

Helsinki – a City for Everyone

Helsinki's Integration Programme 2017–2021

A photograph of four women sitting around a long, dark wooden table in a modern office or meeting room. They are engaged in a conversation. The room has large windows overlooking a city street. A potted plant is visible on the right side of the table. The floor is made of light-colored tiles.

Helsinki

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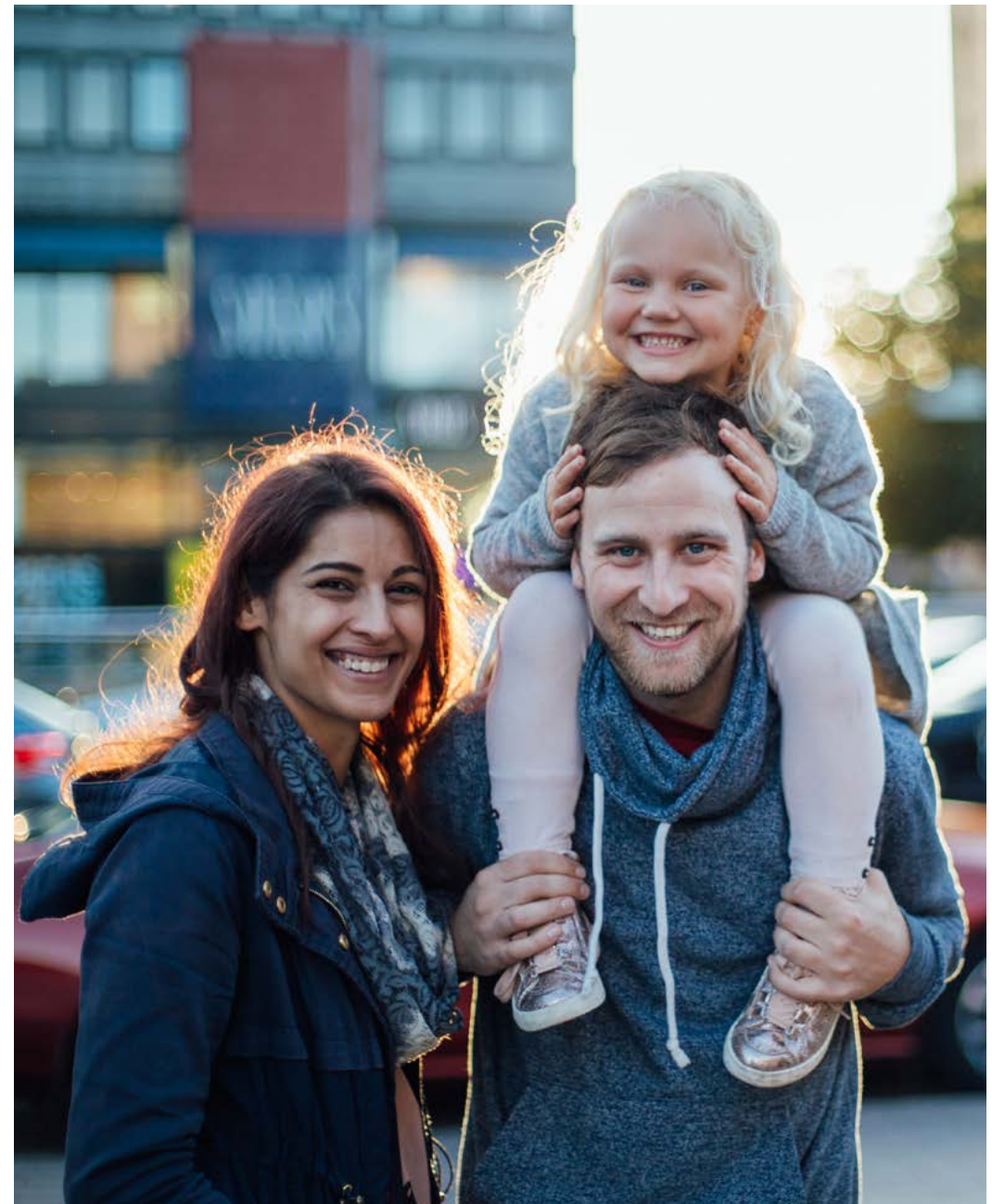
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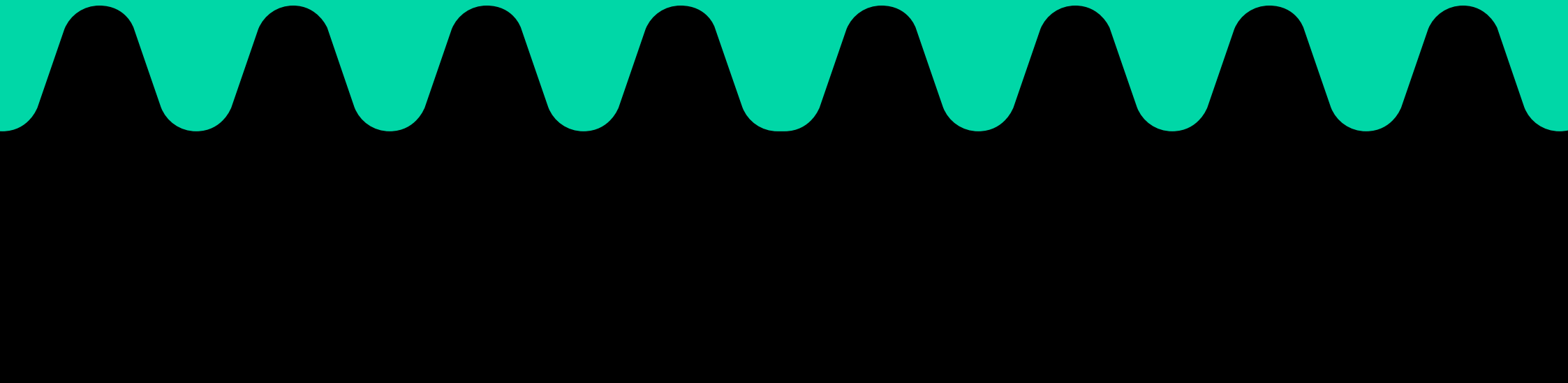
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The Integration Programme's background



The Integration Programme's background

Helsinki is rapidly becoming more international, and the diversity among its population is increasing faster than in the rest of the country. This change makes it necessary to evaluate our city as an open and shared place in which to lead a good life and whether the City's services can reach everyone.

Helsinki's Integration Programme 2017–2021 is an integration programme that complies with Section 32 of the Act on the Promotion of Immigrant Integration (1386/2010) and is based on the City Strategy with the purpose of promoting integration and multi-professional cooperation in the city. All the new measures to be developed during the strategy period and the projects supporting integration have been included in the programme from all the sectors, since successful integration is the shared goal of the entire city. In addition to the measures highlighted in the Integration Programme, the City works systematically towards enabling the integration of Helsinki's new residents and supporting them in this process within all the services provided in both Finnish and Swedish.

The Integration Programme is also linked to the programme and preparation work for cross-sector measures that are shared through-

out the entire City, especially the programmes promoting health and well-being (HYTE), exercise and finding solutions to prevent social exclusion among young people. The programmes map shared measures from various sectors to promote the well-being of Helsinki's residents and to prevent segregation. Therefore, when implementing the Integration Programme we must ensure that the needs of Helsinki's residents with a foreign background are also factored into the aforementioned programmes.

The Integration Programme will be monitored as part of the implementation of the City Strategy and through regular reviews by the City Board's Economic Development Sub-committee. Furthermore, a steering group consisting of representatives from various sectors will be appointed to support the Programme. The Programme indicators used in the monitoring are based on the indicators proposed for the monitoring system for the integration of Helsinki's residents with a foreign background. In addition to the indicators listed in the Programme, the City will continue its knowledge-based observation of the development of employment, education and well-being of those

with a foreign background, and ensure that appropriate measures are taken based on the findings, if necessary.

The Programme shows the desire and goal of the entire City to achieve smooth integration. It has been prepared together with the City's sectors and cooperation partners, and approximately 400 of the City's employees and stakeholder representatives took part in the preparation work at co-creation workshops and meetings. The end result is a comprehensive range of measures for improving both the City's internal operating models as well as people's everyday lives with services tailored to and targeted specifically at them.

With the Integration Programme's measures the City wishes to ensure that Helsinki remains internationally competitive in order to attract a new skilled workforce to the country. Simultaneously, the City wants to make sure that Helsinki is the world's most effective place to learn and offers all its residents the best possible opportunities to access care, education and employment. Helsinki must be open, encourage social participation and be a city that everyone feels equally part of.

Helsinki is a city for everyone.

**Helsinki
is a
competitive
city.**

Helsinki attracts skilled
workers and entrepreneurs
to Finland.

**Helsinki
is the
world's
most effec-
tive place
to learn.**

Equal rights to care,
education and employment.

**Helsinki
is open and
encourages
partici-
pation.**

Helsinki improves
social cohesion
and reduces disparity.

A summary of Helsinki's integration Programme

Helsinki's Integration Programme 2017–2021 is a list of measures compiled in order to achieve the integration goals of the Helsinki City Strategy. The Programme highlights four main themes vital to the success of urban development and integration:

1. Helsinki is a city of a skilled workforce
2. Helsinki is the world's most effective place to learn
3. Helsinki is open and encourages participation
4. Helsinki is fighting social inequality

The Integration Programme presents new ways of supporting employment and entrepreneurship among Helsinki's residents with a foreign background. The Programme's aim is for these residents to find employment matching their skills, training and abilities and to identify and acknowledge their skills. As an employer, the City will improve its recruitment process to meet the evermore diverse needs of the city's residents, while also providing its employees with a foreign background with opportunities to improve their skills and further their careers. The amount of labour migration and its proportion of all migration will be increased by offering high-quality servic-

es to attract global professionals and help them settle in Finland.

In addition to promoting employment, Helsinki will focus in particular on improving the area of education as part of the Integration Programme during its strategy period. A Development Plan for Immigrant Education has been created as part of the Integration Programme, in accordance with the Strategy, with measures that cover everything from early childhood education to adult training. The purpose of the Development Plan is for all the residents of Helsinki to have equal opportunities regarding care, education and employment. Furthermore, its aim is for learning environments, pedagogical solutions and guidance to help improve the learning results of people with a foreign background to match those of the Finnish population. Another aim is also to improve the language-awareness of the sector's employees and to increase the number of professionals with a foreign background working for the sector. The Development Plan includes a total of 28 sets of measures.

Helsinki's Integration Programme supports an open and participatory Helsinki. The aim here is for Helsinki to adopt a culture that values diversity

and for each resident to take an active part in the city's development. The measures will be used to promote cohesion between population groups, and concrete actions will be utilised to support the formation of diverse social networks and ensure equal access to services for all the City's residents, regardless of their language and cultural background.

Helsinki intends to prevent social inequality and create opportunities for all of the city's residents to have active and healthy lives, regardless of their age or background. Helsinki will focus on measures preventing social exclusion among young people, in particular, whilst simultaneously reducing segregation between Helsinki's various neighbourhoods and population groups by targeting services at those groups that are in particular need of them, paying attention to different language groups. Measures that focus on certain areas will prevent geographical segregation and facilitate equality between neighbourhoods and well-being among the residents.

