Results of the residents' wellbeing discussions for people with disabilities or reduced mobility and children and young people

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Marianne Sepponen

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What is this about?

- Voxit is an easy-to-use digital discussion platform that allows the City of Espoo to hear residents' views in a new way. Espoo is introducing the platform in the EsVoxit project co-funded by Sitra and organising five discussions on various themes on the platform in the course of the project.

- Data obtained from the discussions will be used to support the Espoo Wellbeing Plan, service planning and decision-making

- Voxit is designed specifically for the participation of large groups of people, and it allows for a constructive discussion on predefined topics. The participants decide what is discussed on the platform and what is important. The discussion method used on the platform – anonymous voting on the proposed statements and the option to add new statements – promotes diversity and makes it possible for anyone to express their views safely.

- The City of Espoo selects the topic of each discussion and prepares a set of preliminary statements that the participants will comment on by voting. You can participate in the discussion by clicking the discussion link and tapping whether you agree, disagree or want to skip each statement.

- Participants can also add new statements to the discussion. The content of the discussion is shaped as participants vote on the original statements and those added by others and contribute their own.

What kinds of results were achieved?

- This document includes a more detailed qualitative analysis of the results.

- Discussion-specific results reports also show all the statements made in the discussions, how they were voted on, and the statistical analysis generated by the platform on which the analysis in this document is based.

- The platform analyses the responses by means of machine learning and statistical analysis methods. The platform forms distinct opinion groups based on the residents' responses. The results reports can be used to examine aspects such as which statements most respondents or opinion groups agreed on and, conversely, on which topics opinions were divided.

- Key results have been compiled in this report.

- Help with interpretation: In addition to the percentages, it is advisable to compare the colours of the bars so that the number of people who skipped the statement does not distort the results; the relative proportions of those who have commented on the statements are highlighted.

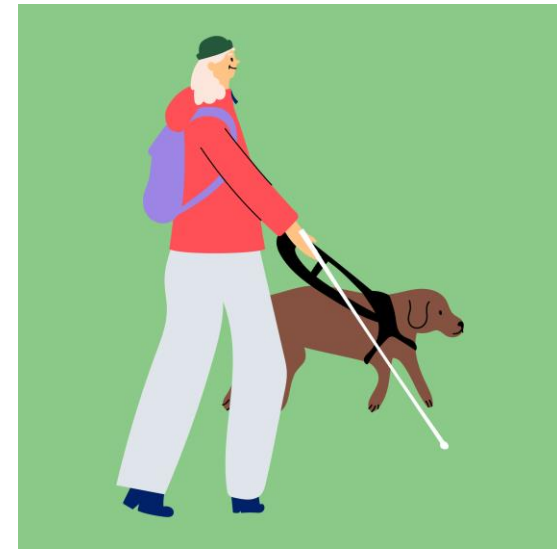# How did residents' participation influence the Wellbeing Plan?

- Discussions with residents reinforced the idea that the priorities tentatively outlined for the Wellbeing Plan of the new council term – mental wellbeing, safety, and reducing loneliness – are important and current topics and therefore a good choice also from the residents' perspective.
  - Accessibility, discrimination and issues related to social inclusion are linked to safety and mental wellbeing in the discussion for people with disabilities or reduced mobility. Loneliness emerged as one factor that set opinion groups apart from each other.
  - In children's and young people's discussion, a wide range of themes related to mental wellbeing and psychological safety were prevalent. Safety in various environments emerged, as well. In this discussion, too, loneliness emerged as one factor that set opinion groups apart from each other. Another one was how intervening in bullying was perceived, which is linked to the themes of the wellbeing plan.
  - The importance of accessibility issues that emerged in the discussion for people with disabilities or reduced mobility has been widely communicated within the City. As a result of the discussion, an accessibility-related indicator will be included in the Plan.
  - Based on the themes raised by the residents, proposals for measures have been drafted for the units for the coming council term.

What other impact did residents' participation have?

- The Voxit discussions have attracted widespread interest and praise within the city. The results have been communicated extensively in cross-administrative steering and development groups. This way, matters important to residents have been brought to the attention of various units and sectors so that they can be utilised more extensively in development. Communication on the results will continue during the rest of the year 2025.
- The development of exercise for special groups has been underway for some time, and the results of the Voxit discussion confirm the importance of this work. The results will be communicated to the Sports and Exercise Unit.
- Matters related to accessible parking spaces have also been communicated to the Urban Environment Sector.
- The results are presented to elected officials in the Sports and Wellbeing Committee.
- In the Early Childhood Education Unit, the discussion for children and young people led to the development of the measurement of wellbeing data for children of early childhood education age. The work began in November 2025.
- The discussions also provided valuable information on how these types of digital tools can be used to engage different target groups. The residents also provided us with excellent information and experiences related to the accessibility of the platform.

