

Helsinki



**The year 2025 in
the Social Services,
Health Care and
Rescue Services
Division**

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Cover photo: Suvi-Tuuli Kankaanpää

Photo: Suvi-Tuuli Kankaanpää

Wellbeing, health and security for the residents of Helsinki

We exist for the people of Helsinki. In 2025, we systematically reformed our services to better serve our growing customer base. We made it possible for residents to contact health stations quicker than before, we took rapid action to address the worsening drug situation and we introduced new technology to senior services, to name a few examples. Appointments, visits and the use of electronic services increased across many of our services – we had millions of different encounters with clients over the year.

Our clients are increasingly satisfied with the services we provide, which is evident in our net promoter score (NPS) rising once again from the previous year to the current level of 69. Staff satisfaction was also very high and continues to rise: 84% of our professionals would recommend us as an employer and 93% consider their work relevant.

We developed more cost-effective approaches in our change programme, resulting in significant savings in costs. This was thanks to our entire staff!

At the moment, our finances are balanced. However, the funding we receive per capita is the smallest in the country, and our funding will be tightened in the coming years. We are preparing for this tightening in advance so that we can secure the services that Helsinki residents need in the coming years. The surplus we are currently able to amass will secure services in the coming years. That is why we are also aiming for a surplus in the 2026–2028 financial plan period.

Our future direction is guided by the Helsinki City Strategy (2025–2029) and the Social Services, Health Care and Rescue Services Division Service Strategy (2026–2029). We want to continue to respond to the service needs of Helsinki residents in the best possible way. We prepared the Service Strategy in consultation with residents, personnel, trustees and other parties.

