

Participation Plan for 2023–2025

Education Division

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Helsinki

Image: Helsinki Material Bank / Maija
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Part 1:

Promotion of participation and inclusion by the City of Helsinki

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

The city's four divisions draw up division-specific participation plans, which compile the goals and measures for strengthening the participation and inclusion of residents by strategy period.

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

The starting point for preparing the participation plan is that the promotion of participation and inclusion is a key part of each employee's duties.

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

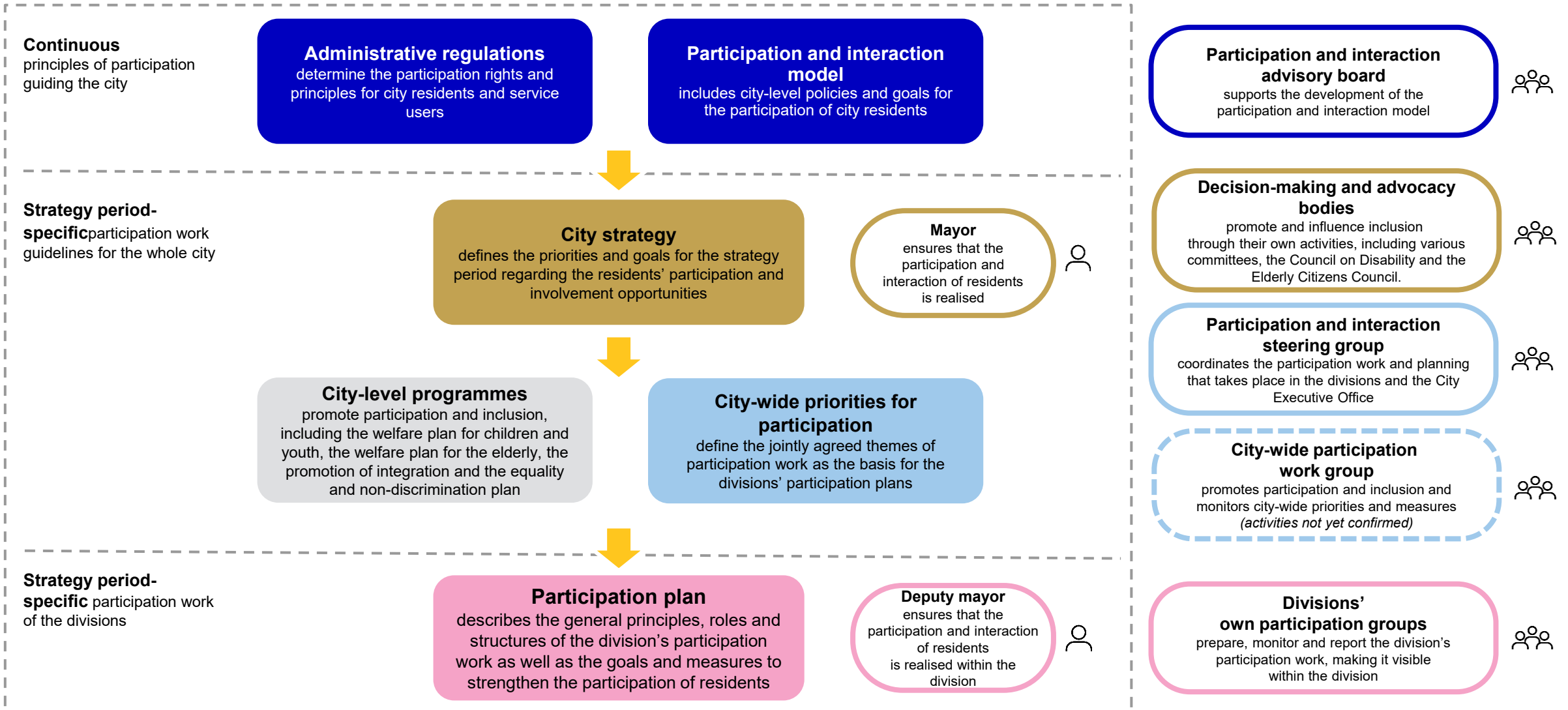
Helsinki's principles of participation

Utilising the knowledge and expertise of individuals and communities

Enabling independent activities

Creating equal opportunities for participation

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

Part 2:

Participation and inclusion in the Education Division

What do participation and inclusion mean?

