



Self-monitoring within the City of Helsinki Rescue Services

Report on self-monitoring measures carried out in 2023

Approved by the management group of the Rescue Department on 13 September 2023



Self-monitoring within the City of Helsinki Rescue Services

- The City of Helsinki Rescue Services' self-monitoring program for 2023 was approved by the Social Services, Health Care and Rescue Services Division on 15 December 2022.
- The self-monitoring program has been drawn up as required by the Act on the Organisation of Rescue Services (613/2021, Section 16).
- The self-monitoring program describes in detail how self-monitoring is carried out within the City of Helsinki Rescue Services.



Implementation of self-monitoring in 2023

- The City of Helsinki Rescue Services has carried out self-monitoring measures regarding the organisation and production of its rescue services in accordance with a process described in greater detail in the self-monitoring program.
- The observations made in the self-monitoring operations regarding any shortcomings were first processed by the service steering group, after which observations marked as significant were processed by the Department's management group (31 May 2023 and 30 August 2023).



Observations on shortcomings

- A shortcoming affecting the operational readiness of rescue operations was detected in Rescue Services' service production: rescue operations continue to fail to achieve all target times set for operational readiness.
- The same shortcoming was previously addressed by the Regional State Administrative Agency with a rectification order. The City of Helsinki Rescue Services has submitted a report on the matter regarding the fulfilment of the so-called first primary obligation (report from 2022, completed on 27 February 2023). So far, the Regional State Administrative Agency has not provided any feedback or guidance regarding the matter.



Rectifying measures

- The operational readiness of rescue operations will be developed in accordance with the City of Helsinki's rescue service development plan through the following measures (10-year plan):
 1. Building rescue stations and starting their operations
 2. Starting light unit operations in a staggered manner in areas where a new rescue station is built
 3. Once permanent rescue stations have started their operations, placing light units in areas where service level improvements are still needed.
 4. Developing the operational conditions for rescue operations in a complex urban environment



Rectifying measures (national level)

- Simultaneously with the City of Helsinki Rescue Services' own development measures, resolving the following national challenges will support the rectification of the shortcoming detected:
 1. Resolving the prevalent rescue personnel shortage, which is becoming acute
 2. Ensuring that Rescue Services has sufficient funding
 3. Developing the rescue operation readiness planning instructions in a more realistic manner to respond to actual average accident threats and damage caused by accidents.
- The City of Helsinki aims to contribute to resolving these national challenges in a manner that will support a positive development of the operational readiness of rescue operations in Helsinki.



Development of self-monitoring

- The City of Helsinki is developing the self-monitoring of the organisation and production of services. This development is based on experiences with self-monitoring and the obligations brought about by the upcoming regulations.
- The development of self-monitoring will be continued immediately once the Ministry of the Interior has completed its regulation on self-monitoring (to enter into force on 1 January 2024).