



Helsinki of Human Rights

**Action Plan for Non-Discrimination
in the City of Helsinki's Services
and Activities 2020–2021**

Helsinki

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in the City of Helsinki's Services
and Activities 2020–2021**

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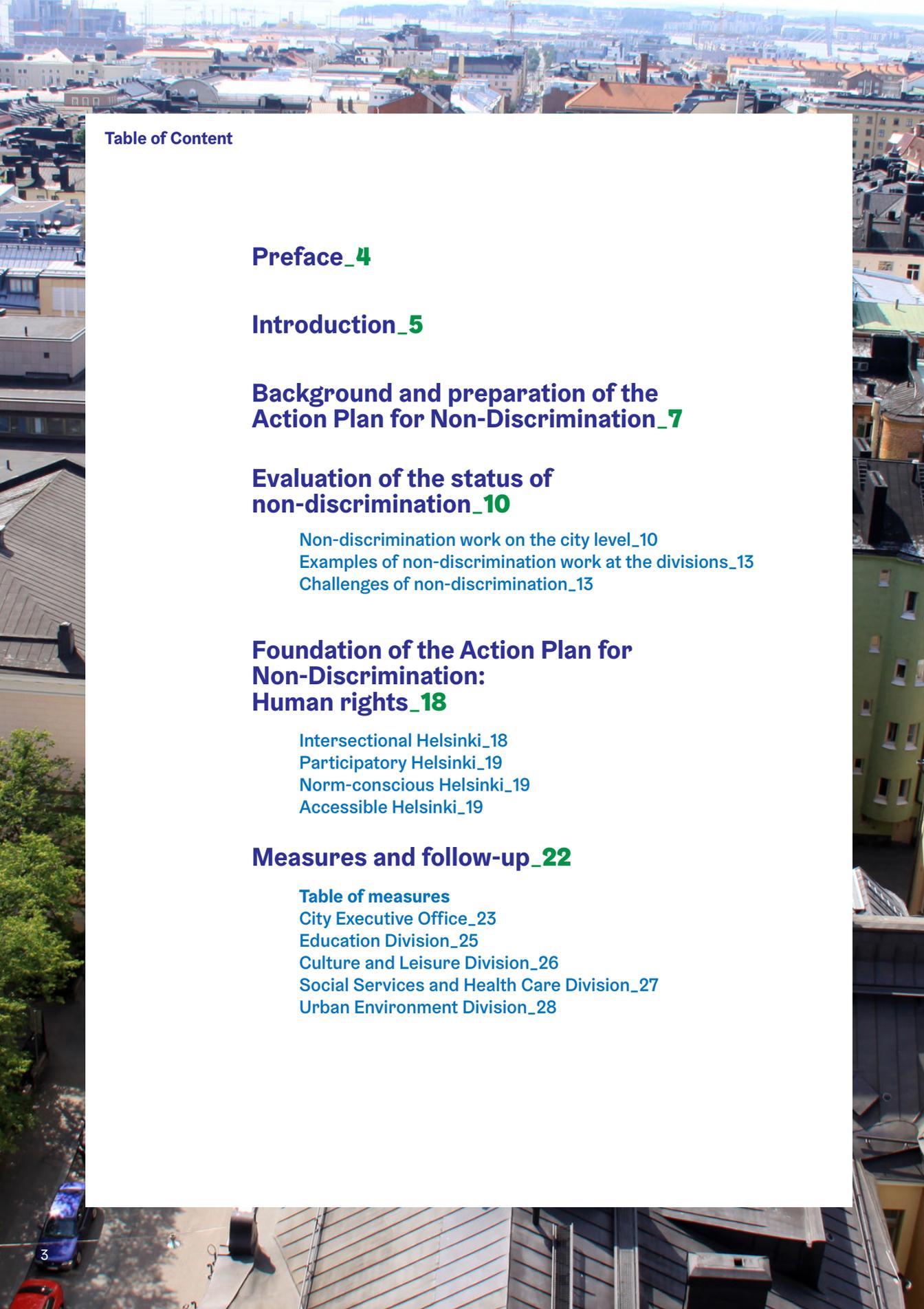