The Integration Programme's themes

Helsinki is fighting social disparity

Parity between neighbourhoods

Preventing social exclusion among young people

Active and healthy life

High-quality, targeted services

Identifying and acknowledging skills

A city of skilled workforce

Guidance for accessing education and employment

Labour migration

Support for entrepreneurs

Helsinki is open and encourages participation

Easy access to services

Harmony between population groups and social cohesion

Social networks

Equality and social participation

The world's most effective place to learn

Equal rights to education and employment

Improved learning results

An operating culture that encourages participation

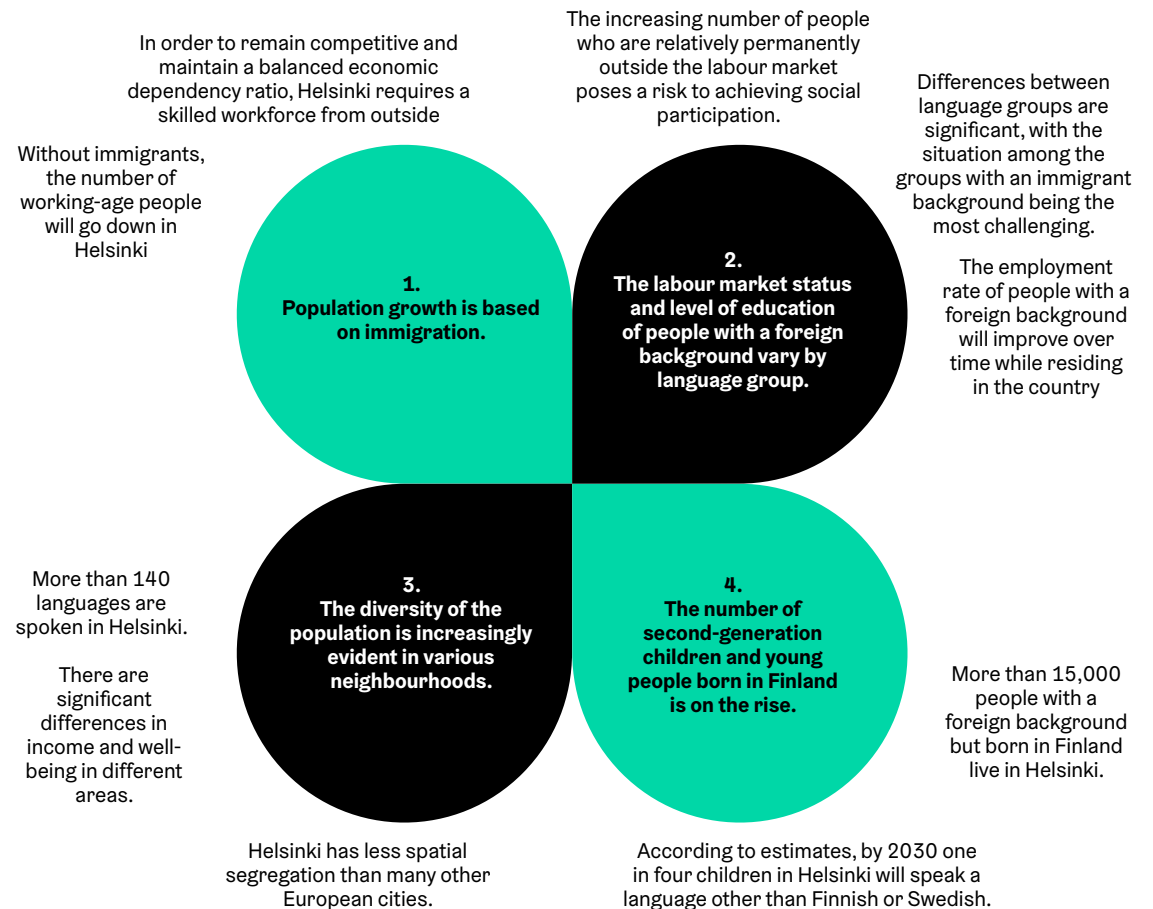
Professional expertise of the personnel

The operating environment during the strategy period

In 2017, 15 per cent of Helsinki's population had a foreign background. By 2030, one quarter of the city's residents will be foreign-language speakers, speaking a language other than Finnish, Swedish or a Sami language as their first language. Helsinki's population growth, the increase in the number of working-age people and the vitality of the entire city rely heavily on immigration. The city's competitiveness can be markedly improved by focusing resources in particular on the identification and acknowledgement of the skills of people located here and by attracting a skilled workforce and entrepreneurs from abroad. However, in order to secure a sufficient workforce and create integration measures, it must be noted that there are significant differences between and within individual language groups in terms of the labour market status and level of education of those with a foreign background. Therefore, targeted measures and tailored services will also be required. Focusing resources on long-term integration regarding employment, education and other aspects of life will improve the employment rate and well-being of those with a foreign background in the long term and prevent segregation between different population groups.

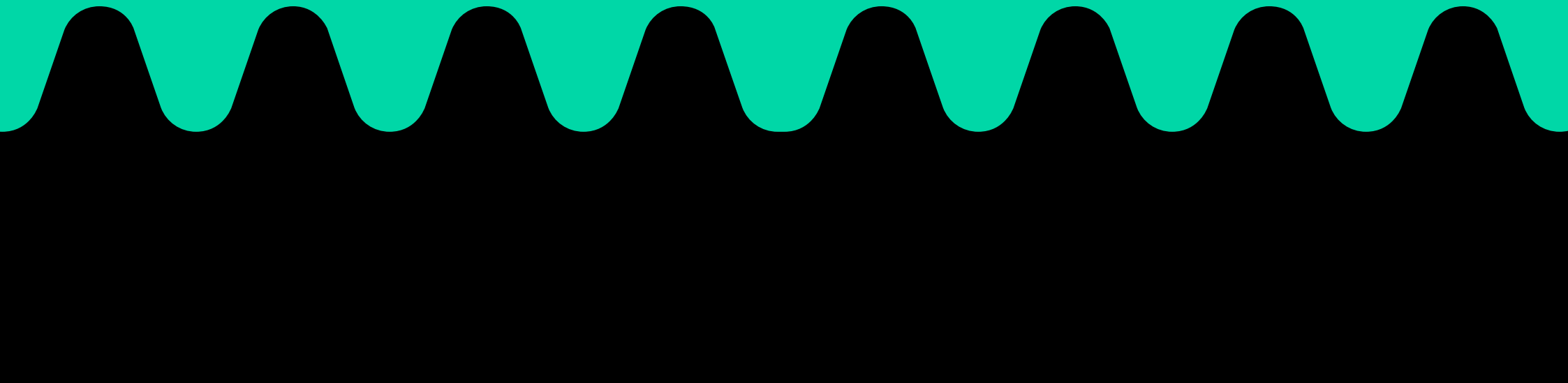
The diversity of the population and the city's internationalisation affect all the sectors. Preventing urban segregation and ensuring social participation among all the city's residents will be key in successful integration in the city. By 2030, as many as one in every four children or young people will have a foreign background. Simultaneously, one of the biggest changes will be the rising number of second-generation children and young people, and this group reaching working age. This means that during this strategy period, special attention should be paid to ensuring that children and young people have successful school paths and are able to access further education and find employment.

The following chart presents a summary of the four main development lines in the operating environment.



More information can be found on the website 'Population with foreign background in Helsinki': www.ulkomaalaistaustaisethelsingissa.fi

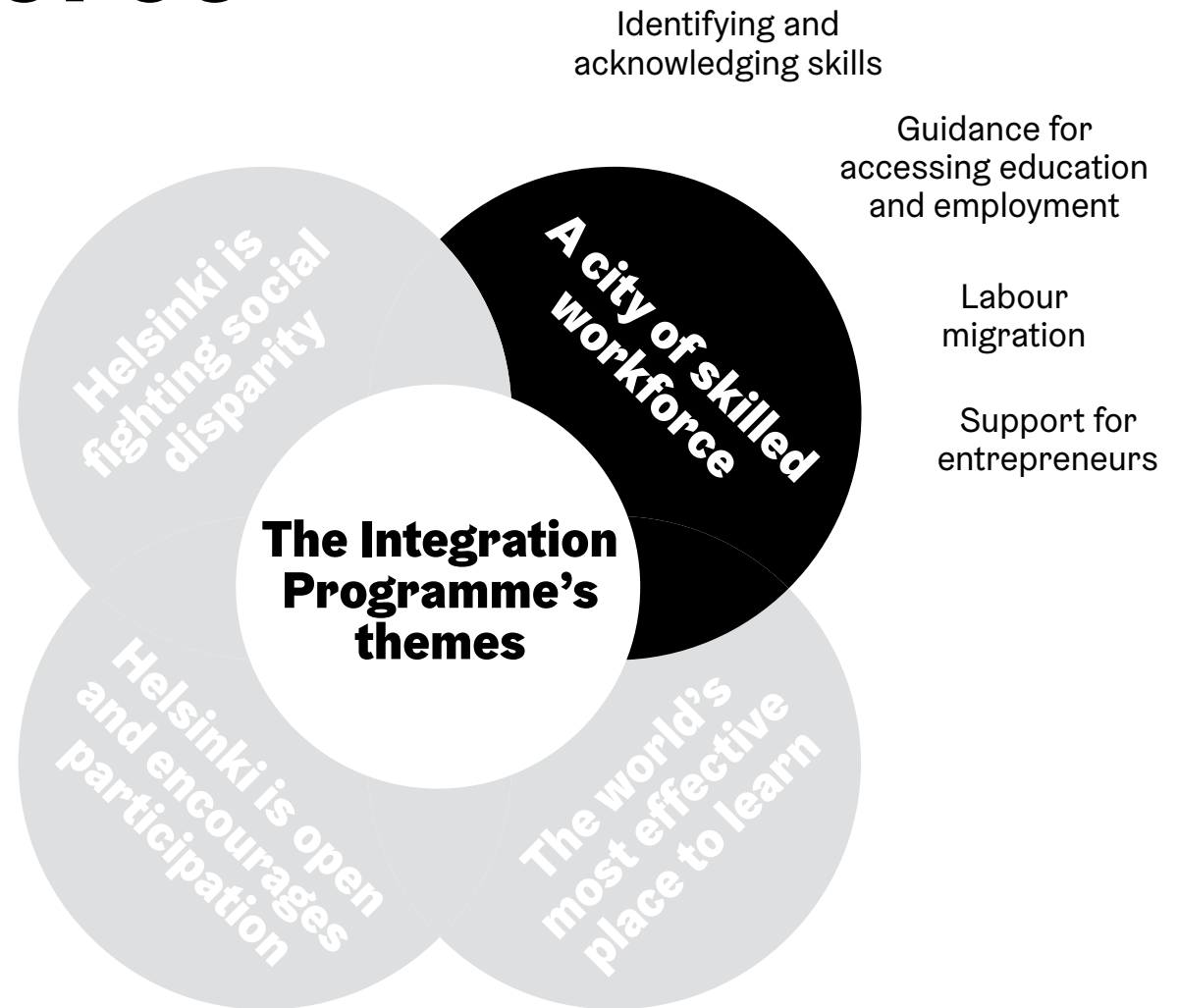
The Integration Programme's themes



Helsinki – a city of skilled workforce

Helsinki requires a skilled workforce in order to remain competitive and be successful compared to its international competitors in attracting skilled people. Together with its partners, the City offers services that can attract a skilled workforce from abroad and is creating processes to ensure that people's skills can be identified and acknowledged in the best way possible. In order for the skilled workforce to settle here smoothly, new multi-sector services in which both private and business clients can receive the necessary services from a single place are needed. International House Helsinki gathers all governmental services under one roof, and Helsinki Skill Center helps immigrants to access education, employment or entrepreneurship as fast as possible, utilising various channels.

