

Customer experience

How do we ensure that the residents always feel welcome and at the right place when using our services?

- We already do this well
- We have tested this
- This is worth trying out

Regional collaboration

What kind of collaboration do we do with different city districts? How can we support areas to build original and collective localities?

- We already do this well
- We have tested this
- This is worth trying out

Supporting citizen activity

How do we encourage and support citizens' voluntary activity?

- We already do this well
- We have tested this
- This is worth trying out

How do we define participation?

- How have we involved stakeholders so far?
- City of Helsinki's participation model presents five different themes for participation. Which ones concern our chosen stakeholders?

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User participation

How can we co-create well-functioning and fair services with the user?

- We already do this well
- We have tested this
- This is worth trying out

City activities

- Actions to increase openness
- Actions to increase equality
- Actions to increase diversity

Current activities

- Which activities do we already do to improve our stakeholder's participation?
- How have our actions been visible to the citizens?

5 Areas of improvement

- Which areas should we develop
- Which of the benefits discussed at the beginning are not at the moment fulfilled?

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6 New methods

Through which methods can we improve our activities?

Aim	Method	Implementation
<ul style="list-style-type: none"> • How does the new method develop participation? • How does the new method respond to the discussed improvement needs? 	1	<ul style="list-style-type: none"> • Who is responsible? • How will it be resourced? • What is the timetable? • How do we measure success?
	2	

7 Document the game results and help us measure the effectiveness of the Game.

Place the card deck here before starting

- The Game has been jointly developed by service design agency Hellon and the City of Helsinki

www.hel.fi/participationmodel
www.osallisuuspeli.fi
www.hellon.com

2 Why to involve?

- How can citizen knowhow and skills benefit our work?
- What other benefits can participation give us?
- How can we improve city services by involving residents, organisations and companies?
- What are other benefits participation can give to our stakeholders?

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1 Scoping

- Which part of the organisation, project or service are we focusing on?
- Who are the residents, organisations and companies who we want to involve in planning?

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