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Preface

Helsinki is a humane, gentle and brave city full of different and vibrant stories. Sign language speaker Safira, who always stops by the central library Oodi after work. An 85-year-old great grandfather, who moved next to the Malmi airport from a small town called Kitee as a young man. The CEO of a local enterprise, who visits the Finnish language café at the Viikki library. Johannes, who starts first grade in the autumn and whose favourite place in the whole world is the Mellunmäki metro station, because he loves metro trains and the terminal point is somehow different from the other stations. A Hindu man, who kisses his partner at the shore of Töölönlahti and who feels that he is the happiest person on earth. An undocumented migrant, who

worries about getting access to health care. A Swedish-speaker from Pihlajamäki. A Sámi, who uses a wheelchair. All different, all residents of Helsinki.

The city has hundreds of thousands of exceptional stories, which all are a part of Helsinki's identity. This plan is for all residents of Helsinki, but especially for those whose stories have not yet been recognised due to discrimination, harassment and prejudice. Each story is valuable for the future of Helsinki. The right to the city belongs to everyone.

Today, we build a Helsinki of human rights, where the stories of all Helsinki residents are read.



Introduction

Helsinki of Human Rights is the Action Plan for Non-Discrimination in the city services for the years 2020–2021. The objective of the plan is to build the most functional city in the world from the perspective of fairness, non-discrimination and human rights.

The dream is a Helsinki, where no city resident or service user is treated inappropriately, discriminated or harassed because of their age, gender, gender identity, gender expression, origin, nationality, sexual orientation, disability, state of health, political opinion, religion, conviction, political activities, trade union activities or some other characteristic or attribute.

In spring 2019, several tools and participatory practices were used to collect material for an evaluation of the state of non-discrimination in the city services. An objective for the process was to reach as diverse a crowd as possible, for example, by means of a municipal survey and interest group meetings. The city's internal human rights network arranged workshops for the employees in the different phases of the process. This way, the employees with an interest in human rights, from teachers to cultural producers, were able to influence the contents and ambitions of the plan.

Human rights strengthen the people's feeling that the city truly looks like its residents and that the city belongs to everyone.

With this new action plan, human rights will be the foundation for the non-discrimination work in the city services. Human rights strengthen the people's feeling that the city truly looks like its residents and that the city belongs to everyone. Human rights will be anchored in the city's structures and operational culture by means of four essential principles: intersectionality, participation, norm awareness and accessibility. In the preparation of the plan, these principles have been identified as the essential tools in the promotion of human rights in the city services.

By means of the plan, the city works actively to deconstruct discriminatory and unequal structures and attitudes, due to which some of the city residents experience discrimination. The preparation of the proposals for action in the City of Helsinki's Action Plan for Non-Discrimination 2020-2021 has been based on the aforementioned human rights principles. The actions support the systematic and sustainable development of non-discrimination in the services of the city of Helsinki. The right to the city is a basic right of all Helsinki residents, which the city of Helsinki wants to secure.

The material to evaluate the non-discrimination in the services were collected in the spring and summer of 2019.

Background and preparation of the action plan for non-discrimination

The City Board approved on 3 April 2017 (Section 339) the first Action Plan for Non-Discrimination in services. At the end of 2018, the Non-Discrimination Commission, which consists of representatives of political parties, recommended that the Action Plan for Non-Discrimination should be renewed. The planning of the new Action Plan for Non-Discrimination started in the beginning of 2019 at the Helsinki City Executive Office's participation and citizen information unit. The preparation of the plan was based on the grounds of discrimination in the non-discrimination act, but it also incorporated the discrimination grounds laid out in the law for gender equality, namely gender, gender identity and gender expression.

The material to evaluate the non-discrimination in the services were collected in the spring and summer of 2019. The following tools were used for the evaluation:



Municipal survey.

Municipal survey for was the public was created on the issue of non-discrimination and gender equality in services in spring. The survey was open on the Internet from 6 February to 31 March 2019. The survey was created together with the members of the former network for equality and non-discrimination contact persons (the current human rights network). The Non-Discrimination Commission and experts at the divisions did also participate in the creation and planning of the survey. There were 527 answers in total. The municipal survey was available in Finnish, Swedish and English.