The section 'Helsinki – a city of a skilled workforce' contains three sets of measures. Various measures have been created to help those of the city's residents with a poor labour market status to find employment and to further develop Helsinki Skill Center's operations and entrepreneurship-based integration. Furthermore, the measures also focus on improving the services that attract a skilled workforce from abroad and help people settle here. In addition, the City aims to conduct regular monitoring with the state in order to analyse how long it takes for a person to find employment after entering the country and how this time can be shortened.



Helsinki – a city of skilled workforce

The Strategy's objectives

Helsinki's residents will have jobs that match their abilities, education and skills.

The City's services promoting employment will be targeted at those groups with the lowest employment rates.

Immigrants' skills will be flexibly identified and acknowledged and their skills will be available to the labour market as extensively as possible.

Founding a business as an alternative way of finding employment will be supported.

In order for Helsinki to become more attractive, the City and its personnel must systematically strive towards internationalisation.

The City will attempt to increase the amount of labour migration and its proportion of all migration.

The measures

1. The employment service measures intended for people with a foreign background

1.1 Helsinki Skill Center will develop its cooperation with the TE Services and the Social Services and Health Care Division, so that flexible and correctly timed multi-professional service paths that promote integration and fast employment can be provided to all clients. The possibility of also utilising the good practices in the other services provided by the Education Sector and the city's other sectors will be assessed and expanded.

1.2 Multilingual guidance and training intended for those with a poor labour market status will be piloted in Helsinki with clients who do not benefit from instruction provided in Finnish or Swedish.

1.3 The Ohjaamo Youth Employment Services will create multilingual guidance and career advice services for clients who cannot use these services in Finnish or Swedish.

1.4 The adult employment services' TYP service will introduce multilingual career advice as part of their range of services by hiring staff to support clients with a foreign background and strengthening the service guidance provided between the TYP services and Helsinki Skill Center.

1.5 The existing business and employment services available to clients with a foreign background will be mapped, and new ones will be developed, where necessary. The TalentNet project will be launched, which will arrange facilitated networking events for various target groups, pilot a matchmaking platform for entrepreneurs and promote entrepreneur mentoring. Training programmes will be created to promote business-based integration of asylum seekers, among other groups.

2. Helsinki will become a more diverse and international employer

The HR Division will further develop its operations in cooperation with the City's sectors and enterprises, offering jobs to people with a foreign background and helping them find employment in fields matching their skills by enabling S2 studies, with the City's support, as part of the learners' work tasks. The City will work in ever closer cooperation with universities by offering trainee positions to international students during the strategy period. At the same time, the City as an employer will take part in external employer networks that promote international recruitment.

3. Measures for attracting a skilled workforce and helping them settle

3.1 The City is preparing a growth agreement with the Ministry of Economic Affairs and Employment, which includes the Talent Boost programme that focuses on attracting talent and helping them settle here. Among other things, this set of measures includes the creation of structures and operating models for utilising international specialists, students and researchers for business growth, internationalisation and innovations by forming models of the client-based Talent Hub services. In addition, a spouse programme that will help people settle here will be created as part of the programme.

3.2 International House Helsinki's (IHH) operations, which began as a pilot, will be made a permanent service. It will gather all the initial-phase guidance and governmental services that immigrants require under one roof. International House Helsinki also serves businesses and employers in matters pertaining to the international workforce and its recruitment. IHH's range of services will be expanded and the collaboration with the private and third sector, in particular, will be improved. Furthermore, the service will monitor client satisfaction and the clients' service needs as part of the improvement process.

Career training and the Skill Center's business coordinators

Career training is a service piloted by the Skill Center, which aims to expedite clients' employment through personalised support and business cooperation.

The career training includes conducting an initial assessment of a client's situation, setting them goals and providing personalised support in job seeking. The service is provided in eight languages (Finnish, English, Arabic, Somali, Dari, Farsi, Kurdish and Serbo-Croatian) and is available for both individuals and groups. The rest of the Skill Center's services may also be utilised in the career training.

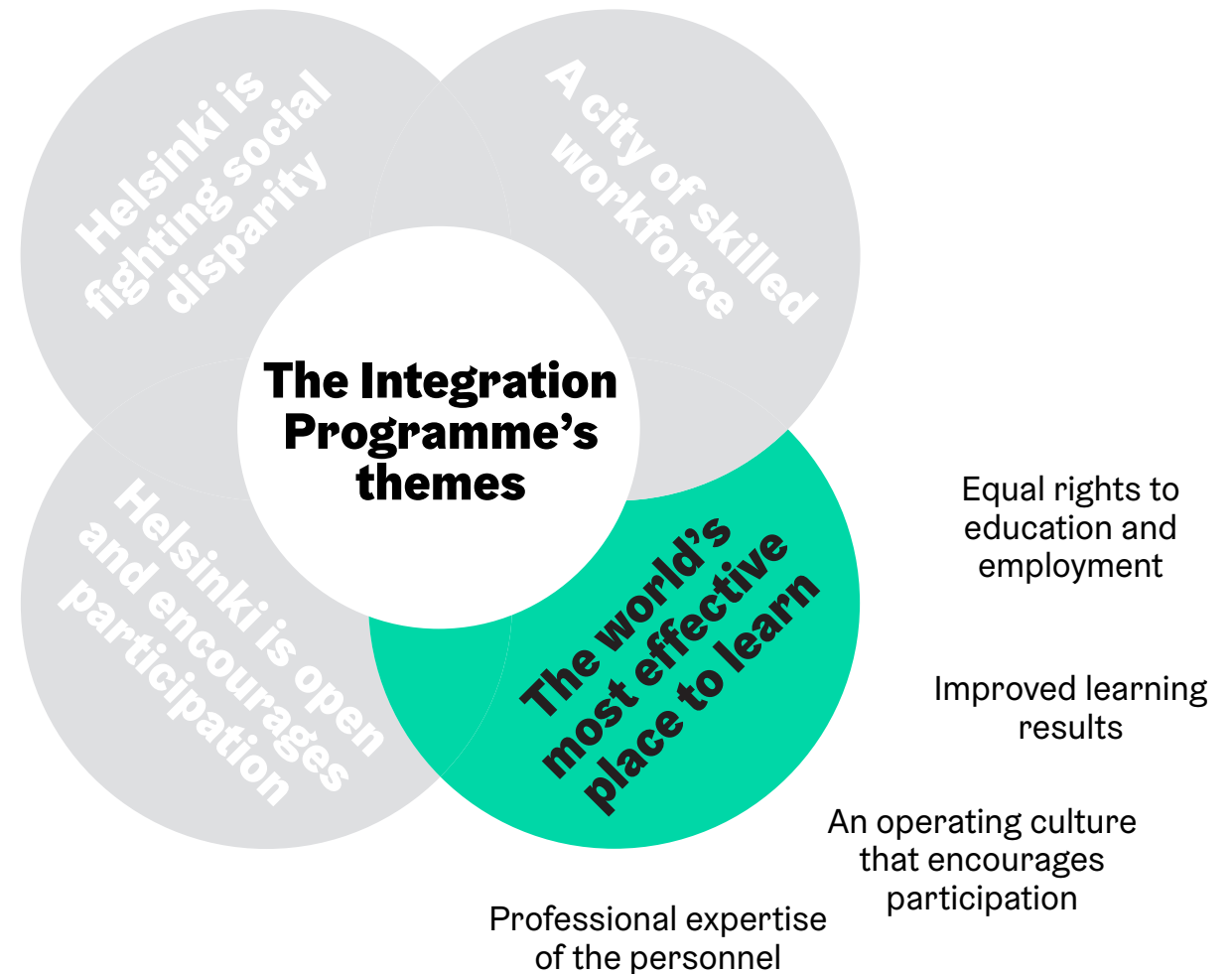
The career trainers work in close cooperation with a business coordinator. The business coordinator, in turn, works with companies in order to find and create new job opportunities. Simultaneously their task is to identify the type of skills needed in the labour market and required from the clients to ensure they find employment.

The service is focused in particular on designing training and courses that are based on the needs of both the individuals and companies and that will lead to employment. The training and courses aim to meet the needs of those fields in particular that suffer from a lack of workforce, and they are intended for immigrants who have trouble finding employment in their chosen fields using the traditional channels but who may benefit from this 1–6-month tailored support and training. [Skill Center's website](#) (in Finnish).



Helsinki is the world's most effective place to learn

The diversity of the population can be seen at Helsinki's daycare centres, schools and other educational institutions, in which a whole range of identities, languages, religions and cultures exist side-by-side in mutual interaction. The Education Sector's services promote the full potential of all children, young people and adults. Research shows that the proportion of people with a foreign background is significant amongst those not in education or employment, that their learning results are often poorer than those of the population with a Finnish background, and that there are notable differences in the well-being of people with a Finnish background compared to people with a foreign background. The crux, therefore, for the Sector's services is to find a way to ensure continuous learning paths, improve learning environments, provide language-aware teaching and enhance the skills of the staff. The objectives and measures of the Education Sector's Immigration Development Plan concern everyone working in the Sector, from early childhood education to liberal adult education, both within the Finnish-speaking and Swedish-speaking services. You can read the plan [here](#) (in Finnish).



Helsinki is the world's most effective place to learn 1/5

The development programme's objectives

The City Strategy's objective

A Development Plan for Immigrant Education, covering all levels from early childhood education to adult education, will be created in order to improve the skill level of immigrants.

The Plan's main goals

All residents of Helsinki will have equal access to care, education and employment.

The learning environments, pedagogical solutions and instruction will promote the improvement of the learning results of those with a foreign background in comparison to the learning results of the population with a Finnish background.

The operating culture will encourage participation and be based on respect, equality and trust with regard to each learner, as well as on the learners' ability to have a say in matters concerning them.

The staff's skills will be based on language awareness and account for the diverse range of client needs.

The measures

4. The Development Plan for Immigrant Education

The plan consists of four main goals, three themes and 13 thematic objectives, 28 sets of measures and 10 indicators.

The Development Plan's themes



Helsinki is the world's most effective place to learn 2/5

The objectives regarding conditions and support for learning

The objectives regarding conditions and support for learning

The learning results of learners with a foreign background will be monitored systematically and these results will improve.

