power investments related to electricity generation and energy system optimisation amounted to EUR 325 million, and investments related to heating and cooling (including electric boilers) amounted to EUR 217 million.

Other companies with the most significant investments in 2024 were the housing company Heka, Helsingin kaupungin asunnot Oy (EUR 364 million), Metropolitan Area Transport Ltd (EUR 163 million) and another housing company Helsingin Asumisoikeus Oy (EUR 143 million).

The City Group's outstanding loans amounted to EUR 8,240 million, or EUR 12,036 per capita (EUR 7,412 million in 2023). Of this, the City of Helsinki's outstanding loans were EUR 853 million. The City of Helsinki's outstanding loans decreased by EUR 53 million. The combined outstanding loans of subsidiaries and the joint municipal authorities increased by approximately EUR 881 million (EUR 943 million in 2023).

The result of the Social Services, Health Care and Rescue Division Group for 2024 was approximately EUR 31 million. The figures in the consolidated financial statements of the Social Services, Health Care and Rescue Division are affected not only by the division itself but also by the figures in the income and cash flow statements of the health care network HUS Group.

Kuva: Pyry-Pekka Kantonen.



# Key indicators from the 2024 financial statements

	Group		City	
	2024	2023	2024	2023
Income statement key indicators				
Operating income as percentage of operating expenses	58.8	59.6	Income and financial statement key figures should be reviewed separately, with figures from Municipal Helsinki and the Social Services, Health Care and Rescue Services Division.	
Annual contribution margin, EUR million	1 452	1 482		
Annual contribution margin, EUR per capita	2 121	2 196		
Cash flow statement key indicators				
Debt-service coverage ratio	3.2	3.1		
Cash sufficiency, days	45	52	54	66
Balance sheet key indicators				
Relative indebtedness, %	102.7	95.7	35.4	39.6
Accumulated surplus (deficit), EUR million	7 892	7 456	8 096	7 733
Accumulated surplus (deficit), EUR per capita	11 528	11 047	11 826	11 465
Outstanding loans on 31 Dec., EUR million	8 239	7 412	853	906
Loans, EUR per capita	12 036	10 981	1 245	1 343
Loans and lease liabilities on 31 Dec., EUR million	9 822	8 724	1 513	1 559
Loans and lease liabilities, EUR per capita	14 348	12 926	2 210	2 312
Loans receivable on 31 Dec., EUR million	500	498	2 245	2 263
City Group's loans receivable on 31 Dec., EUR per capita	730	739	..	..

The calculation formulas for the key indicators can be found on page 57.

# Key indicators from the 2024 financial statements

	Municipal Helsinki 2024	Municipal Helsinki 2023
<b>Income statement key indicators</b>		
Operating income as percentage of operating expenses	44.4	42.8
Annual contribution margin, EUR million	716	815
Annual contribution margin, EUR per capita	1 045	1 207
<b>Cash flow statement key indicators</b>		
Debt-service coverage ratio	8.3	10.2
Internal financing of investment, %	87.8	98.6

	Social Services, Health Care and Rescue Services Division 2024	Social Services, Health Care and Rescue Services Division 2023
<b>Income statement key indicators</b>		
Operating income as percentage of operating expenses	9.0	8.2
Annual contribution margin, EUR million	38	40
Annual contribution margin, EUR per capita	56	59

# Municipal Helsinki's income statement

EUR million

	1 January – 31 December 2024	1 January – 31 December 2023
Operating revenue	1 384.3	1 309.1
Operating costs	-2 974.6	-2 894.4
<b>Operating margin</b>	<b>-1 590.3</b>	<b>-1 585.3</b>
Tax revenues	1 868.83	2 038.3
Central government transfers	302.3	200.2
Financing income and expenses	134.8	161.4
<b>Annual contribution margin</b>	<b>715.6</b>	<b>814.6</b>
Depreciations and impairments	-379.6	-364.9
Extraordinary items	0.0	-13.0
<b>Result for the accounting period</b>	<b>336.0</b>	<b>436.7</b>
<b>Changes in reserves and funds</b>	<b>-2.3</b>	<b>1.4</b>
<b>Surplus/deficit for the current accounting period (-)</b>	<b>333.7</b>	<b>438.2</b>



