

2023 in the Social Services, Health Care and Rescue Services Division

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The Social Services, Health Care and Rescue Services Division has completed its first year of operations.

We fared well during our first year



Our role in promoting and ensuring the safety of Helsinki residents was further strengthened when Helsinki’s Social Services and Health Care Division and the Rescue Department merged as part of the national health and social services reform. Through the joint work of our professionals, we were able to provide Helsinki residents with even stronger support for their everyday lives,’ says the Division’s Executive Director **Juha Jolkkonen**.

At the beginning of the year, some of the duties of the joint municipal authority of Kärkulla, which provides Swedish-language services for people with developmental disabilities, were transferred to Helsinki's Social Services, Health Care and Rescue Services Division. The school social worker and psychological services in student welfare remained in the Education Division, even though their funding and the responsibility for organising the services were transferred to our new division.

Our division is part of the City of Helsinki, but our finances are separate from those of the City.

A separate solution was implemented in the Uusimaa region where specialised health care services for the wellbeing services counties of Helsinki and Uusimaa are provided by the HUS Group. We work closely with the wellbeing services counties of Uusimaa and the HUS Group.

How we organise our services

We provide services for **675,000** Helsinki residents.

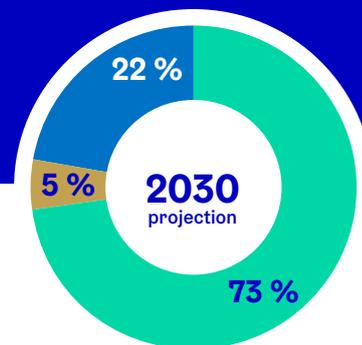
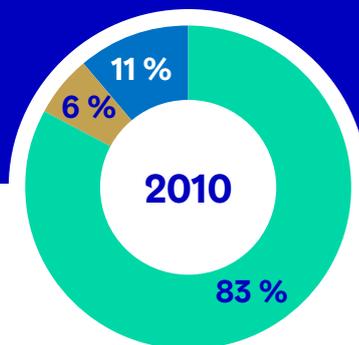
Our mission is to promote **the well-being, health and safety** of Helsinki residents through strong expertise and collaboration.



143

registered mother tongues

Our activities are guided by the **Helsinki City Strategy** and the Division's **Service Strategy**.



● Finnish ● Other languages ● Swedish



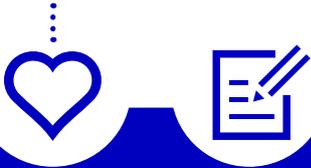
77%

of the population growth over the past 10 years is from the arrival of new residents from other parts of Finland and the world.

The starting point for the Division's Service Strategy is that, in the future, Helsinki will respond even better to the service needs of its residents.

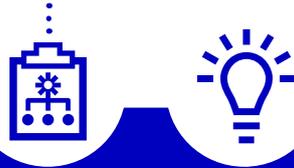
The Service Strategy describes how we ensure equal, well-functioning and high-quality services for Helsinki city residents.

We organise the health, social and rescue services required by law for city residents.



Some of the services we produce ourselves, and some are procured from private or third sector service providers.

We will manage, monitor and steer the services more and more as a whole.



We implement services more systematically than before so that they meet the needs of everyone who needs them.

The government finances the health, social and rescue services required by law.



We use funding economically, responsibly and effectively. We offer the best possible services with the funding available to Helsinki.

Our goals for 2023–2025

We ensure prompt and seamless availability of services to our clients.

We prioritise delivering high-quality, secure and consistent services, regardless of the provider.



We recognise our residents' service needs.

We listen to our clients and direct them to the right service.

Services are delivered by a content, skilled and adequate workforce.



We have a systematic, cost-effective and transparent approach to organising our services.

We provide equal services in both Finnish and Swedish, ensuring accessibility and inclusivity.

Digital contact channels are available around the clock, and messages received through them are answered within two working days. We will also ensure smooth services for clients who do not use digital channels.