Finnish or Swedish as a second language (S2) and preparatory education will be of high quality and promote learning.

The learning environments and study material will show language awareness, be technologically up-to-date and promote learning among students with a foreign background.

Discrimination and racism will be dealt with and learners will experience less of these.

Multi-professional cooperation and collaboration with the learners' parents will support learning and integration.

The measures

- 4.1 The information available to the Education Sector on learners with a foreign background will be mapped and expanded.
- 4.2 National and/or international follow-up studies will be participated in to gain systematic information about the learning results of learners with a foreign background. The necessary measures will be specified based on the learning results.
- 4.3 Good practices and effective measures for targeting positive discrimination funds will be gathered.
- 4.4 A centralised assessment model will be created for targeted Finnish or Swedish as a second language instruction (S2). The pedagogics and tools for S2, preparatory and mother tongue education will be developed to support functional language instruction. The S2 teachers of all services will meet regularly for co-creation sessions, which will allow them to share good practices and benefit from peer learning. Pedagogical and language-aware skills will be enhanced with the help of digital material banks. Development days for S2 instruction will be held annually.
- 4.5 Teaching videos will be produced for various subjects in the learners' own languages as well as in plain language. A requirement assessment will be conducted together with the learners and their parents.
- 4.6 Methods for early childhood learning of Finnish/Swedish and the use of the learners' own mother tongues in various learning environments will be developed in cooperation with other sectors (Culture and Leisure Division, Social Services and Health Care Division).
- 4.7 The use of various forms of homework help and other informal activities promoting learning will be increased at different educational levels, and the methods involved will be developed together with the learners. A model homework group for parents and children, increasing the opportunities of immigrant parents to support their children with school work at home in their own language, will be piloted.
- 4.8 Pupil and student welfare will assemble a development working group consisting of multiple administrative branches to collect current information on the particular issues hindering the learning of people in the process of integrating, such as honour violence and traumatic experiences. The development group will distribute information to the locations and unify the processes used by various parties.
- 4.9 Tools to recognise and prevent discrimination and racism will be developed by utilising the instruments used in the I See You See (Minun Silmin – Sinun Silmin) programme. Measures to reduce discrimination and eradicate racism will be planned and created together with the pupils.
- 4.10 The Finnish and Swedish language courses for stay-at-home parents will become a permanent service and the guidance and peer groups will be made part of the basic operations.

Helsinki is the world's most effective place to learn 3/5

The objectives regarding instruction, guidance and transfers

The objectives regarding instruction, guidance and transfers

Communications will be clear and conducted in plain and multiple languages, if necessary.

Guidance and advice provided during studies will be of high quality.

The guidance and advice provided for people with a foreign background on available learning paths will be uniform and up-to-date in nature.

The learning paths will be uninterrupted and lead to qualifications, employment and active citizenship.

The measures

- 4.11 The clarity of the communications will be tested on the clients. The services will be made visible by using multiple languages and various communication channels. Videos about the services will be produced, including mother tongue instruction, preparatory education for upper secondary school, and Finnish and Swedish language courses. The measures will be specified in the communications plan.
- 4.12 The services will be designed and developed together with learners with a foreign background and their parents. The locations will ensure that comprehensive and language-aware inductions are provided so that parents with a foreign background will be able to use the digital communication tools (e.g. Wilma).
- 4.13 The services provided by the Education Sector will be annually introduced at the *Oppimispolut Helsingissä* ('Learning Paths in Helsinki') event, intended for instructors, clients and parents. These events will also provide multilingual guidance and advice.
- 4.14 An integration support model for those who immigrated to Finland before adulthood will be created for the locations, including related instructions, to be used during the early stages of a learning path. The support model will be created together with the learners and their parents.
- 4.15 A model with instructions will be created for the locations on the care and education options and integration services provided in Swedish.
- 4.16 A multilingual instruction model will be developed to support the comprehensive education of learners with a foreign background, and this model will also be piloted in secondary education and early childhood education.
- 4.17 Updated information about instruction provided during studies, education path options and good practices to ensure smooth educational transfers amongst those who have recently immigrated to Finland will be shared in the regional study support network for comprehensive and secondary education.
- 4.18 A centralised advice and service instruction hub will be founded to help adult immigrants find suitable education, and ultimately employment, more easily.
- 4.19 The guidance processes will be evaluated and the evaluation methods improved in order to ensure the quality of the services and access to the correct services within the sector.
- 4.20 The process of identifying and acknowledging previously acquired skills will be made more uniform and clear, and tools and methods supporting this work will be created.
- 4.21 Helsinki Skill Center will provide comprehensive learning paths corresponding to labour force requirements, including the assessment, identification and supplementation of skills, multilingual career advice, ways to find employment quickly, and workplace support. Possibilities for utilising the Skill Center's good practices in the Education Sector's other services will be investigated and expanded.
- 4.22 The education services will be fitted in with the City's services promoting employment and personal performance, the employment services intended for adults and young people, the TE Services and other services supporting integration. Measures complying with the objectives of the cooperation agreement between the Education Sector and the City Executive Office will be implemented.
- 4.23 In order to support workplace learning, new ways of learning Finnish/Swedish will be developed together with the clients. The apprenticeship system as a way to acquire work experience, complete degrees or partial degrees and find work in the open labour markets will be improved.

Helsinki is the world's most effective place to learn 4/5

The objectives of skill improvement and recruitment

Osaamisen kehittämisen ja rekrytoinnin tavoitteet

The staff's skills will be enhanced with the following training modules: pedagogical language awareness and the ability to apply it in practical work; ability to identify and acknowledge skills that learners have acquired elsewhere; ability to recognise and take action against discrimination and racism.

50% of the locations' staff will have taken part in measures that strengthen their skills, and the operating culture will change as a result of learning.

Professionals with a foreign background working within the Education Sector will be supported in complementing their existing skills, and they will be able to make career advancements.

The number of professionals with a foreign background working within the Education Sector will increase at day-care centres, playgrounds, schools, other educational institutions, academies and administrative offices.

The measures

4.24 The measures concerning the improvement of the staff's skills will be made part of the sector's skills development plan for 2018–2021. The annual action plans will specify the location-specific objectives for different staff groups and the goals for change in the operating culture.

4.25 The sharing of know-how will be facilitated through peer mentoring and job rotation. In addition, skill development measures will be utilised as part of induction training and other further training.

4.26 The Education Sector will actively search for new cooperation partners in order to increase the number of work training, pay subsidy work, internship, recruitment training and apprenticeship opportunities among people with a foreign background. Conditions will be improved so that as many people as possible accepted into work training or recruitment training have the chance to continue on to an apprenticeship in the Education Sector. The career advancement of those with a foreign background and working for the Education Sector will be supported through retraining and upgrading of qualifications.

4.27 Those involved in the recruitment process will make sure that the job descriptions and induction training are provided in plain language and that multiple recruitment channels are used. Positive discrimination will be utilised in the recruitment process, meaning that out of two applicants with equal merits, the one belonging in an underrepresented group will be selected, thereby promoting equality.

4.28 Comprehensive language training in linguistic skills required for professional purposes will be provided both as contact instruction and functionally while working.

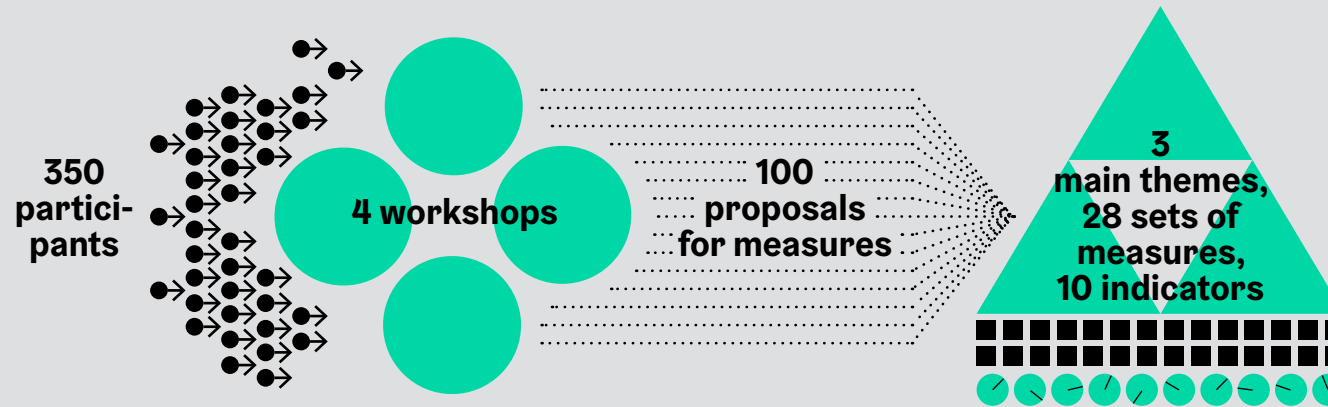
Helsinki is the world's most effective place to learn 5/5

The Development Plan's preparation

The Education Sector's Immigration Development Plan was developed through co-creation.

Approximately 350 education sector workers and students from the fields of all educational services took part in four workshops in 2017.

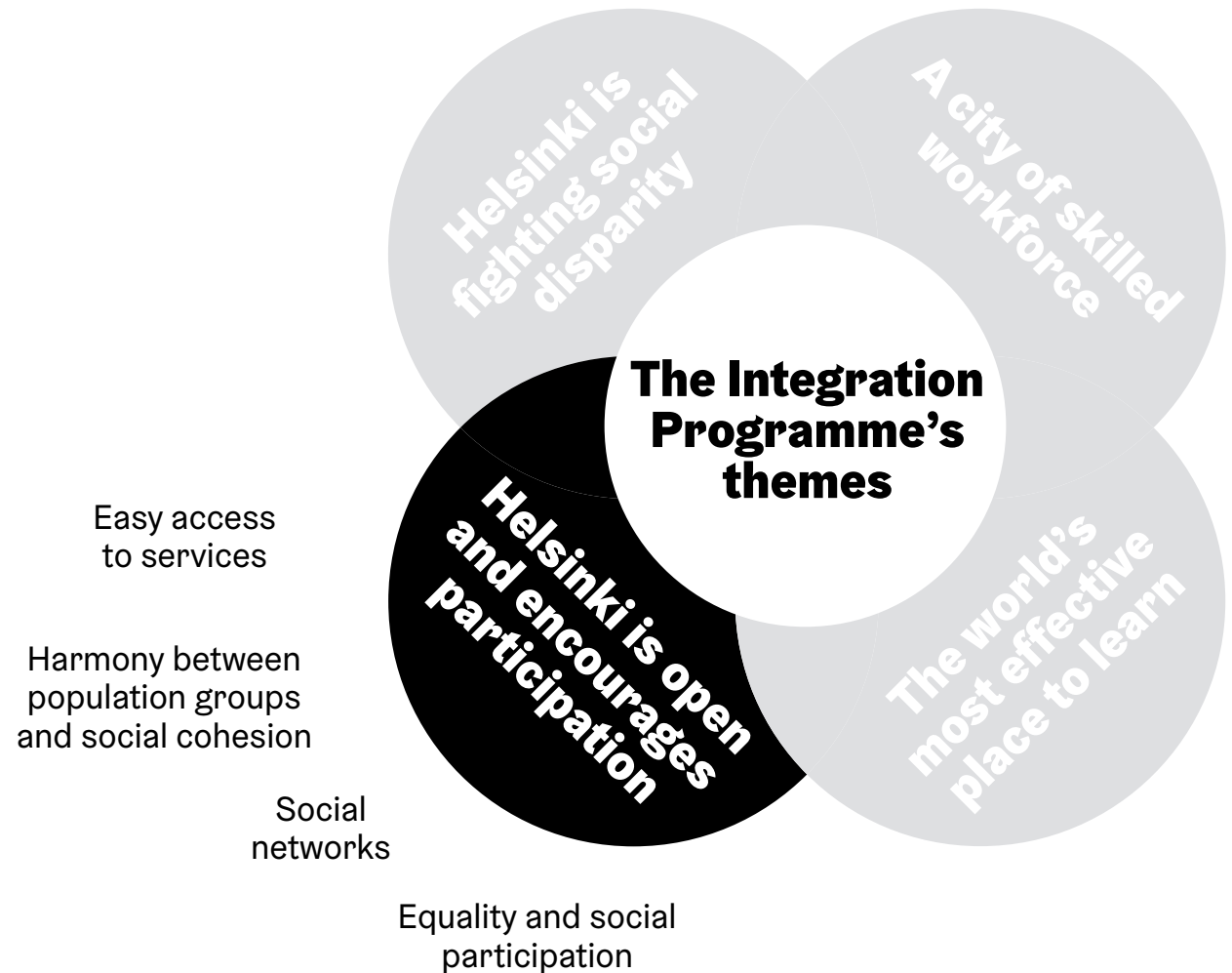
The process yielded nearly a hundred proposals for measures, out of which three main themes, 28 sets of measures and 10 indicators were selected.