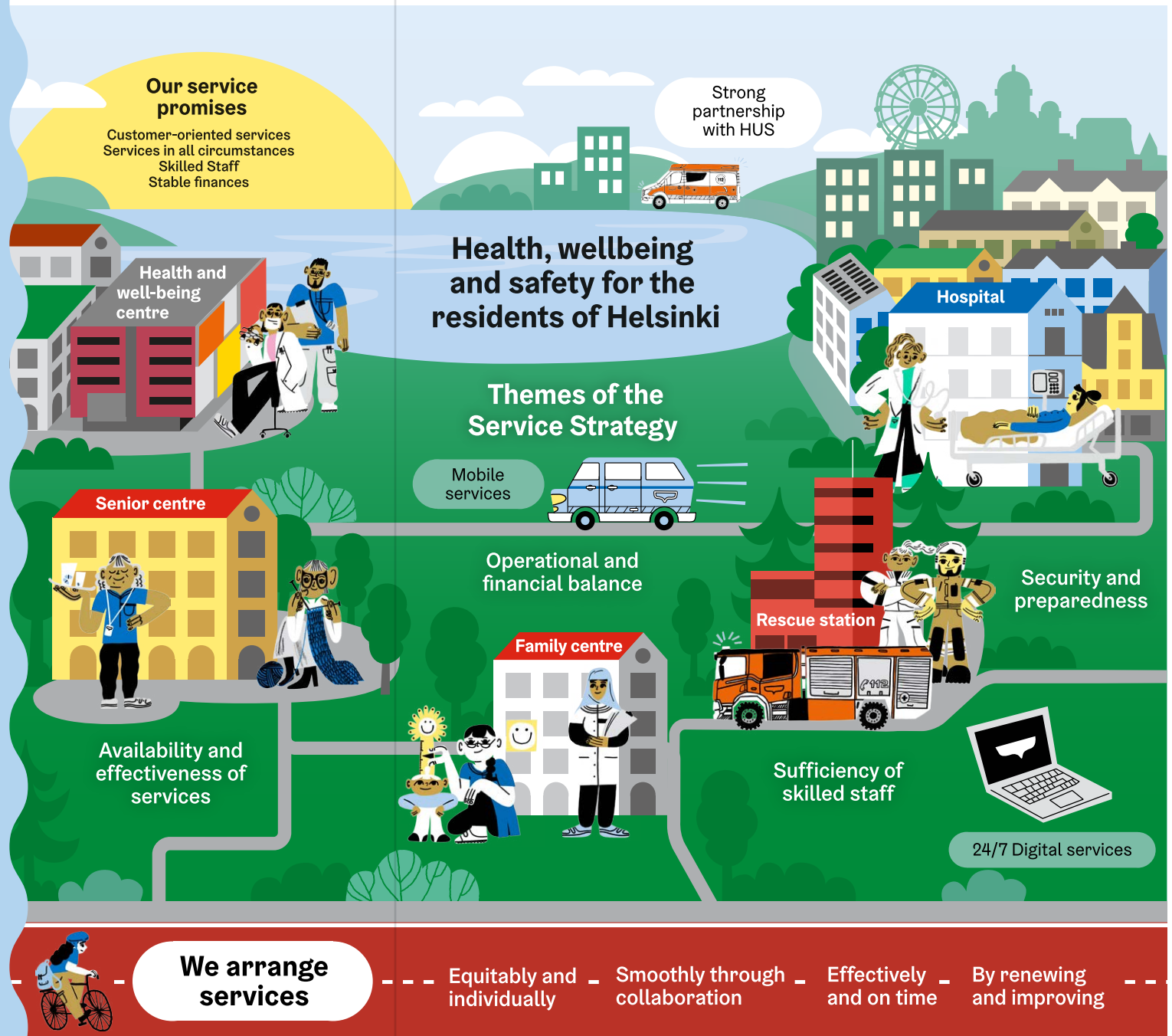
Juha Jolkkonen
Head of Division

How we arrange services

We arrange social, health care and rescue services for all Helsinki residents.

In autumn 2025, Helsinki had **693,000** inhabitants.

Our operations are guided by the national objectives for wellbeing services counties, the Helsinki City Strategy, the Service Strategy of our division and the decision on the level and standard of rescue services. The starting point of the Service Strategy is to make the services of the Helsinki Social Services, Health Care and Rescue Services Division more in line with the needs of our residents.



Our goals for 2023–2025

- Services are provided by **thriving, skilled and sufficient staff**.
- Services are available **quickly and smoothly**.
- All of our services are **high-quality, safe and consistent**, regardless of who provides them.
- We organise our services in a **planned, cost-effective and transparent** way.
- We offer **equal services in Finnish and Swedish**.
- We identify the **service needs** of residents.
- We **listen** to our clients and **guide** them to the right service.
- Our **digital contact channels** are available 24/7. We will respond to contacts made through them **within two working days**. We also ensure seamless services for clients who do not use digital services.



Photo: Kerttu Malinen

Services to meet the needs of Helsinki residents

- **The therapy guarantee for people under the age of 23** entered into force in May 2025. We focus on short-term interventions and low-threshold services. Short-term interventions are offered in schools, educational institutions, Mieppi mental health services and family centres. Children, young people and their guardians can turn to us for help and support. Mental health concerns can also be raised at a maternity and child health clinic, health station, youth centre or by contacting social services. Information about mental health and substance abuse services for young people: hel.fi/youngmentalhealth.
- The **Disability Services Act** that came into force on 1 January 2025 highlights the primary role of basic services. This was reflected in increased numbers of clients in home services and social guidance for families with children and, as a new customer group, in services that promote employment.

Streamlined access to services

- **You can contact our health stations** faster than before. In December 2025, we called those who submitted a callback request in 45 minutes on average and replied to Maisa messages in 1.1 days on average.
- The **cancelled appointment queue** employed in oral health care allowed for faster access to treatment. If a patient cancels their appointment, the appointment will be offered by SMS to other patients whose appointments are scheduled for later. On average, clients who joined the cancelled appointment queue had their appointments 23 days ahead of their original appointment date.

- Helsinki residents were active in being **vaccinated against influenza and COVID-19**. We administered 202,000 seasonal vaccinations to risk groups from September to December. Of these, 136,000 were influenza vaccines and 66,000 were COVID-19 vaccines. Helsinki had the

highest vaccination coverage at the national level in all age groups in influenza and COVID-19 vaccines.

- **Home services for families with children** became free of charge as of 1 February 2025. This change strengthened early support services without increasing costs.

New initiatives

- We experimented with new **measures to help people stop using drugs**. The most significant change was speeding up access to detoxification treatment: those requiring detoxification will now have access to institutional care the next weekday, at the latest. A temporary low-threshold health advice point for drug users was opened in Kontula. Institutional substance abuse services decided to pilot the reward treatment method, which has already proved effective: clients are challenged to think about whether they would be happier without using substances.

