

Summary of the participation plan for the strategy period 2021–2025

Culture and Leisure Division

Helsinki



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Part 1:

Participation in the Culture and Leisure Division 2021–2025

According to the Administrative Regulations of the City of Helsinki (Section 174, Chapter 27):

The involvement of municipal members and interaction between the city and its residents is based on

- I. Utilising the competence and expertise of individuals and communities
- II. Enabling independent activities
- III. Creating equal opportunities for participation



The city-wide participation objectives* are achieved in the Culture and Leisure Division 1/2

- **Through local development and regional activity:** site-based development and co-creation and supporting regional activeness through cooperation, facilities and grants.
- **Supporting activeness and independent activities:** the city as a place of community building, effective actions and encounters as well as an enabler of independent activities through spaces, grants and cooperation.
- **Utilising the knowledge of city residents and the participation of users:** utilising the experiences, knowledge and competence of city residents and partners in developing the city's operations and services as well as in preparing decisions.



The city-wide participation objectives* are achieved in the Culture and Leisure Division 2/2

- **Through customer experience development:**
services are designed in a user-oriented manner and based on customer information so that they meet both the customer's needs and the service provider's goals
- **Participation aims at equality:**
participation supports equality, takes into account the target groups of services and especially groups that are in a socially disadvantaged position.



The Culture and Leisure Division uses participation to reach people

Participation means **a cross-cutting principle** in the services of the Culture and Leisure Division in all service production and development.

Participation contributes to:

- developing services in a customer and user-oriented manner
- paying special attention to people in the most disadvantaged position in services
- supporting a free civil society
- pursuing democracy education
- providing public services in an equal and responsible manner by listening to residents, target groups and stakeholders and by taking into account the implementation of the boundary conditions of democratic decision-making that guides the operations, laws, the city strategy and other decisions binding the operations.



Connecting participation to service development work

- More focus on quality rather than quantity
- Away from a point-based approach towards more goal-oriented, systematically implemented, long-term projects, which will also allow the results to be better utilised and improve the effectiveness of participation.
- Participation must be linked to the goals of service development. The objective and target groups of participation must be defined.
- From the random “tick the participation box” to the targeting and implementation of participation and customer orientation in an effective manner that genuinely serves different parties
- Participation can be better supported and resourced throughout the division when needs are identified and budgeted as part of financial and operational planning.



The Division is responsible for the city-level development of three services for the city residents

- The whole of young people's participation and influence together with the Education Division: youth division evenings as a new form of activity.
- Development of the space booking entity and the Varaamo service
- City-wide development of voluntary activities.



Summary of participation work objectives in the Division for the strategy period 2021–2025

1.

Developing customer experience in the division



2.

Listening to target groups and a target group-specific impact assessment in the division's decision-making



3.

The key annual participation goals of the service packages, to be updated as part of the annual planning



Developing customer experience in the division

Examples of measures

- The vision work of the regional cultural centres defines the objectives of the customer experience with the division services involved.
- Division-wide interaction and service design practices are developed in space and service environment projects.
- Children as library visitors, space and service environment development projects in libraries.



Listening to target groups and target group-specific impact assessment in the division's decision-making

Examples of measures

- Target group and stakeholder information is collected and utilised in space and service environment projects.
- Developing a city-wide approach to assessing the impact of decision-making involving children and young people, including the development of feedback collection methods suitable for children and young people.
- Establishing a club parliament for children and young people.
- Creating the principles of a safer space



Part 2:

City-wide participation priorities and measures 2023–2025

Divisions' participation plans as part of the city's participation work

The city's four divisions draw up division-specific participation plans, in which objectives and measures for strengthening the residents' participation for each strategy period are collected.

