

Economic Development & Transport Committee

EDT2 03-05(p9)

Date: 9 February 2005

Time: 9.00 am to 12:30 pm

Venue: National Assembly for Wales, Cardiff Bay

Title : Visit to Helsinki, Finland 18 – 21 November 2004

Economic Development and Transport Committee Visit to Helsinki, Finland 18 – 21 November 2004

Background

The Economic Development & Transport Committee visited Helsinki to look at the provision of childcare in the context of the Committee's review of economic inactivity. It also took the opportunity to undertake some exploratory discussions in connection with its forthcoming review of Science Policy in Wales. The visit was organised for the Committee by staff in the British Embassy in Helsinki and a copy of the brief given to them is at Annex 1.

The Committee very much appreciated the considerable amount of work that was done by staff of the Embassy in arranging the visit and also the time and effort of the various people it met in government departments and in the other organisations in Helsinki and the neighbouring area.

The members of the Committee available for the visit were:

Chris Gwyther, Chair

Nick Bourne

Chris Chapman

Janet Davies

Lisa Francis

Brian Gibbons

Jenny Randerson

They were accompanied by the Committee's clerks: John Grimes and Siân Wilkins.

The Committee was particularly grateful to Richard Howell and Reetta Purontakanen of the British Embassy who were responsible for putting together the programme and accompanied the Committee during their visit.

Thursday 18 November 2004

A. Ministry of Social Affairs and Health

Ms Tarja Kahiluoto, Senior Officer

Ms Reija Heinola, Head of Development, National Research & Development Centre for Welfare and Health

Ms Marja-Liisa Parjanne, Ministerial Advisor.

The Ministry of Social Affairs and Health aims to provide the population with a healthy environment, good health and functional capacity, and adequate income and social protection in different life situations.

The Ministry directs and guides the development and policies of social protection, social welfare and health care. It defines the main course of social and health policy, prepares legislation and key reforms and steers their implementation, and handles the necessary links with the political decision-making process.

Ms Kahiluoto's presentation is at A2 and A3. She said that parents in Finland had a right to childcare and that municipalities had been under a duty to provide it since 1996. She noted that in rural areas there were sometimes difficulties because parents were required to travel in order to find suitable care but nonetheless it remained a right. She drew attention to the fact that a great many women in Finland worked and said that the Government's policy was to combine education and care into a single service which they called 'Educare'. She referred to the range of support that parents received from maternity/paternity allowances, and leave at time of birth, through to allowances to parents who stayed at home to look after children to the provision of Educare by municipalities. She said that the take up of these varied with the age of the child partly because some, such as childcare allowance, was not available beyond the age of three.

Turning to the provision of municipal day care she said that every child under school age had the right to this once the parental allowance period had ended. The fees were dependent on parents' incomes and in her presentation she set out the maximum fees that applied. The presentation also set out the pedagogic goals of day care and the age groups etc that could make use of it. Ms Kahiluoto said that the requirement was for this to be provided all year round. Fuller details are provided in the presentation.

Ms Kahiluoto's presentation also referred to the high level of education and training required by those engaged in caring and pedagogic tasks. She said that by and large these were mainly women and staffing levels were relatively stable although they did involve the use of short terms contracts in summer periods.

Ms Heinola's presentation is at A4. She spoke of people who received informal care allowances for

looking after people aged 65 and over. Roughly 43% of the carers were spouses and 22% were children. The majority of these were of work age although, in fact, more than half were pensioned this partly reflecting the fact that due to structural unemployment a number of people had retired before reaching the state pension age.

The main reasons that people over 75 needed help was partly to provide psychological and emotional support for them but also to assist with household work, DIY, going to the shops or bank and hospital visits. There was however no system in Finland for providing people with leave from their work in order to allow them to look after sick parents.

Ms Heinola said that particular problems were the lack of availability of care to provide respite for the carers and the low quality of this provision. People tended to prefer this to be provided informally.