- **Mobile testing and treatment of hepatitis C** started in September. The mobile service is offered in various places in Helsinki to meet the customers where they are. The service point works out of a van and also offers hepatitis B tests, HIV tests, pregnancy tests and liver ultrasound scans. The service is part of a project to eliminate hepatitis C and our aim is to bring all users of intravenous drugs to the service.
- **The disability services' Children's House** was opened in April. The unit has group home spaces, shared facilities as well as numerous recreational and sensory

rooms. Accessibility has been taken into account in the facilities, and they can be adapted to various treatment and customer situations. The Children's House offers services for children and young people under the age of 18. Short-term care at the Children's House supports family life and provides young people with opportunities to practise living outside their home.

- **NIPT screening examinations during pregnancy** started to be provided to Helsinki residents in March. NIPT

is more accurate than the usual combined screening in identifying the most common chromosomal abnormalities in the foetus.

- **Communal housing service** combines housing and social activities. The service is intended for elderly individuals who are not yet in need of 24-hour care but are no longer able to live at home with the help of services or family members. At the end of 2025, there were 53 inhabitants in communal housing and the number is constantly increasing.



Photo: Kaisa Sunimento



Photo: Maija Astikainen

Sustainable growth

Helsinki's Sustainable Growth project received 23,001,000 euros in project funding for 2023–2025. Approximately 17,161,000 euros of the funding was allocated to the City and 5,740,000 euros to the Hospital District of Helsinki and Uusimaa (HUS) and 100,000 euros to the HyTe ry NGO as project partners. In 2025, approximately 7.2 million euros of project funding was used in Helsinki and approximately 16.8 million euros was used in total in the project period. A few highlights of the achievements:

- **The Wellbeing in Helsinki website** brings together free or low-cost services that support the wellbeing of adults. The website provides information on cultural and physical activity opportunities and support for mental wellbeing and nutrition, among other things. The services and activities are provided by the City of Helsinki, associations and other third sector operators.
- **Senior services supporting mental health** provide peer support and rehabilitation for pensioners who need support for their mental wellbeing. The most common reasons for seeking these services are a low mood or substance abuse. Senior services supporting mental health are support services; illnesses are still treated e.g. at health stations or substance abuse outpatient clinics.

- The **'Elämän nälkä' event** focused on mental wellbeing among pensioners attracted close to one thousand visitors. The festival-like event approached mental wellbeing as a positive resource.
- **Youth Interdisciplinary Family Work** takes a more holistic and impactful approach at supporting and helping families with an immigrant background who are clients of child welfare and family social work: of the clients in the City of Helsinki Child Welfare Services, approximately 26% speak a foreign language. Young people with an immigrant background are more vulnerable than young people with a Finnish background in terms of many health and wellbeing factors.
- **The remote service for mental health rehabilitants** was a positive surprise for clients: we developed remote appointments alongside traditional in-person appointments to support independent living among mental health rehabilitants. The start of the service, which has been provided since summer 2023, has been inspiring and encouraging.

Strategies and cooperation areas

- The **Helsinki City Strategy 2025–2029** (A Helsinki we can be proud of) and the division's own **Service Strategy 2026–2029** (Wellbeing, health and security for the residents of Helsinki) steer how we arrange services in the coming years. The aim is to make access to our services smoother and improve continuity of care. We make sure that we have competent staff and balance our finances. We are prepared to secure the necessary services in all circumstances.
- The cooperation agreement for **duties related to health and social services in the regional cooperation area of Southern Finland** entered into force at the start of 2025. The Helsinki Social

Services, Health Care and Rescue Services Division has leadership responsibility at the cooperation area level as regards social welfare and basic health care.

- **The rescue services' cooperation area in Southern Finland** began at the begin-

ning of 2024. The main task of the cooperation areas is preparedness for rescue services during extensive and long-term accidents. The situation and command centre for Southern Finland was launched in Helsinki in February 2025.