The participation plan aims to support and strengthen the statutory obligations of the Education Division (e.g. cooperation between home and school, children's right to participate and consultation of municipal residents) and to promote curriculum-based activities throughout the division. At the same time, it will advance the implementation of the National Child Strategy in the division and strengthen the Child-Friendly Cities model.

- Being seen and heard
- A sense of belonging
- Inclusion is the experience of being able to contribute, but it is a much broader concept than influencing or participating.

Based on, e.g. the Finnish Institute for Health and Welfare's (THL) classification:

- Participation and inclusion in your own life
- Participation and inclusion in communities and processes of influence
- Participation and inclusion in the common good



How is the experience of participation and inclusion created?

Daily

- I am seen and noticed
- I am viewed positively
- I perceive myself as an important member of the community

Weekly

- I get help when I need it
- I have confidence in my ability to act and feel that others have confidence in me, too
- I feel/experience successes and meaningful moments in my daily life

At least a few times a year

- I can influence the course of my life
- I am able to pursue things that are important to me
- I can influence some aspects of my living environment

Promoting participation and inclusion in the Education Division

- 1) **Putting the learner at the centre:** The learner is seen and encountered every day. Their ideas matter, and they are an important member of their community
- 2) **Families:** Families are a valuable resource for supporting learners' growth and learning. Encounters are family-oriented, and families' different starting points are considered.
- 3) **Daycare centres, schools and educational institutions:** We seek ways of working with families that strengthen their integration into the community and build mutual trust between service units and families. We increase transparency by identifying the key constraints to our activities and discussing them with members of the learning community.

We are strengthening dialogue, joint discussions and discussions of well-being in daily life in kindergartens, schools and educational institutions. To ensure every learner is encountered daily, units will schedule shifts with students for meeting and interacting. We will set aside time during the academic year for regular discussion on strengthening an atmosphere of safety and well-being. We will reinforce learners' integration into the learning community through various concrete practices (e.g. seating arrangements, small groups, etc.).

- 4) **The division's administration and management:** Participation is managed and coordinated to ensure that the focus is on core issues. The division will strengthen participation competence so that everyone understands the importance of encounters in promoting participation.
- 5) **Deputy Mayor:** ensures the participation and interaction of residents

Part 3: Participation priorities and goals for 2023–2025

Division-specific measures and their assessment






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Image: Helsingin
Aineistopankki / Antti Nikkanen

Summary of participation measures in the Education Division for 2023–2025

Priority for participation	 Strengthening the participation and inclusion experience	 Strengthening participation competence and understanding	 Strengthening pluralism
City-wide measures	<ul style="list-style-type: none"> • We improve customer understanding and the utilisation of city residents' expertise in the development of services. • We make use of digital interaction tools. • We test tools that measure the participation experience and take their results into account in development. 	<ul style="list-style-type: none"> • We share information on participation with all staff. • We create a city-wide tool for participation planning. • We plan basic training in participation for city staff. 	<ul style="list-style-type: none"> • We strengthen clear communication and interaction as well as simplified language. • We compile and develop city-wide methods of hearing different city residents. • 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.
Division-specific measures	<ul style="list-style-type: none"> • The experience of participation and inclusion is reinforced in the daily lives of staff, learners and guardians by ensuring each day that everyone is encountered and perceived as themselves, met with positivity and seen as an important member of the community. 	<ul style="list-style-type: none"> • The Education Division's inclusion experts will prepare a summary of what is meant by participation, the experience of inclusion and influence, and how participation is presented in the plans that guide teaching and education. • Staff will participate in National Child Strategy training to develop the division's competence. 	<ul style="list-style-type: none"> • Strengthening dialogue by reinforcing the competence of service units, piloting regional dialogue and creating city-wide spaces for encounters. • Learners' voices will be strengthened in a variety of ways in the division's communications

Strengthening the participation and inclusion experience in the Education Division



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.