Asked about how one assesses eligibility for these allowances Ms Heinola said this was very difficult and varied between municipalities. She added that in contrast to the provision of childcare, this was not a statutory obligation and not all municipalities provided it.

Marja-Liisa Parjanne's presentation is at A6. She gave figures on the employment rate by gender in Finland. She noted that by and large male and female rates of employment were similar. However, rather more women tended to work in the Public Sector. The figures showed a slight dip for women of childbearing age also but also that they tended to return to work afterwards. In response to a question, she said that they did have campaigns to get more men involved in child rearing. The figures also showed a higher level of women involved in temporary work at younger ages.

Ms Parjanne also presented Finland's National Action Plan for Employment – The Gender Equality Section.

Concluding her presentation, she noted that current patterns are for people to spend more time than previously at the start of their working lives undergoing education and training, longer at the end of them in retirement at which time they were freer to do whatever they wanted. She envisaged that in the future all these aspects of life might be available more evenly throughout ones age although she noted that it was difficult to see how one might move to this situation in practice.

B. Ministry of Labour

As part of the Government, the Ministry of Labour is responsible for drafting legislation and for preparing other decisions of the Government and Parliament in matters pertaining to the labour administration. The Ministry also develops and directs the activities of the labour administration and attends to international relations. In Addition, the Ministry is largely responsible for the implementation of labour and immigration policies.

The promotion of employment and the public employment services belong to the ministry of Labour.

The Ministry also works to develop work organisations and working life and the collective agreements procedure. Likewise reconciliation of labour disputes, and immigration, refugeeism and emigration belong to the Ministry

Varpu Weijola

Ms Weijola outlined the structure of the Ministry of Labour which she said employed 340 people centrally and was responsible for 147 employment offices around Finland. These employed some 6,000 people and in the course of a year dealt with some 810,000 job seekers and 570,000 unemployed people. Her presentation (B1) showed that Finland had relatively high employment rates and targets higher than the EU average both overall and for women. They were also doing better for 55 – 64 year olds and were only slightly below the EU target for 2010. Male unemployment was slightly above the EU average but that for women was lower. However, their target was to reduce this to almost half current levels.

Ms Weijola spoke about qualification levels and said that these showed a declining percentage in older age groups which presented a problem for getting these people back into work.

Finally she spoke about the work they were doing on vocational development services which involved providing information, career planning training and vocational rehabilitation. She provided a copy of a report (B3) which gave an overview of vocational development services.

In the discussion, Ms Weijola said that the government was interested in developing entrepreneurship skills and had launched a major programme to promote these widely. She said that people don't mind being self-employed but were less keen to move on from this to developing a business which employed other people.

She said that the service sector was generally considered to be under developed and that people who did not participate in vocational rehabilitation programmes could ultimately lose their benefits.

There were incentives for companies to take on people who had previously been long term unemployed but generally that kind of employee was not welcomed by employers - even with financial incentives.

Ms Weijola was not familiar with any incentives available to attract mobile investment to particular areas, but said they did try to focus training in an area based on estimates of future skills requirements. She said that when a factory closed in an area they would establish a local employment office near by but these were the main geographically based incentives of which she was aware .

In relation to gender pay gaps, it was noted that this was wider in the public than in the private sector which was the opposite of the situation in the UK. Ms Weijola said that there was a greater tendency in Finland for private employers, especially in the service sector, to employ women although the salaries were not very high.

A particular issue was a major recession in the 1990s, which had hit rural areas and small towns particularly hard. This had resulted from the collapse of the USSR but this in turn had also opened up a number of markets as a result of wider international trade.

C. Ministry of Transport & Communications

The Ministry of Transport and Communications implements transport and communications policy. It prepares Acts, Decrees and Decisions made in Parliament, at Presidential sessions of the Council of State (Government) and in the Council of State itself. The Ministry also issues Ministerial Decrees and renders its own decisions.