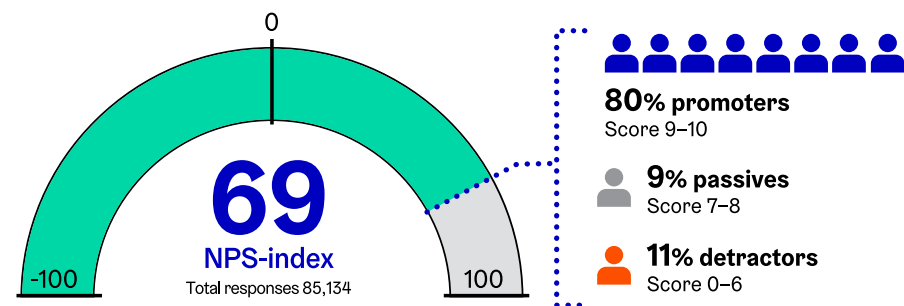
A look back

Our oral health care celebrated 100 years in operation: the launch of school dental care was decided in November 1925 with the first dental clinic for public schools and daycare centres operating at the corner of Kaisaniemenkatu and Vuorikatu.



Photo: Virpi Velin

Client experience continued to improve



Our services' net promoter score was 69. This was, once again, a clear improvement from the previous year.

Result in 2023: 58, 2024: 64
Division target in 2025: 67

The net promoter score (NPS) is measured by asking clients to rate their willingness to recommend the service on a scale of 0–10. The NPS falls between –100 and +100. An NPS of 50 is considered to be an excellent result.

3,481 client feedback submissions in the feedback service on hel.fi

4,000 feedback submissions in the Maisa app

2,570 feedback and development proposals on the website

46 client forum and council meetings in service centres. Numerous client jury meetings and co-creation workshops

9 resident evenings

130 experts by experience

- **75** in health and substance abuse services

- **37** in family and social services

- **12** in hospital, rehabilitation and care services

- **6** in shared services



Millions of client encounters

Health stations and dental care

Visits and other contacts

Health station nurse **1,679,689**

Health station physician **1,179,453**

Dental care **394,444**

Maternity and child health clinics, school and student health care

Maternity and child health clinics

visits **240,107**
remote contacts **126,687**

School and student health care visits

school health care **92,674**
student health care **33,396**
total visits (not incl. welfare officers) **126,070**

Mental health and substance abuse services

Psychiatric outpatient care, visits and other contacts **284,643**

Psychiatric inpatient care days **56,533**

Outpatient social services and support for substance abusers, visits **53,663**

Inpatient care by social services and support for substance abusers, care days **15,545**

Housing services for mental health clients, days **841,530**

Housing services for unhoused people, days **732,761**

Senior services and Helsinki City Hospital

Service needs assessments **11,710**

Home care, visits and other contacts **3,598,484**

Long-term 24-hour care days (service and institutional housing) **1,593,608**

Somatic medical care completed treatment periods **12,530**

Rescue Department

Fire and rescue assignments **7,905**
Average interval of 1 h 6 min

Emergency medical service assignments **50,750**
Average interval of 10 min

Monitoring tasks in accident prevention **12,116**

Child welfare, adult social work and disability services

Children and young people aged 0–18 placed outside the home **1,840**

Number of adult social work clients **19,530**

24-hour service housing for disabled people, care days **319,505**

Number of disability services clients **14,842**



Photo: Suvu-Tuuli Kankaanpää

Use of digital services increased

- **28.6 million** million client contacts via Maisa client portal
- **10,618** video appointments via Maisa
- **173,269** symptom assessments on Omaolo
- **77%** of Helsinki residents have activated the Maisa service
- **Tens of thousands** of chat and chatbot discussions

Video contact with the medication dispensing robot was introduced as part of home care services. The nurse makes a video call to the client's medication dispensing robot and oversees the administration of the medication remotely, at predetermined times of day. Clients who participated in the pilot phase were primarily very satisfied with the service and will continue to use the medication dispensing robot. Nurses also felt that the service worked well.

Fifteen per cent of home care clients received remote care. The loved ones of clients receiving remote care have been able to make **video calls**

to the client's remote care device (tablet) since autumn. It is up to the client to decide who can make calls through the family subscription service. This allows loved ones to be more closely involved in the everyday life of home care clients.

