



**VAASA
PARTICIPATION
PROGRAMME**

2021-2025



YOU ARE WELCOME TO GET TO KNOW THE CITY OF VAASA'S PARTICIPATION PROGRAMME!



The aim of the programme is to improve participation and the opportunities local residents have to influence their environment, and it's done as a community: for residents, groups, and staff.

The programme is driven by the values, actions, and enablers we have identified for each group together. This is followed by a presentation of concrete objectives and measures as well as the indicators for them.

In 2020 and 2021, we organised a total of 15 workshops or meetings for management teams and the network of interactors for residents, councils, associations, experienced professionals and industries. In addition, the programme work was guided by a steering group run by trustees. Finally, the draft programme was also commented on by residents as a whole.

We thank everyone who took part in the journey. By working together, we bring the programme to life; as actions in happy daily activities in Vaasa.

District Service Manager Suvi Aho



**RESIDENTS'
VAASA -
PARTICIPATION
WORKS IN
RESIDENTS'
DAILY LIVES**



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VALUES

- Perceived everyday life
- Equality
- A city open to all ages and supporting intergenerational activity
- Promoting things that matter personally



ACTIONS

- We communicate in a multi-channelled and multilingual manner
- Our doors are open and we meet residents
- Consideration of diversity and different needs in services



ENABLERS

- Ways of influencing work
- Resident energy

RESIDENTS' VAASA - PARTICIPATION WORKS IN RESIDENTS' DAILY LIVES

GOALS	ACTIONS	INDICATORS
<p>It is easily to find up-to-date information on participation opportunities on the vaasa.fi website and on social media channels, as well as at public customer service points and libraries</p> <p>Resident interaction and the utilisation of the result will be visible</p>	<ul style="list-style-type: none"> • Launch of an inclusion and interaction platform, where residents can find ways to participate in the development of their hometown • A communication plan on factsheets: "How you can make a difference", what is decided and in which authority, i.e. the opportunities to influence are highlighted in advance. • Development of joint communication with residents and communities. 	<ul style="list-style-type: none"> • People reached • Participation platform user volumes and number of cases • Number of newsletters and press articles related to inclusion • Resident Experience: Can I Make a Difference?
<p>Increasing the participatory budget resource by 1 € / inhabitant by 2025</p>	<ul style="list-style-type: none"> • Development of the Participatory budgeting. 	<ul style="list-style-type: none"> • € / resident, proposal per year
<p>The city is being developed together with residents - electronically and physically</p>	<ul style="list-style-type: none"> • Enquiries are organised (Webropol, Maptionnaire, lighter ones, for example in Instagram or Facebook), as well as a printed response option at public service points, libraries and other gathering places for residents / associations. • Organisation and aftercare of resident workshops: sending a thank you and information about the results to the participants. • Social media posts and votes. • Organised Visits for residents in city districts / libraries / places of interest. Associations, county councils, municipal councils included. 	<ul style="list-style-type: none"> • Number of published enquiries • Number of resident events. • Number of respondents and participants.

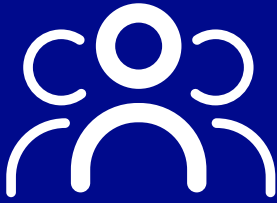
GOALS	ACTIONS	INDICATORS
<p>Feedback is easy to give, it is answered quickly, and the progress of the matter is informed about</p> <p>Municipal initiatives are responded to quickly</p>	<ul style="list-style-type: none"> • Feedback channel operates in three languages and the feedback process is more interactive. • The handling of municipal initiatives will be developed. 	<ul style="list-style-type: none"> • Amount of feedback provided / year • Follow - up reporting
<p>Improving children's empowerment and promoting democracy education</p> <p>Improving youth voter turnout</p>	<ul style="list-style-type: none"> • The Children's Influence Day pilot 2022 will be implemented in cooperation with student unions and Nuva. • The inclusion channels of the City of Vaasa into the contents of social studies for 5th and 9th grades. • Cooperation and testing with democracy with secondary schools and universities as well as their student associations 	<ul style="list-style-type: none"> • Realisation of Children's Influence Day; number of participants & experiences • Number of democracy experiments and number of pupils and students involved.



**A MEANINGFUL
LIFE COMES FROM
INTERACTION -
VAASA IS AN
ASSOCIATION-
FRIENDLY CITY**



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ITIES**



VALUES

- An international city is multilingual and multicultural
- Interactivity and meeting others
- Combining of interests



ACTIONS

- Networked common approach
- Flexible and active partnership
- “Response in an hour”: react quickly and provide interim information on the progress of a case



ENABLERS

- Active organisations and strong corporate sector
- Community energy: representative and direct democracy groups complement each other