Building a good life

75% of our staff would recommend us as an employer. A staff survey showed that the work is meaningful, the working community is perceived as a resource, and we have improved in coaching-based leadership.

15,000

professionals skilled in ensuring authentic encounters and services were working with us at the end of 2023.

80 employees recruited from abroad started working in the services for the elderly. We promoted international recruitment to address increasing staff shortages. We increased apprenticeship opportunities and established Swedish-language practical nurse apprenticeships.

>67,000

training sessions: our employees were in training for an average of 2.5 days during the year.



Service package	Number of staff	Percentage
Rescue Services	752	5
Division's Shared Services (Administration)	939	6
Family and Social Services	3,838	26
Health and Substance Abuse Services	3,608	24
Hospital, Rehabilitation and Care Services	5,775	39
Total	14,912	100

Table 1. Number of staff, 29 December 2023

Sustainable finances in a challenging environment

Our services were funded by the government, revenue from client fees, and other operating revenue such as project grants.



Total expenditure
€2,800 million



Revenue
€231 million

**Total government
funding €2,601 million**

Including funding for specialised
medical care to the HUS Group

A surplus of €29 million (incl.
depreciations) for the fiscal year

Making financial forecasts was challenging during the first year of operations. The government funding changed three times, and there were also changes in the economic operating environment and governance.