We participated in a pilot where **drones carried medical supplies** from the Stara storage facility in Kyläsaari to Laajasalo health station. The pilot, arranged by Forum Virium, provided insight on developing goods logistics and how we could observe any disruptions and exceptional situations in our logistics function.

People making the good life: 15,600 professionals

- **15,600** professionals of real actions and encounters were working for us at the end of 2025.
- **81%** women / **19%** men
- **44.1 years** average age
- **35–39-year-olds** the largest age group: **15%** of permanent staff.
- **14%** share of staff speaking languages other than Finnish or Swedish.
- **84%** of our staff would recommend us as an employer.
- **93%** of our staff consider their work relevant.
- **12,600** training sessions: our employees spent an average of 3.7 days in training in 2025.

The first caregivers recruited from the Philippines graduated as practical nurses in June – all 23 of them will continue working for us.

The Rescue Department started the Rescue Task Force activities (RTF). This is a rescue team specialised in particularly demanding circumstances. Specially trained firefighters work under police protection in situations where there is a serious threat of external violence.

We implemented a salary development programme that increased the salary of more than 3,000 people. Approximately €3.5M was spent on the salary

development programme: the aim was to improve the availability of skilled personnel, especially for those groups of professionals with a shortage of personnel or wage competitiveness challenges.

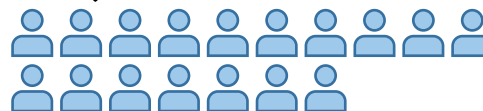
The availability of personnel improved markedly compared to the previous year. The number of job vacancies opened during the year decreased, and the total number of applications received at the same time increased considerably. The use of temporary agency labour also decreased: the costs of temporary agency labour decreased by 47.4% compared to the previous year and was now slightly below €19.7M.

Staff 2025

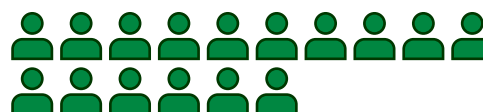
Hospital, Rehabilitation and Care Services



Family and Social Services



Health and Substance Abuse Services



Division's Shared Services



Rescue Services



Department	Number of staff	Per cent
Hospital, Rehabilitation and Care Services	5,727	37%
Family and Social Services	4,225	27%
Health and Substance Abuse Services	3,883	25%
Division's Shared Services	999	6%
Rescue Services	804	5%
Total (permanent, fixed-term, trainees, apprentices)	15,638	100%

Table 1. Number of staff on 31 December 2025

A balanced budget

The overall funding for the services we organised consisted of government funding, revenue from client fees and other operating revenue, such as project grants.

Our budget for 2025 was designed to produce a surplus. We will reserve the bulk of the surplus for the financing of services in the coming years, as our funding will be tightened in the coming years. Despite the surplus, our future economic outlook is uncertain and responsible economic management requires us to improve productivity.

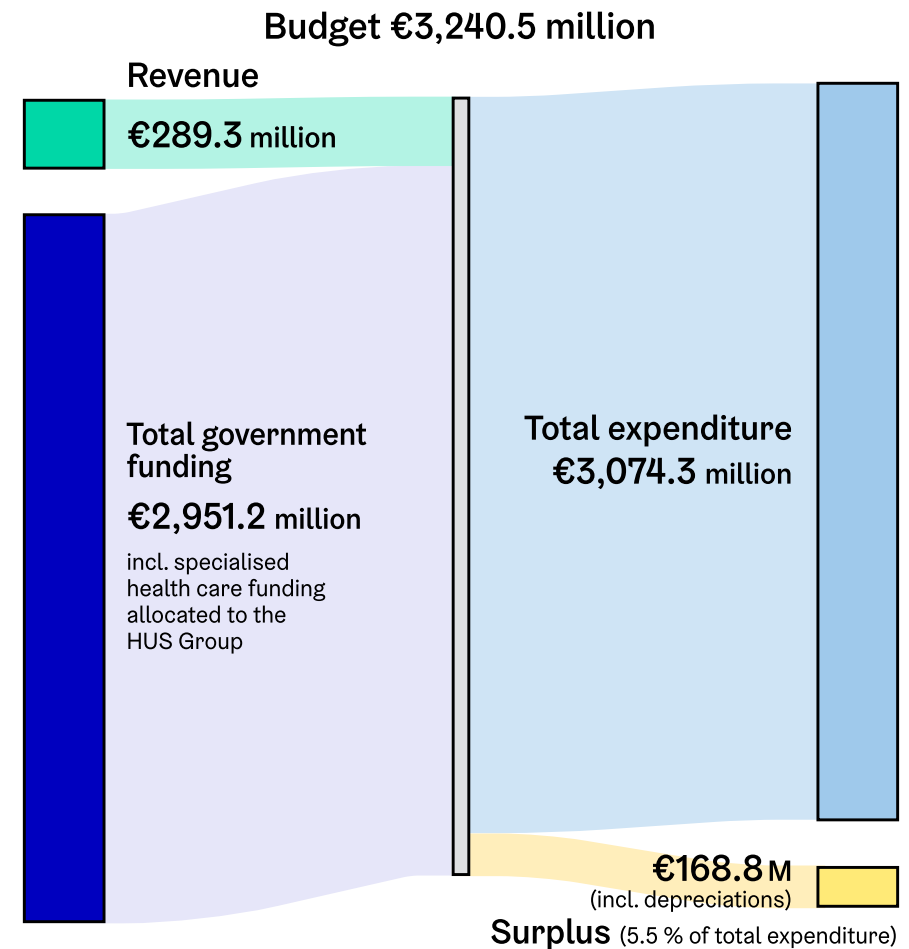
The most significant reason for the financial period's surplus was the ex-post review of central government funding, which totalled €151 million.

