

Service network plan for the Wellbeing Services County of Vantaa and Kerava



Evening meeting of the Regional Government 28/2/2024

Evening meeting of the Regional Council 29/2/2024

Consultation round and open survey for residents, organisations and other partners
1/3/2024-2/4/2024



Service network plan

- **Service network** refers to a set of services provided by one or several divisions, based on national legislation, local policies and the service needs of residents.
- The key objective of **service network planning** is to develop an economically and operationally efficient and multifunctional service network that meets the service needs of the residents of the municipality or wellbeing services county. The service network planning process assesses and anticipates changes in service needs, service development needs and the means to respond to changing needs. Service network planning is based on continuous short- and long-term service needs analysis of the divisions.
- **The service network review** examines the organisation of existing services as well as anticipated changes in the operating environment and service needs.
- **The service network plan** targets services to meet future needs. The service network plan for services for the elderly can define, for example, where service homes are located, what services or support measures are provided in the units, and how many elderly people are served in the different units. In the plans, it is also important to consider the needs of other divisions, such as health services.



Aspects addressed in service network planning



- Which services are organised according to locally accessible service principles and which as a centralised service, remote service or virtual service using technology?
- What is the service provision model and the relationship between public and private provision?
- What are the target customer numbers and group sizes for service channels (such as physical service points)?
- How do investments in the service network support the cohesion of the urban structure?
- What types of entities are services organised in?



Key policies for service network planning

- Service network planning supports the strategic objectives set by the Regional Council in the Wellbeing Services County Strategy.
- The key objective of service network planning is to ensure that the processes of the different divisions form a whole in which cooperation and a common knowledge base can be used to create functional sets of services and services that meet customer needs. The analysis is carried out together with the service areas of the wellbeing services county and the cities of Vantaa and Kerava.
- The planning of investments involves assessing and comparing their profitability and quality.
- The acquisition of premises and housing is analysed in terms of functionality, space efficiency and overall affordability for the whole wellbeing services county in the long term.
- The overall interest of the wellbeing services county group must be considered in all projects and contracts related to premises and housing.
- The lease periods of premises vary depending on the need for premises. In principle, the use of premises in own use must be a long-term activity. The use of sites requiring significant investment must be of a permanent nature.





Key policies for service network planning

- The use of e-services and wellbeing technology will be progressively extended.
- The aim is to strengthen home-based services and services to support people living at home, as part of the streamlining of the service structure.
- The wellbeing services county works in active cooperation with the cities of Vantaa and Kerava. In particular, plot acquisition requires effective and active cooperation with the urban planning units of the cities.
- Network service planning must be long-term, and the need for plots to be reserved for the provision of services must be presented to the municipalities early enough in the planning phase so that the needs can be taken into account in the municipalities' plot reserves.
- The aim of the Wellbeing Services County of Vantaa and Kerava is to participate in the development of the centres of the major areas of Vantaa and the Kerava area in the 'preparatory phase of district plans'. The development of areas outside centres will be actively monitored and efforts will be made to reserve plots in accordance with the service needs of the wellbeing services county.