Within its purview, the Ministry of Transport and Communications prepares a budget framework as well as an annual budget proposal, operating strategy and financial planning. The Ministry also monitors the use of funds allocated in the state budget to the Ministry of Transport and Communications and describes their use in its annual report. In addition to active EU and International co-operation, the Ministry's purview also includes responsibility for the ownership policy of state-owned joint stock companies and enterprises within the field of transport and communications. The Ministry monitors their operation and requires them to be profitable, productive and providers of good service.

Harri Uusnakki, Inspector, Passenger Transport Unit

Antti Kalliomaki, Municipal Engineer, Twsula Municipality

Harri Uusnakka presented two reports: An Evaluation of the Finnish Public Transport System (C1), and Public Transport Performance Statistics (C2).

He said that overall Public Transport in Finland was well organised and achieved good passenger numbers. There was a high level of satisfaction although still there were some challenges in rural areas. The system depended on relatively low subsidies and had successfully seen the introduction of competition. He said that a particular feature of the system was a card, which provided through transportation on any Finnish bus other than in Helsinki. This had been achieved by making acceptance of this ticket a condition of registering a route.

In terms of ownership air and rail services were State owned while 95% of coaches and all taxis were privately owned. Buses provided the main forms of public transport but generally seat occupancy was too low.

Asked about how 'quality' services had been achieved, Antti Kalliomaki said that the municipalities in Finland had more freedom than those in the UK and the ability to raise their own money through a local income tax and greater control over what they did. One factor in the greater co-operation between central and local government was the fact of the 200 Finnish MP's, some 143 were also local councillors. In addition, municipalities would club together to share in the delivery of certain services.

Antti Kalliomaki gave a presentation (C3) on the Demand Responsive Public Transport System. He said this had achieved a higher level of passenger satisfaction.

In the discussion, he said that three hours advance notice was required of the need for the service – in fact they could deliver it much faster than this but felt that a slower response rate was more appropriate in order to control the use of the service. He felt that one hour was probably the minimum response time one could offer because anything shorter than this was likely to lead to difficulties in providing connected services.

Asked about why women seemed to prefer the service more than men, Mr Kalliomaki suggested it might be because where a family had a car the main user tended to be the man. The DRTS therefore offered freedom and flexibility to women.

In response to a question, he confirmed that there was a degree of antipathy towards the service from bus operators with whom it was a direct form of competition.

Evening

In the evening, committee members were invited to dinner with H M Ambassador to Finland, Matthew Kirk, and colleagues from the UK Embassy in Helsinki.

Friday 19 November 2004

D. Takatasku 24 hour kindergarten, Malmi

Malla Anttila – (Title not given but obviously the person in charge of the kindergarten)

The Committee visited this 24 hour day care centre details of which are given in the note provided by them at Annex N. Ms Anttila said that it had been established in 1991 with some 15 children and there were now 83. Its services were available to people who did shift work such as staff in hospitals, restaurants, airports etc. and the parents needed to explain why 24 hour care was needed. If their work changed then the children had to go to an alternative provider of day-care.

Ms Anttila explained the staffing structure and the way the children were organised into four age-based groups. She spoke about how it was possible to provide a flexible and a variable attendance pattern, for people whose shifts were irregular, and said that occasionally a child might stay there for as long as a day and a half when shift patterns demanded it. Generally however parents would get to see their children each day. It was noted that this kind of irregular pattern could result in the child not having any continuity of carer. Ms Anttila said that they were completely flexible in the service they provided.

For some families, the centre provided a degree of continuity in the care received by a child who might otherwise have to go from one relative to another. In addition this could provide better relationships

within a family.

The centre was geared up to providing medication for children who needed it although they tended not to take children who had a particularly high level of medical needs.

The nature of this kind of childcare required careful documentation to be maintained so that staff in one period were fully aware of what might have happened in the previous one. It was also important to have regular team meetings and regular meetings with parents to understand the needs of the child and to talk to them about the child's progress.