# Municipal Helsinki's cash flow statement

EUR million

	31.12.2024	31.12.2023
<b>Operating cash flow</b>		
Annual contribution margin	715.6	814.6
Extraordinary items	0.0	-13.0
Adjustments to internal financing	-73.0	-18.3
	642.6	783.3
<b>Cash flow from investments</b>		
Investment expenditure	-822.7	-849.2
Contributions to investment expenditure	8.1	23.4
Proceeds from the disposal of non-current assets	77.1	65.6
	-737.5	-760.2
<b>Cash flow from operations and investments</b>	<b>-94.8</b>	<b>23.2</b>
<b>Cash flow from financing</b>		
<b>Changes in lending</b>		
Increase in loans receivable	-74.9	-34.9
Decrease in loans receivable	93.8	90.0
	18.9	55.2
<b>Changes in outstanding loans</b>		
Increase in long-term loans	0.0	1.4
Repayment of long-term loans	-53.4	-46.6
Changes in short-term loans	49.8	-59.8
	-3.7	-105.0
<b>Changes in equity</b>	<b>0.0</b>	<b>-0.7</b>
<b>Other liquidity changes</b>		
Change in current assets	-22.5	-6.5
Change in receivables	83.7	-188.8
Change in non-interest-bearing debt	-157.6	-44.0
<b>Cash flow from financing</b>	<b>-81.1</b>	<b>-289.9</b>
<b>Impact on liquidity</b>	<b>-176.0</b>	<b>-266.8</b>

# Municipal Helsinki's balance sheet

EUR million

ASSETS	31.12.2024	31.12.2023
<b>Non-current assets</b>		
Intangible assets	79.9	89.0
Tangible assets	8 880.8	8 480.6
Investments	5 660.9	5 654.0
<b>Funds for assignments</b>	720.0	639.4
<b>Current assets</b>		
Inventories	67.7	45.2
Receivables	671.3	755.0
Financial securities	726.7	1 086.3
Cash and cash equivalents	235.8	52.3
<b>TOTAL ASSETS</b>	<b>17 043.1</b>	<b>16 801.8</b>
<b>LIABILITIES AND EQUITY</b>	<b>31.12.2024</b>	<b>31.12.2023</b>
<b>Equity</b>		
Initial capital	2 912.3	2 912.3
Funds	2 449.1	2 444.0
Other equity	729.0	729.0
Surplus/deficit from previous accounting periods (-)	7 704.2	7 266.0
Surplus/deficit for the current accounting period (-)	333.7	438.2
<b>DEPRECIATION DIFFERENCE AND VOLUNTARY PROVISIONS</b>	<b>44.6</b>	<b>47.7</b>
<b>MANDATORY PROVISIONS</b>	<b>45.5</b>	<b>59.2</b>
<b>CAPITAL FOR ASSIGNMENTS</b>	<b>720.0</b>	<b>639.4</b>
<b>LIABILITIES</b>		
Long-term	812.6	859.3
Short-term	1 292.2	1 406.6
<b>TOTAL LIABILITIES</b>	<b>17 043.1</b>	<b>16 801.8</b>

# Social Services, Health Care and Rescue Services Division's income statement

EUR million

	1 January – 31 December 2024	1 January – 31 December 2023
Operating revenue	264.4	230.9
Operating costs	-2 934.5	-2 800.3
<b>Operating margin</b>	<b>-2 670.1</b>	<b>-2 569.4</b>
State funding	2 699.7	2 600.9
Financing income and expenses	8.6	8.6
<b>Annual contribution margin</b>	<b>38.2</b>	<b>40.1</b>
Depreciations and impairments	-9.3	-11.1
<b>Result for the accounting period</b>	<b>28.9</b>	<b>29.0</b>
<b>Surplus/deficit for the current accounting period (-)</b>	<b>28.9</b>	<b>29.0</b>