Helsinki is open and encourages participation

Integration entails the feeling of being part of something and having found a place in our shared city. In addition to employment and education, successful integration requires an equal opportunity to lead a life one can value. Participation is a person's ability to utilise their skills for the benefit of the community. Helsinki will create facilities for interaction and provide support in active participation in improving one's neighbourhood, for example. The City's services must be accessible and open, and support participation. The staff's skills and the services must be able to serve different types of population groups.

The section on *open and participatory Helsinki* creates measures with the four existing sets of measures in order to increase participation among Helsinki's residents, including with the regional work conducted with the participation model. In particular, this section describes the Culture and Leisure Division's efforts in helping the cultural, library and sports services reach the city's population with a foreign-background. Helsinki recognises the challenges to the integration of people in need of special support, such as those arriving in the country alone and towards the end of their compulsory school age, and also supports, as part of its Integration Programme, the civic action models found to be functional, including the sponsor family activities for young people, also recognising the value of such civic action for successful integration.



Helsinki is open and encourages participation 1/2

The Strategy's objectives

Helsinki will actively form partnerships with NGOs and all who are interested in developing the city and increasing its vitality.

Diverse and vibrant neighbourhoods will be constructed in Helsinki by increasing the residents' influence in matters concerning their living environments.

This high-quality, easily accessible programme will bring people together and increase their mutual understanding.

Helsinki will be a vibrant and multicultural city.

Growing Helsinki will value pluralism, facilitating interaction between different population groups.

The measures

5. The measures for improving participation

5.1 The sectors will work together to create shared policies and goals for the City's cooperation with the third sector and for practices regarding grants. Part of the process is to plan measures to implement the policies at grass-roots level.

5.2 Opportunities to take part in, exercise social influence and have access to information when it comes to social participation and participatory budgeting will be promoted by organising meetings and events together with the various sectors, multicultural communities and residents.

5.3 The I See You See programme, tailored with the University of Cambridge, will help reduce group-based polarisation among young people and promote young people's skills in conflict resolution and interaction. The programme will be introduced to the 9th-graders in Helsinki's comprehensive schools, secondary education institutions, various sectors where applicable, and organisations supporting participation.

6. The development efforts regarding access to cultural and leisure services

6.1 The Culture and Leisure Division will clarify how diversity promotion is currently being factored in when organising services and what the future approach will be.

6.2 Cooperation within the Division will be made more solid regarding immigration, by creating an equality plan for the Division and centralising the coordination of volunteer work to the Division, among other things.

6.3 An operating model for communications and marketing will be created, improving access to the Culture and Leisure Division's services among multilingual residents.

7. The measures pertaining to the cultural and library services

7.1 Interaction between Helsinki's residents with different backgrounds will be facilitated by organising cultural and leisure activities and events that will promote integration and interaction.

7.2 Cultural centres will further develop their work by advancing the Caisa 2.0 project, which aims to make all of the City of Helsinki's cultural centres multicultural low-threshold spaces for all the city's residents.

7.3 HAM will organise workshops and sculpture tours intended for asylum seekers, if separate funding can be secured for these operations. The work will be conducted together with Annantalo as part of Annantalo's culture courses.

7.4 Together with Helsinki Skill Center and more extensively the Education Sector, the City Museum will develop workshops that support language training intended for Helsinki's residents with a foreign background.

7.5 Helsinki City Library will create a model, based on partnerships and collaboration, to promote literacy among multilingual children and help them read more in their own mother tongues.

Helsinki is open and encourages participation 2/2

The Strategy's objectives

The urban environment and the sports and culture services will be improved so that people in all the city's neighbourhoods will be equally encouraged to exercise and remain active in their daily lives.

Differences between population groups will be identified, and services will be targeted at those in need of special support and groups of high risk.

Children and young people will be encouraged to move more as a permanent part of their everyday lives during early childhood education and school years.

Helsinki will also actively encourage senior citizens to take part in exercise and culture.

The measures

8. The measures promoting sports and well-being

8.1 A cooperation structure that promotes health and well-being and a separate exercise programme as part of this structure will be created for Helsinki. The purpose of the programme is to promote exercise among the city's residents through services produced by the City, in cooperation with the third sector, businesses and residents. The aim is to create operating models that will increase the amount of exercise Helsinki's residents get in their daily lives. Special attention will be paid as part of the programme to the promotion of exercise among those residents with a foreign background.

8.2 A service path will be created to support the guidance provided to the sports service clients, and this will be promoted with the tools developed to support the customer service work, among other things. The aim is to create a set of sports services that will enable the city's residents with a foreign background to have better access to various exercise options and meet the city's other residents.

8.3 The sports services and their activity locations will be made more accessible regardless of the clients' language and cultural background by adding plain-language signs to the locations and organising customer service training for the staff.

Helsinki Philharmonic Orchestra's Learn Finnish by Singing workshops

Learn Finnish by Singing is a new method that takes into account the various ways in which music can enhance learning of the Finnish language. This work will focus heavily on the empowering effect of art and music, comprehensively supporting the learners in self-expression. Learn Finnish by Singing (Opi suomea laulaen) courses can strengthen the social and cultural integration of immigrants, because these courses combine Finnish culture with an intercultural dialogue.

Helsinki Philharmonic Orchestra's Learn Finnish by Singing workshops were attended by 650 immigrant students in spring 2017. These workshops are being turned into a concept, and instructors and S2 teachers are being trained in cooperation with Helsinki Philharmonic Orchestra, Stoa, the City Executive Office's Economic Development Division, and operators promoting and developing Finnish language.



Stay-at-home parents' knowledge of language and society

Helsinki Vocational Adult Institute's *KYKY II* project (2017–2019) promotes the participation of immigrant stay-at-home parents in Helsinki. The project is funded by the European Social Fund.

The project organises peer groups around Helsinki for Somali- and Arabic-language stay-at-home parents. The groups meet weekly and discuss the City's services and available education in the participants' own language, guided by the group instructor and visiting experts. During the meetings, the families' children who are under three years of age receive daycare near the meeting location, free of charge. The groups also provide the participants with personal study and career advice, and at the end of the course period they may apply for the education options of their choice with the support of their instructor.

The *KYKY II* project is also developing a mobile service intended for illiterate adults, describing Helsinki's services and education options. This on-line service can be accessed with a mobile phone and it conveys the content of Infopankki's and the City's websites as sound and images in Somali, Arabic and Simple Finnish. The service, which is currently in the development phase, is due to be completed in autumn 2018.

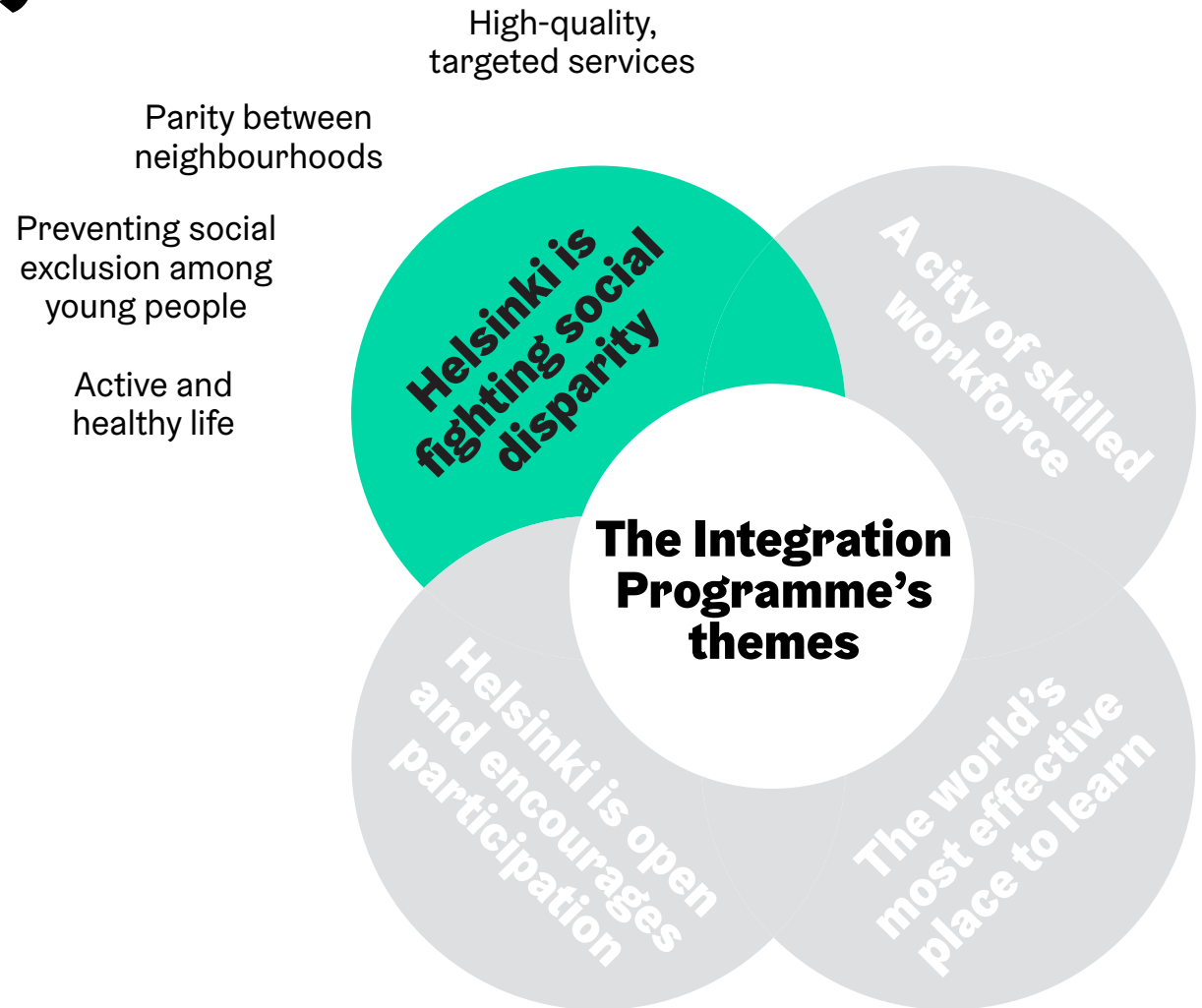
[Kyky project's website](#) (in Finnish).



