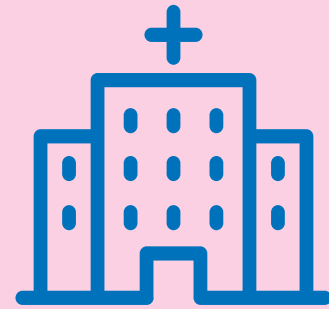


Abstract

It is the duty of the Audit Committee to assess, whether the operations and financial targets set by the City Council have been achieved in the municipality and municipal Group and whether the operations have been organised in a profitable and appropriate manner. Below is a selection of the results of the assessments concerning 2021.

Shortage of labour puts a strain on the home care personnel.

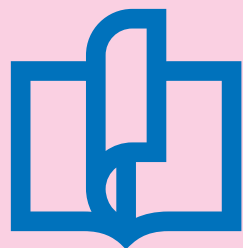
Home care has only achieved some of the targets set in the city strategy and Helsinki's senior citizens programme (Stadin ikäohjelma). For example, the targets set for the occupational well-being of personnel have not been achieved. This is mainly due to the shortage of labour that creates stress for the nurses who are working. The pandemic has also impacted negatively the conditions for achieving the targets. Home care does not fully meet the requirements the Act on care services for the elderly has concerning equality, because those included in the Swedish-language service do not always get service in Swedish. Regional equality is achieved within the meaning of the Act on care services for the elderly, even though there are regional differences between home care units. The audit committee recommended several measures for the purpose of developing home care.



The discharging of elderly patients from emergency care still requires development.

The municipalities and HUS have promoted the objective of managing a larger portion of elderly citizens' emergency cases in institutional care, service housing and home care instead of emergency services. The Audit Committees' joint assessment noted that the practices of Helsinki differ from those of Espoo and Vantaa. The mobile nurse service (Liiho) has only been in use in Helsinki for a short time, and the rate at which it is used is very low when compared to Espoo's mobile hospital LiiSa. In Espoo and Vantaa, a mobile nurse is available 24/7. This is not the case in Helsinki, and Liiho cannot be alerted without a consultation. Unlike its neighbouring cities, Helsinki deems the development of the discharging processes to be the responsibility of HUS. The Audit Committee's opinion is that cooperation with HUS should be increased.

During the pandemic, secondary school pupils' issues have increased. In vocational education, the pandemic decreased the opportunities for on-the-job learning.



The Education Division has taken several measures to remedy the loss of learning affecting secondary school pupils. However, there is no reliable, comparable and concrete data available concerning the loss of learning and the effects of the measures. Based on the school health survey implemented by THL, problems with school and studies have increased in 2021 in comparison to previous years. Loss of learning has now been joined by loss of well-being. The assessments concerning Helsinki Vocational College and Adult Institute noted that the student counselling in vocational education still needs improving. However, according to the survey of the personnel, things such as student counselling, workplace guidance and guidance related to well-being have not been adequately available. During the pandemic, students have not been able to complete learn-on-the-job study periods as normal.

Mental health rehabilitees are subjected to unreasonably long waiting times when waiting for appropriate housing.

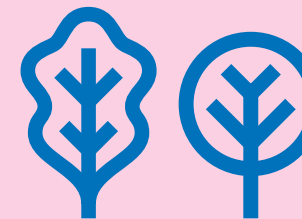
The prioritised groups receive a place in housing services that is suitable for their needs within 1–3 months of the Social Services and Health Care Division deciding on the placement. The prioritised groups are the customers of children welfare and after-care, those in emergency accommodation and the homeless. Patients from HUS hospitals are placed in housing services the fastest since the city has to pay HUS a daily transfer delay fee for waiting times exceeding 14 days. For other groups, the waiting time is 1.5–2 years. The times are only estimates as the waiting times are not compiled into statistics. For people who are on a waiting list but not in HUS hospitals, there is no set target time period during which the person should be able to access housing services. Long waiting times cause both financial and human costs.



The statutory requirement for the number of social workers in relation to the number of customers has been achieved in open child welfare.

Especially after the pandemic, children's and families' issues and need for support have increased. Even though the statutory requirement for the number of employees in child welfare is met, the services have not managed to employ enough social workers in relation to the needs of the families. Open welfare has for a long time had a deficit of ten employees, because several recruitments have resulted in zero applications. The Audit Committee recommended for further development services that take families' needs into consideration in a comprehensive and timely manner.

Biodiversity has increased in the city's forests, even though it has not been the key target for forest management.



The city has systematically conserved and increased biodiversity in the forests and wooded areas. However, the promotion of biodiversity has not been the key target for forest management because the nature management instruction from 2011 is based on pluralism. In addition to biodiversity, nature management pays attention things such as residents' wishes and the values related to the landscape. Since 2017, city strategies have stated that the systematic increasing of biodiversity is the key target for forest management. Therefore, the instruction for nature management should be updated to correspond to the emphasis selected by the City Council. There is not enough indicator data available concerning the impacts of nature management.

The tenant democracy of Heka deviates from the Act on Joint Management of Rental Buildings.

At Heka, residents do not have authority in all the matters required by the Act on Joint Management of Rental Buildings. On the other hand, Heka's tenant democracy has elements not required by the legislation. The activists for residents' rights are unsatisfied with the actual influencing opportunities the residents have. The reform of the Act on Joint Management of Rental Buildings is underway. During the amendment to the legislation, it must be ensured that the tenant democracy rule at Heka and its application in practice are pursuant to the legislation in every aspect.



The pandemic impacted the economy and the realisation of the operations targets.

The city's economy has remained good, thanks to things such as the pandemic subsidies granted by the state, but recovering from the pandemic will continue to create costs. The negative impact of the pandemic can be seen in the achievement of the objectives of the Education Division and the Social Services and Health Care Division.