

Participation Plan for 2023–2025

Urban Environment Division

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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.

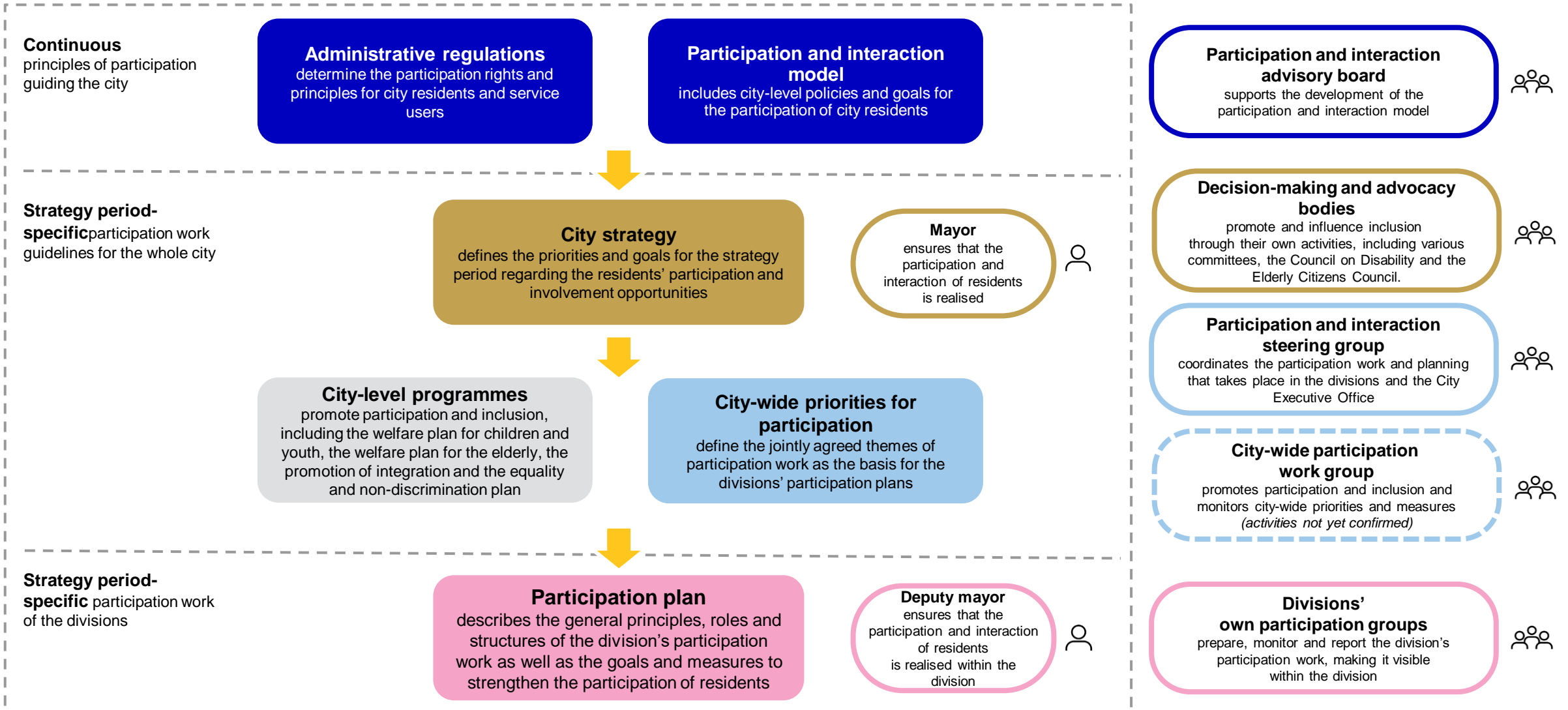
Helsinki's principles of participation

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 priorities and goals for 2023–2025

City-wide and division-specific measures
and their assessment



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City-wide and Division specific measures for 2023–2025

Priority for participation	 Strengthening the participation 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"> • Clarifying the objectives and implementation of Uutta Helsinkiä – events. • Experimenting with new and innovative ways to reach and encounter people. 	<ul style="list-style-type: none"> • Surveying the objectives and projects related to participation in the Division's different services. • Activating a forum for people in the Division whom are interested in or work with participation. • Clarifying the support services offered by the Communication Services of the Division. 	<ul style="list-style-type: none"> • Experimenting a new approach of deliberative democracy: a panel of citizens. • Developing the inclusion and participation of children and young people. • Developing collaboration with Helsinki-based organisations and associations. • Developing the participation of trade and industry in Helsinki. • Clarifying the division's language policies and continuing the development of accessibility.

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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