

Working Group

Digitalisation of Social Services



Berlin

17 – 18 October 2019

Introduction – Recap of day 1

Alfonso Lara Montero

Chief Executive

European Social Network



What do we need to do to take this agenda further forward?

www.menti.com (use code 82 60 79 to a

training

supervision

dehumanising

humanisation

consciousness

education

monitor experiences

enabling legislation

information structure

technical standards

social work education

visualisation

ethics

awareness

confidence

changing minds

it practice development

clear purpose why

common languages

development through it

confidentiality

train people

it is not a self purpose

students need learning

consent procedures

ethical learning

courage

design thinking

research

ethics policies

change culture

versatility

mismatching

Introduction – Key messages from day 1

- **Training:**
 - Scale up capabilities of the workforce;
 - Digitalisation part of the learning journey;
 - Not only how to use it but also how technology impacts practice
- **How users interact with technology**
- **Ethics: Consent** and at what stage(s) this consent's given
- **Product:**
 - Step by step guide
 - Select common relevant theme, address data & application of technology

The ethical considerations of digitalisation

Andreas Gollner

Government Health and Human Services - Global Strategy

IBM Watson Health

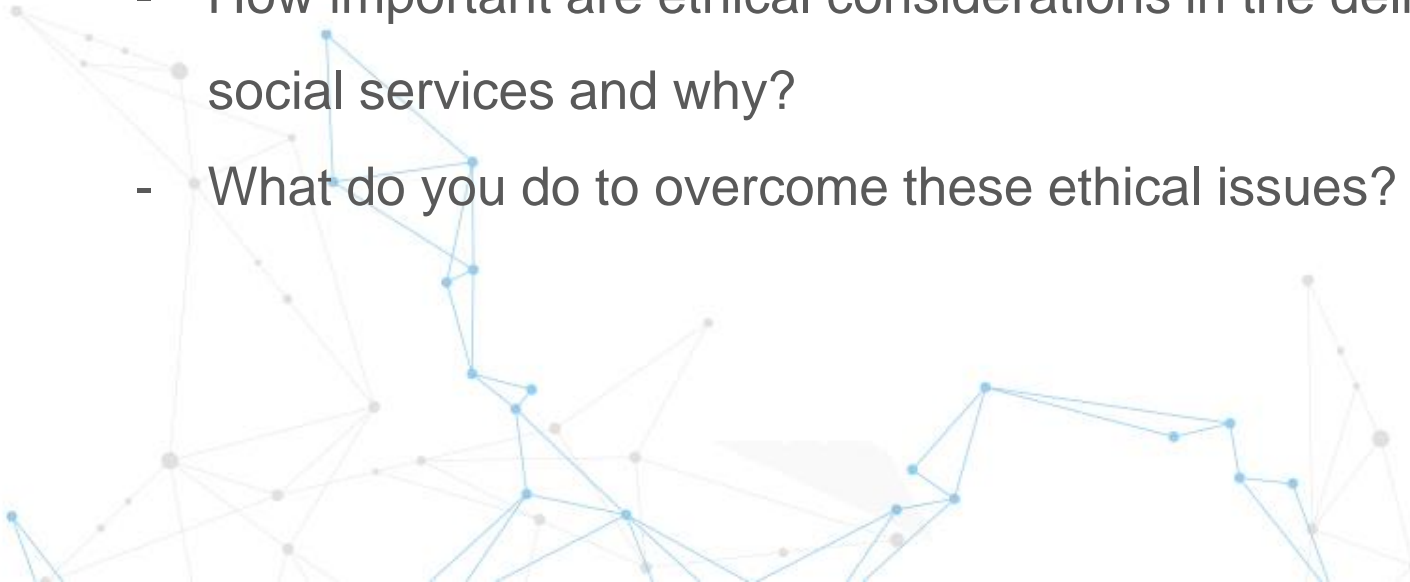
Austria



The ethical considerations of digitalisation

Discussion

- What are the primary ethical challenges?
 - Privacy highlighted in questionnaire as key concern
 - Consent came up yesterday
- How important are ethical considerations in the delivery of social services and why?
- What do you do to overcome these ethical issues?



