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.
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.
Customer jury
USER PARTICIPATION IN SERVICE DEVELOPMENT
Experience

experts

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experts

Experience
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.
Customer or user survey
USER PARTICIPATION IN SERVICE DEVELOPMENT
Gathering information from documents, registers or statistics.
USER PARTICIPATION IN SERVICE DEVELOPMENT
USER PARTICIPATION IN SERVICE DEVELOPMENT
Observations
USER PARTICIPATION IN SERVICE DEVELOPMENT
Development communities

communities

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.
Social influence events and public hearings
Regional panels or meetings
REGION-WIDE SOCIAL INFLUENCE
Carrying out rounds and making observations in urban areas
For example, safety rounds and town plan rounds.
Resident evenings evenings evenings Resident evenings
Resident jury

Resident Jury
A resident jury consists of an area’s residents, companies and communities.
Sparring groups
Expert and peer support in development projects
For example, city neighbourhood websites
Resident and neighbourhood associations
REGION-WIDE SOCIAL INFLUENCE
Resident facilities and the activities there.
Providing facilities for the residents’ own use.
Art that promotes participation

Participation promotes art that
Including art projects created as a community
Regional events and fairs

Regional events and fairs
For example, the Käpylä village fête and neighbourhood fairs
Online discussions
Either a commissioned, moderated discussion board, or debates on social media.
Online surveys

Online surveys
For example, the State Your Opinion application
Pop up events
Experts that the residents can meet
REGION-WIDE SOCIAL INFLUENCE
Open door days

Open door days

Open door days
Cooperation between regional operators
Cooperation between the region’s businesses, organisations and parishes, among other parties.
Volunteer work

Volunteer work
ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES
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
ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES
Crowdsourcing
Crowdsourcing means utilising the expertise of a large, unlimited number of people to solve problems or produce services using the internet.
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.
Shared use of the city’s facilities
ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES
ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES
Permits and rules for volunteer activities
ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES
Influence through social media
ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES
Citizen jury
ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES
Shareconomy
Shareconomy
Shareconomy
ACTIVISM AND FORMS OF VOLUNTEER ACTIVITIES
Participation in designing a service for oneself
ACCESS TO PUBLIC SERVICES AND CUSTOMER EXPERIENCE AS BUILDING BLOCKS FOR PARTICIPATION AND INTERACTION
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.
Online communication
ACCESS TO PUBLIC SERVICES AND CUSTOMER EXPERIENCE AS BUILDING BLOCKS FOR PARTICIPATION AND INTERACTION
Communication in a public space
For example, interactive screens at a shopping centre, Info TVs in waiting rooms, and notice boards.
Marketing
ACCESS TO PUBLIC SERVICES AND CUSTOMER EXPERIENCE AS BUILDING BLOCKS FOR PARTICIPATION AND INTERACTION
Customer service and information
ACCESS TO PUBLIC SERVICES AND CUSTOMER EXPERIENCE AS BUILDING BLOCKS FOR PARTICIPATION AND INTERACTION
A positive service culture
ACCESS TO PUBLIC SERVICES AND CUSTOMER EXPERIENCE AS BUILDING BLOCKS FOR PARTICIPATION AND INTERACTION
Communication and interaction skills
ACCESS TO PUBLIC SERVICES AND CUSTOMER EXPERIENCE AS BUILDING BLOCKS FOR PARTICIPATION AND INTERACTION
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).
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
In a peer group, people in similar situations can share their experiences and learn from one another, while being guided by an instructor.
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.
Hearings

Hearings

Hearings
CITY OPERATIONS AND DECISION-MAKING
Resident evenings
CITY OPERATIONS AND DECISION-MAKING
Feedback systems

Feedback systems
CITY OPERATIONS AND DECISION-MAKING
Alternative plans
The residents of the municipality may offer alternative suggestions for land use plans, among other things.
Consultation requests
Authorities may request consultation help for their plans from concerned interest groups or openly from a wider audience.
Interactive digital platforms
CITY OPERATIONS AND DECISION-MAKING
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.
Appeals, complaints and reminders

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