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:

[Input field]

[intake] [exit]
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.