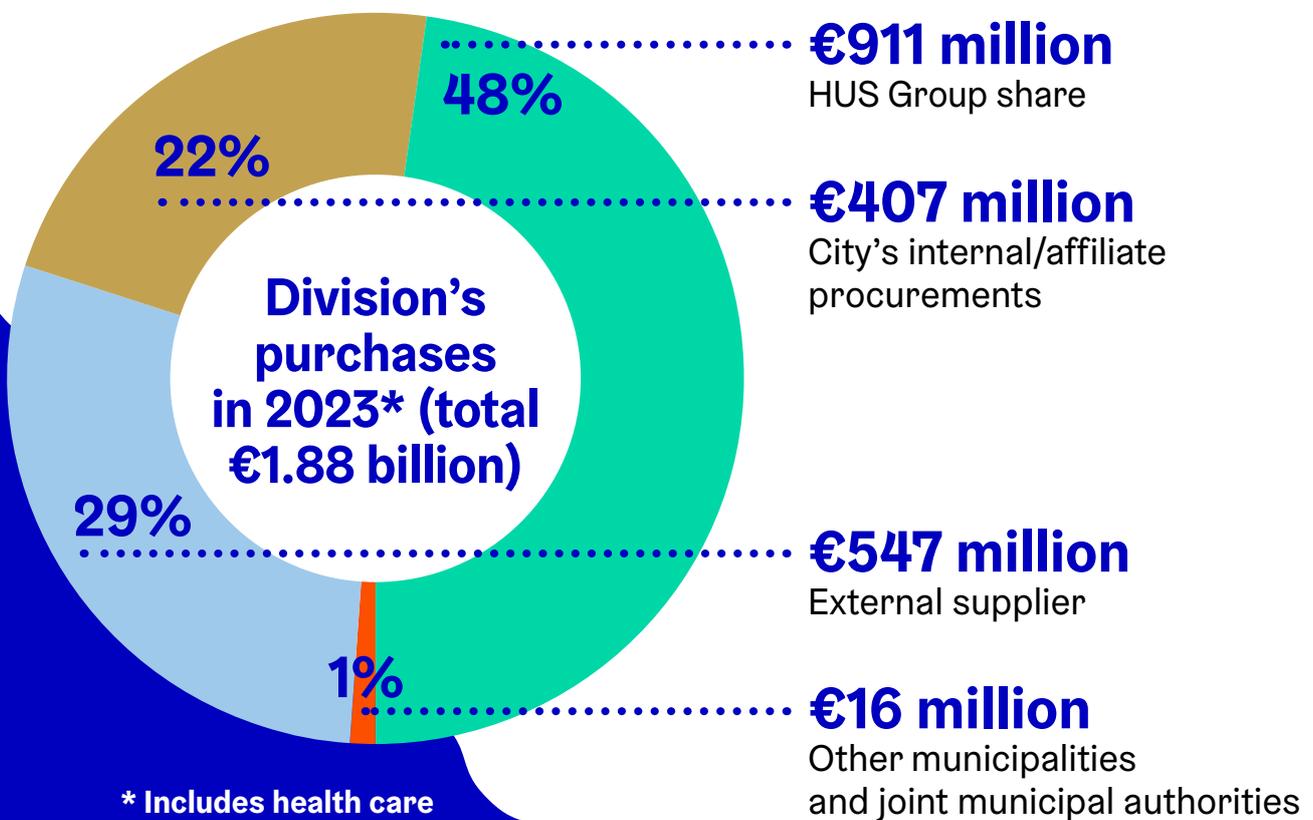
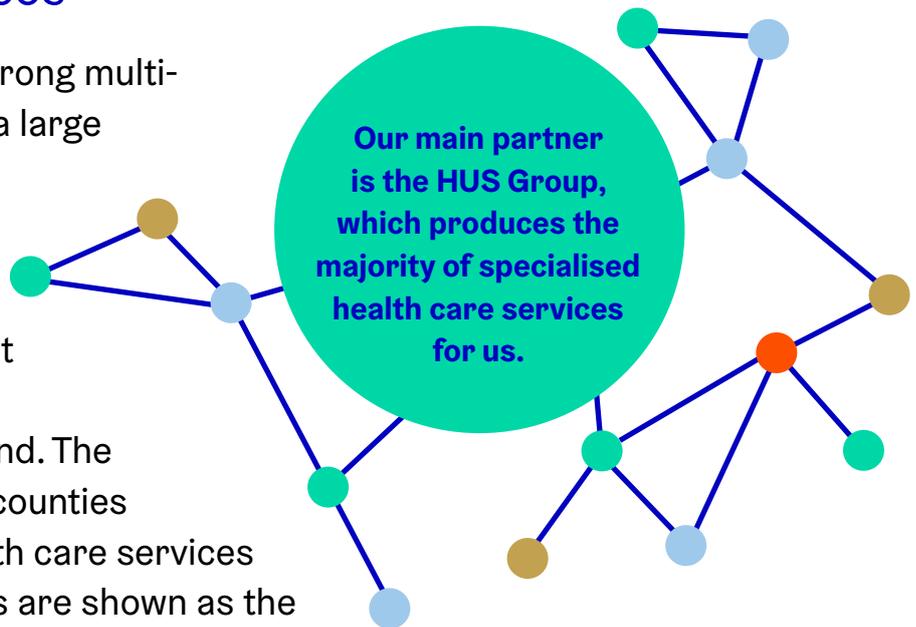
The first economic forecast of the year showed a significant deficit. On these grounds, we prepared a transformation programme, as required by the government, to adjust our finances for 2023–2026. The programme listed over a hundred potential measures to either increase revenue or adjust expenses. In addition, the staff had the opportunity to submit savings proposals through an idea box.

Our finances were ultimately better than expected. We gained more revenue than anticipated from client fees and front-loaded interest income from government grants. We also succeeded in our first adjustment measures. Due to staffing challenges, our staff expenses were below the budgeted level.

A strong multi-provider model for providing services

Our services build on a strong multi-provider model involving a large network of partners.

This sets us and the wellbeing services counties of Uusimaa apart from the other wellbeing services counties in Finland. The other wellbeing services counties produce specialised health care services themselves, and the costs are shown as the wellbeing services counties' own expenditure. In Helsinki and the region of Uusimaa, these costs are shown as purchased services.

