



Empowerment through digital co-creation



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The Social Area of Central Denmark Region
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The Social Area – Central Denmark Region

- One of the largest specialized Social Areas in Denmark
- **Main target groups:** citizens with autism, developmental disabilities, brain damage, psychiatric challenges and convicted.
- **1405 citizens** in social care group homes. **2000** in outpatient treatment and counselling.
- Full-time positions: **2229**
- Annual turnover: 188 million Euro



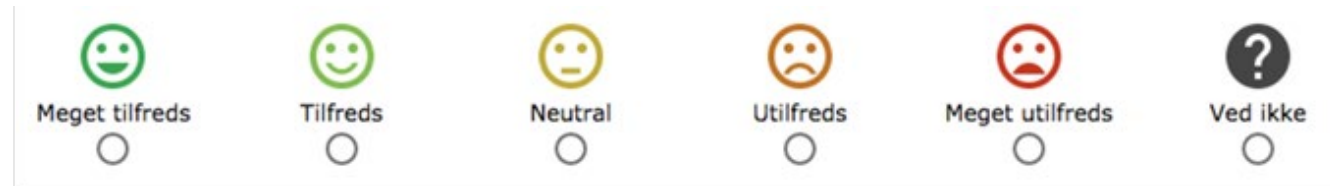
YOUR VOICE MATTERS



Background

- Desire for a strengthened citizen perspective and inclusion.
- Demand for generic data across the Social Area
- Bottom up / co-creation: Developed with citizens + social workers

Concept



- App-based citizen satisfaction survey on iPad
- 20 questions, smiley rating scale and comment boxes
- Small-scale testing and ongoing learning loops.
- Experience experts involved before, during and after.



Føler du dig set og hørt af medarbejderne?



Du har mulighed for at uddybe dit svar her:

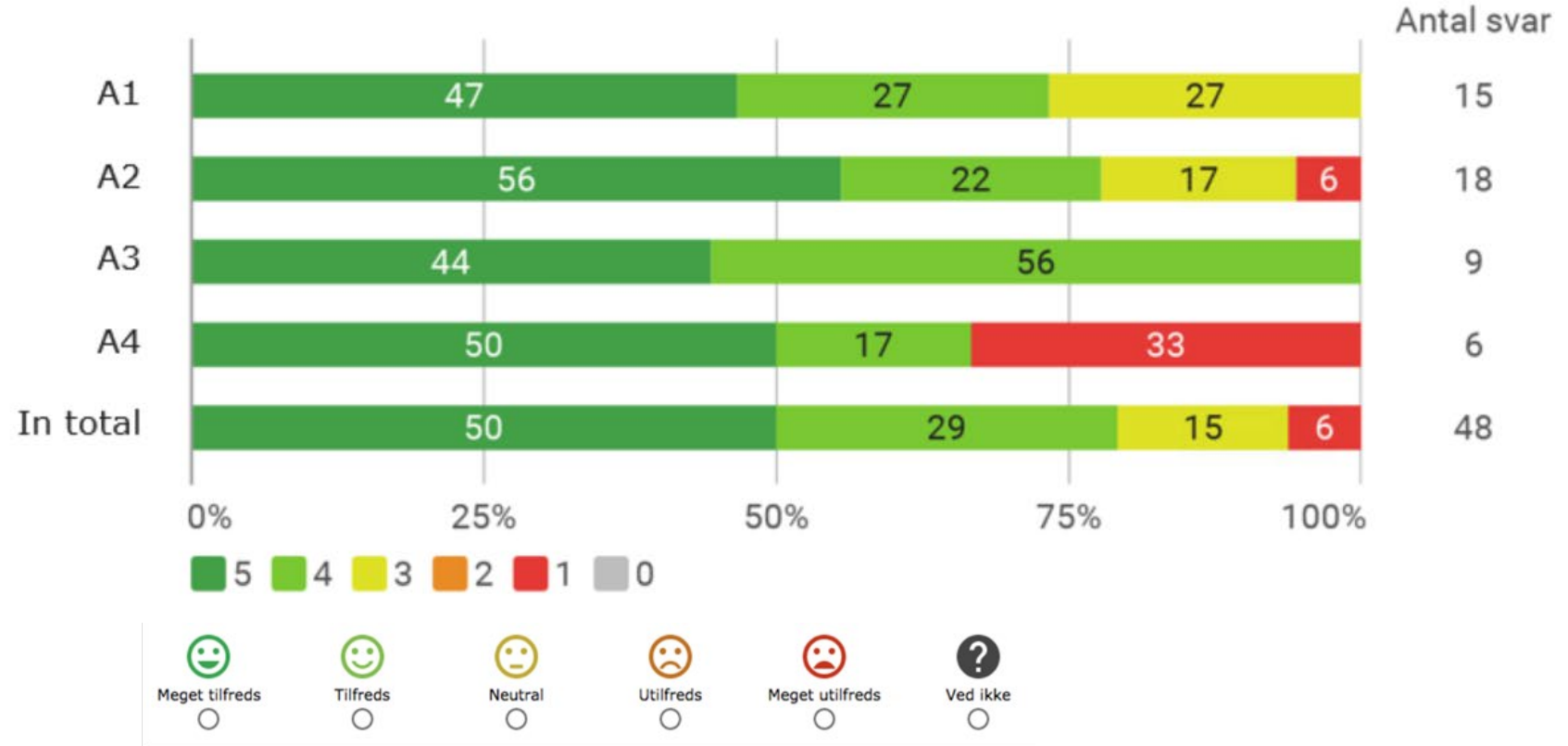
FORRIGE

NÆSTE

28%

Question 3:

Do you feel safe and secure in the ward?



Examples of comments:

- Yes, I do
- Sometimes
- No, there is a lot of turmoil and noise.
- I most certainly do.
- There has been a big change in my life. The staff has made me realize what I want with my life. And they have made me realize, that I can do what I want with my dreams. It has made me happy, that there are some, who can see, that I am good at something.

Main challenges found

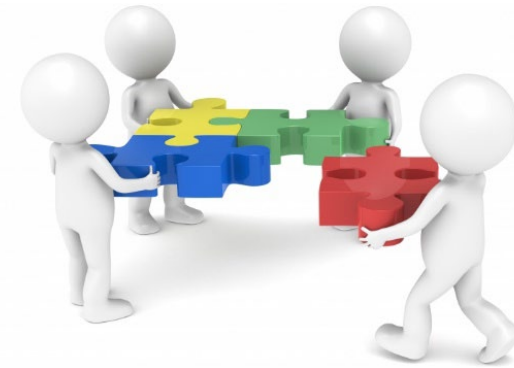
Development and implementation



- Co-creation is time consuming - but time well spent!
- Support and aids - balancing a simple setup versus specialized needs
- Generic (7) versus local questions (13) and set-up
- The importance of systematic organization and local anchoring
- A GDPR secure system and obtaining informed consent.
- Hands on training and motivational work - citizens and employees

Empowerment

Through co-creating social services



Citizens:

- App: A new confidential voice + enhanced inclusion.
- Empowered as valuable contributors to the Social Area / Society
- Influencing / developing the services they receive

Social workers/management:

- Agile set-up supporting social pedagogical practices
- Easy tool to monitor citizen satisfaction
 - uncovering success and potential for improvement



From external to internal control, empowerment and co-creation

Impact on our organisation

Empowerment, co-creation, improvement



- A strengthened citizen perspective.
- Enhanced involvement and co-creation of social welfare with citizens and social workers.
- Data-supported temperature measurements of citizen satisfaction.
- Quality development, improvement and innovation of services in the Social Area.
- Strengthened cohesion in the Social Area.

