

TAMPERE.
FINLAND

Participation and Interaction Plan

2026–2029

TAMPERE

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Approved by the City Board on 7 September 2026.

The plan was prepared by the Community and Development Services unit of the City of Tampere's Education and Culture Services.

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Photo: Mikko Vares

Glossary

Inclusion means feeling that you belong to a group or community, such as a family, an association, a workplace or a hobby group. It also means knowing that you can influence things and be heard.

Participation is active involvement driven by a wish to influence something that matters to you.

Interaction is a two-way exchange of ideas, experiences and information. In local democracy, it means dialogue between residents, stakeholders and the city, where information and views are heard and shared. The city uses this understanding in planning and decision-making.

Self-organised activity means doing things that you plan and carry out yourself, out of your own interest, for the common good.

Participation work is work by the city to strengthen involvement.

We work systematically to strengthen resident participation

The City of Tampere exists for its residents. Residents, communities and stakeholders have the right to be heard and to take part in advancing shared matters. Tampere promotes this through determined participation work.

The Participation and Interaction Plan describes what participation work is and what it aims to achieve. It sets focus areas and goals for developing opportunities to take part, have a say and organise your own activities. The plan guides and develops the city's participation work.



Vision for participation work in Tampere

- Everyone in Tampere should have a voice and find their own way to contribute to the city
- Tampere offers good opportunities for self-organised activities and everyone can feel part of a community
- A resident-centred approach guides everything the city does

To reach our vision, we need to:

- Strengthen skills and leadership in participation work
- Make participation more diverse and accessible
- Support self-organised activity and be a partner to communities

Photo: Visit Tampere / Tampere from above



Photo: Visit Tampere / Laura Vanzo

Strengthening participation is a strategic goal

Tampere Strategy 2035 – City of Action was prepared for the council term 2025–2029. One of the strategy's key goals is to promote participation.

The participation goal for the council term is to strengthen residents' participation in developing the city.

The Participation and Interaction Plan builds on this strategic goal. The plan is valid for the whole council term.

The City’s Wellbeing Plan complements this work by setting objectives to strengthen community and a sense of belonging, while preventing loneliness and social exclusion.


Photo: Kim Saarinen

Legislation guides participation work

Section 14 of **the Constitution of Finland** sets out citizens' voting and participation rights. According to the Constitution, public authorities must promote people's opportunities to take part in society and to influence decisions that affect them.

The Local Government Act requires municipalities to hear and involve residents in decisions that affect them. The Local Government Act (410/2015) sets out:

- how the municipality must communicate with residents
- who has the right to vote in municipal elections and municipal referendums
- who can make different kinds of initiatives, how initiatives are made and how they are handled (municipal referendum, referendum initiative)
- three advisory groups (youth council, older people's council and disability council)

Section 22 of the Local Government Act gives examples of ways to promote residents' participation and influence. These include resident panels, public events and opportunities to take part in planning the municipality's budget.

The council must also make sure there are varied and effective opportunities and methods for taking part and having a say.

Participation rights are also laid down in several other acts:

- Land Use Act
- Health Care Act
- Youth Act
- Public Libraries Act
- Act on the Promotion of Sports and Physical Activity
- Act on Cultural Activities in Local Government



Photo: Laura Happo

Principles that guide our work

City of Tampere ethical principles

- We operate openly and transparently
- We promote fairness and equality
- We treat each other with respect and care
- We follow the principles of good governance and leadership

City-wide principles on resident participation complement the ethical principles

- We engage with residents and communities in a genuine and open way
- We involve residents in developing our shared city and offer a variety of ways to have a say
- We make self-organised activity possible and bring residents together


Photo: Johanna Kurela

Making the diverse voices of Tampere residents heard

The city works together with residents and stakeholders and offers different forms of direct and representative democracy. The diverse perspectives we gain help us develop services and improve the quality and impact of planning and decision-making.

Interaction, everyday encounters and clear communication between the city and the people of Tampere build trust on both sides. Interaction increases a sense of ownership: matters feel shared, and people want to get involved.

The city also supports self-organised activity in local communities, which further strengthens community spirit and a sense of belonging.

There are many ways to take part and have your say

Find out more:
tampere.fi/en/participate

Feedback

You can give the city feedback, such as ideas, thanks, complaints and fault reports. There are many ways to give feedback online, at service points and at visitor attractions.

Surveys

Surveys are a common way to gather residents' views on different topics. Large surveys that are repeated regularly include the well-being survey and the safety survey.

Public events and workshops

At Tampere Residents' Evenings and other public events, you can hear about current issues and discuss them with city representatives and other residents. Workshops go deeper into different themes and look for solutions to challenges.

Panels and development groups

In the Tampere Residents' Panel and other development groups, you can help plan, develop and test the city's services.

Voting in elections

Municipal elections choose the City Council, which holds the highest decision-making power in Tampere. By voting, you can influence who decides on the city's activities and finances.

Initiatives

You can raise important issues by making an initiative, either on your own or together with others.

Councils and other advisory groups

The City of Tampere has councils and other advisory groups that bring the voices of their resident groups into city decision-making. They represent children, young people, older people, people with disabilities, people with an immigrant background and the Roma community. You can contact the groups about different matters.