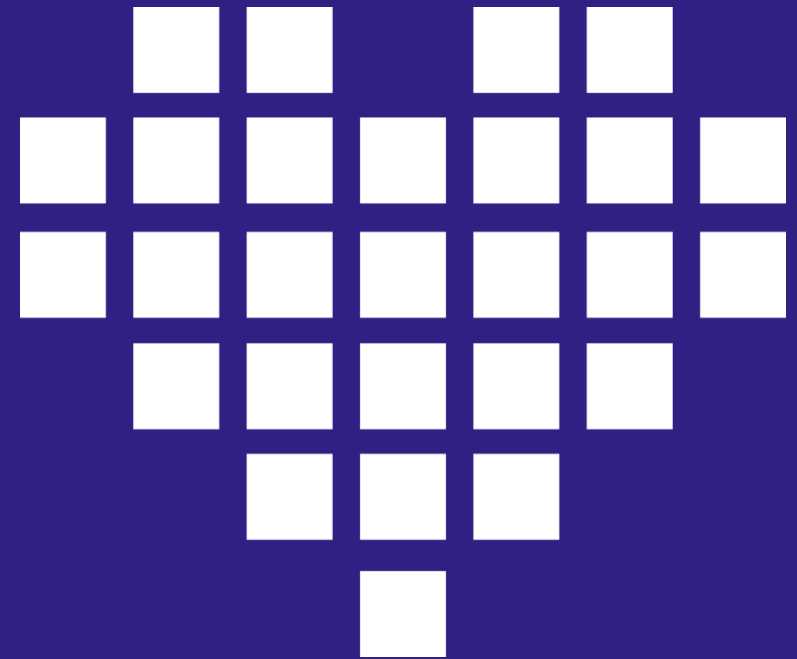


Key policies for service network planning

- The need to update the service network is due, for example, to the region's growing population, which affects the need for services. The Welbeing Services County of Vantaa and Kerava is compact in structure, which means that there are no plans to reduce the service network in the same way as in several other welbeing service counties. Instead, the plan shows several investments in, for example, new centers for the elderly, rescue service standby stations and the expansion of services to the rapidly growing Kivistö area.
- The plan also takes a position on how to secure the availability and accessibility of physical and digital services. The development of digital services is done in the region only to the extent that they are recognized to be genuinely useful.



Preparation of the network
service plan, consultation
round and open survey for
residents, organisations and
other partners 1/3/2024-
2/4/2024





Preparation of the network service plan

- The structure of the service networks of the Wellbeing Services County of Vantaa and Kerava is based on the service networks of the merged organisations, namely the City of Vantaa, the City of Kerava, Eteva Federation of Municipalities, Kärkulla Federation of Municipalities (Kärkulla samkommun) and Central Uusimaa Rescue Department. Service networks include both the premises and service activities of in-house services and the premises and service activities of outsourced services.
- At its meeting on 9/5/2023 (item 119), the Regional Government took note of the status report on service networks.
- Since then, the service network has been worked on during 2023 in the future sections of the wellbeing services county, and the Regional Council has also discussed the wellbeing services county service network at the Regional Council's economic and strategy seminars on 2/6/2023 and 25/9/2023.
- Future sections have discussed the service network:
 - 'Services for the elderly' section 17/5/2023 (item 11), 31/8/2023 (item 16) and 4/10/2023 (item 20).
 - 'Health care services' section 10/5/2023 (item 12), 22/8/2023 (item 18) and 11/10/2023 (item 24).
 - 'Adult social work and disability services' section 3/5/2023 (item 9) and 19/10/2023 (item 21).
 - 'Services for children, youth and families' section 15/3/2023 (item 3), 10/10/2023 (item 19) and 29/11/2023 (item 23).





Preparation of the network service plan

- The preparation of the service network plan has since been discussed at the Regional Government's reporting session on 17/1/2024 and meeting on 23/1/2024.
- Since then, the service network has been discussed at meetings of the wellbeing services county's influencing bodies:
 - Multiculturalism Advisory Board 1/2/2024
 - Council for the Elderly 15/2/2024
 - Council for the Disabled 15/2/2024
 - Youth Council 26/2/2024
- After the comments of the influencing bodies, the service network plan will be discussed at the evening meeting of the Regional Government on 28/2/2024 and at the Regional Council reporting session + evening meeting on 29/2/2024 before the upcoming consultation round and open survey for residents, organisations and other partners.



Request for opinions and open survey for residents, organisations and other partners



Opinions on the service network plan will be requested between 1/3/2024-2/4/2024

- from the City Governments of Kerava and Vantaa
- from the wellbeing services county's future sections, the Rescue Board and the National Language Board
 - 'Health care services' section 28/2/2024
 - 'Services for children, youth and families' section 5/3/2024
 - 'Adult social work and disability services' section 6/3/2024
 - 'Services for the elderly' section 7/3/2024
 - Rescue Board 13/3/2024
 - National Language Board 13/3/2024
- Open survey for residents, organisations and other partners

The results of the consultation round are to be discussed at a Regional Government seminar in early April, after which the service network plan is to be discussed at the Regional Government meeting on 16/4/2024, so that it can be submitted to the Regional Council for approval on 29/4/2024.