1st discussion on the Voxit platform: Taking the needs of people with disabilities or reduced mobility into consideration in the Wellbeing Plan, services and decision-making.

The discussion was open between 1 and 26 September 2025

[Results report generated by the platform](#)

Target group: Espoo residents with disabilities or reduced mobility

The discussion was planned together with the Disability and Elderly Councils and experts from various sectors of the city. Disability and pensioner organisations helped to communicate about and organise events for responding to the survey. The comments of the Disability Council for the preparation of the City Strategy were utilised in the formulation of the initial statements.

Objectives: Listening to those whose voices are not heard often enough. Better consideration of the target group's perspective as part of the municipality's basic work and the Wellbeing Plan.

What do we know about the participants?

133	103	4806	78	56
Participants voted	Participants were grouped	Votes were given	Statements	Statements were added by participants

52% of the respondents, 48 people, had disabilities or reduced mobility.

67% of the participants were 31–70 years old, 30% were older than 70, 2% were 18–30 years old, and 1% were under 18.
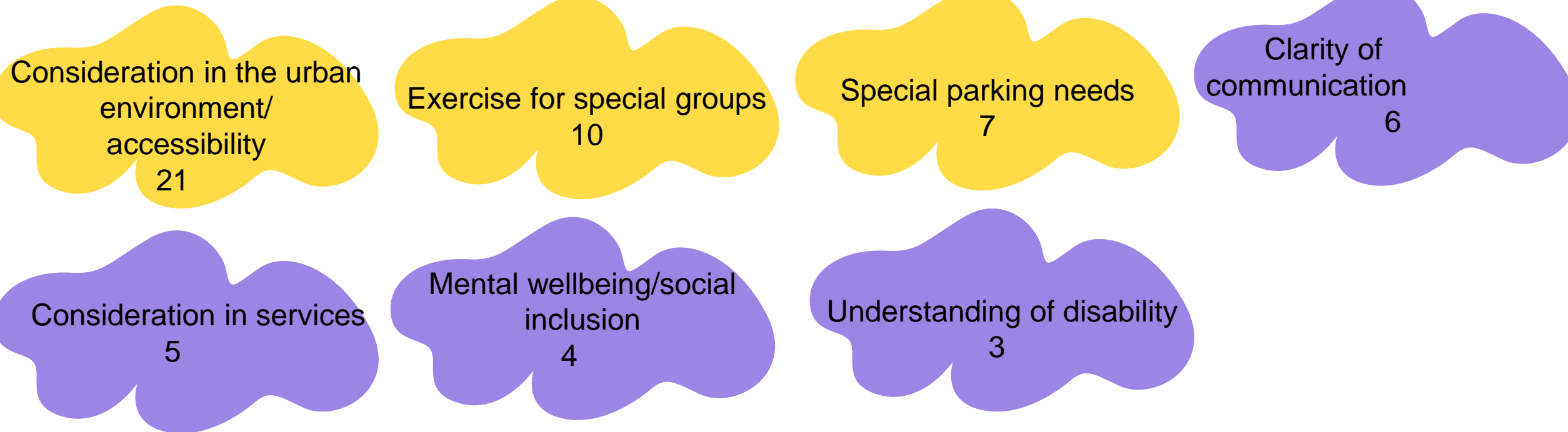
6% responded to the survey with assistance.

For more detailed information on the participants, see the results report.

Results report

What did the participants want to discuss?

Themes for which statements were added (number of statements):

Consideration in the urban environment/ accessibility
21

Exercise for special groups
10

Special parking needs
7

Clarity of communication
6

Consideration in services
5

Mental wellbeing/social inclusion
4

Understanding of disability
3

All the statements added and how they were voted on are shown in the results report.