Helsinki is fighting social inequality

Basic services that are of a high quality are key to preventing social inequality and exclusion in Helsinki. It is important to ensure that young people with a foreign background are provided with the same opportunities to have good lives as all the other young people in Helsinki, because research shows that young people with a foreign background in particular have a higher risk of being left not in employment or education, that their perception of their own well-being is poorer than that of other people, and that they have less stable incomes. The Social Services and Health Care Division is developing services that factor in the special requirements of Helsinki's population with a foreign background. Geographical segregation will be prevented with housing policies encouraging a mixed population and with town planning that enables balanced demographics.

The section *Helsinki is fighting social inequality* introduces three sets of measures to prevent segregation. The section contains measures to improve the Social Services and Health Care Division's processes and train the staff in matters pertaining to immigration. The City conducts regional work, including promoting the employment of young people, to solve the challenge of social exclusion among this group. The City will continue to follow housing policies that secure the production of a diverse range of housing units by mixing different forms of management and funding.



Helsinki is fighting social inequality 1/2

The objectives of the Social Services and Health Care Division

The services will be targeted at those in need of special support and groups at high risk.

A better understanding will be gained of how people with a foreign background use the services and of their views, expectations and wishes regarding services (users and non-users). This information will be utilised to improve the services and make the service system smoother.

It will be ensured that the staff have skills in areas requiring special competence, e.g. the service needs of people who have experienced torture or are arriving from a warzone, mutilation of girls and women, forced marriages, multicultural work with the elderly or victims of human trafficking.

Services that meet the clients' needs will be systematically created, paying attention to the special needs of those with a foreign background.

We will work in cooperation with the City's other operators to prevent social exclusion among second-generation young people.

The measures

9. The measures of the Social Services and Health Care Division

9.1 Currently available information will be used to assess how the services are being used. We will conduct a survey, asking foreigners about their views and wishes regarding the social services and health care.

9.2 We will be creating long-term cooperation structures with research facilities, such as educational institutions and the National Institute for Health and Welfare (THL), in order to create health and well-being indicators for people with a foreign background and to monitor their development.

9.3 The staff will receive training on how to identify and address such issues, and their methodological skills will be improved by teaching them how to use the cross-cultural interviewing method.

9.4 The Division is taking part in creating a Competence and Support Centre, which is being prepared as part of the health, social services and regional government reform and focuses on providing special services. The Division's work mainly revolves around the special aspects connected to immigration.

9.5 A shared model will be implemented for providing support to those social and healthcare clients in need of a large number of services. We will strengthen the integrative operating models, used by various social service and healthcare operators, and the shared multi-professional service needs evaluations.

9.6 The need for an appointment time extension in healthcare will be evaluated among clients with a foreign background who are using the healthcare services in Kalasatama by conducting a pilot project at Kalasatama's well-being centre.

9.7 People unable to speak Finnish or Swedish will be kept in mind in particular, when developing the digital senior help, family help and adult help services.

9.8 Structures that factor in the specific needs of second-generation young people will be created for young people's social work.

9.9 The City Board's separate grant will be used to create models of individually empowering forms of work in order to promote participation among second-generation young people.

Helsinki is fighting social inequality 2/2

The Strategy's objectives

Helsinki will keep every young person on board and prevent social exclusion among young people.

The City will launch a comprehensive, wide-scope project in order to find systemic solutions for preventing social exclusion among young people.

Special attention will be paid to the clearly higher number of young foreign-language speakers not in education or employment compared to other groups.

Helsinki will fight geographical segregation and enable equality and well-being in its neighbourhoods.

A diverse range of housing options will be available. Buildings under all forms of management will be constructed in both new and existing residential areas, from the City of Helsinki's rental apartments to non-subsidised owner-occupied dwellings.

The measures

10. Solutions to the challenge of social exclusion among young people

10.1 A cross-sector project will be launched in order to develop operating methods that can identify, prevent and stop intergenerational exclusion. This will also include solutions created to prevent social exclusion among children and young people with a foreign background.

10.2 Ohjaamo's guidance service will be taken to grass-roots level around Helsinki, focusing especially on the geographical differences in young people's well-being and gaps in the service coverage. Operating models for mobile multi-professional work will be created in order to reach the young people, get them to participate and improve their employment rate.

10.3 The multicultural youth work model that operates at grass-roots level will be made a permanent feature in the unit of promoting young people's well-being in close cooperation with other operators. The methods and service guidance related to the grass-roots work will be further developed to meet the needs of young people with a foreign background as much as possible. The effectiveness of the multicultural grass-roots level youth work will be assessed by combining the experiences of workers, cooperation partners and the target group in a report.

10.4 With the help of the measures of the Migrant Youth Helsinki project's micro-labour market model, young people with an immigrant background can find their first jobs. These jobs are new and created by the model, and they also produce regional well-being. The project's Buddy-school operating model supports young people with an immigrant background in achieving better learning results in comprehensive education through peer teaching and learning by teaching methods. The aim of the model is to enhance learning motivation and improve the schools' overall atmosphere.

11. The measures pertaining to the housing policies

The City will continue to implement housing policies that secure the production of a diverse range of housing units by mixing different forms of management and funding, in accordance with the goals of the implementation plan for housing and the related land use, both in new areas and when constructing new buildings in existing neighbourhoods. The mixing of different forms of management will be based on careful consideration, factoring in the distribution of management and funding forms as well as the school districts in the surrounding area, among other things. Existing neighbourhoods will be further developed through means of complementary construction. The City will ensure that the inhabitant structure within its own housing units remains diverse.

A grass-roots level guidance project

In the *grass-roots level guidance project* (Jalkautuvan neuvonnan hanke, Jane), municipal operators and organisations provide multilingual service guidance and advice, and promote active participation and democracy awareness in places that are easily accessible among those of Helsinki's residents who are from third countries. The project provides information on ways to exercise social influence, on housing and leisure activities in each neighbourhood, and on guidance regarding the services. For young people, the project offers courses on conflict resolution, in addition to other group activities and service guidance. Furthermore, the project produces videos in various languages on the City's services. The project period runs from 2018 to 2020, and its funding comes from the EU's Asylum, Migration and Integration Fund (AMIF).

[Grass-roots level guidance project's website](#) (in Finnish).



A summary of the measures, indicators and responsible bodies

The following tables contain a summary of the measures listed in the Integration Programme and shows the indicators and responsible parties for each unit

Helsinki on osaavan työvoiman kaupunki

1. The employment service measures intended for people with a foreign background

Objectives	Summary of measures	Indicators	Responsible bodies
<p>Helsinki's residents will have jobs that match their abilities, education and skills.</p> <p>The City's services promoting employment will be especially targeted at those groups with the lowest employment rates.</p> <p>Immigrants' skills will be flexibly identified and acknowledged and their skills will be available to the labour market as extensively as possible.</p> <p>Starting a business as one of the alternative ways of finding employment will be supported.</p>	<p>1.1 Cooperative efforts will be made to develop Helsinki Skill Center's operations into a smoothly functioning entity. The possibility of utilising the good practices in the other services provided by the Education Sector and the City's other sectors will be assessed and expanded.</p>	<p>Annually, Helsinki Skill Center conducts skill assessments for 1,000 new clients.</p> <p>50% of these people ultimately apply for vocational education and no less than 20% find paid jobs.</p>	<p>The Education Sector, Helsinki Skill Center</p>
	<p>1.2. As an extra service provided by the City, multilingual guidance and training intended for those with a poor labour market status will be piloted in Helsinki.</p>	<p>The number of people who continue on to education or employment after having received guidance in their own language (%).</p>	<p>The City Executive Office's Immigration and Employment Services Unit</p>
	<p>1.3. Ohjaamo Youth Employment Services will create multilingual guidance and career advice services especially for clients who cannot use these services in Finnish or Swedish.</p>	<p>The number of events intended for people speaking a language other than Finnish or Swedish.</p> <p>The number of clients speaking a language other than Finnish or Swedish.</p>	<p>Youth Employment Services, Ohjaamo</p>
	<p>1.4 A career advisor who speaks the clients' mother tongue will be hired for the adult employment services' TYP service to assist these clients. An expert will be hired to work at the customer interface of the TYP service to guide the clients in the transition from the TYP services to Helsinki Skill Center.</p>	<p>The number of immigrants whose skills have been assessed</p> <p>The number of immigrant clients who have received instruction (Skill Center, Valma, Polku).</p>	<p>The adult employment services, the TYP service</p>
	<p>1.5 Mapping and developing the interface services, launching the TalentNet project; promoting networking and enhancing the target group's business skills.</p>	<p>The range of networking services has been expanded and a model for business-based integration has been created.</p>	<p>NewCo</p>

2. Staff training

Objectives	Summary of measures	Indicators	Responsible bodies
In order for Helsinki to become more attractive, the City must systematically strive towards internationalisation.	The HR Division will further develop its operations by offering jobs to people with a foreign background and enabling S2 studies, with the City's support, as part of the learners' work tasks. Cooperation with the higher education sector will be solidified by providing foreign students with trainee positions. The City will take part in external employer networks that promote international recruitment.	<p>The proportion of staff with a foreign background (%).</p> <p>The trainee positions during the strategy period (number).</p>	The HR departments of the Executive Office, sectors and enterprises

3. Measures for attracting a skilled workforce and helping them settle

Objectives	Summary of measures	Indicators	Responsible bodies
The City will attempt to increase the amount of labour migration and its proportion of all migration.	3.1 The City is preparing a growth agreement with the Ministry of Economic Affairs and Employment, which includes the <i>Talent Boost</i> programme that focuses on attracting talent and helping them settle here.	The measures included in the agreement have been implemented.	The City Executive Office's Immigration and Employment Services Unit
	3.2 International House Helsinki's operations will be consolidated.	<p>International House Helsinki's operations have been consolidated.</p> <p>International House Helsinki's services have been expanded.</p> <p>Collaboration with the private and third sector has been further developed.</p>	The City Executive Office's Immigration and Employment Services Unit, International House Helsinki