Contents of the service network plan

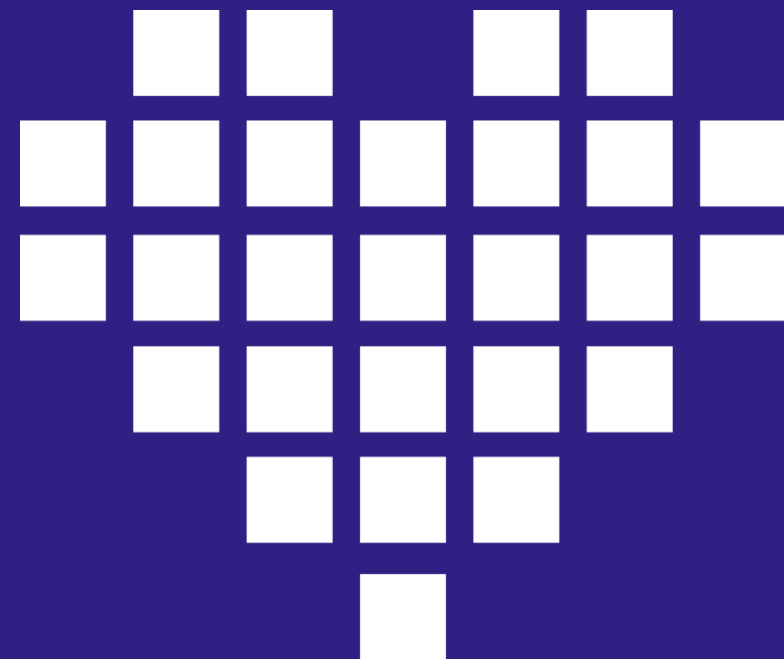


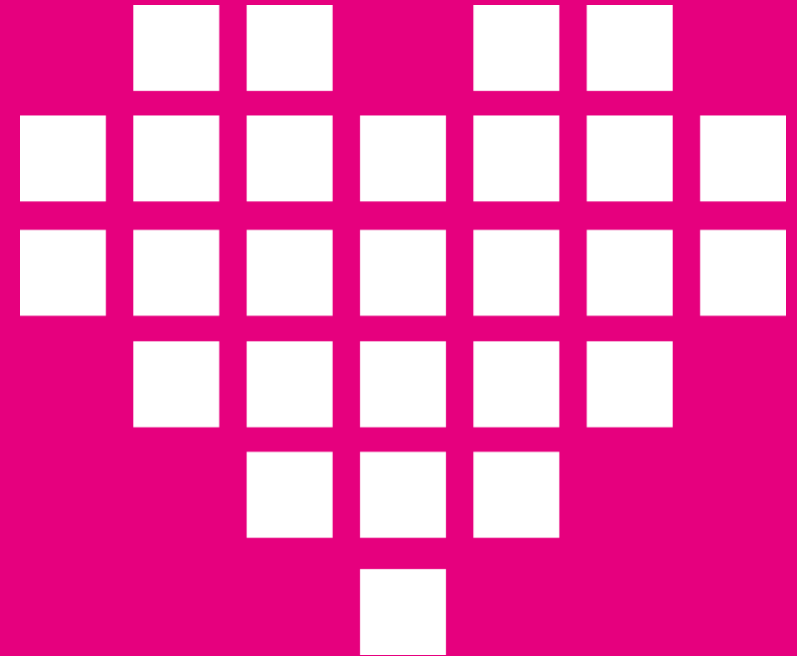
Table of contents of the draft service network plan



- Chapter 1 Introduction
- Chapter 2 Existing premises and housing network
- Chapter 3 Population and regional development of the wellbeing services county
- Chapter 4 Strategy, changes in the operating environment and investment planning of the wellbeing services county
- Chapter 5 Key principles for service network planning
- Chapters 6-10 Division-specific entities
 - Description and strategic objectives of divisions' service provision
 - Analysis of the operating environment
 - Current state of the service network
 - Future vision and development needs of the service network
- Chapter 11 Summaries of divisions' service network plans

Service networks of the Division of Health Care Services

- 6.1. Service provision and strategic objectives of the Division of Health Care Services
- 6.2. Analysis of the operating environment of the Division of Health Care Services
- 6.3. Current state of the health care service network
- 6.4. Future vision and development needs of the health care service network
- 11.1. Summary of the service network plans of the Division of Health Care Services



Service networks of the Division of Health Care Services



- The division includes the service areas of health centre services, hospital services and oral health care.
- Population growth in all age groups creates a need for additional services. The challenges of the Care Guarantee Act and continuity of care are met by ensuring in-house service provision through committed staff and customer-oriented reform.