# Social Services, Health Care and Rescue Services Division's cash flow statement

EUR million

	31.12.2024	31.12.2023
<b>Operating cash flow</b>		
Annual contribution margin	38.2	40.1
Adjustments to internal financing	10.9	39.7
<b>Cash flow from investments</b>		
Investment expenditure	-8.2	-12.7
Contributions to investment expenditure	0.9	0.4
Proceeds from the disposal of non-current assets	0.0	0.0
<b>Cash flow from operations and investments</b>	<b>41.7</b>	<b>67.6</b>
<b>Cash flow from financing</b>		
<b>Changes in lending</b>		
Increase in loans receivable	-0.6	-0.6
Decrease in loans receivable	0.3	0.1
<b>Changes in equity</b>	<b>0.0</b>	<b>1.4</b>
<b>Other liquidity changes</b>		
Change in current assets	-0.2	0.0
Change in receivables	-47.2	9.5
Change in non-interest-bearing debt	6.0	-78.0
<b>Cash flow from financing</b>	<b>-41.7</b>	<b>-67.7</b>
<b>Impact on liquidity</b>	<b>0.0</b>	<b>-0.1</b>

# Social Services, Health Care and Rescue Services Division's balance sheet

EUR million

	31.12.2024	31.12.2023
<b>ASSETS</b>		
<b>NON-CURRENT ASSETS</b>		
Intangible assets	0.9	0.5
Tangible assets	22.5	24.9
Investments	157.4	157.1
<b>FUNDS FOR ASSIGNMENTS</b>	<b>19.5</b>	<b>19.0</b>
<b>CURRENT ASSETS</b>		
Inventories	1.5	1.4
Receivables	327.8	280.6
Cash and cash equivalents	0.2	0.2
<b>TOTAL ASSETS</b>	<b>529.9</b>	<b>483.7</b>
<b>LIABILITIES AND EQUITY</b>	<b>31.12.2024</b>	<b>31.12.2023</b>
<b>EQUITY</b>		
Initial capital	102.6	102.6
Surplus/deficit from previous accounting periods (-)	29.0	0.0
Surplus/deficit for the current accounting period (-)	28.9	29.0
<b>MANDATORY PROVISIONS</b>	<b>50.6</b>	<b>39.7</b>
<b>CAPITAL FOR ASSIGNMENTS</b>	<b>19.5</b>	<b>19.0</b>
<b>LIABILITIES</b>	<b>299.3</b>	<b>293.3</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>529.9</b>	<b>483.7</b>



# City Group's consolidated income statement

EUR million

	1 January – 31 December 2024	1 January – 31 December 2023
Operating income	4 727.4	4 862.2
Operating expenses	-8 044.1	-8 154.6
Share of profits/losses from associated companies (-)	0.8	-1.1
<b>Operating margin</b>	<b>-3 315.9</b>	<b>-3 293.6</b>
Tax revenues	1 845.9	2 020.1
Central government transfers	3 002.6	2 801.8
Financing income and expenses	-80.4	-46.3
<b>Annual contribution margin</b>	<b>1 452.2</b>	<b>1 482.0</b>
Depreciations and impairments	-1 003.7	-1 025.5
Extraordinary items	0.4	0.3
<b>Result for the accounting period</b>	<b>448.9</b>	<b>456.8</b>
<b>Accounting transfers and taxes</b>	<b>-18.7</b>	<b>-16.1</b>
<b>Surplus/deficit for the accounting period</b>	<b>430.2</b>	<b>440.7</b>