Themes of statements added by participants

Consideration in the urban environment/accessibility

More benches
Accessible rental housing
Bus lines
Disabilities of older people in city planning
Street construction poses dangers
Scooters pose dangers
Street lighting
Importance of winter maintenance for people with reduced mobility
Accessibility of the metro
Lack of accessibility of cobblestones
Sloping and steep pavements
Barriers disrupt taxis for people with disabilities
Age-friendliness of urban planning
Posts warning of approaching traffic at pedestrian crossings
Employees' speech is difficult to hear
Plexiglass screens at customer service counters make hearing more difficult

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Exercise for special groups

Too few accessible changing rooms
Importance of the seniors' Sports Wristband
Exercise equipment for older people in playgrounds
Shopping centre walks are nice
Affordable exercise services are for healthy people only
Accessible changing rooms to be removed from the toilets
Ceiling lifts for accessible changing rooms at swimming pools
More pool lifts
Diversity of the exercise selection for older people

Themes of statements added by participants

Special parking needs

Improved supervision of accessible parking
More accessible parking spaces
Fees for accessible parking in shopping centres
Consideration for cars of people with disabilities
Cramped parking spaces in shopping centres
Residential parking spaces are too far away
Parking areas are too far away

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Experiences of the Voxit platform

On average, participants gave 36.14 votes per participant.
Each person who added statements entered an average of 3.12 statements into the discussion.

75% of all respondents felt that this was a nice way to participate.
61% of Group A and 89% of the Group B felt this.

78% felt that this was an easy way to participate.
61% of Group A and 95% of the Group B felt this.

The responses formed two distinct opinion groups

A: Those who suffer from inequality and inaccessibility

"I feel equal to other Espoo residents."

73% disagreed

"City employees do not understand how the lack of accessibility affects everyday life when you have a disability or reduced mobility."

75% agreed

"We need more parking spaces for cars of people with disabilities."

80% agreed

B: Those who experience equality and accessibility

"I feel equal to other Espoo residents."

72% agreed

"My surroundings are accessible for moving around."

88% agreed

"I have been treated in a non-discriminatory manner in City services."

80% agreed

Key observations 1/2

- Accessibility and agency should be considered extensively: not all disabilities are visible from the outside
  - ➔ Comprehensive accessibility and equality must be the starting point and automatically become part of operations. Do not assume the characteristics or non-disability of others based on their appearance.

- The themes most highlighted by the participants: consideration in the urban environment/accessibility, exercise for special groups, and special parking needs.

- Respondents were clearly divided into two groups in terms of factors indicating equality, social inclusion and accessibility.

  - Group A experienced more inequality and inaccessibility, and the number of people with disabilities or reduced mobility was significantly higher.

  - Group B experienced more equality, social inclusion and accessibility, and the group had fewer people with disabilities or reduced mobility.

Key observations 2/2

- The experience of social inclusion and wellbeing of people with disabilities or reduced mobility may deteriorate if equality is not realised in the environment, services and social interaction

- This may involve being bullied, challenges in finding employment, loneliness, and not being heard and seen, i.e. an accumulation of challenges.

- The differences between groups can be partly explained by the proportion of people with disabilities or reduced mobility and the fact that there were significantly more older people in group B. They may not have any disabilities or reduced mobility.

- The nature of the disability or reduced mobility may partly explain the differences between the groups related to the statements that emphasised physical activity. For example, impaired hearing or multiple chemical sensitivity do not cause the same obstacles to mobility as a wheelchair. Are people with a visible disability also more likely to face discrimination?

- It was pointed out that City employees do not understand how the lack of accessibility affects everyday life. Some had experienced discrimination in service contexts.

- The number of respondents and representatives of the actual target group was unfortunately low.

A: Those suffering from inequality and inaccessibility, n=50

In Group A, 69% were people with disabilities or reduced mobility, which is significantly more than in Group B. The majority felt that they were not equal with other Espoo residents. Group A had experienced significantly more discrimination in City services than Group B and that they were not heard and seen there. The group's responses emphasised that City employees do not understand the importance of accessibility. This group experienced loneliness more often.

The group had more visually impaired people than Group B, and probably more people with reduced mobility in general, as the group emphasised the importance of issues related to accessibility and accessible parking spaces. The dangers of electric scooters were emphasised and, for example, participants in the café for visually impaired people highlighted the scooters' dangers for visually impaired people. The scooters also make it more difficult to move around in wheelchairs and other assistive devices. Group A commented more often than Group B on ceiling lifts in changing rooms and the accessibility of rental apartments. The group were more likely to experience multiple chemical sensitivity and that plexiglass screens at counters make hearing more difficult. The group experienced more insecurity when moving about in Espoo and at swimming pools.

Almost half of the group believed that their disability had contributed to their being unable to find a job. One in three felt that they had not received sufficient support for job seeking.
In this group, unlike in Group B, a large proportion felt that all affordable exercise services are intended for "healthy people". The group felt more strongly than Group B that they could not afford to do things they liked.

B: People experiencing equality, stronger social inclusion, and accessibility, n=53

In Group B, there were only 34% of people with disabilities or reduced mobility. The majority of those in this group felt that they were equal with other Espoo residents and that they had been treated in a non-discriminatory manner in City services. The majority felt that they could move around in their surroundings in an accessible and safe manner. The group felt more often than Group A that they were heard and seen in services. The members of the group experienced much less loneliness.

