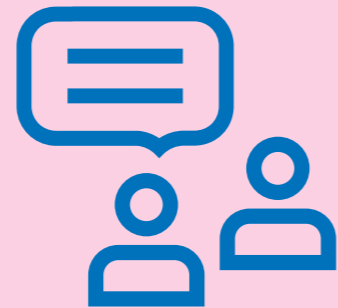


# Summary

The Audit Committee's task is to assess whether the municipality and the municipal group have achieved the operational and financial targets set by the City Council and whether their operations have been organised effectively and appropriately. Below is a selection of results from the 2022 assessments.

## The mental health service chain for young people and adults needs to be improved.

The city has taken many development measures in recent years to facilitate access to early-stage mental health services for young people and adults. However, assessments of secondary school students and adults showed that clients are not getting treatment within the intended timeframe. The staging of care, progression through the treatment chain and responsibilities for care are unclear. In addition, student health services and health stations feel that they must support those with more severe symptoms because there is a waiting list for the Youth Station. For adults, the criteria for admission to the psychiatric outpatient clinic are too strict. The Audit Committee gave recommendations for the staging of care and improving access to it.



## Further measures are needed to strengthen staff attraction and retention.

There is a national shortage of qualified workers in early childhood education and care and the health sector. Based on the assessment, there have been many efforts to address the labour shortage in day-care centres and senior centres, but the problems with staff availability have increased, and employee well-being has deteriorated. In addition to improving management and well-being at work, there is still a need to improve attraction and retention by reviewing the competitiveness of staff benefits, for example.

## Family centre facilities are not conducive to maternity and child health care.

Physically centralised family centres have aimed to improve cooperation between different professional groups, but public health nurses say this is impossible because of the large number of staff and high turnover. Employees also do not have their own offices, and there is a shortage of space. Maternity and child health care services generally meet the needs of families, and the coverage of health examinations at clinics is good. Maternity and child health care clinics can identify special needs, but families do not always receive adequate support quickly enough from other social and health services.

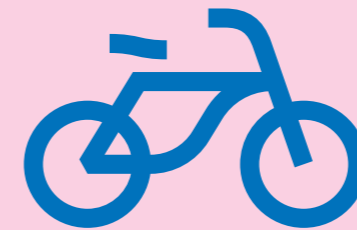


## Informal carers caring for persons under the age of 65 cannot always take their statutory leave because there is a shortage of temporary care places to meet their needs.

Clients under 65 years of age receiving informal care support are a heterogeneous group, and the needs of families vary widely. For example, there is a shortage of Swedish-speaking temporary care facilities and places suitable for people over 18 with severe disabilities.

## The introduction of Sarastia, the human resources and payroll system, failed in several areas.

There were shortcomings in management, operational models, staff competence and system performance. Not enough effort was put into deployment and into change management in particular. Payroll errors have complicated the daily lives of city workers and their families in various ways and have caused the city a loss of reputation and significant additional costs. The responsibility for managing the project should have been clearly assigned to one person, and the change management should have been invested in throughout the organisation.



## The percentage of sustainable forms of transport did not increase in the previous strategy period.

Sustainable transport modes have not been sufficiently promoted in accordance with the City Strategy to increase their share during the 2017–2021 strategy period. While there is strong investment in trams, the target network for bicycle traffic has been slow to develop. Promoting walking is in its initial stages and is operating with limited resources. There are problems in cooperation between the Urban Environment Division and the City Executive Office that make it difficult to promote sustainable transport.

## The city has taken measures for streamlining walking, driving and logistics in the city centre.

However, there have yet to be significant discernible effects from these measures. Efforts have been made to promote the use of the underground service tunnel, but there is insufficient incentive to do so thus far. There are differences of opinion within the city about how to develop the city centre regarding how significant of an impact motorists have on its vitality, for example.

## There have been no major changes in residents' perception of safety.

Helsinki is primarily viewed as a very safe place, but the perception of safety has decreased slightly. There are significant differences in the perception of safety between areas, but they have already remained consistent for several years. Serious criminal offences against persons committed by young people are on the rise. On the other hand, there has been a marked decline in police alerts for disorderly behaviour and vandalism. The safety of children's commutes to school has improved over the long term.

## Land-use planning aims to preserve green areas, but they are also designated for development.

The Urban Environment Division has largely ensured that green spaces are preserved. However, case studies have shown that local detailed plans designate natural areas with endangered habitats or species for housing development. Nonetheless, development has been well justified in the examined cases, and efforts have been made in preparing the plans to investigate and consider the relevant current studies and ecological data for the planned area as far as possible. Land-use planning must reconcile objectives for natural and recreational areas with those for housing production.

