



Report on self-supervision measures carried out in 2023

The report is supplemented in accordance with the monitoring cycle every quarter.



Observations and measures Q1–Q2 2023

Discussed by the management group on 30 August 2023

Observations	Rectifying measures
<p>A shortcoming affecting the operational readiness of rescue operations was detected in Rescue Services' service production: <u>rescue operations continue to fail to achieve all target times set for operational readiness.</u></p> <ul style="list-style-type: none">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.	<ul style="list-style-type: none">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):<ol style="list-style-type: none">Building rescue stations and starting their operationsStarting light unit operations in a staggered manner in areas where a new rescue station is builtOnce permanent rescue stations have started their operations, placing light units in areas where service level improvements are still needed.Developing the operational conditions for rescue operations in a complex urban environmentNational level rectifying measures:<ul style="list-style-type: none">Simultaneously with the City of Helsinki Rescue Services' own development measures, resolving the following national challenges will support the rectification of the shortcoming detected:<ol style="list-style-type: none">Resolving the prevalent rescue personnel shortage, which is becoming acuteEnsuring that Rescue Services has sufficient fundingDeveloping 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.



Observations and measures Q3 2023

Discussed by the management group on 4 December 2023

Observations	Corrective measure
A positive deviation of 10% from the target is forecast for the performance indicator for accident prevention and urban environment service provision (safety points). One factor identified as contributing to this is reduced employee turnover.	Positive observation, no measures required
The training situation of preparedness and civil defence volunteers seems to be developing positively in relation to the targets set for 2023. <ul style="list-style-type: none">• Volunteers who have completed the basic course: 275 (target 300)• Volunteers who have completed the advanced course: 134 (target 150)	Positive observation, no measures required
Rescue operations continue to fail to achieve all target times set for operational readiness (previously made observation still valid).	Corrective measures already recorded during the previous monitoring period.