

**ADDED**  
COMMUNITY VALUES



## Tools and methods

# Kalliola Settlementti in Helsinki

**Finland 2023**



SOCIAL INCLUSION

ACTIVE CITIZENSHIP

## SUMMARY

<b>Name</b>	<b>Kalliola Setlementti</b>
<b>Summary description of idea and activities</b>	Make life meaningful together and to create opportunities for a good every day life. Education, employment and integration Urbanization, urban culture and inclusion Neighborhood and volunteering Mediation services
<b>Country observed</b>	Finland
<b>Year observed</b>	2023
<b>Programme area (Social inclusion/ Active Citizenship/Environmental sustainability)</b>	Social Inclusion, Active Citizenship
<b>Specific topic</b>	Non formal learning
<b>Beneficiaries of the activities</b>	Immigrants, Low educated persons, Local residents in general
<b>Can these activities be applied to other beneficiaries: yes/no</b>	Yes
<b>What type of beneficiaries: ALL, or specific ones?</b>	All, especially on vulnerable groups and low educated persons
<b>If specific ones, which?</b>	

## Description

Virtual interview was done 2023-03-31 with Laura Hartikainen, Principal at Kalliola Settlement community college.

### About:

- Kalliola Settlement is an organization, founded 2019, that offer a wide range of services and activities to improve the well-being of the individual and the community. Kalliola is running a number of community centers in the Helsinki area and also a learning center that has 7 500 students attending annually. Furthermore, Kalliola is running a clinic for people that suffer from addiction and is also offering services for people with criminal records and people looking for employment around the capital area. Kalliola is a part of the global Settlement network IFS that origins from local community work based on help to self-help, first developed in London in the late 19<sup>th</sup> century.

### Values:

- Kalliolas work is strongly value-based: they believe in a person's ability to grow and develop. Their basic values can be described in three words;

**Joy:** “-We are happy for the successes of our customers and our community. We are guided by the joy of doing and discovering. Together, we solve difficult and touching situations. Laughter and enthusiasm increase social cohesion and help build community.”

**Fairness:** “-We treat all people fairly and equally. In a diverse world, every human being is equally valuable. We operate sustainably and responsibly in our business activities.”

**Trust:** “-We trust in the ability of the individual and the community to grow and develop. We believe that everyone has the right to turn over a new leaf in their life. Our employees, volunteers and clients all share collective wisdom on which we rely.”

### Vision:

- The basic vision is about making life meaningful together and to create opportunities for a good every day life.

Laura made it clear that it is hard to make a distinction between the key topics for Active Citizenship and Social Inclusion since they are so closely associated in the work of Kalliola. Social Inclusion is in many ways a crucial pre-condition for active citizenship and democracy.

### Mission:

The work is done in four different teams:

- Education, employment and integration
- Urbanization, urban culture and inclusion
- Neighborhood and volunteering
- Mediation services

However, in the interview we mainly focused on the activities and way of working in the Neighborhood centers that supports social inclusion, active citizenship and environmental sustainability.

The Neighborhood centers mission is to build trustful relations with the local residents by meeting them where they are and to have safe premises for open meetings and create activities out of the needs and wishes expressed by the residents. The centers want to be spaces where people can meet beyond “bubbles” and prejudices and to work as an arena for socio-cultural development. To build trust in this way makes it also possible to guide people into decision making structures in the society aswell as to

authorities that can be supportive, eg unemployment agencies. That also makes it important to have good contacts and alliances with different authorities.

Another crucial thing is to have meeting/activity spaces close to where people live, like in basements of tenants' houses. And to have well communicated and consistent opening hours. And, of course, serve coffee!

To build trustful relationships with the individual resident is not always easy. It can sometimes be a time consuming activity with face-to-face meetings and meetings in different places. Laura emphasizes the importance of volunteers that can help out with this. Kalliola organizes training for volunteers, depending on what they want to help out with.

The activities at the Centers is totally depending on the wishes from the residents and can be dance and music groups aswell as language training, excursions and panel discussions on current issues.

When it comes to Green values, the centers have a green certificate that ensure recycling and "green thinking" in all activities. Since especially young people feels anxiety about the global heating, discussion groups on these issues are managed.

## Basic concepts, tools and indicators

**Trust:** We trust in the ability of the individual and the community to grow and develop. We believe that everyone has the right to turn over a new leaf in their life. To create trust is crucial in reaching and supporting people, either it is about supporting drug addicts, former prisoners, unemployed persons or just doing community work.

Indicators:

- The visitors of our activities are staying/coming back on a regular or irregular basis. .
- The activity material is "open" for visitors and not locked in lockers.
- We are actively reaching out to people by meeting them where they are and not only at our premises.
- We are able to meet people face-to-face and not only in group activities.
- We are convinced that all people/visitors is potentially competent for creating a good life.

**Joy:** Laughter and enthusiasm increase social cohesion and help build community.

Indicators:

- The visitors of our activities are staying/coming back on a regular or irregular basis.

**Premises:** We are actively trying to open up meeting premises for local residents in their own neighborhood, like in the basements of the tenants houses. We also think it is important to have a consistency in opening times and that the premises are open not only for group activities but also for social meetings over a cup of coffee.

Indicators:

- The premises are situated close to the local residents/addressed audience.
- The premises are safe and physical secure.
- The opening times are well communicated and consistent.
- The premises are available for people with disabilities.
- The premises are "open" for just social meetings and "pop-ins".

**Values:** Our values can in short be expressed as Trust, Joy and Fairness.

Indicators:

- The values of the organizations are well known/communicated to employees, volunteers, residents and other beneficiaries.
- The values are embraced by all employees.

- The values are regularly discussed by the organisations board and employees in relation to the activities.

**Fairness:** We treat all people fairly and equally. In a diverse world, every human being is equally valuable.

- We are asking our visitors on a regular basis if they think they are respected for being what they are in our premises and activities.
- We are asking our staff members and volunteers on a regular basis if they think they are respected for being what they are in their work.

**Staff:** We think it is important to have staff with different ethnical and complimentary educational backgrounds.

Indicators:

- The staff is equally gender diversified.
- The staff has diversified ethnical backgrounds.
- The staff has different and complimentary backgrounds.
- The staff is well balanced according to “doers” and administrative talents.
- We are actively involving volunteers in our activities.

**Holistic view:** We regard people as whole persons with different range of needs, talents, issues and possibilities. Followingly it is important to create cooperations and alliances with other organizations in order to answer to these different needs.

Indicators:

- We are cooperating with other organisations in projects.
- We are cooperating with local authorities in issues that is in line with the needs of our visitors/residents.
- We promote discussions on how our daily decisions impacts on a sustainable environment.

**Activities:** Most important is to have activities that are asked for and needed by the visitors and local residents.

Indicators:

- The activities are decided by the participants/residents.
- The activities are always related to our goals.
- We are arranging debates/meetings with local politicians from time to time.
- We have regular discussions/lectures on how to recycle rubbish.
- We include discussion about green values in many of our ordinary activities.
- We organize discussions on alternative life styles, like consumption vs deeper values.



## For more resources and information

Laura.hartikainen@kalliola.fi

### Contact Person



**Staffan Lindqvist**

[staffan.lindqvist@setlementti.fi](mailto:staffan.lindqvist@setlementti.fi)

**CEO, International Federation of Settlements and  
Neighborhood Centers (IFS)**