Policy frameworks and the legislative background of digitalisation



Policy frameworks and the legislative background of digitalisation

Wiebke Bartels

Policy Officer

German Association for Public and Private Welfare

Germany



Policy frameworks and the legislative background of digitalisation

Diana Fernández Zapico

Quality and Knowledge Management Coordinator

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POLICY AND LEGISLATIVE FRAMEWORK OF SOCIAL SERVICES DIGITALISATION IN ASTURIAS, SPAIN

Diana Fernández Zapico
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Regional Ministry of Social Rights and Welfare
Principality of Asturias
Spain

1. Spanish framework
2. Asturian framework
 - Challenges
 - Initiatives that tackle challenges
3. What hinders social services digitalisation?

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1. SPANISH FRAMEWORK

- Policy initiatives:
 1. Universal Social Card
 2. State Social Services Information System (SIESS)
- Organic Law 3/2018, of December 5, on the Protection of Personal Data and Guarantee of Digital Rights
- Law 39/2015, of October 21 of the Administrative Procedure
- Regional legislative initiatives that support the implementation of social services information systems

UNIVERSAL SOCIAL CARD

- System of information
- Objective of improving and coordinating social protection policies promoted by the different public administrations
- Includes the updated information of welfare social benefits, of economic content, financed from public resources
- Participation of the Public Administrations is voluntary



STATE SOCIAL SERVICES INFORMATION SYSTEM (SIESS)

Information system that will allow us to know:

- the basic **characteristics of the users** of social services
- **why they go** to social services
- what **benefits and services** they receive
- the **needs** of the population that can be identified in relation to social services
- benefits and services **available** to social services
- the **coverage** they have in each territory
- the **investment** made by administrations in the area of social services
- how they **finance**
- the **opinion** of the people on the operation of the services

This new system will allow **interoperability** between the different systems that interact with social services: Employment, Health, Autonomous Communities, municipalities



ORGANIC LAW 3/2018, OF DECEMBER 5, ON THE PROTECTION OF PERSONAL DATA AND GUARANTEE OF DIGITAL RIGHTS

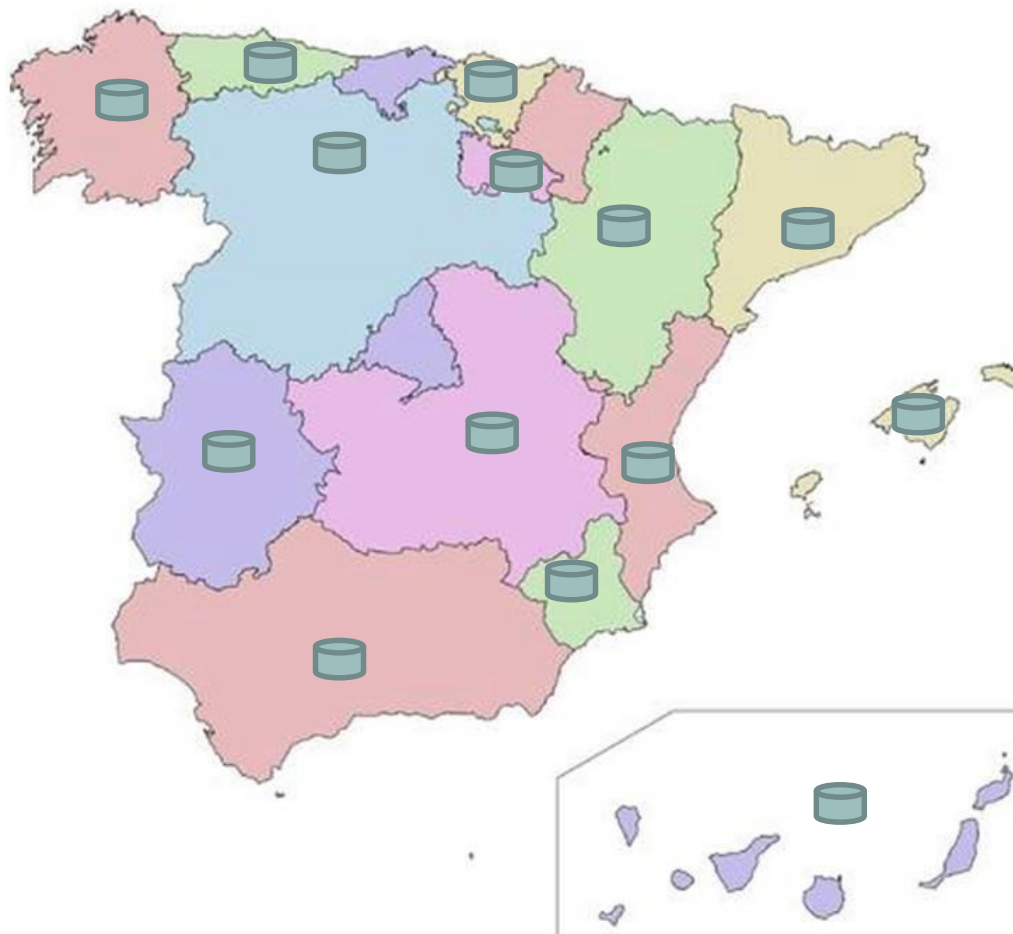
That regulates the security in treatment of data at the national territory

