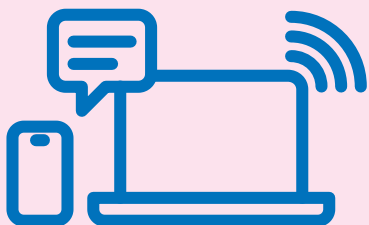


Summary

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 of the results of the 2024 assessments.

Home care clients have smoother access to 24-hour care.

Elderly clients of home care can usually access 24-hour care in a timely manner and in accordance with their needs, but the application process can be long. In some cases, views on how well the client can manage at home differ. The Audit Committee recommends that the skills of the home care staff in identifying and assessing risk factors affecting the wellbeing and health of elderly people be developed.



A data breach in the Education Division highlighted data security weaknesses.

The data breach in the Education Division in the spring of 2024 was exceptional in its scale. The hacker gained access to a large amount of data on Helsinki residents and City staff. The data breach revealed weaknesses in data security controls and ambiguities in the data security responsibilities of different operators. The Audit Committee recommends ensuring clarity in the management of data security and data management, as well as ascertaining the responsibilities between different operators. At the same time, the issues arising from the City's digital development debt need to be addressed.



Daycare centres are accessible, but quiet spaces can be in short supply.

The City of Helsinki's daycare centres can be easily reached on foot or by public transport, and for the most part, they provide a good learning environment. The Audit Committee recommends that a sufficient number of enclosable quiet spaces be reserved at daycare centres. The Committee also recommends that the users of daycare facilities and the families of children be informed in good time of any renovation or alteration work on the facilities.

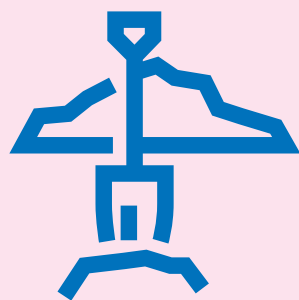


Homelessness has been reduced in Helsinki in a sustainable manner.

The service process for the homeless has been successful in reducing long-term homelessness, and the housing advice service has been successful in reducing evictions. However, supported housing and the City's own rental housing stock only partially meet long-term needs. The outreach work unit has identified shortcomings in substance-free, gender-segregated accommodation and personal hygiene services. The Committee recommends ensuring that housing advice is adequate to meet the growing demand for services and that emergency accommodation services are provided in such a manner that homeless people can safely access them, regardless of gender.

Helsinki is only partially prepared for extreme weather events.

Extreme weather events include increased rainfall and floods, as well as heat waves and high temperatures. The inner city of Helsinki is particularly vulnerable to stormwater floods and heat islands. This is because the densely built inner city is located on a low-lying seafront. Sea water and stormwater floods have started to occur annually. Prolonged heat waves have increased the workload of emergency medical services. The Audit Committee recommends defining the level of preparedness and coordinating preparedness work more extensively. Increasing and maintaining the tree stock and green areas should be systematically taken into account in land use planning and in renovation and new construction to reduce the adverse effects of extreme weather events.

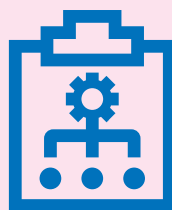


A lot of work is being done to reduce the negative impacts of street worksites, but the City is unable to adequately control worksites.

The Urban Environment Division assesses the traffic impacts of major projects and phases projects to avoid unnecessary overlaps. The Division has issued few bulletins regarding this. Efforts have been made to reduce the duration of street works, e.g. by increasing the charges for street works and targeting them at areas of particular importance to traffic. On small worksites, negligence is more common than in large projects. The vast majority of street and excavation work in Helsinki is carried out by operators other than the City. A key obstacle to reducing the negative impacts of street work sites is the Maintenance Act, which does not give the City sufficient control tools to tackle non-compliance with regulations.

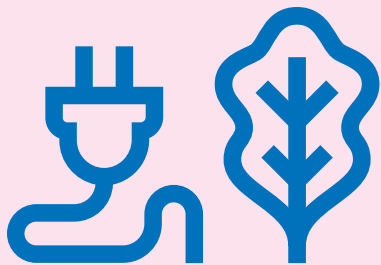
The flow of information and cooperation between basic education and Child Welfare is largely in line with the guidelines.

The cooperation and exchange of information between basic education and the child welfare needs assessment unit is mainly carried out in accordance with the City's guidelines. However, there are many guidelines and they are not clear and consistent in all respects. The Audit Committee recommends that the cooperation guidelines be made easier to find and more readily available at comprehensive schools. Additionally, the Committee recommends that the author of a child welfare service needs assessment be in contact with the notifying party in the Education Division regarding the progress of the assessment.



The City has developed the operating conditions of businesses.

Helsinki has been successful in supporting the strengthening of its business and innovation environments. The Audit Committee recommends that measures be taken to ensure that there are opportunities for different business activities to be located in a way that meets the needs of businesses. The availability of business services has been improved and cooperation with universities in the region has been strengthened. On the other hand, the amount of research, development and innovation funding available for City projects has decreased.



Helen Ltd has mainly promoted the strategic environmental objectives of the City Group.

The Audit Committee recommends that Helen Ltd be steered towards promoting ecologically effective forest management practices in the harvesting of energy wood. Helen is likely to achieve carbon neutrality in accordance with the City Group's environmental objectives in 2030. Additionally, the Committee recommends continuing advocacy work to ensure that legislation enables the implementation of small-scale nuclear power and that the main power grid of Helsinki is sufficient to meet future electricity transmission needs.