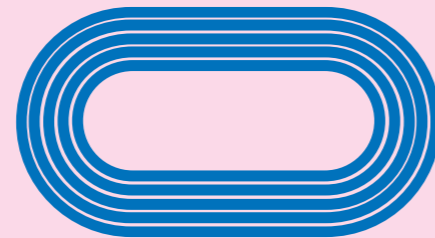


Summary

The Audit Committee is tasked with assessing whether the operational and financial objectives and targets set by the City Council have been achieved in the municipality and local authority corporation and whether the operations have been organised in an effective and appropriate manner. Here are some highlights from the results of the assessments concerning 2020.

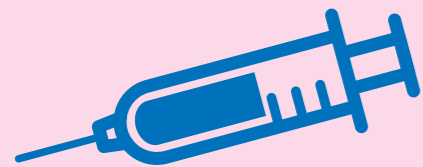
More than half of the objectives were achieved despite the COVID-19 pandemic.

The budget for 2020 contained a total of 36 binding operational objectives and targets approved by the City Council for the City divisions, public enterprises and departments. 56 per cent of all objectives and targets were achieved. Despite the COVID-19 pandemic, the achievement percentage was better than the previous year, when it was 46 per cent.



The costs of the Olympic Stadium modernisation and refurbishment project were exceeded significantly.

The costs of the Olympic Stadium modernisation and refurbishment project were almost EUR 127 million higher than estimated in the project plan. In the future, the Urban Environment Division must ensure that the implementation plans for projects submitted to the City Council for decision are sufficiently advanced and of high enough quality, and that the cost estimate prepared is as reliable as possible.

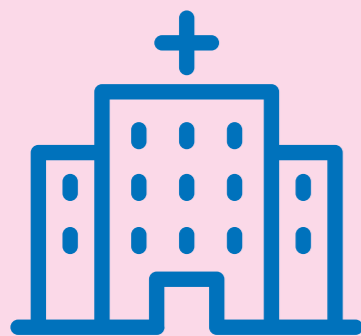


The COVID-19 pandemic makes it difficult to predict trends in the economy.

In 2020, the effects of the COVID-19 pandemic on the City of Helsinki's annual contribution margin remained neutral due to COVID-19 compensation from the state. However, the COVID-19 pandemic will cause a great deal of economic uncertainty in the future. It will affect municipal and corporate tax revenues, as well as expenditures, the growth of which is particularly difficult to predict due to the learning deficit and an increased backlog in treatment and services.

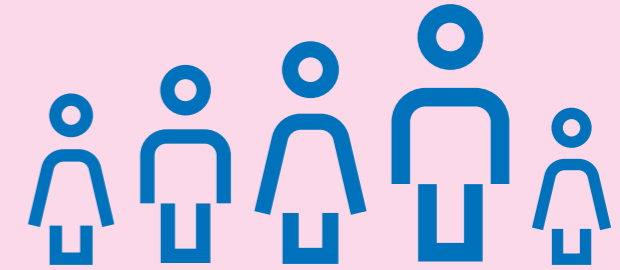
Access to non-urgent care at health stations is not being realised equally between different health stations.

Access to non-urgent care is provided at health stations mainly within the time limits prescribed by law, but not in accordance with Helsinki's own objectives or in an equal manner. In 2017–2020, there have been very large differences in waiting times for non-urgent care between health stations. In 2019, access to care declined significantly at all health stations. In 2020, fewer clients than before sought treatment at health stations due to the COVID-19 pandemic, which may have resulted in patients not receiving the treatment they needed. The biggest reason for the challenges of health stations is the shortage of doctors. The Social Services and Health Care Division must develop the working conditions of doctors in such a way that the workload is perceived as reasonable at all health stations, provide sufficient training opportunities for doctors and ensure that doctors' salaries are competitive.



The COVID-19 pandemic has exacerbated the situation of those in institutional child welfare services.

The COVID-19 pandemic has increased the need for child welfare services. Since the autumn of 2020, serious substance abuse, domestic violence and serious crime have been emphasised among children and young people placed in institutional care. Child Welfare responded to the COVID-19 pandemic in the spring by increasing its number of staff, but there have been problems with the availability of child welfare social work and institutional care staff since the autumn, which makes the implementation of services difficult. Places in institutional care for those in need of special and demanding support are also not available in accordance with demand. The assessment of substance abuse services recommends that substance abuse outpatient clinics increase cooperation with child welfare services in order to provide comprehensive support for the whole family.

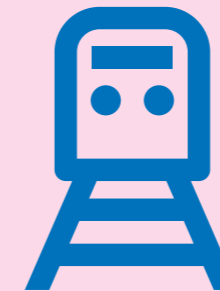


Measures to prevent social exclusion among children and young people require more permanent solutions.

Measures to reduce inequality and prevent social exclusion among children and young people have been implemented in comprehensive schools in accordance with the Mukana programme and the Me school development project. Good experiences have been gained with the measures of the Me school development project, but the challenge is the permanence of the effects achieved by project funding. To ensure continuity, the Education Division must allocate permanent resources to comprehensive schools for work to prevent inequality and social exclusion among children and young people in areas with a higher-than-average level of disadvantage. The assessment of communal pupil welfare in basic education stated that the pupil's right to receive the services of a psychologist or welfare officer within the statutory deadline must be ensured.

The segregation of residential areas has not been halted.

Areal segregation has not decreased, although Helsinki has been able to curb segregation through a long-term housing policy aimed at creating a diverse population and housing structure. In recent years, ethnic segregation has increased most prominently. However, in individual areas, such as Myllypuro, the negative segregation trend has been halted by significant land use measures implemented by the City. Jokeri Light Rail and other rail projects planned will provide a good opportunity for neighbourhood development. The accessibility of the areas improved by the rail projects must be utilised by urban infill and the development of services.



Measures to reduce emissions from the use of buildings have progressed faster than measures to reduce emissions from construction.

The Urban Environment Division and Helsingin kaupungin asunnot Oy have taken numerous measures in accordance with the Carbon-neutral Helsinki 2035 action plan, particularly to reduce emissions from the use of buildings. Measures to reduce emissions from construction have progressed more slowly. Due to the long lifecycle of buildings, it is necessary to speed up these measures in order to meet the emission reduction targets on time. The assessment of the environmental policy objectives related to the City's procurements found that the development of environmental responsibility in the procurements of the divisions, departments and subsidiary communities has started in accordance with the action plan.

