

**Shared
improvements**

**Shared
improvements**

The planning work includes experts, customers and networks. For example, the young clients of Child Welfare Services are taking part in training foster families.

USER PARTICIPATION IN SERVICE DEVELOPMENT

**Service
design**

**Service
design**

The main goal is user-based planning of the service experience so that the service accommodates both the needs of their users and the goals of the service provider.

USER PARTICIPATION IN SERVICE DEVELOPMENT

Customer jury

Customer jury

**USER PARTICIPATION IN SERVICE
DEVELOPMENT**

**Experience
experts**

**Experience
experts**

An experience expert is someone with personal experience of different types of illnesses or life situations. They have received training or a briefing and are being paid a salary or a fee. For example, a health station experience expert provides substance abuse consultation services.

USER PARTICIPATION IN SERVICE DEVELOPMENT

**Customer or
user survey**

**Customer or
user survey**

**USER PARTICIPATION IN SERVICE
DEVELOPMENT**

**Gathering
information from
documents,
registers or
statistics**

**Gathering
information from
documents,
registers or
statistics**

**USER PARTICIPATION IN SERVICE
DEVELOPMENT**

Experiments

Experiments

**USER PARTICIPATION IN SERVICE
DEVELOPMENT**

Observations

Observations

**USER PARTICIPATION IN SERVICE
DEVELOPMENT**

**Development
communities**

**Development
communities**

**USER PARTICIPATION IN SERVICE
DEVELOPMENT**

Advisory boards and committees

Advisory boards
and committees

E.g. 1:

An equality committee that operates at city level.

Its members include elected representatives, organisation representatives and the city's employees.

E.g. 2:

Student unions and parents' associations.

USER PARTICIPATION IN SERVICE DEVELOPMENT

**Social influence
events and
public hearings**

**Social influence
events and
public hearings**

REGION-WIDE SOCIAL INFLUENCE

**Regional panels
or meetings**

**Regional panels
or meetings**

REGION-WIDE SOCIAL INFLUENCE

**Carrying out
rounds and making
observations in
urban areas**

**Carrying out
rounds and making
observations in
urban areas**

For example, safety rounds and town plan rounds.

REGION-WIDE SOCIAL INFLUENCE

**Resident
evenings**

**Resident
evenings**

REGION-WIDE SOCIAL INFLUENCE

Resident jury

Resident jury

A resident jury consists
of an area's residents,
companies and
communities.

REGION-WIDE SOCIAL INFLUENCE

Sparring groups

Sparring
groups

Expert and peer support
in development projects

REGION-WIDE SOCIAL INFLUENCE

**Regional
communication**

**Regional
communication**

For example, city
neighbourhood websites

REGION-WIDE SOCIAL INFLUENCE

Resident and neighbourhood associations

Resident and
neighbourhood
associations

REGION-WIDE SOCIAL INFLUENCE

**Resident facilities
and the activities
there**

**Resident facilities
and the activities
there**

Providing facilities for the residents' own use.

REGION-WIDE SOCIAL INFLUENCE

**Art that
promotes
participation**

**Art that
promotes
participation**

Including art projects
created as a community

REGION-WIDE SOCIAL INFLUENCE

Regional events and fairs

**Regional events
and fairs**

For example,
the Käpylä village fête and
neighbourhood fairs

REGION-WIDE SOCIAL INFLUENCE

Online discussions

Online
discussions

Either a commissioned,
moderated
discussion board, or
debates on social media

REGION-WIDE SOCIAL INFLUENCE

Online surveys

Online surveys

For example,
the State Your Opinion
application

REGION-WIDE SOCIAL INFLUENCE

Pop up events

Pop up events

REGION-WIDE SOCIAL INFLUENCE

**Experts that the
residents can
meet**

**Experts that the
residents can
meet**

REGION-WIDE SOCIAL INFLUENCE

**Open
door days**

**Open
door days**

REGION-WIDE SOCIAL INFLUENCE

**Cooperation
between regional
operators**

**Cooperation
between regional
operators**

Cooperation between
the region's businesses,
organisations and
parishes, among other
parties.

REGION-WIDE SOCIAL INFLUENCE

Volunteer work

Volunteer work

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

**Cooperation
between
organisations and
businesses**

**Cooperation
between
organisations and
businesses**

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

Open data utilisation

Open data
utilisation

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

Grants and incentives

Grants and
incentives

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

Crowdsourcing

Crowdsourcing

Crowdsourcing means utilising the expertise of a large, unlimited number of people to solve problems or produce services using the internet.

