

# Report on the Social Services, Health Care and Rescue Services Division's Participation Plan 2023– 2025

**Reporting period: 24.10.2023–31.12.2025**

Decision-making: The Social Services, Health Care and Rescue Services Committee approved the Participatory Plan on 24 Oct 2023.

Helsinki

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# Steering of Participation Work

## Legislation

- The Constitution of Finland (731/1999)
- Municipalities Act (410/2015)
- Administrative Procedure Act (434/2003)
- Health Care Act (1326/2010) and Social Welfare Act (1301/2014)
- Act on the Status and Rights of Patients (785/1992)
- Act on the Status and Rights of Social Welfare Clients (812/2000)
- Act on Wellbeing Services Counties 611/2021; Chapter 5 (29 and 32), Chapter 7 (41))

**The City of Helsinki's administrative regulations (Chapter 27(1))**

**Helsinki City Strategy and Service Strategy**



# Participation by Divisions as Part of City's Participation Work

The various divisions draw up division-specific participation plans. These are used to compile objectives and measures for strengthening the City residents' participation per strategy period.

The promotion of participation by the City of Helsinki is based on a city-wide shared model of participation and interaction. The divisions' participation plans are based on a model.

On 24 Oct 2023, the Social Services, Health Care and Rescue Services Committee approved the current Participation Plan extending to the end of 2025.

Starting points for the Participation Plan:

- Promoting participation is part of each employee's duties
- Participation is linked to all of our activities.

## Principles of the participation model

Utilising the knowledge  
and expertise of individuals  
and communities

Enabling independent  
activities

Creating equal  
opportunities for  
participation

# Implementation of Participation and Distribution of Work

**Continued**  
Participation principles steering the City of Helsinki

**Administrative Regulations**  
determine the residents' and service users' participation rights and the principles of participation

**The participation and interaction model**  
contains the City-level policies and objectives for resident participation

**Per strategy period**  
Specified participation work guidelines for the entire City of Helsinki

**Service Strategy**

**The Helsinki City Strategy**  
sets out the priorities and objectives for the strategy period regarding the City residents' opportunities for participation and influencing

**The Mayor**  
is responsible for the realisation of the municipal residents' participation and interaction



**Decision-making and influencing bodies**  
promote and impact on participation through their own actions, e.g. Committees or Elderly Citizen and Youth Council.

**Participation and Interaction Steering Group**  
coordinates the participation work and planning carried out by the divisions and the City Executive Office

**City of Helsinki Programmes**  
promote participation, e.g. a well-being plans for children and young people, equality and non-discrimination plan

**Shared City Points of Focus of Participation**  
define the commonly agreed themes for participation work as the basis for the divisions' participatory plans

**City of Helsinki's Shared Participation Working Group**  
promotes participation and monitors the shared City strategic priorities and action implemented.

**Per strategy period**  
Divisions' participation work




**The Participation Plan**  
depicts the general principles, roles and structures of the division's participation work, as well as the objectives and measures for strengthening City residents' participation

**The Deputy Mayor**  
is responsible for the realisation of the residents' participation and interaction in their division



# Report on the Implementation of Participation Priorities

## 2. The City's Shared Participation Priorities 2023–2025

|   |   |
|---|---|
|  <p>Strengthening participation experience</p>                   | <p>Our goal is to strengthen the City's residents' sense of belonging and of being heard. A stronger experience of inclusion is created through <b>encounters and timely, respectful interaction</b>.</p> <p>The aim is that City residents feel that they are able to promote matters that are important to them in the city, and that their opportunities to participate are taken into account in everyday activities and services. The residents also receive information and understand the possibilities available to influence decision-making. <b>The City residents' client experiences guide the development of our services.</b></p> <p>We lower and remove barriers to participation. <b>The City residents can participate in a variety of ways:</b> by receiving information, by contributing to planning, by participating in decision-making, or by being active agents. We are committed to fostering a sense of inclusion especially among those in vulnerable positions.</p> |
|  <p>Strengthening participation competence and understanding</p> | <p>Our goal is that employees throughout the City of Helsinki recognise the importance of participation and its potential in their own work. The understanding of participation and how it is implemented is clear in all divisions, among both the management and employees. Participation is seen as a keen part of our own work.</p> <p>Participation knowledge and understanding of diversity within the City of Helsinki become strengthened. We promote participation through leadership and commitment, and by applying sufficient resources and the appropriate methods. <b>Participation and its promotion are elements of everyday work for everyone.</b></p>   |
|  <p>Strengthening pluralism</p>                                | <p>Our goal is that <b>the City recognises the diversity of residents' voices as part of its way of working</b>. We offer a variety of participation opportunities in the spaces where the people are. We pay particular attention to the most vulnerable City residents. We also actively seek to reach different population groups through different communities and organisations. Knowledge drives our actions.</p> <p>We also strengthen diversity of voices in communication through clear language, multilingualism, and a variety of channels. <b>Our operations are transparent, and residents receive information about the City's decisions and policies.</b> We identify well in advance who the decisions apply to, and promote dialogue among the City residents, taking into account different population groups.</p>  |