Children did not have separate rooms as one large room was more suitable for supervision, but they did all have their own beds. Ms Anttila said that they tried to be as flexible as possible when parents' shifts changed at short notice and agreed this could sometimes impose significant pressures on the centre. The solution depended on staff being flexible and co-operating as much as possible.

The fees for the centre were means tested with the highest level being €200 a month - the same rate charged for conventional day care. Reduced rates were charged for parents who made less use of the centre. Obviously, the service costs rather more than normal day care and the Government met the difference.

At the end of the visit Ms Anttila presented the Chair with a book on Helsinki and a framed picture that had been drawn by one of the children.

E. Ministry of Trade and Industry

As an expert in business environment policy the Ministry of Trade and Industry plays a leading role in making decisions regarding economic policy. The Ministry's main function is to improve the competitiveness of business life and the operating conditions of enterprises, as well as to promote employment in a sustainable manner.

The Ministry supports research and product development, as well as productive utilisation of new technology.

The Ministry seeks to ensure the supply of energy and its efficient and safe use in an environmentally sustainable and responsible manner. The Ministry is working for efficient competition and dependable consumer policy and is looking after Finland's business policy interests within the European Union.

Paula M A Nybergh, Deputy Director General

Paula Nybergh gave a presentation (E1) on the work of the Ministry of Trade and Industry and its organisation. She said that as a small country Finland recognised that in relation to global research and development, its contribution could be at best very small. It therefore needed to work and develop

collaboratively with others.

Ms Nybergh said that Finnish people had a tradition and culture of working in large companies and that the Government had recently introduced a programme to promote entrepreneurship. The aim was for this to go down to people in schools.

She referred to the Science and Technology Policy Council of Finland, which was a high priority and chaired by the Prime Minister. She also referred to the range of bodies involved in promoting innovation in Finland and the mix of public and private involvement in these. She said that they no longer talked about developing 'technology' but innovation. This included the need to develop business skills and the ability to develop and promote innovative products.

In the discussion, Ms Nybergh said that the Government sought to work closely with other bodies such as Trade Unions. In addition, individual Government Departments worked very closely with each other and did not appear to suffer from the 'silo' mentality sometimes found elsewhere.

Asked about how one might move forward with an innovative idea, Ms Nybergh suggested that the starting point might well be through a Tekes centre which offered a network of support and help. It would also link to universities to enable an individual or company to get help with evaluating an idea and also to get advice on patents etc. She emphasised that co-operation between organisations was a key to their success.

Ms Nybergh said she would be happy to deal with any further questions in correspondence.

F. Porvoo Local Employment Office (Ministry of Labour)

Mikko J Viitanen
Roger Nordberg

Mr Viitanen said that the Porvoo local employment office covered an area extending roughly 70 kilometres north south and 50 kilometres west east. It had a population of 75,500 in five municipalities which varied greatly in size from 2,000 to 46,000. Unemployment stood at 2,718 a rate of 7.0%. The Porvoo office employed 27 and a smaller office in Sipco employed 6. Its overall budget was around €4m of which €1m went on salaries and office costs, €1m on education and €2m on financial support for employment. He did not go much into the latter although it did include funds for setting up a business. Asked about the sort of business that was supported he said there was a wide range of these but they tended to be one person operations. Referring to the changes in the economy in the early 1990's. He said that in 1990 they had some 500 unemployed people and by 1994 this had risen to 4,000. At this time similar problems had affected most of Europe. Since then, his figures showed the number had fallen to around 2,500 by 1999.

Referring to action they could take to assist people into work he noted that, while you could put pressure

on someone to apply for a job, you could not force them to take it. Also, they would not generally try to make life difficult in this region for someone who had caring responsibilities.