Helsinki is the world's most effective place to learn

4. The Development Plan for Immigrant Education 2018–2021

Objectives	Summary of measures	Indicators	Responsible bodies
<p>A Development Plan for Immigrant Education, covering all levels from early childhood education to adult education, will be created in order to improve the skill level of immigrants.</p>	<p>Main objectives</p> <ul style="list-style-type: none"> • Equal rights to care, education and employment. • The learning results of people with a foreign background will improve. • The operating culture will promote participation. • The staff's skills will be based on language awareness. 	<p>10 indicators</p> <p>The achievement level of the plan's 28 measures (yes/no/partially)</p>	<p>The Education Division</p>
<p>Learning support</p> <p>The learning results of learners with a foreign background will be monitored and they will improve.</p> <p>Finnish or Swedish as a second language (S2) instruction and preparatory education will be of high quality and promote learning.</p> <p>The learning environments and study material will show language awareness, be technologically up-to-date and promote learning among students with a foreign background.</p> <p>Discrimination and racism will be dealt with and pupils will experience less of these.</p> <p>Multi-professional cooperation and collaboration with the learners' parents will support learning and integration.</p>	<p>4.1 The information available to the sector on learners with a foreign background will be mapped and expanded.</p> <p>4.2 National and/or international follow-up studies on the learning results of learners with a foreign background will be participated in.</p> <p>4.3 Good practices and effective measures for allocating positive discrimination funds will be gathered.</p> <p>4.4 A centralised assessment model will be created for targeted Finnish or Swedish as a second language instruction (S2). The pedagogics and tools for S2, preparatory and mother tongue education will be developed.</p> <p>4.5 Teaching videos will be produced for various subjects in the learners' own languages as well as in plain language.</p> <p>4.6 Methods for early childhood learning of Finnish/Swedish and the use of the learners' own mother tongues in various learning environments will be developed in cooperation with other sectors.</p> <p>4.7 The use of various forms of homework help and other informal activities promoting learning will be increased at different educational levels.</p> <p>4.8 Pupil and student welfare will assemble a development working group consisting of multiple administrative branches to collect information on the particular issues hindering the learning of people in the process of integrating and to unify the processes used by various parties.</p> <p>4.9 Tools to recognise and prevent discrimination and racism will be developed. Measures to reduce discrimination and eradicate racism will be utilised together with the pupils.</p> <p>4.10 The Finnish and Swedish language courses for stay-at-home parents will become a permanent service and the guidance and peer groups will be made part of the basic operations.</p>	<p>The participation of 3–6-year-olds in early childhood education provided by municipalities or private operators categorised according to mother tongue, age group and neighbourhood.</p> <p>The learning results of learners with a foreign background received from national and international follow-up studies.</p> <p>The relative number of stay-at-home parents participating in Finnish or Swedish language courses and the proportion continuing on to further learning paths.</p> <p>The number of 4th, 5th, 8th and 9th grade pupils with a foreign background who have experienced bullying at school.</p>	<p>The Education Division</p>

Objectives	Summary of measures	Indicators	Responsible bodies
<p>Guidance, advice and transfers</p> <p>Communications will be clear and conducted in plain and multiple languages, if necessary.</p> <p>Guidance and advice provided during studies will be of high quality.</p> <p>The guidance and advice provided for people with a foreign background on available learning paths will be uniform and up-to-date in nature.</p> <p>The learning paths will be uninterrupted and lead to qualifications, employment and active social participation..</p>	<p>4.11. The services will be made visible by using multiple languages and various communication channels, and tested with the clients. Videos will be produced on the various services.</p> <p>4.12. The services will be developed together with learners and their parents with a foreign background. The locations will ensure that inductions are provided so that parents with a foreign background will be able to use the digital communication tools.</p> <p>4.13. The services provided by the Education Sector will be annually introduced at the Oppimispolut Helsingissä ('Learning Paths in Helsinki') event, intended for instructors, clients and parents.</p> <p>4.14. An integration support model for those who immigrated to Finland before adulthood and instructions to be used during the early stages of their learning path will be created for the locations.</p> <p>4.15. A model with instructions will be created for the locations on the care and education options and integration services provided in Swedish.</p> <p>4.16. A multilingual instruction model will be developed for comprehensive education, and this model will also be piloted in secondary education and early childhood education.</p> <p>4.17. Information about instruction provided during studies, education paths and good practices to ensure smooth educational transfers amongst those who have recently immigrated to Finland will be shared in the regional study support network for comprehensive and secondary education.</p> <p>4.18. A centralised advice and service instruction hub will be founded to help adult immigrants find suitable education and employment more easily.</p> <p>4.19. The guidance processes will be evaluated and the evaluation methods improved in order to ensure the quality of the services and access to the correct services within the sector.</p> <p>4.20. The process of identifying and acknowledging previously acquired skills will be made more uniform.</p> <p>4.21. Helsinki Skill Center will provide comprehensive learning paths. Possibilities for utilising the good practices in the Education Sector's other services will be investigated.</p> <p>4.22. The education services will be fitted in with the City's services promoting employment and personal performance, the TE Services and other services supporting integration.</p> <p>4.23. In order to support workplace learning, new ways of learning Finnish/Swedish will be developed. The apprenticeship system as a way to acquire work experience, complete degrees or partial degrees and find work in the open labour markets will be improved.</p>	<p>The number of people not accepted onto a study programme in the joint application, categorised based on comprehensive school location and mother tongue (those not accepted to study or not having accepted a study place).</p> <p>The proportion of 16–18-year-olds in secondary education by mother tongue and gender – general upper secondary schools and vocational institutions separately.</p> <p>The proportions of people with a Finnish background and second-generation immigrants with a secondary education qualification out of the entire population according to age group and gender.</p> <p>Young people not in employment, education or training by age group, based on mother tongue and gender (16–29-year-olds, and 16–24-year-olds in more detail).</p> <p>The number of employed people with qualifications a year after graduation, based on the education provider.</p>	<p>The Education Division</p>

Objectives

Skill improvement and recruitment

The staff's skills will be enhanced in the following areas:

- pedagogical language awareness and the ability to apply it in practical work,
- ability to recognise and take action against discrimination and racism.

50% of the locations' staff will have taken part in measures that strengthen their skills, and the operating culture will change as a result of learning.

Professionals with a foreign background working within the sector will be supported in complementing their existing skills, and they will be able to make career advancements.

The number of professionals with a foreign background working within the sector will become more equal to the corresponding proportion in the working-age population of Finland at daycare centres, playgrounds, schools, other educational institutions, academies and administrative offices.

Summary of measures

4.24. The measures concerning the improvement of the staff's skills will be made part of the sector's skills development plan for 2018–2021.

4.25. The sharing of know-how will be facilitated through peer mentoring and job rotation. Skill development measures will be utilised as part of induction training and other further training.

4.26. The sector will actively search for new cooperation partners in order to increase the number of work training, pay subsidy work, internship, recruitment training and apprenticeship opportunities among people with a foreign background. Career advancement will be supported through retraining and upgrading of qualifications.

4.27. Those involved in the recruitment process will make sure that the job descriptions and induction training are provided in plain language and that multiple recruitment channels are used. Positive discrimination will be utilised in the recruitment process.

4.28. Comprehensive language training in linguistic skills required for professional purposes will be provided both as contact instruction and functionally while working.

Indicators

The percentage of people having taken part in the skill improvement measures, and the realisation of language awareness and diversity-related skills in practical work.

Responsible bodies

The Education Division



Helsinki is open and encourages participation

5. The measures for improving participation

Objectives	Summary of measures	Indicators	Responsible bodies
<p>Helsinki will actively form partnerships with NGOs and all who are interested in developing the city and increasing its vitality.</p> <p>Diverse and vibrant neighbourhoods will be constructed in Helsinki by increasing the residents' influence in matters concerning their living environments.</p>	<p>5.1 A shared set of policies and goals regarding the work conducted in organisations will be created for all sectors.</p>	<p>Shared policies have been created.</p> <p>Indicators have been created for the work.</p>	<p>The City Executive Office's Immigration and Employment Services Unit</p>
	<p>5.2 Opportunities to take part in, exercise social influence and have access to information when it comes to regional participation and participatory budgeting will be promoted by organising meetings and events together with the various sectors, multicultural communities and residents.</p>	<p>The number of events</p>	<p>The City Executive Office's Participation and Citizen Information Unit</p>
	<p>5.3 The I See You See programme will be implemented in Helsinki's comprehensive schools (9th grade), secondary education institutions, the various sectors and organisations supporting participation.</p>	<p>The operating model has a designated coordinator or responsible person in each sector.</p> <p>The programme is in use in most of the comprehensive schools and secondary education institutions.</p> <p>Its effectiveness is being monitored in cooperation with the University of Helsinki by using indicators complying with good scientific practices.</p>	<p>The City Executive Office's Safety and Preparedness Unit</p>

6. The development efforts regarding access to cultural and leisure services

Objectives	Summary of measures	Indicators	Responsible bodies
<p>The high-quality, easily accessible culture will bring people together and increase their mutual understanding.</p>	<p>6.1 The Culture and Leisure Division will clarify how diversity promotion is currently being factored in when organising services and what the future approach will be.</p>	<p>The services have been mapped.</p> <p>The objectives and policies have been created.</p>	<p>The Culture and Leisure Division's development services</p>
	<p>6.2 Cooperation within the division will be made solidified regarding immigration. As part of this, an equality plan will be created for the Division, and the coordination and development of volunteer work will be centralised to the Division.</p>	<p>The equality plan has been created.</p>	<p>The Culture and Leisure Division's development services</p>
	<p>6.3 Overall improvements will be made to the communications and marketing operations to provide Helsinki's residents with better access to the services, regardless of their language or cultural background.</p>	<p>The operating model for communications and marketing has been created.</p>	<p>The Culture and Leisure Division's Communications, Marketing and Development Services</p>

7. The measures for cultural encounters

Objectives	Summary of measures	Indicators	Responsible bodies
<p>Helsinki will be a vibrant and multicultural city.</p> <p>Growing Helsinki will value pluralism, facilitating interaction between different population groups.</p>	<p>7.1 Interaction between Helsinki's residents with different backgrounds will be facilitated by organising cultural and leisure activities and events that will promote integration and interaction.</p>	<p>The number of events promoting cross-cultural encounters.</p>	<p>The Culture and Leisure Division, the Division's development services</p>
	<p>7.2 Cultural centres will further develop their work by advancing the Caisa 2.0 project, which aims to make all of the City of Helsinki cultural centres' multicultural low-threshold spaces.</p>	<p>Shared policies have been created.</p> <p>Indicators have been created for the work</p>	<p>The Culture and Leisure Division's general cultural services</p>
	<p>7.3 HAM will organise workshops and sculpture tours intended for asylum seekers, if separate funding can be secured for these operations. The work will be conducted together with Annantalo as part of Annantalo's culture courses.</p>	<p>The number of groups participating</p> <p>The number of individuals participating</p>	<p>The Culture and Leisure Division's general cultural services, Annantalo</p> <p>Helsinki Art Museum (HAM)</p>
	<p>7.4 The City Museum will develop workshop activities for Helsinki's residents with a foreign background to support their language training.</p>	<p>The number of groups</p> <p>The number of participants</p> <p>The satisfaction survey has been completed.</p>	<p>Helsinki City Museum</p> <p>Helsinki City Museum</p> <p>The Education Sector, Helsinki Skill Center</p>
	<p>7.5 The Helsinki City Library will create a model, based on partnerships and collaboration, to promote literacy among multilingual children and help them read more in their own mother tongues.</p>	<p>Operating methods that help children read more in their own mother tongue have been created and tested.</p> <p>The methods to be used in the model have been selected.</p> <p>A model that helps children read more in their own mother tongue has been created and is in use in libraries, both in Helsinki and around the rest of the country.</p>	<p>Libraries</p>

8. Promoting sports and well-being

Objectives

The urban environment and the sports and culture services will be improved so that people in all the city's neighbourhoods will be equally encouraged to exercise and remain active in their daily lives.