Hearings for interest groups.

The city of Helsinki and the Non-Discrimination Commission jointly organised two hearings for interest groups, where the current state of non-discrimination in the city services was discussed. 31 different groups participated in the interest group hearings. In addition to the hearings, 13 groups sent a written statement on the state of non-discrimination in the city services.

In September 2019, an event where it was possible to comment on the first draft was arranged for the members of the human rights network. The plan was edited according to the feedback received at the event. The plan was also worked on together with experts from the divisions.



Meetings between the division management and the Non-Discrimination Commission

The Non-Discrimination Commission met with the City Manager and the managements of all divisions. The new Action Plan for Non-Discrimination was discussed at the meeting.



Workshops for employees.

The human rights network arranged four workshops for the employees of the city. Three of the workshops were tailored for employees of the separate divisions (Social Services and Health Care Division, Culture and Leisure Division and Education Division) and one was open for all employees.



Non-Discrimination Ombudsman's statistics.

Statistics about cases where the City of Helsinki has been the target of a complaint were requested from the office of the Non-Discrimination Ombudsman. The office provided statistics for the years 2016, 2017 and 2018.

The preparation of the plan was based on the grounds of discrimination in the non-discrimination act, but it also incorporated the discrimination grounds laid out in the law for gender equality, namely gender, gender identity and gender expression.



The actions support the systematic and sustainable development of non-discrimination in the services of the city of Helsinki.

Evaluation of non-discrimination in services

The goal of Helsinki's City Strategy is to build the most functional city in the world. The strategy includes a policy definition, according to which non-discrimination is a fundamental element of the functionality. In the realisation of the strategic objectives, the city has the gender equality plan for the personnel, the non-discrimination plan for the personnel, the gender equality plan for the services and the non-discrimination plan for the services at its disposal. This plan refers to non-discrimination in the services.

The City of Helsinki has other strategic programmes on the city level that aim to promote non-discrimination and gender equality:



Helsinki – a City for Everyone. Helsinki's Integration Programme 2017–2021



Reducing social inequalities and the youth social exclusion challenge – Mukana programme



Health and well-being for everyone – The Welfare Plan of the City of Helsinki 2019–2021

The city has also formulated accessibility guidelines, which are treated as general guidelines in the accessibility work for the entire city and all of its divisions and city companies.

Non-discrimination work on the city level

The city's objective is that the gender equality and non-discrimination work in the city services is co-ordinated, systematic and sustainable. The non-discrimination in services is co-ordinated by the participation and citizen information unit at the city executive office. The task of the unit's advisor on non-discrimination is to develop the non-discrimination in the services of the entire city. The advisor on non-discrimination works in close co-operation with the unit's gender equality advisor, who is in charge of the gender equality in services. The disability ombudsman (official title: Disability Ombudsman) and the secretary of the Elderly Citizens' Council work at the same unit

The city executive office's Human Resources promotes the non-discrimination and gender equality of the personnel. Some of the divisions have their own specialists, whose task is to promote non-discrimination and gender equality in the services.

The accessibility is ensured by the Accessibility Representative, who monitors the advancements in the accessibility work on the city level and arranges trainings on accessibility. The city's accessibility working group monitors that the city of Helsinki's accessibility guidelines are



The goal of Helsinki's City Strategy is to build the most functional city in the world.

To promote non-discrimination and gender equality, the city founded the human rights network in spring 2019, which replaced the earlier network for gender equality and non-discrimination contact persons. The network consists of almost 200 city employees, from traffic wardens to environmental engineers and from communications officers to practical nurses.



complied with. Helsinki has also been a pioneer in collecting accessibility information of its own premises and compiling that information into the service map palvelukartta.hel.fi.

The Web Accessibility Directive includes a definition of the minimum accessibility of web services. With this in mind, the city has prepared an accessibility manual for its employees. The accessibility working group was established in autumn 2019. The goal of the working group is to ensure that the developers of Helsinki's digital services have the best possible prerequisites to make their own services accessible ahead of the deadline.