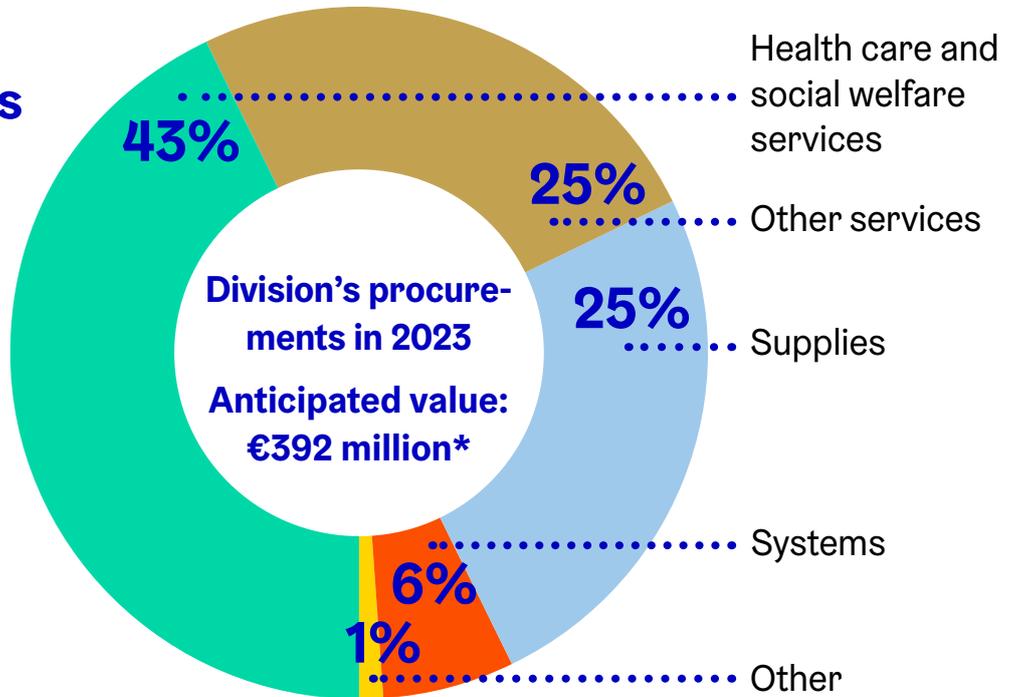


* Includes health care and social welfare services, supplies, other services and IT systems.

Solid procurement expertise

Our multi-provider model requires solid procurement expertise as well as the steering and supervision of both our own and outsourced services. In 2023, we purchased services for, for example, home care, work and day activities for people with disabilities, client transport and non-urgent oral health care.

Procurements completed: 75



* Including openings for dynamic procurement procedures

1,200

Contracts

€ 1.22 billion

Contract portfolio

771

Agreement partners

28

Service vouchers

The largest agreement packages in force

€280 million

43 providers

Service housing for the elderly

€ 228 million

256 providers

24-hour child welfare services

€ 150 million

18 providers

Housing services for people with developmental disabilities and autism spectrum disorders

Millions of client encounters

Maternity and child health clinics, school and student health care

163,000 Maternity and child visits health clinics

102,000 School and student visits health care

Health stations and dental clinics

593,000 Doctor's appointments and other contacts at health stations

1,507,000 Nurse's appointments and other contacts at health stations

463,000 visits and other contacts Dental care

Mental health and substance abuse services

238,000 visits and other contacts Psychiatric outpatient care

56,000 days Psychiatric inpatient care

46,000 visits Outpatient care by social services and support for substance abusers

25,000 treatment days Inpatient care by social services and support for substance abusers

780,000 days Housing services for mental health clients

690,000 days Housing services for the unhoused

Child welfare, adult social work and disability services

1,680 children/young people Placed outside the home

286,000 days Disability services' intensive service housing

29,000 clients Adult social work

15,000 clients Disability services

Home care and Helsinki City Hospital

3,686,000 visits and other contacts Home care

1,511,000 days Long-term 24-hour care for the elderly (service housing and institutional care)

11,040 completed treatment periods Somatic medical care

Rescue services

8,840 emergency calls

61,000 emergency medical service assignments

9,700 monitoring tasks in accident prevention

We developed our services purposefully

Homelessness decreased.