We managed to curb expenditure growth. In the end, our client fees were also better than expected. In addition to this, HUS achieved a better result than estimated in advance, which is reflected in our results, because we and other regions in Uusimaa are funding the activities of HUS.

Change programme objective met

Our change programme for 2023–2026 aims to generate savings totalling €100 million. We exceeded this target already in 2025. We have achieved savings by reducing the rental costs of premises and ICT costs as well as by reducing the use

of temporary agency labour, double and overtime work and the purchase of external services. Revenue from client fees has also increased. We will also implement the change programme resolutely in 2026.



Procurements to support service provision

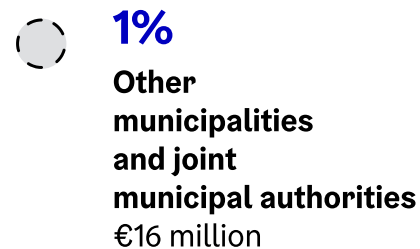
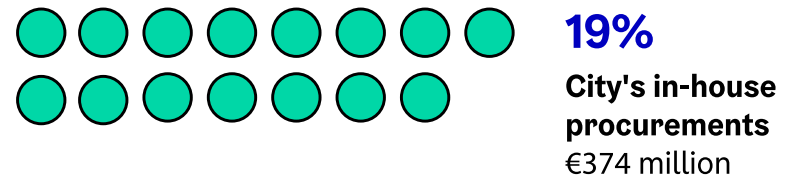
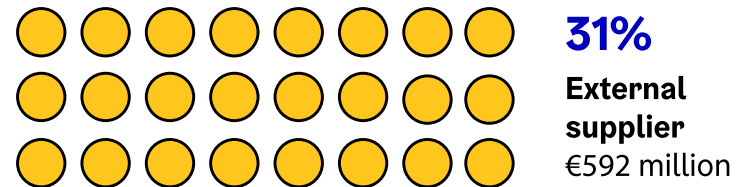
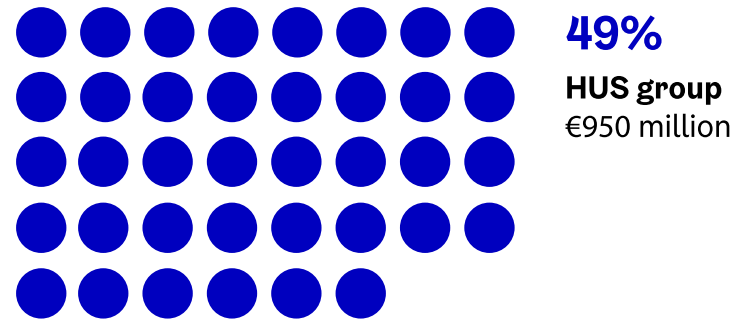
Our main partner is the HUS Group, which provides the majority of our specialised health care services. This sets us and the wellbeing services counties of Uusimaa apart from other wellbeing services counties: they produce specialised health care services themselves, and the costs are shown as the wellbeing services counties' own expenditure. In Helsinki, these costs are shown as purchased services.