In autumn 2017, the Helsinki City Board appointed the Non-Discrimination Commission, which consists of political representatives. The committee monitors the progress of non-discrimination in the City of Helsinki's services and gives statements to the city board and the management of the divisions.

The city also has other political bodies, whose tasks include safeguarding human rights and the rights of population groups in a vulnerable position. Such bodies are the Gender Equality Commission, the Bilingualism commission and three participatory bodies: The Elderly Citizens' Council, The Council on Disability and The Youth Council.

To promote non-discrimination and gender equality, the city founded the human rights network in spring 2019, which replaced the earlier network for gender equality and non-discrimination contact persons. The network consists of almost 200 city employees, from traffic wardens to environmental engineers and from communications officers to practical nurses. The purpose of network is to discuss different ways to promote human rights and engage the employees in developing services that are equally accessible for everyone.

Examples of non-discrimination work at the divisions

The culture and leisure division has prepared its own non-discrimination plan, which the culture and leisure committee approved at the end of 2018. The division co-ordinates and supports Helsinki's youth work, which strengthens young people's involvement and influencing work.

The social and health care division has

teams, which focus, among other things, on human trafficking and on disability issues. The family services have instructors who focus specifically on supporting Roma families in social services. The division classifies the feedback that it receives in gender equality and non-discrimination categories.

At the beginning of 2019, the education division published a new development plan for education among immigrants. The objective of the plan is to promote the studying of young immigrants and prevent racism. In the academic year 2019–2020, the education division offers native language courses in 45 different languages, including sign language.

The city-level accessibility work is co-ordinated at the urban environment division. The division listens to clients, for example, in the different phases of urban planning to build a Helsinki for everyone.

Challenges of non-discrimination

The current state of non-discrimination was evaluated by means of a municipal survey, hearings, management meetings, workshops of the human rights network and statistics provided by the non-discrimination ombudsman. This part includes short mentions of the most essential challenges, in pursuance of the reasons for non-discrimination in the Non-Discrimination Act. The materials, which the highlights are based on, can be found in the website www.hel.fi/kanslia/yhdenvertainenhelsinki.



Age

- The economic inequality of the elderly, the price of public transport, loneliness and reduced services near the homes raise concern
- Elderly persons with immigrant backgrounds and those belonging to sexual and gender minorities are in a particularly vulnerable position in the services for the elderly
- Digital inequality and inclusion concerns the elderly in particular
- The experiences of young people who belong to different minorities may be called into question in service situations



Origin and nationality

- Many have personal experience from discrimination, harassment and inappropriate treatment
- Racism is often manifested as prejudices and unconscious bias
- Immigrant women have little opportunities to participate in the decision-making and to find employment
- According to the Non-Discrimination Ombudsman's statistics, origin is one of the most common grounds for the complaints against Helsinki



Language

- Receiving services in Swedish is difficult
- The Swedish language skills of the personnel are deemed to be weak
- Centralising the services in Swedish does not advance non-discrimination
- People using sign language may not have access to the interpretation services they need



Religion and convictions

- Muslims find it difficult to get the services they need, for example, Muslim women and girls who dress modestly do not have enough sports alternatives
- Muslims face prejudices and bias in the services provided by the city
- Religious events at schools are deemed to be challenging



Opinion, political activities and trade unionism

- No discrimination has been highlighted in connection to these topics



Family relations

- Diverse families face challenges in service situations
- The situation of children living with both parents on alternate weeks raises special concerns



Health status and disability

- The rights of the disabled must be ensured in all of the city of Helsinki's operations and not just in the social and health care division's services
- The defragmentation of the services for the disabled causes challenges
- Accessibility is not acknowledged sufficiently in the development of the services
- People suffering from mental health issues do not always receive non-discriminatory services
- According to the non-Discrimination Ombudsman's statistics, disability is one of the most common grounds for the complaints against Helsinki



Sexual orientation

- People's sexual orientation is assumed in different service situations
- Teachers do not possess the skills or the tools to connect up with rainbow youth



Other person-related cause

- Undocumented immigrants are seldom aware of their rights and the services that the city offers
- Undocumented immigrants may be scared to use services due to lack of trust
- Financial inequality puts the city residents in an unequal position
- Regional inequality is an essential challenge for non-discrimination

Intersectionality, participation, norm awareness and accessibility are guiding principles, through which the safeguarding of human rights in the city is ensured. The plan develops long-term, systematic and innovative non-discrimination work in the city.