The Education Committee stresses that students, staff, parents and – more broadly – residents have valuable information and should also be included in planning building and facilities projects as early as possible.

Division-specific measures

Participation in daily life lays the foundations for well-being. The experience of participation is reinforced in the daily lives of staff, learners and guardians by ensuring each day that everyone is encountered and perceived as themselves, met with positivity and seen as an important member of the community.



Follow-up of measures

- Management and supervisors will bring everyday acts of inclusion to the table for joint discussion. The aim is to consider together how being seen, heard, and belonging are achieved in communities and our own activities.
 - Learners, guardians, staff, and the administration
- Communication services have raised the profile of positive and simple acts of everyday inclusion in the division's communications (yes/no)
- The division's inclusion experts monitor surveys on participation (e.g. school health surveys)

Strengthening participation competence and understanding in the Education division



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.

Division-specific measures	Follow-up of measures
The Education Division's inclusion experts will prepare a summary of what is meant by participation, the experience of inclusion and influence, and how participation is presented in the plans that guide teaching and education.	The division's inclusion experts have prepared a summary (yes/no)
Staff will participate in National Child Strategy training to develop the division's competence.	Staff have participated in National Child Strategy training to develop the division's competence (yes/no). Participating staff members will receive a certificate of participation

Strengthening pluralism in the Education Division



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.

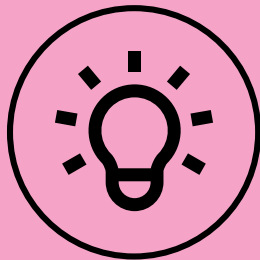
We also strive to actively reach different population groups through various communities and organisations. Our activities are guided by knowledge.

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.

Division-specific measures	Follow-up of measures
Strengthening dialogue by reinforcing the competence of service units, piloting regional dialogue and creating city-wide spaces for encounters.	<ul style="list-style-type: none">• Developing the division's competence includes making sure that the staff in all services are trained as Timeout facilitators (yes/no)• The division's inclusion experts have arranged a pilot for regional dialogue (yes/no)• The division's inclusion experts have developed dialogue at a city-wide level (yes/no)
Learners' voices will be strengthened in a variety of ways in the division's communications	<ul style="list-style-type: none">• Communications services will pilot the inclusion of learners in the division's communications and advertising

Part 4: Participation priorities and goals for 2023–2025

City-wide measures and their assessment



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Image: Helsinki Material Bank /
Jussi Hellsten

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
<p>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.</p>	<p>Key themes have been developed on the basis of the information: yes/no</p> <p>City residents have been notified of these: yes/no</p>
<p>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.</p>	<p>The use of digital interaction tools has increased: yes/no</p>
<p>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.</p>	<p>The participation indicator has been utilised in a new way: yes/no</p> <p>The results of customer surveys have been utilised in developing the promotion of participation: yes/no</p>

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
<p>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.</p>	<p>➤ The participation intranet pages have been updated: yes/no</p>
<p>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).</p>	<p>➤ The participation planning tool has been created: yes/no The design tool has been piloted: yes/no</p>
<p>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.</p>	<p>➤ The training plan has been made: yes/no The training has been piloted: yes/no</p>

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

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 communication material for participation and involvement for city residents.



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 and inclusion

- [Get involved on the hel.fi website](#)
- [Principles of participation in the city's administrative regulations \(PDF, in Finnish\)](#)
- [Decision on the implementation and funding of the City of Helsinki's participation model \(in Finnish\)](#)
- [Intermediate assessment report on the participation and interaction model 2019 \(PDF, in Finnish\)](#)
- [Assessment of the City of Helsinki's participation work for the strategy period 2017–2021 \(PDF, in Finnish\)](#)
- [Helsinki City Strategy 2021–2025](#)
- Participation pages on the City of Helsinki intranet (access for city employees only)
- [Decision on an advocacy system for children and young people and the promotion of participation \(in Finnish\)](#)

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