94% of Helsinki residents trust the Rescue Department a great deal or a fair amount.



94%

TOP 5
in customer services



..... Kivikko Health Station managed to clear its backlog for care.



..... Elderly clients were able to access 24-hour care more quickly.



..... Kamppi Family Centre received an excellent rating (a Net Promoter Score of 90) from clients using its services.

We launched new services

A new rescue station in Konala.

Omaperhe – an electronic family centre providing information and services to families.

A sensory processing support group for parents of children in paediatric occupational therapy

A fourth low-threshold Mental Health Service Unit Mieppi in Pasila (for those aged 13 or over).

..... Child welfare's reception unit for demanding institutional care in Auroranmäki.

..... The Rescue Services' fast response unit in Tapanila.

..... A brief therapy centre in Pasila.

..... Chatbot Hester – information and assistance for clients 24/7.

The Youth Substance Abuse Service Pysäkki in Herttoniemi.

Instant messaging app for communication with young clients of child welfare and family social work.

Technology to improve service

The Vuosaari Health and Well-being Centre launched a MedicubeX self-check station.

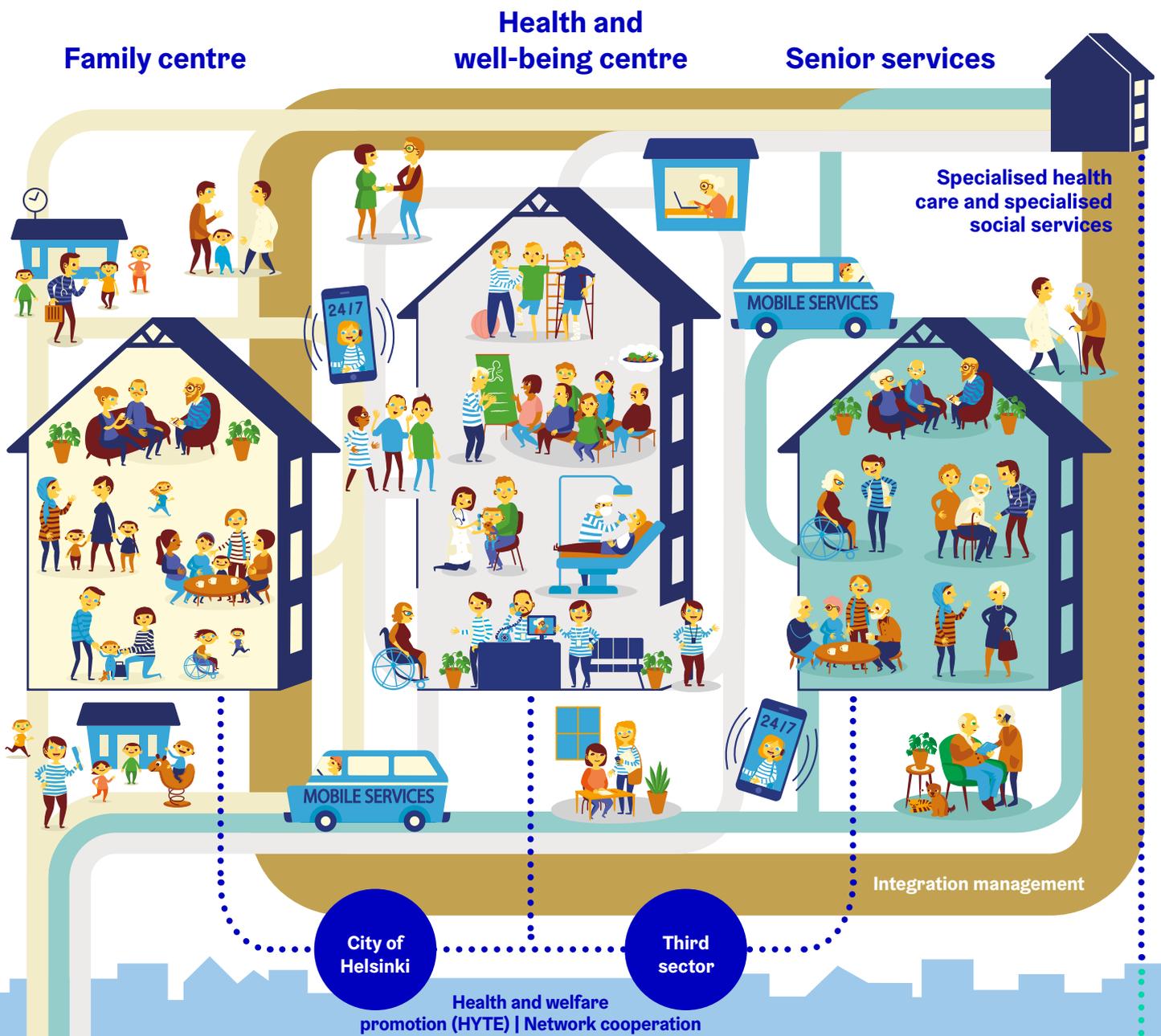
..... Laakso Hospital trialled the Välkky care robot in simple care tasks.