The Helsinki of Human Rights

norm awareness

accessibility

Helsinki

human rights

intersectionality

participation

For the city's non-discrimination work, the right to non-discrimination is an essential human right

Foundation of the action plan for non-discrimination human rights

Human rights are at the core of the city's Action Plan for Non-Discrimination. The primary objective of the city's non-discrimination work is to secure the human rights Helsinki residents who are marginalised and in vulnerable positions. Intersectionality, participation, norm awareness and accessibility are guiding principles, through which the safeguarding of human rights in the city is ensured. The plan develops long-term, systematic and innovative non-discrimination work in the city.

Human rights are basic liberties and rights that belong to everyone, and which guarantee a life worthy of human dignity to every person. Human rights refer to a multitude of rights: citizen rights, political rights, economic rights, social rights and educational rights. Human rights are based on different kinds of international human rights agreements, in addition to the Constitution of Finland, which guarantees fundamental rights for all. According to Section 22 in the Constitution of Finland, the public authorities shall guarantee the observance of basic rights and liberties and human rights.

The City of Helsinki's services are putting human rights into practice in different forms. For example, the city schools support the right to education, the health stations promote the right to health and the electronic participation channels ensure the right to participate in the decision-making. Even though the city offers different kinds of services to secure the human rights, part of the population still experiences discrimination. For the city's non-discrimination work, the right to non-discrimination is an essential human right.

Bringing human rights to the core of the non-discrimination work in the services provides both the city employees and the city residents with tools for dismantling inequality and injustice. The residents must be aware of their own rights, so that they possess the knowl-

edge to demand services that they are entitled to. Bringing human rights closer to the everyday lives of the city residents and city employees builds a fair and non-discriminatory Helsinki.

The resolutions (24/2, 27/4, 33/8 and 39/7) of The United Nations Human Rights Council are concerned especially with the local government's role in securing human rights. The resolutions acknowledge the role of the local governments in promoting human rights and encourage cities to work actively in the field of human rights. The City of Helsinki's Action Plan for Non-Discrimination is a way of putting the recommendations of the human rights council into practice.

Human rights are also part of social sustainability, which is one of the fundamental pillars of sustainable development. Other dimensions of sustainable development are financial and ecological sustainability. Social sustainability emphasises social perspectives, such as non-discrimination and fairness. Putting human rights to the core of the non-discrimination work builds a socially sustainable city, where the goals of sustainable development change from agenda to acts.

Intersectional Helsinki

Intersectionality means that life and experiences of the individual are affected by different characteristics such as age, ethnic background, disability and sexual orientation simultaneously. Intersectionality can be interpreted as crossing differences or crossing inequality. It is a tool used for sketching out the cumulative effects of different forms of discrimination in a person.

Intersectionality does not focus solely on one factor or form of discrimination separated from other factors. In practice, this means, for example, that gender equality cannot be promoted comprehensively without recognising discrimination of the disabled and/or sexual

minorities. A woman who is otherwise disabled and/or belongs to a sexual minority may be left in a weaker position than a non-disabled and/or heterosexual woman, because their experiences of discrimination are affected by other factors than gender as well.

From this perspective, separating the gender equality and discrimination grounds mentioned in the Non-Discrimination Act is challenging, as often many forms of discrimination cross each other. Up until now, the city has prepared separate non-discrimination and gender equality plans for the services, but this practice ought to be reconsidered in the future.

Participatory Helsinki

The right to the city means, above all, being involved and the possibility to make one's voice heard in matter important to oneself. All city residents must have the opportunity to influence the development and decision-making of the city. Helsinki of human rights cannot be built without involvement, where every city resident becomes seen, heard and met as they are.