Current state and future of hospital services



- The service network of hospital services consists of operations at Katriina Hospital, Peijas Hospital and Kerava Health Centre. The buildings suffer from maintenance backlogs and the premises do not meet the requirements of modern hospital care. There are not enough premises to meet the service needs of the population. The entity includes home hospital and LiiSa mobile hospital services covering the whole region.
- In the future service network vision, medical and rehabilitation services are centralised on the Peijas campus, which also provides the necessary social services, emergency services and specialist care services. Support services are organised jointly for all parties operating on the campus.



Current state and future of oral health care



- The oral health care service network consists of 23 dental clinics, a mobile clinic and pop-up care units. The service network is fragmented, and small properties linked to schools and some dental clinics at health centres are at the end of their technical life cycle (Myyrmäki, Tikkurila).
- In the future, dental clinics will be located at health centres or hospitals. Large units (Myyrmäki, Tikkurila) provide basic and specialised care services. Regional services are made possible in units of around 15 treatment rooms located in other health centres, allowing for customer-oriented and effective care processes. Urgent care is provided in the urgent care units of the Wellbeing Services County of Vantaa and Kerava. The Peijas campus treats patients with severe general illnesses and provides anaesthetic dental care. Mobile units also visit service units for the elderly and disabled.

Current state and future of health centre services



- The service network of health centres consists of nine health centres, all of which have nurse and doctor consultations. They also provide adult rehabilitation services, assistive device services, contraceptive counselling, medical supply distribution, podiatry, as well as diabetes and endoscopy unit services. The buildings have serious problems due to age and maintenance backlogs (excluding Kivistö Health Centre). In addition to health centres, substance abuse and mental health services are provided at substance abuse clinics, health advice points and the substance abuse rehabilitation unit.
- In the future, health centre services will operate in 8-9 buildings. There are plans to merge the Hakunila and Länsimäki Health Centres and to move the Tikkurila Health Centre to the new health and family centre. In the future, due to strong population growth, a possible new health centre in the Pakkala-Aviapolis area will be considered. Premises solutions must consider the possible extension of opening hours and new operating models such as Omatiimi. In the development of assistive device services and in premises solutions, the following must be considered: location at health centres, cooperation with home care, centralisation of support services, and consideration of mobile assistive device services.
- In the future vision, low-threshold substance abuse and mental health services and outpatient services (mental health services, rehabilitative outpatient substance abuse treatment and opioid substitution treatment) would operate in three centres of excellence linked to health centres. The detoxification centre is planned to be located at the Peijas campus.



Service networks of the Division of Services for Children, Youth and Families

- 7.1. Service provision and strategic objectives of the Division of Services for Children, Youth and Families
- 7.2. Analysis of the operating environment of the Division of Services for Children, Youth and Families
- 7.3. Current state of the service network of the Division of Services for Children, Youth and Families
- 7.4. Future vision and development needs of the service network of the Division of Services for Children, Youth and Families
- 11.2. Summary of the service network plans of the Division of Services for Children, Youth and Families



Service networks of the Division of Services for Children, Youth and Families



- The purpose of the Division of Services for Children, Youth and Families is to promote the well-being of children, young people and families in the wellbeing services county by providing statutory preventive, supportive and remedial social and health services.
- The need for services for children, young people and families is expected to increase in the wellbeing services county, influenced by factors such as demographic trends and the specific characteristics of the area and their impact on the need for services.
- The Children, Youth and Families division has a significant number of locations. There are around 270 social and health care locations in total.
 - Due to student welfare, the majority of the locations (around 220) are at day-care centres, schools and educational institutions.



Service networks of the Division of Services for Children, Youth and Families



- Services for children, youth and families are concentrated in Myyrmäki, Tikkurila, Koivukylä and Sampola in Kerava, as well as the Leija location in Pakkala.
- Services and activities for children, youth and families have been centralised in regional family centres.
 - A family centre is a network of services that primarily provides early support and responds to the wellbeing and assistance needs of children, young people and families. The family centre can operate as a network, in a physical location and/or as an e-family centre. The core services of the family centre are counselling and guidance for families with children, clinic, rehabilitation and medical services, and early support family guidance.
- Clinic services are provided in nine locations. The clinics are evenly spread across the wellbeing services county. Student welfare nurses, curators, psychologists and doctors are scattered in a number of different locations at schools and educational institutions.