The multi-provider model requires solid procurement skills from us, as well as steering and monitoring of both our own and purchased service provision. A significant proportion of the division's procurement involves the purchase of various health and social services. In 2025, we outsourced new purchased services for services such as disability services, mental health services, client transport and child welfare services.



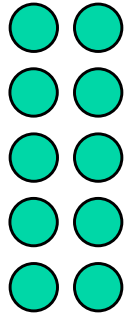
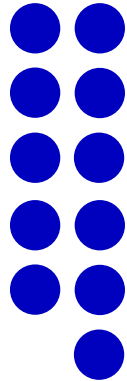
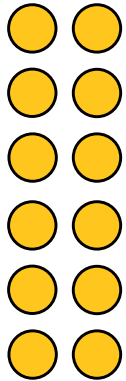
Photo: Vesa Laitinen

Purchases in 2025 Includes health care and social welfare services, supplies, other services and IT systems



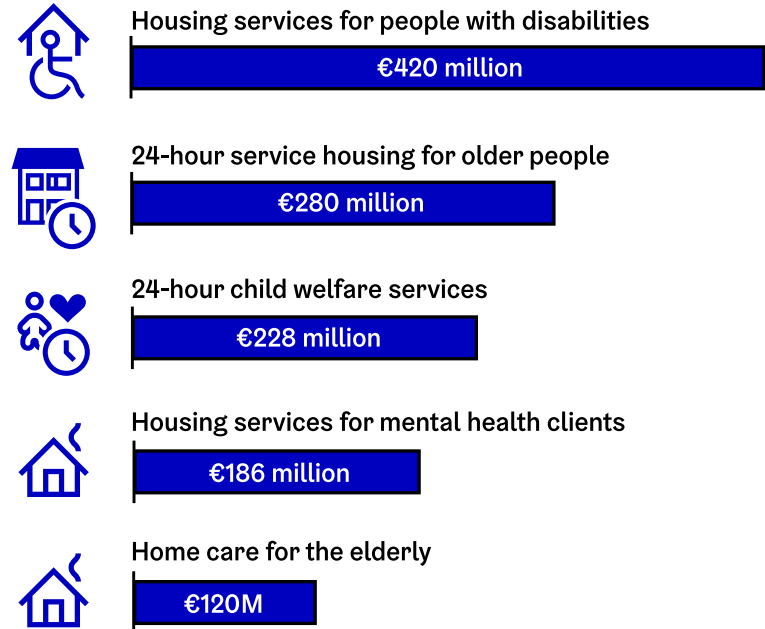
Total
€1.93
billion

Procurements completed 2025 incl. openings for dynamic procedures



90 pcs
valued at **€846M**
(anticipated value)