Organising your own activities

Everyone can shape community life in the city by organising activities themselves or by joining events and volunteer work days. Being active in associations or volunteering also strengthens the feeling of belonging to a community.



Photo: Mostphotos

Where to find out how to take part

Information about ways to take part and about events is shared through the city's communication channels.

Websites

- tampere.fi/en/current
- tampere.fi/en/participate
- tampere.fi/en/feedback
- tampere.fi/en/participationinlanduseplanning

Participation news by email

- tampere.fi/uutiskirje (currently only in Finnish)

Tampere.Finland app

- Take part and have your say: short surveys, current opportunities to take part, feedback, fault reports

Social media

- Instagram: @tamperekaupunki
- Instagram: @muntampere
- Instagram: @muuttuvatampere
- Facebook: City of Tampere
- Facebook: Mun Tampere – Osallistuva Tampere

Tampere events and hobbies calendar

- tapahtumat.tampere.fi/en-FI
- harrastukset.tampere.fi/en-FI

Focus areas for developing participation work

Stronger skills and leadership in participation work

We strengthen staff skills, shared ways of working and the leadership of participation work. We use residents' input systematically in planning and decision-making, and we assess the impact of our work.

For participation to make a difference, residents' views must guide what the city does. Clear goals, monitoring and cooperation across administrative boundaries make participation work planned and improve its quality.

More diverse and accessible participation

We offer a variety of ways to take part and communicate about them clearly and in plain language across different channels. We especially support groups whose voices are heard less, and we share the results and impact of participation.

Our aim is that different resident groups can make their voices heard and find a way to have a say that suits them. Accessibility and showing the impact of participation strengthen equal opportunities to take part and trust in decision-making.

Smoother cooperation and partnership

We make it easier for residents and communities to organise their own activities. We act as a partner to communities and create solutions together for the benefit of the people of Tampere.

Involvement also means being able to act yourself and belong to a community. Smooth cooperation supports the activity of residents and communities and their chances to develop the city.



Photo: Visit Tampere / Laura Vanzo

Focus areas and goals

Stronger skills and leadership in participation work

Together, we develop participation work, its indicators and the use of results

- Stronger structures will be created for leading participation work. Together, each service area sets goals and actions for participation work, and we monitor how they are achieved.
- We process and use residents' input more widely and more systematically in decision-making and activity planning.
- Participation work is strengthened through cross-sector cooperation.
- We develop city staff's skills in participation work.
- We develop how we assess the impact of participation work.

More diverse and accessible participation

We communicate accessibly and offer a variety of ways to take part that make diverse interaction possible

- We aim to reach the groups most relevant to each matter, especially by supporting groups whose voices are heard less.
- We communicate with residents accessibly and through many channels. Residents can easily find information about ways to take part and have a say, and about their results and impact.
- We develop varied and accessible ways to take part and strengthen residents' chances to influence decision-making.

Smoother cooperation and partnership

We support self-organised activity and act as a partner to communities

- We make it easier to organise self-organised activities in Tampere.
- We act as a partner to communities and solve challenges together for the benefit of the people of Tampere.

Leading participation work

City Council and City Board

The City Council approves the city strategy. The City Board approves the Participation and Interaction Plan, a separate programme that complements the strategy. The plan is used to lead, develop and coordinate city-level participation work.

The City Board monitors how the plan's goals are achieved at least once during its term.

Community and Development Services

Community and Development Services in Education and Culture Services is responsible for preparing and updating the Participation and Interaction Plan, coordinating city-level participation work and supporting development.

Participation Working Group

The Participation Working Group is appointed by the Group Executive Director and includes people who do participation work from across the organisation. The group's tasks are to:

- Create cooperation structures and shared ways of working for city-level participation work
- Help prepare and monitor the city's shared and each service area's own participation goals and actions

Committees

Each committee sets its most important concrete goals and actions for developing participation work, based on the city-level Participation and Interaction Plan. This is done as part of implementation and annual planning.

Boards monitor and assess how participation goals are achieved.

Service areas and group administration

Service areas and group administration carry out everyday participation work. Their main goals and actions are set out in implementation and annual plans.

Service area management teams monitor how the goals are achieved.

How city-level participation work is organised

Goal setting

Strategy (City Council)

Strategic aims and goals

monitoring, assessment

City-level Participation and Interaction Plan (City Board)

City-level goals, principles and focus areas

monitoring, assessment

Implementation and annual plans (Committees)

Goals and actions derived from the city-level plan

Responsibilities

Rules of Procedure

Defines the tasks of political leaders related to promoting residents' participation

Community and Development Services unit, Education and Culture Services

City-level coordination and support, monitoring and assessment of participation work development

Service areas and groups

Carrying out and developing participation work

Group units

Carrying out and supporting participation work

Cross-sector cooperation

Participation Working Group
A working group of participation experts appointed by the Group CEO. Supports, monitors and assesses the preparation of the plan's goals and actions

Participation network
A network open to all city employees. Peer support, sharing information, developing skills

Youth participation network
A network open to everyone. Peer support, sharing information, developing skills

Customer experience network
A network open to all city employees. Peer support, sharing information, developing skills

Grants working group
A group of people responsible for grants, tasked with cross-sector cooperation and development

Local, national and international cooperation
E.g. with Pirha and other cities