In the discussion, he said that the geography of his area meant that it was relatively straight forward for people to travel on the main road between Porvoo and Helsinki, but to other areas transport was difficult unless someone was working regular 8:00am to 4:00pm. A car was essential for working outside these hours or if one needed to transport a child somewhere for childcare. It was possible for people to commute from Porvoo to Helsinki and some did, however for many it was costly and time consuming and therefore an unattractive option.

Few employers offered childcare facilities although they might offer assistance to someone to access these elsewhere.

The office provided help for employers holding interviews for staff and also assisted by sifting out for interview people who were clearly unsuitable for a post. He said they did not have a policy of trying to encourage men into 'women's' occupations and in fact it was illegal to discriminate in this way.

The main problem they faced was a lack of suitable skills. By and large, literacy was not an issue but long term unemployment was, along with alcohol problems. There were particular difficulties in persuading older people to train to obtain new skills to get them back into work. They did have the power to withdraw benefits for people who were not trying sufficiently hard to find employment (e.g. people who went for an interview while drunk) but by and large when the real issue was a shortage of suitable jobs, there was only so much that they could do.

The services of occupational psychologists were used on occasions but primarily to provide career advice and guidance not for coping with clinical conditions such as depression.

G. Innopoli 2, Science Park, Otaniemi

The main goal of Innopoli is to function as a commercialiser and enterprise-generator of research- and knowledge-based ideas, a developer and an internationaliser of businesses in the Helsinki Metropolitan area. An affiliate of Innopoli, the Technology Park of Otaniemi practises dynamic incubation activity in Olartek, at Otaniemi and Olarinluoma. Innopoli strives for a single, clear goal in all its functions: creating, developing and internationalising new high-tech companies. Running a business in Innopoli is made as easy as possible: the businesses are offered plenty of useful accompanying services in addition to the basic ones. Innopoli's own Spinno service and "technology godfather" activity are designed to give support to a business in its continuous development.

The Innopoli cluster is formed by such centrally positioned co-operative organisations as the Helsinki University of Technology, VTT, TEKES, different capital investors, and such Innopoli-based organisations as the Foundation for Finnish Inventions, Culminatum, Finntech, and different service- and consultant offices. All told, there are more than 250 businesses, which, even in themselves, form a

significant co-operative clients–providers network operating in Innopoli and in the business incubators. Innopoli specialises in concentrating its know-how especially in supporting the first steps of a business, and as a consequence, fast growth is often characteristic to the businesses in Innopoli.

Maijae Hamalainen, Toimitusjohthaa, Innopoli 2

Matti Hamalainen, Senior Lecturer, Project Manager Software Business & Engineering Institute and CEO and founder Codetoys

Maijae Hamalainen outlined the background to the Otaniemi campus which housed 300 companies, 15,000 students and 3,600 employees. She said that the geography of Finland meant that the bulk of the country's technology was located in the Helsinki region and a key issue for them was whether to locate research and development throughout the county or to locate it near the capital. She said that Finland spent the second highest level of GDP on R&G in Europe. She said the Technopolis ventures could offer a range of support to new companies. The three year survival rate for business was 86%, there was an average 3 – 5 jobs created per start up and an average growth rate of 50%.

Matti Hamalainen spoke of his experiences in setting up Codetoys as a spin off from research work he had been doing. The company was based on Structured Dynamic Feedback Technology. They had had a significant amount of help from the development at Technopolis. Nonetheless, in the discussion he indicated that they had undertaken a lot of hard work in obtaining meetings with large companies and finance for investment.

Mr Hamalainen said that as a rule of thumb, they worked on the principle that a business had to generate around €100,000 per person per year to make it worth pursuing. The emphasis of the Technopolis venture was on helping the development of business people and not just the exploitation of technological ideas.

