

THE CITY OF VANTAA'S PLAN FOR PROMOTING EQUALITY AND NON-DISCRIMINATION IN SERVICES 2006-2008

This is the City of Vantaa's plan for promoting non-discrimination and equality in service provision. The plan presents the measures and operations by the City of Vantaa during 2006 - 2008 for ensuring equal opportunities for everybody, regardless of gender, age, ethnic background, language, nationality, disability, sexual orientation, religion or conviction. This plan - together with the personnel's equality plan as well as the workbook supporting the implementation of the plans - directs the city's sectors in finding a non-discriminatory and equal operating method, typical to each sector.

1. Purpose and contents of the plan

Promoting non-discrimination constitutes part of the City of Vantaa's course of action. The city's values - openness, creativity, fairness and efficiency - form the starting points of the city's welfare policy. In order for these values to be realised, diversity both in the work communities and the clientele must be appreciated.

The City of Vantaa's plan for promoting equality and non-discrimination in services 2006 - 2008 together with the ***Workbook on Equality and Non-Discrimination*** fulfil the authorities' planning obligation, required by the Non-Discrimination Act. In addition to the potential grounds for discrimination - age, ethnic origin, nationality, sexual orientation, disability, religion and conviction - mentioned in the Non-Discrimination Act, the plan also takes gender equality into account.

Simultaneously with **the non-discrimination plan**, the City of Vantaa also compiles the statutory **equality plan**, which focuses on promoting equality between the sexes and non-discrimination at work. These plans, coupled with the ***Workbook on Equality and Non-Discrimination*** guide, create the instructions for promoting versatility and non-discrimination in all the City's operations.

The City of Vantaa's objective is to include promotion of non-discrimination as an operating method penetrating all planning, operations and follow-up. Promoting fairness and non-discrimination shall be part of every city employee's expertise.

The measures to promote non-discrimination, required by the Non-Discrimination Act, are adopted as part of the city's ordinary operations. The primary purpose of the non-discrimination plan is to support this process as well as to provide tools for it.

The issues below are listed in the non-discrimination plan:

- development needs for promoting non-discrimination (paragraph 2)
- the city's general outlines for promoting non-discrimination (paragraph 3)
- executing the outlines as part of ordinary operations (paragraph 4)
- assessing the realisation of non-discrimination (paragraph 5), and
- following up the city's non-discrimination plan (paragraph 6).

2. Charting the development needs

The City of Vantaa's **Workbook on Equality and Non-Discrimination** guide describes the city's expertise and operating methods as regards identifying discrimination, addressing the problems and promoting non-discrimination. The workbook also introduces the most essential challenges regarding the discrimination grounds mentioned in the Non-Discrimination Act. Surveys on the welfare of different population segments living in Vantaa, made by different city sectors, supplement the workbook.

3. Essential development outlines

The City of Vantaa's outlines for promoting equality and non-discrimination have been divided into two plans: the **equality plan** consists of outlines regarding the **personnel**, whereas the **non-discrimination plan** consists of outlines regarding **service provision**. In the personnel's equality plan, versatility of the work community is widely handled, however, with emphasis on gender equality. The non-discrimination plan strives to account for all the discrimination grounds mentioned in the Non-Discrimination Act.

In order to strengthen a non-discriminatory and equal operating method in its **service provision**, the City of Vantaa acts according to the following outlines:

- I. **Promoting fairness** – In accordance with the principle of fairness, the city will not approve of discrimination in any form, but promotes fair treatment of everybody, both as a service provider and employer.
- II. **Enhancing inclusion** – When preparing decision-making procedures and when planning and following up operations, the citizens' inclusion and possibility to influence are ensured. The inclusion of groups that are in danger of being discriminated against is monitored and their inclusion is enhanced.
- III. **Increasing the accessibility of authorities** – Open and fair service is based on the accessibility of authorities. The city strives to ensure that all groups - regardless of language proficiency, financial status or disability - have the possibility to easily access the authorities responsible for services.
- IV. **Taking diversity into account** – The city does not provide services to average customers only, but strives to account for the diversity of the clientele. Services and follow-up are developed in such a way that different kinds of people are taken into consideration already at the planning stage. All operations aim to abolish prejudices against the customers' s sex, age, ethnic background, sexual orientation, as well as their physical and psychological abilities.
- V. **Respect for privacy** – As a service provider, the city shall be discreet. Users of services shall not have to feel stigmatised because of their ethnic background, religion, sexual orientation or financial status. The employees' facilities to deal with different kinds of customers are enhanced with training.
- VI. **Following up service attainability** – The sectors survey that services meant for everyone are used by different customer segments. If the aged or young, men or women, ethnic minorities, or people with disabilities are underrepresented in the clientele, the sector in question shall actively assess and develop information and accessibility in order to increase service attainability.