516,000 Helsinki residents used the Maisa client portal.

Future Health and Social Services Centres

For several years, we have developed our services based on three operating models: the health and well-being centre, the family centre, and senior services.

In our Future Health and Social Services Centre project (2020–2023), funded by the government, we continued this development work and described the relationships between the operating models:



City Strategy and Service Strategy
Smooth and complete service packages for clients

Multi-provider model
Own production
Purchased services
Service vouchers

Organisational agreement

Sustainable growth

The EU-funded Sustainable Growth Programme supports ecologically, socially and economically sustainable growth.

Helsinki received **€23 million** in funding **for 2023–2025** for its own project. We aim to:

Strengthen the prevention and early identification of problems

Support knowledge-based management

Improve access to care and services for vulnerable clients and clear the backlog in care and services

Introduce service-oriented digital innovations that help provide services within the treatment time guarantee

Service points planned and under construction

Stage in 2023: **Under construction**

Metsälä Youth Reception Unit
Hyvönen Children's Home
Kontula Rescue Station

New Laakso Hospital

Inflyttningsklart

2024

2025

2026

2027

2028

2029

2030

2031

2032

Stage in 2023: **Planned**

New buildings for Riihenkulma Children's Home
New building for Lemmilä Children's Home

Koskela Senior Centre
Malmi Rescue Station

New Malmi Hospital

Centralised Mortuary
Jakomäki Service Home
Tapanila Rescue Station

Haaga Family Centre and Health and Well-being Centre
Laajasalo Senior Centre

Expansion of Myllypuro Health and Well-being Centre
Kamppi Health and Well-being Centre
Vuosaari Senior Centre
City centre senior centre
Pohjois-Haaga Senior Centre
Vuosaari Rescue Station

Malmi Family Centre and Health and Well-being Centre
Kannelmäki–Malminkartano Senior Centre
Kruunuvuorenranta Rescue Station

We listened to our clients



Our average recommendation index

Our 266 service points use the Net Promoter Score (NPS) to measure their clients' willingness to recommend them to others (NPS).

15%
Scores
0–6,
detractors

11%
Scores
7–8,
passives

74%
Scores
9–10,
promoters

[The results are available on our website](#)



Our clients gave us:

131,100

pieces of feedback through instant feedback terminals at service points, online forms, and text message surveys.



7,100

pieces of feedback through Maisa.



4,100

pieces of feedback through the City's feedback service.

We cared for the environment



420

eco-supporters in our services

The new Division was granted the EcoCompass environmental certification. A sustainable development programme for 2024–2026 was developed according to its standards.