There was some discussion of the financial position of students at university in Finland who appeared to have to provide most of their own funding. Courses also took a lot longer. There were a number of reasons for this. Some students underwent military service at around 18 – 19 years and then a further year often passed while they took the entrance exams which were highly focused on the subject of their degree course. University courses were modular and could be extended over a longer period in order to fit in working at the same time. In addition, most Finns would aim at studying to masters level. Overall, some 70% of students in Helsinki went on to university or polytechnic – Matti Hamalainen wondered if this was too high a percentage (but did not elaborate on this).

Conclusions

Overall, the Committee found the visit to Helsinki a valuable and worthwhile experience. They met a wide range of people and learned a great deal about the issues relating to economic inactivity and the way these were being tackled in Finland.

The Committee was particularly impressed by the integrated approach to helping people meet their caring responsibilities. This embraced both the needs of parents with children and also of those looking after elderly parents or relatives. For both of these we were told of an extensive range of state support that is available. While one needs to be cautious about generalising from the relatively limited range of evidence it was possible to gather in a short visit, the impression was clearly of a state sector that accepted and, by and large, met its obligations to support individuals. Payment for services was geared to people's ability to pay and the impression was that funding was not a major issue or one which significantly affected the availability of provision – although it was admitted that this did vary between areas with the greatest problems in the rural parts of Finland.

The Committee was impressed by the integrated approach to child care and the way this developed and evolved as the child grew older. It noted with interest the service provided by the 24 hour kindergarten at Malmi which clearly offered a valuable service to parents who worked antisocial and varying hours. Members were, however, slightly concerned that an inevitable consequence of this was that a young child might be looked after by a large number of different people and consequently that relationships and bonds might not be as strong as they should be

The Committee was also impressed by the transport services in the Helsinki area which were certainly critical to its economic well being. Clearly providing transport is easier in the urban areas around Helsinki than elsewhere but the Committee was equally impressed by the demand responsive public transport system in Sampo which appeared very effective in meeting the needs of a sparsely populated rural area. Both of these well illustrated the importance of transport to economic activity.

Finally, the Committee would like to thank the many people they met in Helsinki who gave up their time to share their experiences with the Committee and the enthusiasm with which they did this. The Committee would also like to thank the staff of the British Embassy in Helsinki who identified the people and organisations it met and who made many of the arrangements for the visit.

Committee Service December 2004

Annexes:

1. Brief given to FCO prior to the visit
2. List of documents received
3. Contact details:
 - From UK Embassy
 - Copies of business cards received

Annex 1

Economic Development and Transport Committee of the National Assembly

Visit to Finland

The Committee has been undertaking a Policy Review into the issues underlying the high levels of economic inactivity in Wales. (i.e. the high level of people of working age groups who are neither working nor seeking work) There is a wide range of factors which underlie this some of which are ill health, disability and lack of relevant skills. However, the issue is much more complex than this and the Committee is focusing its attention on a number of specific topics. These are:

- barriers facing people who wish to get back into work but cannot because they cannot find someone to look after their children;
- barriers facing people with commitments to caring for elderly people;
- an inability to take up jobs that are available because of a lack of suitable transport for people to get to them; and
- difficulties faced by older skilled workers whose skills have become outdated as the economy has evolved.

The Committee has already taken a range of evidence on these and recently Members have suggested that there is valuable experience in Finland of dealing with childcare issues from which Wales might usefully learn. The Committee would welcome the opportunity to explore this further and to learn about how people in Finland address these issues and their experiences in this regard.

The Committee would be interested in hearing more widely about experiences in dealing with economic inactivity in Finland – but recognises that in the limited time available for the visit this might be difficult.

The Committee is also about to launch a Review of science policy in Wales and the Chair has suggested that it might be possible, at the same time, to include in the visit some discussions on this with relevant people and bodies in Finland. The precise nature of this review has not yet been decided, but a preliminary paper considered by the Committee has suggested that the level of investment in R&D in Welsh universities is inadequate for Wales to achieve its aim of a strong knowledge-based economy. Concern has been expressed about the lack of a coherent Government policy for the development of a science and technology sector and the development of both capital and human infrastructure. Concern has also been expressed about the balance between the low levels of investment in science, technology and engineering and relatively higher levels of investment in the commercialisation of technology.