# Strengthening Participation Experience



| The Division's Actions   | Monitoring Instruments   | Outcome                          |
|--|--|----------------------------------|
| <p>We strive to develop the divisions' client feedback process and the systematic collection of the client feedback.</p> | <p>Client feedback is collected per division's service entity: Yes/No</p> <p>Application of national client feedback collection metrics has started: Yes/No</p> <p>70% of the feedback is processed within 5 working days.</p> | <p>Yes</p> <p>Yes</p> <p>Yes</p> |
| <p>We develop the divisions' participation communication and the City's Get involved website.</p>                        | <p>The content specified in the plan has been produced and published on the website: Yes/No</p> <p>Participation communication is based on a plan: Yes/No.</p> <p>Website analytics and number of visits are monitored.</p>    | <p>Yes</p> <p>Yes</p> <p>Yes</p> |
| <p>We ensure that our clients have opportunities to participate in the development of the services.</p>                  | <p>The communication and participation planning template and supporting material have been produced: Yes/No</p> <p>Separate projects are provided with their own communication and participation plans: Yes/No</p>             | <p>Yes</p> <p>Yes</p>            |

# Strengthening Participation Competence and Understanding



| The Division's Actions   | Monitoring Instruments   | Outcome           |
|--|--|-------------------|
| We produce information on participation and related practices, methods and support for employees via the divisions' intranet.  | New content on participation produced for intranet: Yes/No.<br>Intranet contents presented within the division: Yes/No.<br>Feedback on intranet-content in the "Osallisuuden tila" survey. | Yes<br>Yes<br>Yes |
| We strengthen the competence and cooperation of employees within the division through the activities of the participation network and the Client Experience network. | Network meetings organised: 3-4 per year.<br>Feedback from network participants, satisfaction at least 4.  | Yes<br>Yes        |
| We carry out the Participation Status survey.  | Survey completed: Yes/No.  | Yes               |
| We increase the employees' participation know-how through training.  | Training plans made in cooperation with the Competence Development Unit: Yes/No.<br>Feedback collected from training sessions, satisfaction at least 4..                                   | Yes<br>Yes        |

# Strengthening Pluralism



| The Division's Actions  | Monitoring Instruments  | Outcome    |
|---|---|------------|
| We support the recognition of diversity and the realisation of equal opportunities for participation within the division. | Support materials or training sessions have been implemented: Yes/No.<br>Co-operation implemented with influencing bodies is evaluated annually.  | Yes<br>Yes |
| We strengthen the activities and panels involving experts by experience.  | New forms of work utilising experience expertise and work of panels have been tried and implemented: Yes/No.<br>Guidelines and agreements for experts by experience activities have been updated: Yes/No. | Yes<br>Yes |
| We strengthen the participation of children and young people.   | Division evenings have been carried out as planned: Yes/No.<br>Development of participation of children and young people planned: Yes/No.   | Yes<br>Yes |

# 3. Promoting Participation of Children and Young People

## Strengthening Participation Experience

- The FIT (Feedback Informed Treatment) working model has been widely adopted in services for families with children.
- The results of the school health surveys conducted in 2023 and 2025 have been extensively discussed in the various services.
- Digital services and communication have been developed with children and young people.

## Strengthening Participation Competence and Understanding

- As part of the Child Friendly Cities Initiative work, information on the forms of participation available to children and young people has been compiled to be developed further.
- The division has made preparations for the pre-impact assessment of the effects of children in decision-making and competence for carrying out consultations with children and young people has been increased.

## Strengthening Pluralism

- The members of the Youth Council have participated in meetings with division's representatives and taken part in organised visits to services.
- Expert by experience activities in child welfare were strengthened in 2025.

# 4. Promoting Participation of Foreign-Language Speakers



## Strengthening Participation Experience

- The participation of foreign-language speakers has been strengthened through multilingual communication via the City's various communication channels.
- In Senior Info, the participation of foreign-language speakers has been promoted especially through communication and organisational cooperation.
- Sustainable growth (RRP, i.e. Recovery and Resilience Plan) projects have developed services and operating models for the City's foreign-language speakers and residents with immigrant backgrounds.