The City of Helsinki's participation and interaction model is an important foundation for the realisation of the human rights of the Helsinki residents. Involvement does not only mean that the city offers different kinds of opportunities to share one's own opinions. Instead, the experience that the person has been truly heard and that they have, with their own efforts, been able to affect the city's services, is an indicator of how successful the involvement has been.

Norm aware Helsinki

Norm awareness helps with the acknowledging of diversity and with meeting people from different backgrounds than yours. In this specific context, norms refer to people's assumptions of how people are and how they should be. The predominant norms reflect the worldview of the majority, which is why different minorities are invisible, for example, in services or are treated differently.

An example of a predominant norm of Finnishness is that Finns are white. Hence, in a customer service situation, a brown person may initially be spoken to in English, as it is thought to be friendly and improve the customer experience. However, the assumption is based on

the social and cultural perception that a brown person does not know how to speak Finnish, and that they are not Finnish. Thus, the conversation with them should be started in English. Such a customer experience may seem unfair to a brown person who knows Finnish. Due to the predominant Finnishness norm, the person gets service in English.

The predominant norms are based on stereotypes, assumptions and prejudice, which maintain unequal structures in society. It puts a person who deviates from the majority population in an unequal position. The norm-awareness approach makes norms visible in different services and it makes it possible to evaluate the effect of the norms on the service experience. When the norm awareness of the personnel grows, the employees are able to challenge their own prejudices and assumptions. Norm awareness is also known as a norm-critical approach.

Accessible Helsinki

Accessibility means social, physical, financial and digital accessibility. Social accessibility refers especially to the attitudes by which a safer and more open atmosphere is created in the services. Physical accessibility refers to a built environment, which is aurally and visually easy to perceive. It aims to remove the obstacles to movement and action and to acknowledge factors affecting a sensory disorder.

Financial accessibility means that the person's financial situation does not affect their possibilities to use services. Digital accessibility refers especially to the digital services and that websites and mobile applications are available to all. Every dimension of accessibility must be paid attention to in the city of Helsinki's non-discrimination work.

The city of Helsinki is continuously developed in a direction which does not separate people based on their functional ability. Accessibility does not only advance the human rights of the disabled and elderly, but it belongs to everyone and strengthens the well-being of every person in society. In the Helsinki of human rights, accessibility fortifies the human agency, furthers the fluidity of movement, develops the accessibility of the services and enables independent, self-directed actions.



**Accessibility means
social, physical,
financial and digital
accessibility.**

The Helsinki of Human Rights – Action Plan for Non-Discrimination includes 32 concrete measures for furthering non-discrimination in the services

Measures and follow-up

The Helsinki of Human Rights – Action Plan for Non-Discrimination includes 32 concrete measures for furthering non-discrimination in the services of the city of Helsinki. The plan period is 2020–2021, until the end of the council term, 31 May 2021. The measures have been dimensioned so that they are realisable during the plan period.

A new functional non-discrimination plan for the entire 2021–2025 council term will be approved in 2021. The material that has been collected for advancing non-discrimination comprehensively and intersectionally in all city operations and broadly in different services will be utilised in the preparation of the next plan.

The nature of the City’s human rights network makes it unsuitable for acting as the executive force of the plan, as its primary objective is to develop the personal knowledge of its participants. Moreover, the network has almost 200 members and, as the number is constantly growing, the composition of the network varies between each meeting. The job descriptions of the members of the network may also not be directly related to the promotion of human rights.

Due to this, the City Manager appoints a steering group to direct and follow-up the implementation of the plan. In addition to the Action Plan for Non-Discrimination, the group follows up the realisation of the equality plan. The steering group deals with non-discrimination and gender equality themes related to the personnel as well.

The steering group and the City of Helsinki’s Non-Discrimination Commission monitor the implementation of the plan. A report on the implementation of the plan will be prepared for the City Board before the end of the council term.