Differences between population groups will be identified, and services will be targeted at those in need of special support and groups of high risk.

Children and young people will be encouraged to move more as a permanent part of their everyday lives during early childhood education and school years.

Helsinki will also actively encourage senior citizens to take part in exercise and culture.

Summary of measures

8.1 An exercise programme will be created for Helsinki to promote exercise, health and well-being. Exercising will be promoted through services produced by the City, and in cooperation with the third sector, businesses and the residents.

8.2 A service path will be created to support the guidance provided to the sports service clients, and this will be promoted with the tools developed to support the customer service work, among other things.

8.3 The sports services and their facilities will be made more accessible regardless of the clients' cultural background by adding plain-language signs to the locations and organising customer service training to the staff.

Indicators

The indicators created as part of the exercise programme.

The service guidance path has been created and implemented.

The number of sports facilities and sports services that have undergone the assessment and development process.

Responsible bodies

Sports services and the steering group formed for the exercise programme

The sports services' motivational and sports facility services

The sports services' motivational and sports facility services



Helsinki is fighting social inequality

9. The measures of the Social Services and Health Care Division 1/2

Objectives	Summary of measures	Indicators	Responsible bodies
<p>The services will be targeted at those in need of special support and groups at high risk.</p> <p>A better understanding will be gained of how people with a foreign background use the services and of their views, expectations and wishes regarding services (users and non-users). This information will be utilised to improve the services and make the service system smoother.</p>	<p>9.1 The currently available information will be used to assess how the services are being used. We will conduct a survey, asking foreigners about their views and wishes regarding the social services and health care.</p> <p>9.2 We will be creating long-term cooperation structures with research facilities, such as educational institutions and the National Institute for Health and Welfare (THL), in order to create health and well-being indicators for people with a foreign background and to monitor their development.</p>	<p>The survey has been conducted and analysed, and the results have been taken into account when designing the services.</p> <p>The various forms of cooperation to improve the work with the indicators have been created.</p>	<p>The Social Services and Health Care Division</p>
<p>It will be ensured that the staff have skills in areas requiring special competence, e.g. the service needs of people who have experienced torture or are arriving from a warzone, mutilation of girls and women, forced marriages, multicultural work with the elderly or victims of human trafficking.</p>	<p>9.3 The staff will receive training on how to identify and address such issues, and their methodological skills will be improved by teaching them how to use the cross-cultural interviewing method.</p> <p>9.4 We are taking part in creating a Competence and Support Centre, which is being prepared as part of the health, social services and regional government reform and focuses on providing special services. The division's work mainly revolves around the special aspects connected to immigration.</p>	<p>The number of training sessions organised</p> <p>The number of people participating in training</p> <p>The special service needs of people with a foreign background have been factored in when constructing the Competence and Support Centre.</p>	<p>The Social Services and Health Care Division</p>
<p>Services that meet the clients' needs will be systematically created, paying attention to the special needs of those with a foreign background.</p>	<p>9.5 A shared model will be implemented for providing support to those social and healthcare clients in need of a large number of services. We will strengthen the integrative operating models, used by various social service and healthcare operators, and the shared multi-professional service needs evaluations.</p> <p>9.6 The need for an appointment time extension in healthcare will be evaluated among clients with a foreign background who are using the healthcare services in Kalasatama by conducting a pilot project at Kalasatama's well-being centre.</p> <p>9.7 People unable to speak Finnish or Swedish will be kept in mind in particular when developing the digital senior help, family help and adult help services.</p>	<p>The multi-professional service needs evaluations carried out for people with a foreign background in relation to the service needs evaluations carried out by a single operator will be equal to at least the proportion of people with a foreign background receiving the services in question.</p> <p>The number of people who have recently moved to Finland and have taken part in social rehabilitation at the Competence Centres.</p> <p>Conducting a client satisfaction survey at Kalasatama and with a control group at another station.</p> <p>The amount of help platform usage among clients speaking a language other than Finnish or Swedish.</p> <p>The number of service languages on platforms.</p>	<p>The Social Services and Health Care Division</p>

9. The measures of the Social Services and Health Care Division 2/2

Objectives

We will work in cooperation with the City's other operators to prevent social exclusion among second-generation young people.

Summary of measures

9.8 Structures that factor in the specific needs of second-generation young people will be created for young people's social work.

9.9 The City Board's separate grant will be used to create models of individually empowering forms of work in order to promote participation among second-generation young people.

Indicators

The models that take into account second-generation young people with a foreign background have been constructed.

The effectiveness of the models has been assessed with a well-being indicator.

Resources have been focused on children in need of special support, young people's social work that provides guidance, and supporting child health clinics (the positive discrimination criteria).

Digital channels have been created for reaching young people with a foreign background.

Suitable forms of support have been created together with young people (e.g. camps).

Responsible bodies

The Social Services and Health Care Division



10. Solutions to the challenge of social exclusion among young people

Objectives	Summary of measures	Indicators	Responsible bodies
<p>Helsinki will keep every young person on board, thereby preventing social exclusion together with them.</p> <p>The City will launch a comprehensive, wide-scope project in order to find systemic solutions for preventing social exclusion among young people.</p> <p>Special attention will be paid to the clearly higher number of young foreign-language speakers not in education or employment compared to other groups.</p>	<p>10.1 A cross-sector project will be launched in order to develop operating methods that can identify, prevent and stop intergenerational exclusion. This will also include solutions created to prevent social exclusion among children and young people with a foreign background.</p>	<p>The indicators will be created as part of the project.</p>	<p>The Education Sector, a steering group, project organisation and partner network have been formed.</p>
	<p>10.2 Ohjaamo's guidance service will be taken to grass-roots level around Helsinki, focusing especially on the geographical differences in young people's well-being and gaps in the service coverage. Operating models for mobile multi-professional work will be created in order to reach the young people, get them to participate and improve their employment rate.</p>	<p>30% of the young people reached through the grass-roots level work are not speakers of Finnish or Swedish.</p> <p>30% of the recruitment and employer events are held in the regional focal areas.</p>	<p>Youth Employment Services, Ohjaamo</p> <p>The Migrant Youth Helsinki project</p>
	<p>10.3 The model of grass-roots level multicultural youth work will be made a permanent feature.</p>	<p>A report assessing the effectiveness has been compiled.</p> <p>A functional process description and information gathering method have been created for the grass-roots work.</p> <p>Grass-roots level youth work has become a permanent part of the network of other grass-roots operators in the Helsinki metropolitan area.</p>	<p>Youth services</p>
	<p>10.4 The Migrant Youth Helsinki project is developing the models of a micro-labour market and Buddyschool.</p>	<p>Through the project, 3,000 young people have received their first work experience placement, producing a total of 70,000 work hours.</p> <p>The Buddyschool.fi operating model has been established in 80 per cent of Helsinki's schools and scaled to a suitable extent in other parts of the country.</p>	<p>The Migrant Youth Helsinki project</p> <p>Youth services</p>

11. The measures pertaining to the housing policies

Objectives	Summary of measures	Indicators	Responsible bodies
<p>Helsinki will fight geographical segregation and enable equality and well-being in its neighbourhoods.</p> <p>A diverse range of housing options will be available. Buildings under all forms of management will be constructed in both new and existing residential areas, from the City of Helsinki's rental apartments to non-subsidised owner-occupied dwellings.</p>	<p>The production of a diverse range of housing units will be secured by mixing different forms of management and funding, in accordance with the goals of the implementation plan for housing and the related land use, both in new areas and when constructing new buildings in existing neighbourhoods. Neighbourhoods will be further developed through means of complementary construction. The City will ensure that the inhabitant structure within its own housing units remains diverse.</p>	<p>The realisation of the goals of the implementation plan for housing and the related land use.</p>	<p>The City Executive Office's Economic Development and Planning Division</p> <p>The Urban Environment Division</p>

The Integration Programme's indicators

The Integration Programme's indicators	The responsible body and source of monitoring
Geographical segregation index	The City Executive Office's Immigration and Employment Services Unit; information source: the Urban Research and Statistics Unit, Statistics Finland
Households living in overcrowded conditions by mother tongue	The City Executive Office's Immigration and Employment Services Unit, information source: the Urban Research and Statistics Unit, Statistics Finland
The growth of the proportion of labour migration	The City Executive Office's Immigration and Employment Services Unit; information source: the Urban Research and Statistics Unit, Statistics Finland, the Finnish Immigration Service
The unemployment percentage of groups with a foreign background in the most difficult employment situation	The City Executive Office's Immigration and Employment Services Unit; information source: the Urban Research and Statistics Unit, Statistics Finland, the Ministry of Economic Affairs and Employment
People who have completed comprehensive school but have not been accepted to further education by mother tongue and gender; those not accepted to study or not having accepted a study place; information categorised based on comprehensive school location.	The Education Division; information source: the Urban Research and Statistics Unit, the Finnish National Board of Education
The proportions of people with a Finnish background and second-generation immigrants with a secondary education qualification out of the entire population according to age group and gender	The Education Division; information source: the Urban Research and Statistics Unit, Statistics Finland
Young people not in employment, education or training by age group, based on mother tongue and gender (16–29-year-olds, and 16–24-year-olds in more detail)	The Education Division; information source: the Urban Research and Statistics Unit, Statistics Finland
Number of children and young people with a hobby (by gender, neighbourhood, mother tongue, mother's level of education, and the country of birth of both child and parents)	The Urban Research and Statistics Unit; information source: the School Health Promotion study, the National Institute for Health and Welfare

Concepts

Person with a foreign background	A person whose both parents or the only known parent were born abroad.
Immigrant	A person with a foreign background who was born abroad.
Second generation	People with a foreign background who were born in Finland.
A foreign-language speaker	A person whose mother tongue recorded in the statistics is not Finnish, Swedish or a Sami language*

* Statistics based on mother tongue entail certain problems, which will become more pronounced in the future. Many foreign-language speakers can also speak Finnish or Swedish well, whilst some of those registered as Finnish or Swedish speakers have a poor grasp of these languages. The statistical methods only allow for the registration of a single language.

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