The majority of the group felt that they could afford to do things that they liked.

Group B had significantly more people aged over 70 than Group A, and they were much more likely to feel that older people receive good service in Espoo than Group A. Similarly, they were more likely to feel that it was easy for them to use the City's electronic services and that the exercise offering for older people is diverse. The group felt more often than Group A that Espoo provided an accurate picture of the adequacy of services for older people.

Group B did not feel that street construction works caused as many hazardous situations as Group A.

The discussion was extensively communicated to residents

- espoo.fi
  - Voxit discussions website
  - News article
- The Senioripaku senior van's end-of-summer party
- General Facebook page of Espoo
- *Espoo liikkuu* on Facebook
- *KulttuuriEspoo* on Facebook
- Advertising and sharing communication materials at Disability Council meetings and requesting communication to member organisations
- Advertising in residents' Facebook groups: Puskaradio Espoo, Asukkaiden Espoo, Matinkylä-Olari, Tehtävä Leppävaarassa
- Participation and Wellbeing in Espoo newsletter
- Email with communication materials to the Elderly Council and a request to communicate about the discussion to member organisations
- Western Uusimaa Wellbeing Services County mentioned the City of Espoo survey in its own communications
- Library info screens

Assisted responding, face-to-face communication

- Wednesday Café in Olari organised by the visually impaired association
- Meeting Café in Iso-Omena
- Meet the City event at Entresse Library
- Responding via phone was available

2nd discussion: Wellbeing of children and young people

Discussion period: 8 September – 2 October 2025

Target group: Children and young people living in Espoo.

Objectives: Hearing 'the quiet voices.' Taking the target group's perspective into account as part of the Wellbeing Plab and the municipality's basic work.

Results report generated by the platform.

What do we know about the participants? Children and young people aged over 10

598
Participants voted

492
Participants were grouped

28,842
Votes were given

81
Statements

54
Statements were added by participants

Of the participants,

7% were under 7 years old
29% were 7–12 years old
54% were 13–15 years old
22% were 16–18 years old
13% were over 18 years old

28% belonged to a minority
26% belonged to a gender or sexual minority

Experiences of the Voxit platform

On average, participants gave 48.23 votes per participant.
Each person who added statements entered an average of 3.12 statements into the discussion.

59% of all respondents felt that this was a nice way to participate.
28% of Group A and 75% of the Group B felt this.

68% felt that this was an easy way to participate.
34% of Group A and 84% of the Group B felt this.

What did the participants want to discuss?

Themes for which participants added statements:

Mental wellbeing
16

Expressing different views/values
8

Equality and non-discrimination
7

School and studies
6

Safety
4

Hobbies
4

Material and immaterial starting points in life
3

City services/urban environment
3

Screen time
2

Responsibilities for young people
1

Mental wellbeing/social inclusion

It is difficult to ask for help
I get help with mental health
I am accepted as I am
I can be myself
I feel that I am listened to
I feel that I can influence my life
I enjoy my life
Peace, not violence
The most important thing is to be kind and nice,
not fancy clothes
Bullying

Expressing different views and values

Teachers do not judge my differing views
I am allowed to express my differing views out loud
Discrimination due to political views
Intervening in far-right ideology at school
Personal importance of Christian values
My religion is not respected
Everyone has the right to their own opinions even though they cannot give arguments for them
Parties in the Youth Council

24

Equality and non-discrimination

Successful integration in Espoo
Teachers to receive training on encountering different religions, people with disabilities, and young LGBTQ+ people
Consideration for the needs of people with disabilities and neurodivergent people in public spaces

Opportunities for influencing for young people with special needs
Facing racism

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Key observations 1/2

- The themes highlighted the most by the participants: mental wellbeing, social inclusion, expression of different views, values, equality and non-discrimination.

- Respondents were clearly divided into two groups in terms of factors indicating wellbeing, social inclusion, and safety.
  - Most of them were doing well (Group B).
  - The data analysis draws attention to a group within the smaller group (A), which has accumulated many factors indicating weakened wellbeing, social inclusion, and safety.
  - In line with research data: inequality is related to the accumulation and spirals of issues, and the factors of inequality correlate with each other.

- Group A also experienced more insecurity: at home, at school, out in the city, in the company of other young people, and online. More frequently, they did not have any good friends, and they felt that bullying was not intervened in. These may be related to the fact that the group experienced more loneliness and being bullied, perhaps?