Service networks of the Division of Services for Children, Youth and Families



- By 2030, the family centre system will be based on four functional areas: northern, eastern, western and central.
 - The Kerava Family Centre is planned for the northern area, where family centre activities are already extensive, as is with the Koivukylä Family Centre in the eastern area.
 - In addition, family centres will be opened in the western area in Myyrmäki in 2025 and in the central area in Tikkurila (Tikkurila Health and Family Centre) in 2028.
- The division is preparing for the possibility of setting up family centres in Hakunila and Kivistö, in addition to the previous four, if necessary. The need for these will be assessed over the decade on the basis of population growth and demand. The effectiveness and cost-efficiency of family centres must also be assessed before new ones are set up.
- In developing family centre activities, attention will be paid to accessibility. In terms of location, it is important to ensure that key services are equitably accessible to customers in the wellbeing services county. Digital accessibility complements the services.
- Services for children, youth and families include a wide range of mobile services, allowing customers to receive home visits and services in the family's immediate environment, for example home service for families with children and family work.
- The social and crisis emergency service provides social emergency services outside office hours and acute crisis assistance 24/7 to all residents of the wellbeing services county.

Service networks of the Division of Services for Children, Youth and Families



- 24/7 institutional child welfare care is provided as an in-house service in nine units. For child welfare, the long-term objective and opportunity is to reduce the focus on taking into custody and find new effective forms of non-institutional support and to strengthen partnerships as an alternative to placements outside the home.
- In-house provision of foster care services will be strengthened and targeted to meet current customer demand.
- The investment plan of the wellbeing services county includes the establishment of a two-department child welfare institution in 2027. The aim is to build a second child welfare institution by the end of the decade. The plan requires State funding and a suitable plot or property in the wellbeing services county.
- The establishment of new child welfare institutions must be done in a controlled and phased manner. The planning of the institutions must consider the regional balance of their location, aspects of the organisation of education and training, and transport connections, including from the point of view of recruitment.



Service networks of the Division of Adult Social Work and Disability Services



- 8.1. Service provision and strategic objectives of the Division of Adult Social Work and Disability Services
- 8.2. Analysis of the operating environment of the Division of Adult Social Work and Disability Services
- 8.3. Current state of the service network of the Division of Adult Social Work and Disability Services
- 8.4. Future vision and development needs of the service network of the Division of Adult Social Work and Disability Services
- 11.3. Summary of the service network plans of the Division of Adult Social Work and Disability Services



Service networks of the Division of Adult Social Work and Disability Services



Adult social work

- The core areas of the adult social work service area's service network are in Tikkurila and Myyrmäki in Vantaa, and in Kerava. In the future, the aim is to expand social work services to the Kivistö area as the population grows.
- In housing services, the aim is to increase in-house service provision in service housing, housing emergency services and the open living room service, for example in Vantaa Myyrmäki and in Kerava. In addition, the aim is to have a supported and community-based housing unit for young people as an in-house service.
- In the area of employment and inclusion services, in-house service provision will be expanded in work and day activities for the disabled and in rehabilitative work activities, using existing premises or moving small units to larger premises or those more suitable from an operational point of view.



Service networks of the Division of Adult Social Work and Disability Services



Adult social work

- Across the service area, the following will be examined: the match between in-house services and customer needs, the more effective use of digital services and premises, and the appropriate use of outsourced services, so that the services provided to a growing number of customers are effective.

Disability services

- In the future, the Disability Services service area aims to create a sustainable and innovative service network that supports the wellbeing and independent living of the disabled. Disability services in the wellbeing services county have been provided through a multi-provider model, which has remained focused on outsourced services.
- The service area aims to expand in-house service provision over the next 10 years. The priority need is for a particularly demanding housing unit providing intensive support for customers with challenging behaviour. In addition, the aim is to build five new housing units, each of which will provide around 15 new customer places.



Service networks of the Division of Services for the Elderly

- 9.1. Service provision and strategic objectives of the Division of Services for the Elderly
- 9.2. Analysis of the operating environment of the Division of Services for the Elderly
- 9.3. Current state of the service network of the Division of Services for the Elderly
- 9.4. Future vision and development needs of the service network of the Division of Services for the Elderly
- 11.4. Summary of the service network plans of the Division of Services for the Elderly



Service networks of the Division of Services for the Elderly



- The purpose of the Division of Services for the Elderly is to be responsible for the statutory and needs-based services of the elderly population in the Wellbeing Services County of Vantaa and Kerava.
 - In the current plan period 2024-2034, around 800 people will reach the age of 75 and around 500 people will reach the age of 85 every year in the Wellbeing Services County of Vantaa and Kerava. In ten years, there will be over 8,000 more people aged 75 and over 5,000 more aged 85 than currently.
 - With an ageing population, the number of people with memory loss diseases increases and thus the need for services for the elderly is constantly growing.
- The focus of services for the elderly shifts from 24/7 services to home-based services. This will allow resources to be allocated to preventive and discovery work and to strengthen 'HYTE' services that promote wellbeing and health, together with the municipalities. Diverse home-based services contribute to a more inclusive experience and digital solutions increase security.