# City Group's consolidated cash flow statement

EUR million

	1 January – 31 December 2024	1 January – 31 December 2023
<b>Operating cash flow</b>		
Annual contribution margin	1 452.2	1 482.0
Extraordinary items	0.4	0.3
Taxes for the accounting period	-17.8	-18.3
Adjustments to internal financing	-46.3	-100.5
<b>Cash flow from investments</b>		
Investment expenditure	-2 513.1	-2 286.9
Contributions to investment expenditure	17.8	29.2
Proceeds from the disposal of non-current assets	95.9	336.9
<b>Cash flow from operations and investments</b>	<b>-1 010.9</b>	<b>-557.3</b>
<b>Cash flow from financing</b>		
<b>Changes in lending</b>		
Increases in loans receivable	-15.5	-16.5
Decreases in loans receivable	14.4	9.4
<b>Changes in outstanding loans</b>		
Increase in long-term loans	1 186.5	1 306.4
Repayment of long-term loans	-331.0	-359.9
Changes in short-term loans	-27.5	-59.6
Changes in equity	0.0	0.7
Other liquidity changes	-28.9	-563.3
<b>Cash flow from financing</b>	<b>798.0</b>	<b>317.3</b>
<b>Impact on liquidity</b>	<b>-212.9</b>	<b>-240.0</b>

# City Group's consolidated balance sheet

EUR million

<b>ASSETS</b>	<b>31.12.2024</b>	<b>31.12.2023</b>
<b>Non-current assets</b>		
Intangible assets	333.0	390.5
Tangible assets	20 588.6	19 129.4
Investments	1 469.3	1 417.7
<b>Funds for assignments</b>	<b>741.6</b>	<b>652.5</b>
<b>Current assets</b>		
Inventories	185.8	190.0
Receivables	986.7	1 228.5
Financial securities	858.6	1 207.4
Cash and cash equivalents	496.1	360.1
<b>TOTAL ASSETS</b>	<b>25 659.7</b>	<b>24 576.2</b>
<b>LIABILITIES AND EQUITY</b>	<b>31.12.2024</b>	<b>31.12.2023</b>
<b>Equity</b>		
Initial capital	3 023.9	3 023.9
Funds	3 681.0	3 666.1
Other equity	3.2	3.2
Surplus/deficit from previous accounting periods (-)	7 461.7	7 015.3
Surplus/deficit for the current accounting period (-)	430.2	440.7
<b>Minority shares</b>	<b>296.7</b>	<b>287.4</b>
<b>Mandatory provisions</b>	<b>81.3</b>	<b>105.7</b>
<b>Capital for assignments</b>	<b>762.4</b>	<b>681.8</b>
<b>Liabilities</b>		
Long-term	8 043.8	7 293.3
Short-term	1 875.5	2 058.7
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>25 659.7</b>	<b>24 576.2</b>



Photo: Vesa Laitinen.

## Calculation formulas for the key 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**

=  $\text{Annual contribution margin} / \text{population 31 December}$

### **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**

=  $\text{surplus/deficit from previous accounting periods} + \text{surplus/deficit for the accounting period}$

### **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**

=  $\text{liabilities} - (\text{advances received} + \text{accounts payable} + \text{accrued expenses and deferred income} + \text{other debts})$

### **Loans, EUR per capita**

=  $\text{total loans 31 Dec.} / \text{population 31 Dec.}$

### **Loans and lease liabilities 31 Dec.**

=  $\text{liabilities} - (\text{advances received} + \text{accounts payable} + \text{accrued expenses and deferred income} + \text{other debts}) + \text{lease liabilities}$

### **Loans and lease liabilities 31 Dec., EUR per capita**

=  $\text{loans and lease liabilities} / \text{population 31 Dec.}$

### **Loan receivables 31 Dec.**

=  $\text{debenture bond receivables and other loan receivables}$

### **Group total loans, 31 Dec 2024**

=  $\text{liabilities} - (\text{advances received} + \text{accounts payable} + \text{accrued expenses and deferred income} + \text{other debts})$

### **Group loan receivables, EUR per capita**

=  $\text{loan receivables 31 Dec 2024} / \text{population on 31 Dec 2024}$

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**City of Helsinki**  
**City Executive Office**

Pohjoisesplanadi 11–13  
P.O. Box 1  
00099 City of Helsinki  
Finland

[www.hel.fi](http://www.hel.fi)  
[www.hel.fi/julkaisut](http://www.hel.fi/julkaisut)