The largest agreement packages in force*



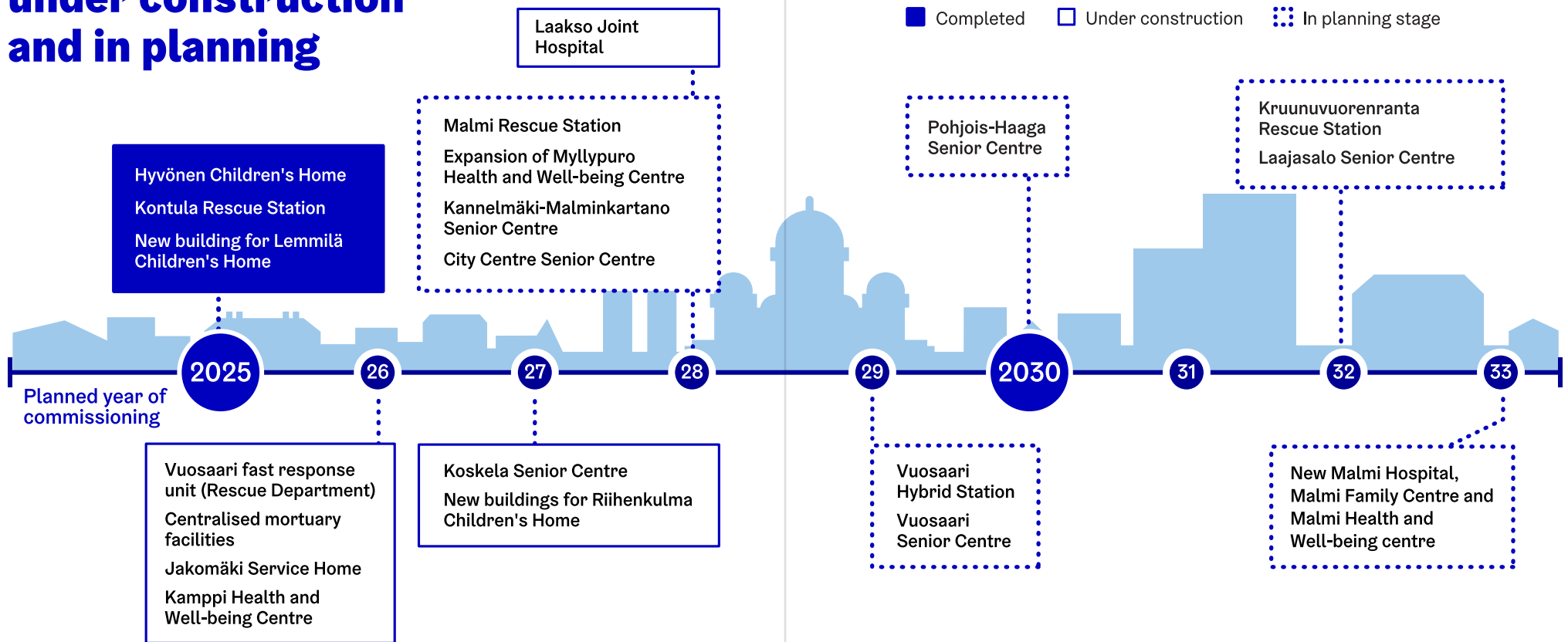
*total contract value



Sustainably developing services

- **30%** of our passenger cars are electric (109/362 cars)
- We had **461** eco-supporters.
- We produced **169 MWh** of solar energy on the roofs of four rescue stations.
- We renewed our **EcoCompass** certificate. The new certificate will be valid for three years.
- Our carbon footprint was **251,566 t CO₂e**. The carbon footprint was calculated using the Greenhouse Gas Protocol method and data from 2024.

Service points under construction and in planning



Organisation and decision-making

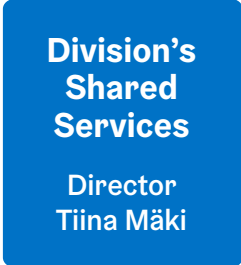
In Helsinki, the City Council corresponds to the county council in a wellbeing services county: it holds the highest authority in health care, social welfare and rescue services. The City Board corresponds to the county board in a wellbeing services county. The new Council, Board and committees started their operation in June 2025. The term of the Council and committees is 2025–2029.

The Social Services, Health Care and Rescue Services Committee is responsible for making the most significant decisions in our division. The Committee has 13 members. Each member has a personal substitute member. Daniel Sazonov served as the chair of the Committee and the Deputy Mayor for the Social Services, Health Care and Rescue Services Division until May 2025, and Maarit Vierunen assumed the post as of June 2025.

The Committee has two sub-committees: Sub-committee for Individual Cases and Rescue Services Sub-committee.

More information:

- Social Services, Health Care and Rescue Services Division: hel.fi/sotepe/en
- Health and social services: hel.fi/health-and-social-services
- Helsinki City Rescue Department: pelastustoimi.fi/en/helsinki/frontpage



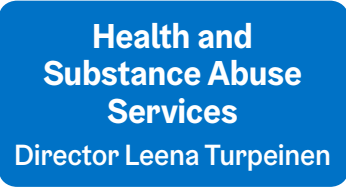
- Procurement and Contract Services
- Human Resources and Development Services
- Legal, Supervisory and General Administrative Services
- Financial, Strategy and Planning Services
- Knowledge and Information Management Services
- Support, Facility and Security Services
- Communication Services and Participation



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



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



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



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

Helsinki