Service networks of the Division of Services for the Elderly



- Services for the elderly have and will continue to have premises in regional health and family centres. The regional location of home-based services will be assessed in the context of renovation and new construction projects for health centres and centres for the elderly.
- As part of the service network work, the condition and suitability for use of the premises for services for the elderly has been examined.
 - Of the premises, 34% were suitable, 53% needed alteration, repair or other attention, and 13% were considered unsuitable.
 - Premises were categorised as needing attention if they have challenges or need repair which can be repaired or altered to make them suitable. This includes premises with, for example, temperature challenges or poor sound insulation.
- As part of the renewal programme of the Wellbeing Services County of Vantaa and Kerava, a review, optimisation and capacity management of the use of premises and locations is underway.



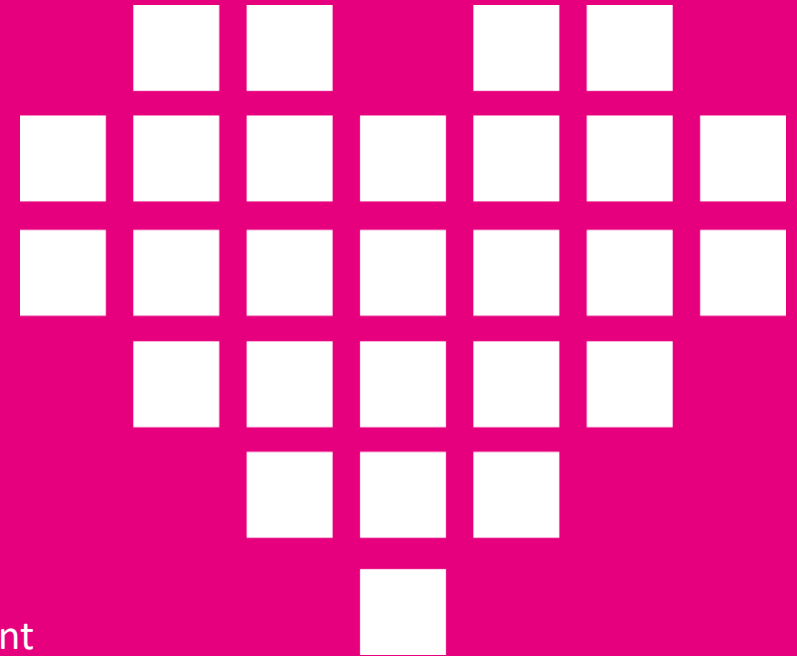
Service networks of the Division of Services for the Elderly



- Services for the elderly will be concentrated in centres for the elderly in each area. New centres for the elderly will be in Tikkurila (2024–2025), Kerava (2026–2029), Hakunila (2026–2028) and Kivistö (2029–2030).
- Instead of building separate community housing, the centres for the elderly will provide different levels of supported housing; community housing and care housing, so that residents do not need to move to another unit when their capacity deteriorates.
- The aim is that the residents of the centres for the elderly will pay the rent directly to the owner of the property, and the wellbeing services county will not act as an intermediary tenant in the payment of rent. The wellbeing services county will only rent the premises it uses, such as day activities and office space for home care.
- In addition to the hybrid house model of the services for the elderly, the centres will have rehabilitative day activities, counselling and customer guidance services, and office space for home care. Shared, adaptable spaces will be designed so that the use of the premises is as flexible as possible and suitable also for the third sector, for example.
- At present, around 70% of 24/7 service housing is provided by outsourced services. The aim is to increase in-house provision of 24/7 service housing in the coming years, so that the ratio between in-house and outsourced services is balanced to possibly 50%-50% (provision method analyses). The aim is for the care home businesses to be located in or in the immediate vicinity of the wellbeing services county.



