



ONLINE FORUM
ON MODERN
DIRECT DEMOCRACY

People make the City

Democracy and participation in the city
of Helsinki

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Helsinki is a strong, vibrant and multicultural promoter of liberal democracy and tolerance.

A functional city has many strengths and few weaknesses. Functionality is based on equality, non-discrimination, strong social cohesion and open, inclusive ways of operating. Everyone feels safe in Helsinki.

A functional city is based on trust. Safety and a sense of mutual trust and togetherness are a competitive edge for the city. The city is for everyone. The city is built together.

The Most Functional City in the World: Helsinki City Strategy 2017–2021



Principles of participation



**Utilising know-how
and expertise of
individuals and
communities**



**Enabling
self-motivated
civic activity**



**Creating equal
opportunities for
participation**

Helsinki's participation and interaction model forms a city-level operating model that increased the residents', organisations', businesses' and other stakeholders' opportunities to participate in and influence the City's services and decision-making, as well as collaborate to carry out actions and deeds to benefit others.

[Participation and interaction model](#)



The City Strategy
determines the long-term
goals concerning residents'
participation and
influencing opportunities

**The Administrative
Regulations**
determine the residents'
and service users'
participation rights and the
principles of participation

**The participation and
interaction model**
contains the city-level
policies and goals related to
the residents' participation

The Mayor
is responsible for the
realisation of the
municipality residents'
participation and
interaction

**The Participation
Steering Group**
coordinates the participation
work carried out by the divisions
and the City Executive Office

**The Participation and
Interaction Advisory
Board**
supports the develop-
ment of the participation
and interaction model

The Deputy Mayors
are responsible for the
realisation of the municipality
residents' participation
and interaction in their
divisions

The participation plans
describe each division's goals
and key projects concerning
participation

Implementation of the
participation and
interaction model and
distribution of tasks
within the city
organisation.



Knowledge and skills of the citizens

Together a better city

Making use of the expertise and skills of the citizens and communities in developing the City's operations and services and in the preparation of the decision-making.

User involvement

Functional and fair services

User-oriented development of the services and the City with equality at the core.

Local influence

Original areas with communities

Location-based development and joint actions in local structures of collaboration and communications.

Activism and spontaneous forms of action

Our City

The City as a place and enabler of community, influential actions and encounters.

Use of services and customer experience as the builder of participation and interaction

You have come just to the right place

Positive and integrated service culture and interactive communications as a messenger of a positive city experience.

City operations and decision-making

Open and involving Helsinki

The City's diverse channels and methods of participation and influence on the web and face-to-face.



The ten areas of the participation and interaction model



Borough liaisons

regional participation



Business liaisons

regional participation



Participatory budgeting



The divisions' participation work



Volunteer activities



Opening the use of the City's facilities



Open data



Initiatives and feedback



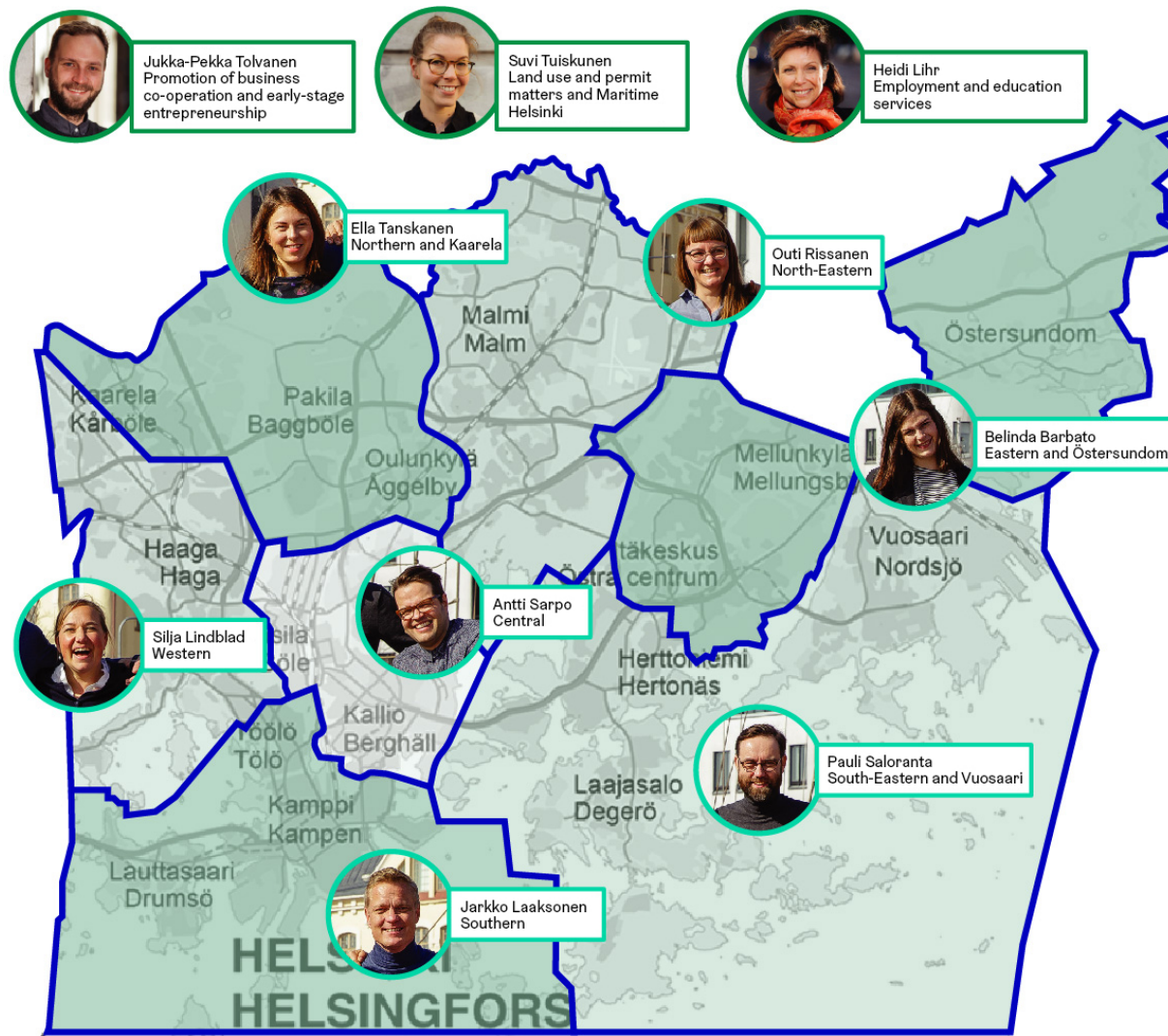
Influencer bodies



Digital participation



Regional participation



OmaStadi - Participatory budgeting





We make the city.

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