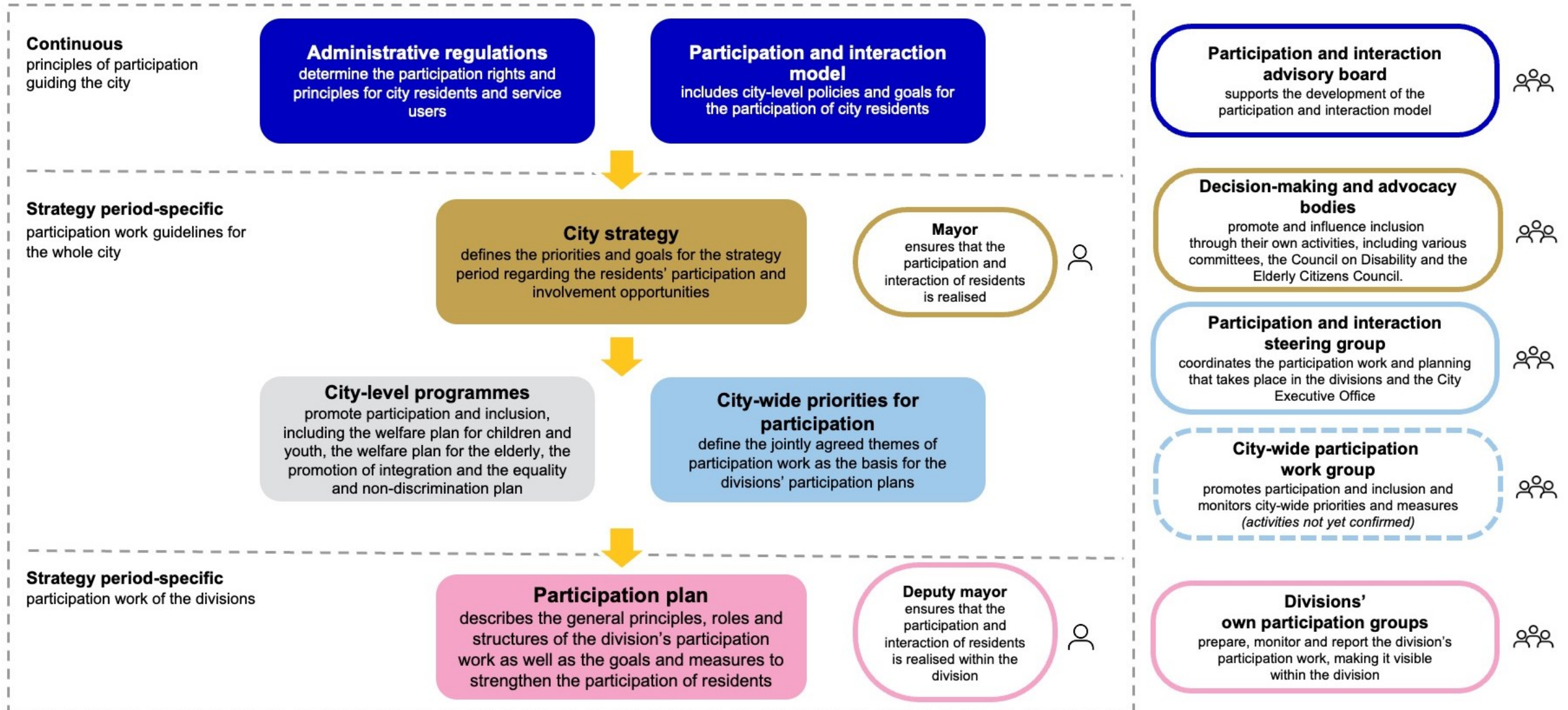
In the strategy period 2017–2021, the divisions' participation plans were estimated to play an important role in the City of Helsinki's participation work, as the plans describe how the participation work will be implemented at all division service levels.

The point of departure in preparing the participation is that promoting participation is a key part of each employee's duties.

The participation and interaction model emphasises the connection of participation to all of our activities.



Implementation of participation plans and division of tasks



Divisions' common definition of participation and priorities for 2023–2025

Participation

Participation is belonging and being heard

Participation means that people feel a meaningful part of the whole. They are heard as themselves and can influence the course of their lives and common matters.

Participation means involvement, advocacy, care and inclusion in jointly built well-being.

Priorities for 2023–2025



Strengthening the participation experience



Strengthening participation competence and understanding



Strengthening pluralism

City-wide priorities in the Culture and Leisure Division

The participation plan for the strategic period 2021–2025 was prepared in autumn 2022 and approved by the Culture and Leisure Committee on 1/2023. The achievement of objectives and measures is reported annually to the Culture and Leisure Committee.

The Culture and Leisure Division has also been closely involved in the city-wide participation plan process and is actively involved in promoting city-wide goals and implementing measures.

The Culture and Leisure Division's participation objectives and measures interact with each other naturally, even though they have been drawn up as a separate process before joint work. The Culture and Leisure Division will move over to a city-wide participation planning process and schedule in the next strategy period.






Strengthening the participation experience



Our goal is to strengthen city residents' experience of belonging and being heard. Strengthening the participation experience arises from encounters and timely, respectful interaction. City residents feel that they are able to promote things that are important to them in the city, and their participation opportunities are taken into account in daily activities and services. City residents also receive information and understand the advocacy opportunities. The customer experience of city residents guides the development of our services.