Service networks of Central Uusimaa Rescue Department



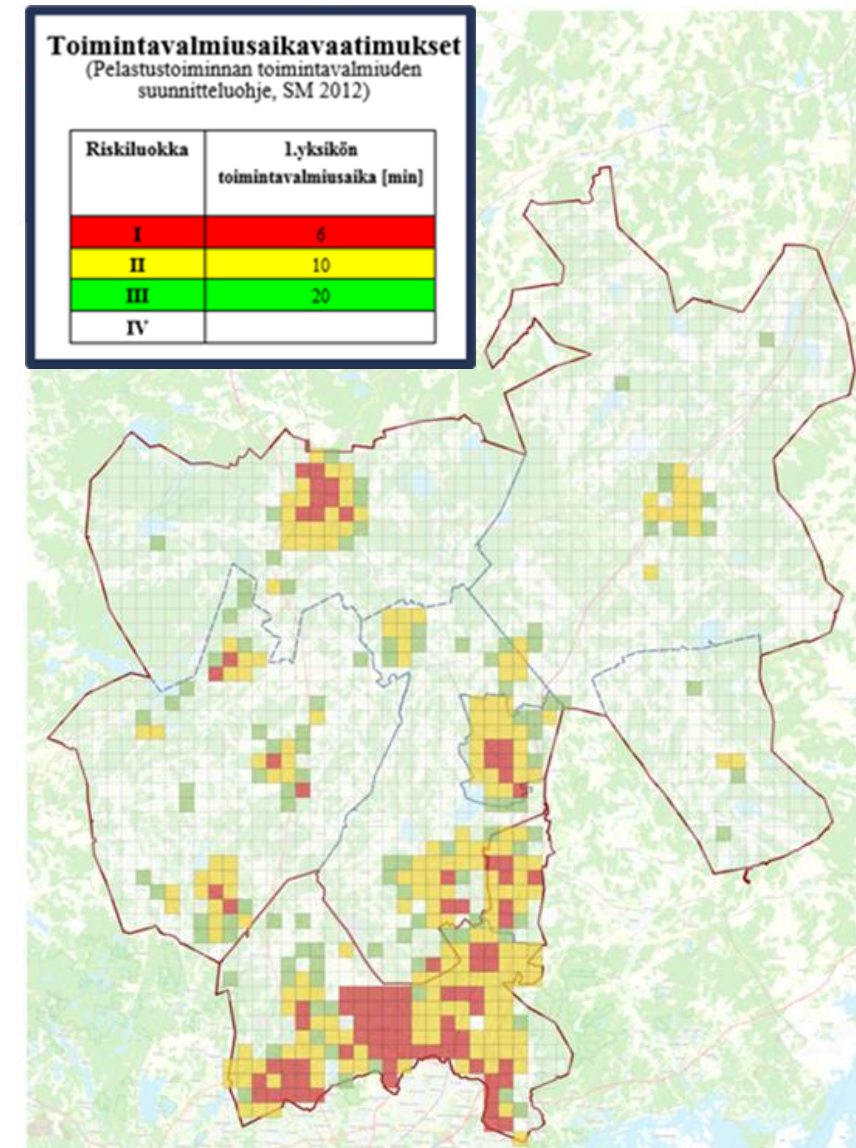
- 10.1. Legislative requirements and strategic objectives for service provision
- 10.2. Analysis of the operating environment of the Rescue Department
- 10.3 Current state of the service network of the Rescue Department
- 10.4. Future vision and development needs of the service network of the Rescue Department
- 11.5. Summary of the service network plans of Central Uusimaa Rescue Department



Basics of the service network of Central Uusimaa Rescue Department



- Rescue and emergency care services are local services, where the key criterion is getting the competent personnel to the customer as quickly as possible. For example, in the event of an accident, the location should be reached within six minutes of the alarm in densely populated areas.
- At present, there are too few fire stations, so the service network is still too sparse – and the rescue department is unable to reach the statutory minimum level of operational readiness.



Development of the service network of Central Uusimaa Rescue Department



- The number of fire stations will be increased and their locations optimised; by 2027, new fire stations will be built in Vantaa in **Tikkurila**, **Hakunila**, **Korso** and **Myyrmäki**. In addition, Mäntsälä fire station with indoor air problems will be replaced by a new one. **Mäntsälä** fire station will be financed by KEU.
- The population growth in Uusimaa and the densification of cities/municipalities will further increase the need for a denser fire station network in the coming years. After the ongoing projects, the next one in line at the turn of the decade will be **Kivistö**, where a population concentration the size of a medium-sized Finnish town will emerge.