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

Open preparation

Open preparation

Decision-making preparations can be made open so that everyone is able give their input or suggest changes on an online document that is updated in real time.

ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES

**Shared use of the
city's facilities**

**Shared use of the
city's facilities**

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

**Urban communal
space**

**Urban communal
space**

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

**Permits and rules
for volunteer
activities**

**Permits and rules
for volunteer
activities**

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

**Supporting
community spirit**

**Supporting
community spirit**

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

**Influence through
social media**

**Influence through
social media**

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

Neighbourly help

Neighbourly help

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

Citizen jury

Citizen jury

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

Shareconomy

Shareconomy

**ACTIVISM AND FORMS OF VOLUNTEER
ACTIVITIES**

**Participation
in designing
a service for
oneself**

**Participation
in designing
a service for
oneself**

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

Grassroots work

Grassroots work

An example:

local work takes place on the streets, at shopping centres, resident facilities and in other public spaces. This includes guidance and help for people in need of aid, and if necessary, assistance in accessing the necessary services.

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

**Online
communication**

**Online
communication**

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

Communication in a public space

Communication
in a public space

For example, interactive screens at a shopping centre, Info TVs in waiting rooms, and notice boards.

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

Marketing

Marketing

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

**Customer service
and information**

**Customer service
and information**

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

**A positive service
culture**

**A positive service
culture**

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

Communication and interaction skills

Communication
and interaction
skills

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

**Information
and exhibition
facilities**

**Information
and exhibition
facilities**

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

Quick feedback devices

Quick feedback
devices

For example,
the Happy or Not devices
(smiley face devices).

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

**Service
accessibility and
ease of use**

**Service
accessibility and
ease of use**

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

Peer groups

Peer groups

In a peer group, people in similar situations can share their experiences and learn from one another, while being guided by an instructor.

**ACCESS TO PUBLIC SERVICES AND
CUSTOMER EXPERIENCE AS BUILDING
BLOCKS FOR PARTICIPATION AND
INTERACTION**

Social reporting

Social reporting

The aim of social reporting is to gather information concerning the social work conducted with clients to support the related decision-making. Social phenomena, such as the high living costs, come up.

**CITY OPERATIONS AND
DECISION-MAKING**

Hearings

Hearings

**CITY OPERATIONS AND
DECISION-MAKING**

**Resident
evenings**

**Resident
evenings**

**CITY OPERATIONS AND
DECISION-MAKING**

**Feedback
systems**

**Feedback
systems**

**CITY OPERATIONS AND
DECISION-MAKING**

Alternative plans

Alternative plans

The residents of the municipality may offer alternative suggestions for land use plans, among other things.

**CITY OPERATIONS AND
DECISION-MAKING**

**Consultation
requests**

**Consultation
requests**

Authorities may request consultation help for their plans from concerned interest groups or openly from a wider audience.

**CITY OPERATIONS AND
DECISION-MAKING**

**Interactive digital
platforms**

**Interactive digital
platforms**

**CITY OPERATIONS AND
DECISION-MAKING**

Advisory boards, committees and councils

Advisory boards,
committees and
councils

The statutory bodies include the Council of the Elderly, the Council on Disability, and the young people's influence group Ruuti.

**CITY OPERATIONS AND
DECISION-MAKING**

**Appeals,
complaints and
reminders**

**Appeals,
complaints and
reminders**

Based on the Local Government Act, the Administrative Procedure Act, and the Land-use and Building Act, residents and concerned parties may file appeals against decisions made by the authorities, complaints regarding the actions of the authorities, or reminders on suggestions made by the authorities.

**CITY OPERATIONS AND
DECISION-MAKING**

Participatory budgeting

Participatory
budgeting

Participatory budgeting allows the residents to propose their own projects and to vote on which of these will be implemented within a given budget.

**CITY OPERATIONS AND
DECISION-MAKING**

**Resident
initiatives**

**Resident
initiatives**

Based on the Local Government Act, all the residents of a municipality have the right of initiative. If 5% of the residents back an initiative, it will be submitted for a referendum.

**CITY OPERATIONS AND
DECISION-MAKING**

Crowdsourcing

Crowdsourcing

Crowdsourcing means utilising the expertise of a large, unlimited number of people to solve problems or produce services using the internet.

**CITY OPERATIONS AND
DECISION-MAKING**

Interaction reports

Interaction reports

The interaction reports are used to describe the level and effectiveness of participation and interaction in preparation processes, and these reports are then attached to the related decision proposals.

**CITY OPERATIONS AND
DECISION-MAKING**