A MEANINGFUL LIFE COMES FROM INTERACTION - VAASA IS AN ASSOCIATION-FRIENDLY CITY

GOALS	ACTIONS	INDICATORS
Provide available spaces for associations	<ul style="list-style-type: none">Promote the opening of city facilities through functional and operational culture changes	<ul style="list-style-type: none">Number of free premisesNumber of paid premisesLocation of facilities in different city districts on the mapAccessibility of the premises offered (% of premises)Occupancy rate
Promoting a good life through organisational grants	<ul style="list-style-type: none">Develop the city's support activities in all fields	<ul style="list-style-type: none">Grants applied for and awarded in EUR per year / Fieldsnumber of beneficiaries and applicantsNational comparative information on how many grants are awarded in Vaasa to organisations € / residentSubsidies from group companies / associations owned by the city (e.g. Vaasan sähkö)Feedback from associations on the grant application

GOALS

ACTIONS

INDICATORS

Associations stand out as partners

- Support employee interaction with associations.
 - Contact information for associations easily available / contact lähellä.fi (sinnedit)
 - Information on the key organisational actors in each city district to be distributed
 - Association executives as bridge builders and intermediary organisations to background communities, especially vulnerable groups.
 - Bringing experienced experts to city employees
 - The activities of the association liaison officers created for the industries in 2021 will be developed.
 - An organization guide / handbook will be made, which will describe in practice the ways and goals of the city's association cooperation.
- Number of joint events per year (association bridges and other events)
 - Number / year of associations that have been partners in the industries
 - Number of experienced experts / year
 - Designated liaison officers in the sectors and
 - Joint meetings of association liaison officers / year
 - Publication of the organisation guide, updating by council term of office

Multilingual inclusion support

- Production of plain language and native language material on inclusion in Vaasa, in cooperation with immigrant communities; Information, materials, opportunities to influence the early stages of integration and decision-making.
- Number of material and language versions



THE OPPORTUNITIES
TO BE INFLUENTIAL
ARE IMPROVED -
**A CITY THAT
SUPPORTS
PARTICIPATION
AND SKILLED
EMPLOYEES**



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VALUES

- Developing skills and understanding
- Inspirational and enabling
- Catching the thoughts of residents



ACTIONS

- Cross - sector cooperation
- Inclusion work is supported
- Sharing responsibilities and breaking the hierarchy
- Dialogical development also in the customer interface



ENABLERS

- Multilingual and customer-oriented employees
- Structures and management support to enable resident inclusion

THE OPPORTUNITIES TO BE INFLUENTIAL ARE IMPROVED - A CITY THAT SUPPORTS PARTICIPATION AND SKILLED EMPLOYEES

GOALS	ACTIONS	INDICATORS
<p>City employees feel supported in enabling resident participation, and boldly implement it</p>	<ul style="list-style-type: none"> • Increase support for inclusion work: provide training and workshops on how to participate. • Develop a toolkit for employees about participation in the intranet with support material for participatory work. 	<ul style="list-style-type: none"> • Number of employees involved in training and workshops, feedback from employees. • An participation toolkit has been published on the intranet.
<p>The accessibility of inclusion activities will be considered</p> <p>Enabling residents to operate on their own</p>	<ul style="list-style-type: none"> • Opportunities for people from different linguistic and cultural backgrounds to participate in, for example, residents' events in their own mother tongue. -> Linguistic accessibility. • More agile means are also being developed; a lower threshold for resident-city cooperation than the council initiative • Barrier free digital and accessible content and piloting plain language communication. • Also consider online; physical meetings as well as feedback boxes and surveys in libraries and other meeting places. 	<ul style="list-style-type: none"> • Applicable parts of the accessibility report • Number of pilots for multilingual and plain language inclusion activities.

GOALS	ACTIONS	INDICATORS
Visibility of municipal councils and district councils	<ul style="list-style-type: none"> • Statements are requested more often. • City planners and experts attend meetings more often. • Strengthen the interaction with one's own background community: thematic events, gathering of opinions and round table discussions, social media interaction and, for example, highlighting an agenda summary. • Openings for research and good practice, visits. • Meetings of chairpersons and the planners of the municipal & county councils. 	<ul style="list-style-type: none"> • Meetings / requests for opinions / matters / year
Raising the voices of quiet populations and positive special treatment	<ul style="list-style-type: none"> • Utilise basic services in inclusion activities, such as integration and employment services. • Utilise trained experienced professionals 	<ul style="list-style-type: none"> • Number of experienced experts / year
The effectiveness of resident participation and inclusion is measured in Vaasa with relevant indicators that produce national (and international) comparative data	<ul style="list-style-type: none"> • Vaasa participates in the Association of Finnish Local and Regional Authorities' (e.g. Arttu2) inclusion survey. • Participation is measured in Vaasa, for example, by the SDG indicators of social sustainable development and democracy, and / or the THL Inclusion Indicator will be used. 	<ul style="list-style-type: none"> • The indicators above are used in Vaasa and their results are utilised in the planning of operations.
Business cooperation in support of participation	<ul style="list-style-type: none"> • Cooperation with employers and business organisations. Multicultural factors are highlighted. 	

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