City Executive Office

Measure	Follow-up	Schedule	Responsibility
The human rights impact of the city's procurements is studied.	A report on the human rights impact of the city's procurements has been done; the report includes further actions for improving the procurements from a human rights perspective.	2020	City Executive Office » Economy and Planning » Procurement and Tenders
The non-discrimination work in the services of the city is enhanced by updating the Non-Discriminating Helsinki website to the Helsinki of Human Rights website at ihmisoikeudet.helsinki.	The updated website has been published; statistics on the number of visitors and texts published.	2020	City Executive Office » Communications » Participation and Citizen Information
The possibility of joining the international Rainbow Cities and Human Rights Cities networks is investigated.	The City joins the networks.	2020	City Executive Office » Communications » Participation and Citizen Information City Executive Office » Economic Development » International Affairs
The City of Helsinki's material bank is expanded by adding norm-conscious photographs of different city residents.	During 2020, 50 photographs of different Helsinki residents in their own everyday lives have been added to the material bank.	2020	City Executive Office » Communications » Participation and Citizen Information
The possibility to study the language climate in Helsinki in connection to the national language barometer is explored.	Initiating co-operation with the Ministry of Justice in drawing up the language barometer.	2020	City Executive Office » Economy and Planning » Urban Research and Statistics
In the development of the participatory budgeting, special attention is paid to the improvement of the participation opportunities for population groups in a vulnerable position.	A plan for reaching out to population groups in a vulnerable position is prepared in the participatory budgeting.	2020	City Executive Office » Communications » Participation and Citizen Information
The developers of the digital services make better use of, for example, the expertise of organisations for the elderly and for the disabled, and carry out user tests in digital services under construction with representatives from these and other population groups.	Selected digital services are evaluated in Helsinki's Elderly Citizens' Council and Council on Disability.	2020	City Executive Office » Communications
Instructions on norm-conscious communications are prepared.	The instructions have been prepared and adopted.	2020	City Executive Office » Communications

City Executive Office

Measure	Follow-up	Schedule	Responsibility
Guides for the creation of a human rights plan are prepared (including equality and non-discrimination).	Guides for the creation of a plan have been made and adopted; pilot project in place for the operations of a human rights accelerator.	2020–2021	City Executive Office » Communications » Participation and Citizen Information
A human rights training (collection of web material and separate training programme) is created.	The training has been created and introduced; the number of participants is checked; feedback and evaluation of the trainings.	2020–2021	City Executive Office » Communications » Participation and Citizen Information
Annual hearing connected to human rights is arranged.	The event has been arranged; the hearing is developed based on an evaluation of the feedback.	2020–2021	City Executive Office » Communications » Participation and Citizen Information
The contents in Swedish are developed with user-orientation in the Hel.fi communications portal.	Continuous measuring of the customer experience and analytics monitoring is carried out on the pages in Swedish and the contents are developed based on these.	2020–2021	City Executive Office » Communications » Content Production
Swedish-language skills of the personnel is improved.	A Swedish discussion group is arranged at the City Executive Office and the number of participants is monitored.	2020–2021	City Executive Office » Human Resources
A tool for evaluating the non-discrimination impact is developed to support the preparation and decision-making.	The tool for the evaluation of the non-discrimination impact has been created and introduced; a survey will be made to the rapporteurs, for evaluating how they have used the tool in their own work.	2021	City Executive Office » Communications » Participation and Citizen Information
A process for complaint concerning non-discrimination is created and an appropriate channel for the complaints is explored.	The process has been created for the processing of complaints.	2021	City Executive Office » Communications » Participation and Citizen Information
A communications campaign on the multiform Helsinki and Helsinki identity is planned and carried out.	Goals are set for the visibility and impact of the campaign in the planning phase; a report of the implementation of the campaign is prepared.	2021	City Executive Office » Communications » Participation and Citizen Information