## Strengthening Plurality

- Partnership meetings, peer and group activities have been carried out in different languages in cooperation with organisations.
- The revised grant criteria of the Social Services, Health and Rescue Services Division (Social Services, Health Care and Rescue Services Committee 22 April 2025 § 69) must be targeted, among other things, at supporting people with an immigrant background as well as various minority groups.

# 5. Promoting Participation of Elderly People

## Strengthening Participation Experience

- Senior centres' resident evenings, family evenings, and community meetings have been organised on a regular basis.
- As many as 44% of the 2,604 respondents to the divisions' service survey were over 65 years of age.
- Feedback was collected in connection during client assistance home visits in accordance with the nationally uniform client feedback model.
- Surveys and client events have been conducted at various informal and family care activities.



## Strengthening Participation Competence and Understanding

- The structures of expert by experience activities have been service designed within hospital, rehabilitation and care services.

## Strengthening Pluralism

- The Elderly Citizens' Council appointed an expert from within the division who has been bringing them information on matters relating to the division and who has helped them to work in cooperation with the division.
- The client councils and forums of service centres have been developed, and their operations have been diversified.
- Expert by experience activities have been expanded through Sustainable growth (RRP, i.e. Recovery and Resilience Plan) pilot ventures.

# 6. Communication Promoting Participation

At the core of communication has been the objective of the division's Service Strategy 2023–2025: **to clarify the overall picture of residents' service needs and to increase the understanding of the customer experience.**

The communications have highlighted the three focus areas of the Participation Plan: strengthening participation experience, participation competence and understanding, and plurality.

The Main Channels of Participation Communication:

- The City's web site: [Get involved](#)
- The division's web page: [Waiting times and client satisfaction](#)
  - The page includes real-time NPS reporting for clients and quarterly [Customer Experience Review](#) (in Finnish) which is also issued as a media release and published as news on hel.fi.
- The division's participation and interaction intranet page
- The City's shared participation and interaction intranet pages
- Newsletters: Stadin sote ja brankkari (in Finnish & Swedish), City Executive Office's newsletter for organisations
- Health and social services social media channels: Facebook, Instagram
- Resident and network events for stakeholders
- Staff-oriented network and training events



# 7. Other Key Measures for Promoting Participation within the division

- The Sustainable Growth project (2023–2025) advanced the national harmonisation of client feedback collection (so called Aspa Project) in Health and Social Services on behalf of the Ministry of Social Affairs and Health.
  - In 2023, client feedback measuring practices were harmonised and national client feedback claims, defined jointly by THL (Finnish Institute for Health and Welfare) and wellbeing service counties were adopted.
  - In 2025, the utilisation of feedback was strengthened by the introduction of AI-based analysis for open feedback and by expanding the collecting of client feedback to new service areas.
- City-level structures for organisational cooperation were strengthened by the establishing of
  - Advisory Board for Organisations
  - the Steering Group for Organisational Cooperation and Grants
- The operation conditions of organisations were supported by granting funding for the organisations' non-profit activities and organisational activities that complement health and social services. The grants have been targeted at promoting the health, well-being, and participation of Helsinki residents in vulnerable positions.
- The Helsinki City Rescue Department has its own structures of participation and interaction. The interaction structures of cooperation with organisations in the rescue sector have been strengthened, and cooperation within the division has been clarified during 2025.

# 8. Deviations, Problems or Risks

- No measures promoting organisational cooperation were included in the Participation Plan 2023–2025.
- Client experience development needs are not sufficiently reflected in the Participation Plan.
- The division's personnel and management were not sufficiently involved in the preparation of the Participation Plan.



# 9. Key Tasks for the Next Reporting Period



- The preparation of a new Participation Plan for 2026–2029 is ongoing. The plan will be presented to the Social Services, Health Care and Rescue Services Committee in May 2026.
- The divisions' Participation and Interaction Unit is responsible for drawing up the plan. Close cooperation with the services is of key importance.
- The measures of the Participation Plan promote the implementation of the Service Strategy. The development of participation and client experience are part of the principles of organisation implied in the Service Strategy.
- The preliminary focus areas of the Participation Plan 2026–2029 are promotion of participation equality and diversity of voices, strengthening of local influence and district-specific participation, as well as smoothly functioning services and good client experience through participation.
- The Participation Plan 2023–2025 is valid until the Participation Plan 2026–2029 is approved by the Committee in May 2026.

# Links and Attachments

- [Participation Plan for 2023-2025](#)
- Reporting on the Social Services, Health Care and Rescue Services Division's Participatory Plan 2023–2025 (Attachment, in Finnish)
- Final report on the divisions' shared priorities 2023–2025 (Attachment, in Finnish)



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