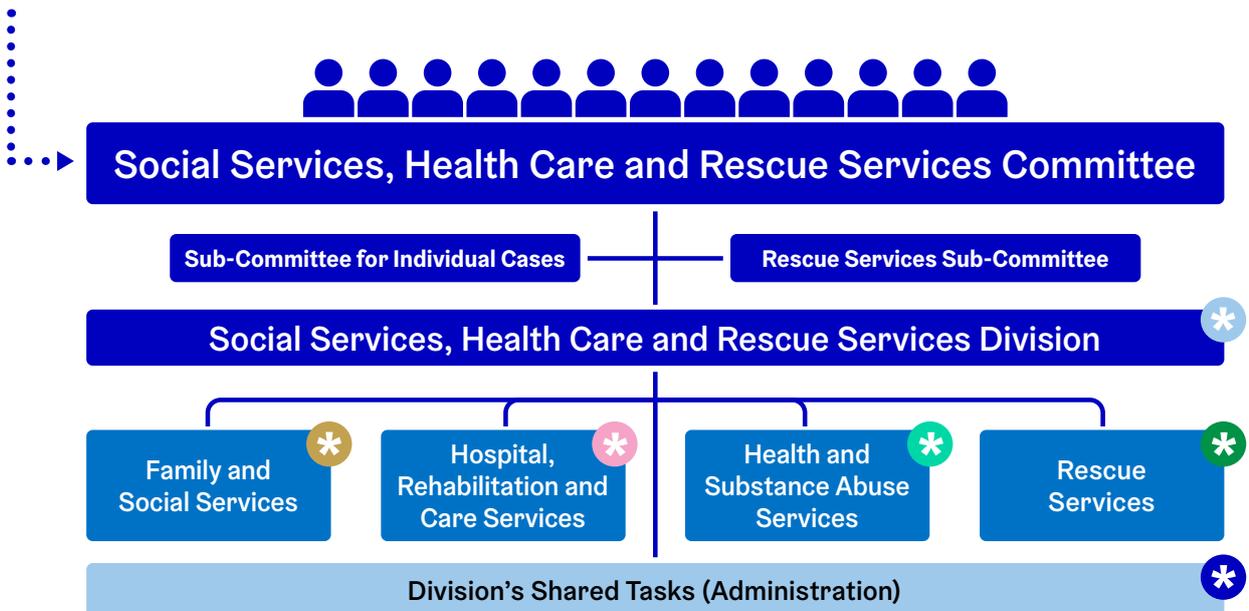


19% (67/356)

of our cars are electric

Our organisation

The most important decisions in our division are taken by the **Social Services, Health Care and Rescue Services Committee**. The Committee has 13 members. Each member has a personal substitute member. The Committee was chaired by Daniel Sazonov, Deputy Mayor of the Social Services, Health Care and Rescue Services Division.



* **Executive Director: Juha Jolkkonen**

* **Family and Social Services**

Director: Maarit Sulavuori

- Well-being and Health of Families with Children
- Child Welfare and Family Social Work
- Services for Young People and Adult Social Work
- Disability Services

* **Hospital, Rehabilitation and Care Services**

Director: Seija Meripaasi

- Assessment Operations
- Home Care
- Senior Centres
- Helsinki City Hospital

* **Health and Substance Abuse Services**

Director: Leena Turpeinen

- Health Stations and the Internal Medicine Outpatient Clinic
- Housing, Crisis and Substance Abuse Services
- Psychiatry
- Oral Health Care

* **Rescue Department**

Rescue Commander: Jani Pitkänen

- Rescue Services
- Risk Management Services
- Security of Supply Services
- Rescue School

* **Division's Shared Services (Administration)**

Director: Tiina Mäki

- Procurement and Contract Services
- Human Resources and Development Services
- Legal, Supervisory and Administrative Services
- Financial, Strategic and Planning Services
- Knowledge and Information Management Services
- Support, Facilities and Safety Services
- Communication Services and Participation

On 1 September 2023, the Psychiatric and Substance Abuse Services were divided into Housing, Crisis and Substance Abuse Services, and Psychiatry.