The Committee would be interested in learning how research in Finland is co-ordinated and funded and about the way in which the businesses in Wales relate to research organisations in the country.

The Committee has 10 Members of whom 8 expect to make the visit. They will be accompanied by 2 officials.

Further information is available from: <http://www.wales.gov.uk/keypubassemecodevtran/index.htm>

Annex 2

Economic Development and Transport Committee Visit to Helsinki, Finland 18 – 21 November 2004

A	Ministry of Social Affairs and Health		
1	Programme		
2	Presentation slides (1)		Ms Tarja Kahiluoto
3	Slides on child Day Care Act (2)		
4	PowerPoint presentation – National Research and Development Centre for Welfare and Health	Presentation	Reija Heinola
5	Slides on who lives with whom (elderly)		
6	Presentation slides (3)		Ms Marja-Liisa Parjanne,
7	Finland's National Action Plan for Employment 2004 – Ministry of Labour		
8	Family friendly policies – Finland Country Notes - Ministry of Social Affairs and Health, Family and Planning Department	Background notes	
9	Finnish Social protection in 2003	Report	
10	Socius - (quarterly journal on social affairs and health)	Journal	

11	Early childhood Education and Care in Finland	Brochure	
12	Policy on Ageing	Brochure	
13	Finnish Family Policy	Brochure	
14	Brochure on Ministry of Social Affairs and Health and related authorities		
15	Newsletter – Conference Report May 2004 – Daily Routine Arrangements (a project on the reconciliation of work and family life in Finland France, Italy and the Netherlands)	Report	
16	The Central Union for Child Welfare (note on functions) and Leaflet	Handout	
B	Ministry of Labour		
1	Presentation slides	Presentation	Varpu Weijola
2	Ministry of Labour – Working Life expertise	Brochure	
3	An overview of vocational development services 2003	Report	
C	Ministry of Transport and Communications		
1	An evaluation of the Finnish Public Transport system: The Role of the Ministry of Transport and Communications	Report	Harri Uusnäkki
2	Public transport performance statistics 2001	Report	
3	PowerPoint presentation		Antti Kaliomäki

4	From pilot to real business. Developing an economically viable multi-operator, multi-modal, multi-municipal, Demand responsive public transport service with telematics aspects	Research paper	
5	Brochure on the CONNECT project –a new European expert network focusing on Flexible Transport Services (FTS)	Brochure	
6	Leaflet in Finnish probably on Sampo, Connect - demand responsive public transport service	Leaflet	
7	CD Sampo, Connect - demand responsive public transport service	CD	
D	Takatasku 24 hour kindergarten, Malmi		
1	Background note		Malla Anttila
2	Day care application form and note on fees		
E	Ministry of Trade and Industry		
1	Presentation Slides		
2	Knowledge, Innovation and Internationalisation – Report from Science and Technology Policy Council of Finland, Helsinki 2003	Report	Paula Nybergh
3	Ministry of Trade and Industry Annual Report 2003	Report	
4	Finland 2004 – Focus on the Economy and Technology	Glossy brochure	

5	Ministry of Trade and Industry Finland Today	Leaflet	
F	Porvoo Local Employment Office		
	no documents received		Mikko J Viitanen Roger Nordberg
G	Innopoli 2, Science Park, Otaniemi		
1	Explore Otaniemi Map	leaflet	Maija Hämäläinen Matti` Hämäläinen
2	Presentation from Maija Hämäläinen	None received	

Annex 3

Contact details:

a) From UK Embassy:

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<p>Ministry of Trade and Industry Paula Nybergh Technology Department P.O. Box 32 00023 GOVERNMENT, Finland Tel. +358 9 16063745 Email: paula.nybergh@ktm.fi</p>	

b) Copies of business cards received – available in hard copy only.