Welfare sector - for Lohja citizens
The mission of the municipality is to promote welfare of citizens (Act for municipalities)
To promote happiness
Time for growing and learning

Time for active life

Time for staying in good condition and active
Sector for children, young people and families

Promoting growing and learning

Sector for working aged

Promoting health and active life

Sector for elderly people

Promoting performance and good life

Promoting happiness of citizens
Structure of welfare division

Core process: Promoting happiness of citizens

Customers process:

- Sector for children, young people, and families: Promoting growing and learning
- Sector for working aged: Promoting health and active life
- Sector for elderly people: Promoting performance and good life

- Fluent ordinary life
- Challenges in ordinary life
- Supported ordinary life

Process owner
Sector for children, young people and families with children at home

- little more than 1300 employees; nearly all work directly with clients
- about 1700 (74%) children in early childhood education and care
  - municipal, private, shiftvare for children, day care centers, family
care, open kindergardens, clubs
- about 450 (95%) pupils at preschool
- about 5800 pupils at comprehensive school
- about 930 students in high schools
- Budget expenses 107.8 m€, avail 7.9 m€
### Sector for children, young people and families

**Promoting growing and learning**

**Services for children under school-age and their families**
- Maternity – and children's clinics,
- Early Childhood Education and Care, Preschool

**Services for children and young in school-age and their families**
- Comprehensive school, Special education, College, Youth work, (district and preventive special-
- After school clubs,
- Student-welfare

**Special and social services for children, young people and their families**
- Familycenter (family-clinic, therapy, preventive work with families, Homeservices for families with children at home) Youthcenter, target specialwork with youth, Workshop for youth
- Social services for families with children at home (familysocialwork, protection of children)
Regional work in the city of Lohja
We started to think how we could achieve the set goals

- find new ways to prevent exclusion of children and youth
- develop of guidance: the most appropriate services for everyone
- provide services (and give the regions the right to make decisions) near families, where they and their needs are
- give children, youth and adults opportunity to participate in the planning of the services and to evaluate the quality of the services
- add digitalization and try to find new learning methods
- make easier to running errands
Better services to our customers

- large municipality, different areas having different expectations for services, which we don’t know well enough.

⇒ We decided to make up five areas inside our organization of which 4 Finnish and 1 Swedish

- Each area has a manager, who is the headmaster or the head of the daycare center, and in addition one more person, who helps the manager in his/her tasks.

- Each area has also the management team, which consists of the representatives for all the functions on the area (childrens clinics, early childhood education and care, schools, special needs education, youth work, afternoon activities and clubs, student welfare, family social work, child protection, parish, police....)

- The purpose is to increase cooperation with the partners and to offer better services to the customers
The aim is to provide services to areas near families as they need them, and at the same time keep the equal quality of services in the whole city.
WHAT NEXT?

• Our crew has begun the work in the areas with enthusiasm
• Personnel develops their work in common work shops
• Many inhabitants have told they are satisfied with services near their homes
• First results have been seen; especially in social work on the areas.
• Our personnel has learned to know their colleagues and their work => understanding and working together has increased
• We are gradually having better working processes in our city; no matter if the new social and province reform is coming or not.
Schools as Community Centres
Katri Kalske
Goals

• CUSTOMER ORIENTED APPROACH from infants to elderly people
• Developing learning environment for life-long learning
• Developing leadership and management
• Crossing sector borders
• Public properties in efficient use
• Personnel as versatile resource; wide job description
• Communal way of acting, great atmosphere
• Cost efficiency
Principles

• Municipal citizen as a partner
• Services choped and brought in new entirety for customers needs
• From focusing in services to focusing in customers needs
• From focusing leading own action to focusing leading network and supply chain
• From doing everything by self to differentiation
A way to act

• “everyone as an educator”
• Many actors: daycare, school, library, social services, familycentre, youth services, sport services all together – customer don’t have to know which is providing the service
• Safe day for children and young people
• Collaboration with third sector and private sector
• Developing and co-operation with children, youngsters and community and other customers
Four different campuses and more to come

- Nummi
- Mäntynummi
- Ojaniittu
- Routionmäki

- Laurentius-house
- Ojamohouse
- Järnefelt-house
What more.....

- Unicef Childfriendly Municipality
- We School - against social exclusion
- Servicepath in Social Services
- Employee as Customers Companion
- Digitalization in Services
- Action in Domestic Violence
- Youth Centre - guidance for persons under 30 years of age
Together we are more!