We lower and remove barriers to participation. City residents can participate in various ways: receive information, participate in planning or decision-making or be actively involved in practice. We invest in creating participation experiences for vulnerable people.




City-wide measures	Follow-up of measures
We improve customer understanding and the utilisation of city residents' expertise in the development of services and in strengthening the participation experience. We actively communicate what kind of information has been collected from city residents and what is done with the information. We develop services together with city residents and utilise the information in daily management and service development.	 Key themes have been developed on the basis of the information: yes/no City residents have been notified of these: yes/no
We make use of digital interaction tools. We ensure that we have appropriate digital interaction methods in place to strengthen the participation experience of city residents.	 The use of digital interaction tools has increased: yes/no
We test tools that measure the participation experience of city residents and take their results into account in developing the promotion of participation. We assess changes in the participation experience of city residents by piloting tools that measure the experience in a few processes of participation.	 The participation indicator has been utilised in a new way: yes/no The results of customer surveys have been utilised in developing the promotion of participation: yes/no

Strengthening participation competence and understanding



Our goal is for employees throughout the city to recognise the importance of participation and its potential in their own work. All divisions have a clear understanding of participation and its implementation methods, both the management and the employees. We understand that participation and inclusion are an integral part of our work.

Knowledge of participation and understanding of diversity are strengthened in the city. We promote participation through leadership, commitment, sufficient resources and the right methods. Participation and its promotion are part of everyday work and belong to everyone.

City-wide measures	Follow-up of measures
We share information on participation with all staff. We explain the diversity of participation in the various divisions of the city and describe city-level participation services on the city intranet.	 The participation intranet pages have been updated: yes/no
We create a city-wide tool for participation planning. The participation planning tool may include, for example, a checklist that helps to take into account the methods and level of participation, as well as instructions and tips for implementing participation in different situations (e.g. uniform practices for organising an online event for residents and sharing the recording in accordance with data protection legislation).	 The participation planning tool has been created: yes/no The design tool has been piloted: yes/no
We plan basic training in participation for city staff. The City Executive Office is responsible for the compilation of the basic training package, and each division produces its own share of the package.	 The training plan has been made: yes/no The training has been piloted: yes/no




Strengthening pluralism



Our goal is that taking the diversity of city residents into account is established as the city's way of working. We offer different participation options where the people are. We pay particular attention to the most vulnerable city residents.

We also strive to actively reach different population groups through various communities and organisations. Our activities are guided by knowledge.

We also strengthen pluralism in communication through clear language, multilingualism and a multi-channel approach. Our operations are transparent, and city residents receive information about the city's decisions and policies. We identify in good time who is affected by the decisions and promote dialogue with city residents, taking into account the different population groups.

City-wide measures	Follow-up of measures
We strengthen clear communication and interaction and also invest in simplified language. We increase staff competence in clear language and make use of the multilingual <u>communication material for participation and involvement for city residents</u> .	 The multilingual communication material for participation and involvement can be found on the hel.fi website: yes/no Training in clear language has been organised for staff: yes/no
We compile and develop city-wide methods of hearing different population groups. We actively share the accumulated knowledge, experiences from various projects, experiments and materials produced to strengthen pluralism. We collect, for example, methods of interaction, hearing and participation suitable for children and young people, the ageing population and people who have moved to Finland.	 Methods of hearing different population groups have been compiled on the intranet: yes/no
We create common ways to assess the strengthening of the participation of children and young people, foreign-language speakers and the elderly in accordance with city-level plans. In connection with regular reporting on the participation and interaction model, measures to promote the participation of foreign-language speakers and the elderly are identified on a uniform reporting template. In addition, the measures of the participation plans are accompanied by an action plan to promote the inclusion of children and young people in all divisions.	 A joint reporting template on measures promoting participation has been created: yes/no

Read more about participation

(in Finnish)

- [Osallistu ja vaikuta hel.fi-verkkosivusto](#)
- [Osallisuuden periaatteet kaupungin hallintosäännössä \(pdf\)](#)
- [Päätös Helsingin kaupungin osallisuusmallin toimeenpanosta ja rahoituksesta](#)
- [Osallisuus- ja vuorovaikutusmallin väliarviointiraportti 2019 \(pdf\)](#)
- [Strategiakauden 2017–2021 arviointi Helsingin kaupungin osallisuustyöstä \(pdf\)](#)
- [Helsingin kaupunkistrategia 2012–2025](#)
- Osallisuuden sivut Helsingin kaupungin intranetissä (pääsy vain kaupungin työntekijöillä)
- [Päätös lasten ja nuorten vaikuttamisjärjestelmästä ja osallisuuden edistämisestä](#)





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