Education Division

Measure	Follow-up	Schedule	Responsibility
The teachers' awareness of Sámi people and Romani people is increased by communications about material on the topic through e-mail and on the intranet ahead of the respective national days	A survey is carried out to establish how many educational institutes and day-care centres discuss the Sámi and Romani cultures.	2020	Education Division » Administration and Support Services » Development Services and Communications Services
A training for teachers about sexuality and gender pluralism will be arranged to increase the LGBTQ sensitivity.	The training has been arranged and it will be developed according to the feedback.	2020	Education Division » Administration and Support Services » Development Services
A team for equality and non-discrimination is founded to the expert teacher network.	A team has been founded and its impact is being evaluated based on the feedback.	2020	Education Division » Administration and Support Services » Development Services
A basic course on human rights is offered to the general course range at upper secondary schools in Helsinki.	The course is on offer during the 2021–2022 academic year; the number of participants will be monitored.	2021	Education Division » Administration and Support Services » Service Entity for Upper Secondary Education, Vocational Education and Liberal Adult Education and the Service Entity for Services in Swedish

Culture and Leisure Division

Measure	Follow-up	Schedule	Responsibility
A report is made on the possibility to introduce Kaikukortti, whose objective is to improve the possibilities for people in financial distress to participate in cultural life and engage in the creation of arts.	The report has been made.	2020	Culture and Leisure Division » Culture » General Culture Services
The sports services and its facilities are developed to be more accessible, regardless of the customer's cultural background and functional ability.	The number of sports facilities and services that have been through the review and development process.	2020	Culture and Leisure Division » Sports » Sports Activation » Promotion of Sports Unit
Service-specific principles for safer space are developed in the Culture and Leisure Division.	Principles of safer space have been introduced at least at one cultural centre and one sports service.	2020–2021	Culture and Leisure Division » Administration and Support Services » Development Services » Development Unit Culture and Leisure Division » Sports Services Culture and Leisure Division » Culture » General Culture Services
The collaboration and development needs in Swedish service operations are defined.	The collaboration and development needs in Swedish service operations have been established.	2021	Culture and Leisure Division » Administration and Support Services » Development Services » Development Unit

Social Services and Health Care Division

Measure	Follow-up	Schedule	Responsibility
Improving the availability of Swedish-speaking labour and strengthening the language skills of the personnel.	Marketing Swedish-language jobs and the number of participants in trainings connected to the Swedish language or services in Swedish.	2020	Social Services and Health Care Division » Administration » Personnel and Development Services
Strengthening the customer communications in Swedish.	Amount of contents produced annually.	2020–2021	Social Services and Health Care Division » Administration » Communications Services
The availability and quality of interpretation services is outlined and the skills in the use of interpretation services are developed.	The personnel's experiences of the use of interpretation services are surveyed in the beginning of 2020 and at the end of 2021.	2020–2021	Social Services and Health Care Division » Administration » Communications Services » Participation and Interaction
Norm-conscious sexual health knowledge is increased among the personnel.	A training is arranged for the sexual health nurses; the needs of sexual health nurses are surveyed.	2021	Social Services and Health Care Division » Administration » Communications Services » Participation and Interaction

Urban Environment Division

Measure	Follow-up	Schedule	Responsibility
Making the customer service points accessible in all divisions.	Making use of the report on accessibility repairs from the service map; coordination and initiation of accessibility repairs in all divisions.	2020–2021	Urban Environment Divisions » Administration and Support Services » Development Services » Development of the Operations In collaboration between representatives from all division Accessibility working group
A report on how the human rights perspective is included in the operations of the Urban Environment Division is conducted.	Possible further actions in the services of the Urban Environment Division are taken based on the report.	2020–2021	The Urban Environment Division, a separate expert group is appointed to prepare the report
The participation of people with immigrant backgrounds in the development of their own living environment in Helsinki.	The number of Helsinki foreign-language residents participating at local resident events.	2020–2021	Urban Environment Division » Administration and Support Services » Communications services
Housing construction for people with intellectual and developmental disabilities.	Special housing, people with intellectual and developmental disabilities, number of started housing units (Facta starts).	2020–2021	Urban Environment Division » Buildings and Public Areas » Housing Production



Human rights are at the core of the city's Action Plan for Non-Discrimination. The primary objective of the city's non-discrimination work is to secure the human rights Helsinki residents who are marginalised and in vulnerable positions.