- In the background variables, there were more people in Group A with a weaker financial situation, feeling unsafe at home, and without safe adults in their lives.
  - Studies have shown that difficulties in family relationships in adolescence are part of risk chains that affect financial and mental health problems until middle age. In Group A, almost half of those who commented felt that they did not receive help with their mental health challenges.

Key observations 2/2

- Group A were more likely to feel that teachers condemn their differing views and that they are not allowed to express them out loud at all. We do not know what these views are.

- The phenomena present in politics and the media which seek to weaken the status of minorities and human rights and increase hate speech appeared in a few rejected statements.

- In order to prevent gangs, segregation, polarisation and radicalisation, it is necessary to take seriously the factors that accumulate in a small group, the challenges of life, loneliness, shortcomings, exclusion, and disappointments that, combined with the need to be heard, seen, and appreciated, may lead to such persons resorting in harmful behaviour or joining harmful groups. Group A had respondents (ca. 17 people) who wanted violence at school.

- In the results, opinions were divided on restricting smart devices. However, more than half of those who commented would like to reduce phone use. This is in line with the School Health Promotion Study, according to which 33–43% of young people in Espoo had tried to reduce their internet use without success.

- Especially in Group A, there were so many people who ignored the statements (who are counted as respondents) that the differences between the groups are most clearly visible by looking at the colours of the bars, not by looking at the percentages.

Group A: More lack of participation, insecurity, loneliness, and weakened mental wellbeing, n=157

In the statistical analysis, the most distinguishing factor was that this group were more likely to feel that they did not have any good friends. Group A felt more often that adults do not intervene in bullying at their school. They experienced the threat of violence with other young people more often.

As a rule, Group A had a weaker situation in the statements related to social inclusion, mental wellbeing, acceptance, and satisfaction with life. The group felt significantly more often that they did not receive help with mental health. There were more people in this group who did not sleep sufficiently and whose financial situation was not stable.

Group A felt less secure at home, at school, online and out in the city compared to Group B. They also were more likely to feel that their neighbourhood was unsafe for minorities. They were less likely than Group B to feel that they had safe adults in their lives.

Group A were more likely to feel that teachers condemn their differing views and that they are not allowed to express them out loud at all. This group responded more often than Group B that there should be violence in the school rather than peace.

Group A had a more negative attitude towards restricting phone use, and the group did not want to reduce their own use of phones or computers as much.

Group B: Comprehensive social inclusion, feeling of security, and mental wellbeing, n=335

Group B responded to the statements the most extensively. They felt that participating in the Voxit discussion was easier and more fun than Group A did.

In this group, particular emphasis was placed on topics related to social inclusion, mental wellbeing, acceptance, and satisfaction with life, in which the situation was notably better than Group B's. A substantially larger proportion of this group felt that they were in a privileged position.

Group A felt safe at home, online, and out in the city. They also were more likely to feel that their neighbourhood was safe for minorities. They felt that they had safe adults in their lives, and most of them had at least one good friend.

This group felt that they were sleeping sufficiently and that their financial situation was stable.

This group were the most positive about restricting phone use and wanted to reduce their own use of phones or computers more than group A. However, restricting phone use during breaks at school divided opinions.

Discussion for under 10-year-olds

No statements were added to the discussion for under 10-year-olds, and the participants numbered only
4 children aged under 10, which is why we
cannot draw very broad conclusions from the results.

Results report generated by the platform of the discussion for under 10-year-olds

Results report

- At the time of doing the analysis, the results report showed two opinion groups. Unfortunately, for some reason, three groups were created in the report later. The analysis was carried out based on the two initial groups. The other data is correct, so you can view the statements and their response rates [here](). The reason for the change in the groups is being investigated, and it may be that the grouping was changed by moving some of the statements to or from metadata.

Mobilisation, face-to-face communication

- Long break at Kaitaan koulu school with a community instructor
- Evening at Pointti Youth Centre in Sello. Instructors encouraged young people to participate. The reward for responses was sweets.
- Meet the City event at Entresse Library
- Community instructors encouraged young people to participate during breaks in 19 schools. The reward for responses was sweets.
- Youth Council meeting
- Roundtable for student unions of general upper secondary schools

Communication with residents

- [Article on Espoo.fi](#)
- [Website](#)
- *Nuori Espoo* on social media
- Support from community instructors
- Posters + sweets at schools
- Youth centres, posters + sweets
- General Facebook page of Espoo
- *Espoo liikkuu* on Facebook
- *KulttuuriEspoo* on Facebook
- Youth Council meeting
- Roundtable for student union boards
- Participation and Wellbeing in Espoo newsletter