- VII. **Diversifying follow-up** – When following up the attainability of services, the impacts from operations and customer satisfaction, different customer segments are taken into account. Follow-up is developed in such a way that the impacts that sex, ethnic background and disability have on service attainability and customer satisfaction can be more accurately measured.
- VIII. **Ensuring accessibility** – The city continues its work to ensure an accessible physical environment and information. Removing any obstacles in the city offices, houses and urban environment promotes equal opportunities to participate on the part of those who are aged, disabled or moving with small children. Special attention is given to offering alternatives to electronic communication and transacting, as well as to the possibilities for those with poor proficiency in Finnish or Swedish to gain information and services.

4. Measures to promote non-discrimination

Principle of mainstreaming

The City of Vantaa's non-discrimination plan aims to have a permanent impact on the city's way of operating. As an operating method, non-discrimination according to the penetration principle constitutes part of all the functions of the authorities. Practical measures to promote non-discrimination are implemented as part of normal reform processes related to planning and follow-up. Thus, an operating method promoting non-discrimination can, at its best, be part of the city's established operating culture.

Measures taken by sectors

The outlines included in the plan are implemented as part of the sectors' normal functions during 2006 - 2008. The sectors chart the planning and reform processes - essential to their own operations - where the non-discrimination perspective will be taken into consideration. Examples of these processes are, among others:

- reforming strategies, programmes and plans
- planning operations and setting profit targets
- quality-related issues
- navigating strategies or profit targets
- revising instructions for the personnel
- sectors' HR training plans
- developing the collection and analysis of customer feedback, and
- developing follow-up.

Supporting the sectors in their work on non-discrimination

In order to support the sectors in realising the non-discrimination plan, the city's Citizen Services Committee has compiled the ***Workbook on Equality and Non-Discrimination***. The workbook specifies the outlines of the non-discrimination plan and advises on further work.

In 2006 the sectors are offered training that supports the work related to non-discrimination as well as establishing the plan's outlines as part of normal operations. The training takes the form of normal personnel training as well as separate development projects. The service providers include:

- Human Resource Department: an information seminar on executing the non-discrimination and equality plans, meant for the entire personnel, is held on 20 March 2006. When required, further training will be arranged.
- sectors' HRD: as continuation to the seminar arranged by the HR Department, sector-specific training events are arranged when required with the help of the Join In project.
- Vasama project: a five-day training event, managing versatility, will be given to representatives of different sectors in spring 2006.
- Join In project: several two-day training sections on non-discrimination will be arranged for the personnel of the Culture and Education Department and Health and Social Welfare Department in spring 2006. This project-financed training is provided by the following parties: The Finnish League for Human Rights, Enar (The European Network Against Racism), SETA (Sexual Equality in Finland) and the Finnish Disability Forum.

5. Assessing non-discrimination

Realisation of non-discrimination in services is monitored as part of the city's welfare reporting. Vantaa's welfare report is an annual cross-administrative survey of the citizens' well-being. The report will include indicators and contents related to non-discrimination, and the citizens' inclusion in reporting will be developed.

Development of welfare reporting is supported by training the Welfare Team and Welfare network, responsible for the reporting. In addition, the national group of experts in the Join In project has compiled development proposals for accounting for the non-discrimination perspective, which will be taken into account when compiling welfare reports during 2006 - 2008.

Besides welfare reporting, the City of Vantaa monitors the realisation of non-discrimination concerning the different population segments as part of the city's normal operations:

- ethnic minorities – follow-up of Vantaa's programme for multiculturalism
- the disabled – follow-up of the policy for the disabled
- the elderly – follow-up of the service strategy for the elderly
- the young – follow-up of the welfare strategy for children and the young.

6. Follow-up of the realisation of the non-discrimination plan

The city of Vantaa's Citizen Services Committee follows up the realisation of the Plan for Promoting Equality and Non-Discrimination in Services 2006 - 2008. The follow-up is divided into two stages:

Stage 1

In the course of 2006 the sectors compile an analysis on the planning and follow-up reform processes where the non-discrimination and equality perspective will be taken into account during 2006 - 2008. This analysis constitutes the plan for establishing the non-discrimination and equality plan.

Stage 2

During 2008 the sectors report on how the plan has been realised. The Citizen Services Committee evaluates the functioning of the plan as well as needs for reforming it.