LAW 39/2015, OF OCTOBER 21 OF THE ADMINISTRATIVE PROCEDURE

That regulates the right of interested persons not to have to provide documentation that is already in the possession of the acting Administration or has been prepared by any other Administration or Common Administrative of Public Administrations



REGIONAL LEGISLATIVE INITIATIVES OF SOCIAL SERVICES INFORMATION SYSTEMS





1. Spanish framework
2. Asturian framework
 - Challenges
 - Initiatives that tackle challenges
3. What hinders social services digitalisation?

2. ASTURIAN FRAMEWORK

- 1,027,624 inhabitants
- 13% of the population is a user of the Asturian Social Services System
- Care workforce: 5,400 professionals



Asturian Social
Services
Information System

Electronic
Social Single
Record (**HSUE**)

Observatory of
Social Services
(**OBSERVASS**)

CHALLENGES

- Security of data
- Person-centered attention
- Integrality and coordination with other protection systems
- Quality
- Accessibility

1. Spanish framework
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INITIATIVES TO TACKLE THESE CHALLENGES

CHALLENGE	INITIATIVES
Security of data	Law 47/2019 of modification of the Law 1/2003 of Social Services
Person-centered attention	Basic Document for a new Social Services Law
Integrity and coordination	Decree 70/2016 of Social-Sanitary Coordination Socio-Sanitary Plan 2019-2021 Socio-Sanitary Record
Quality	Map of Processes Map of Systems
Accessibility	Digital Transformation Project 2017-2021

SECURITY: 47/2019 MODIFICATION OF THE LAW 1/2003 OF SOCIAL SERVICES

That allows the treatment of the personal data necessary to document the process of attention and social intervention:

- Without specific consent
- Special categories of personal data
- Data of a criminal nature

Advantages of law enforcement:

- Legal guarantee against data protection legislation
- Effectiveness
- Efficiency



PERSON-CENTERED ATTENTION: BASIC DOCUMENT FOR A NEW SOCIAL SERVICES LAW

- that draws a modern and technological system
- its guiding by the principle of the **person-centered attention**.

COORDINATION WITH OTHER PROTECTION SYSTEMS

Structures that ensure equitable and continuous attention to those who require COORDINATED INTERVENTION between Health and Social Systems:

1. DECREE 70/2016 OF SOCIAL-SANITARY COORDINATION
2. SOCIO-SANITARY PLAN 2019-2021
3. **SOCIO-SANITARY RECORD:** key action of Socio-sanitary Plan that will provide a single integrated record of a citizens health and social information

QUALITY: PROCESS MAP AND SYSTEMS MAP

- Deep analysis of Asturian Social System organization
- Process map builds the **functional framework or HSUe**

ACCESIBILITY: DIGITAL TRANSFORMATION PROJECT 2017-2021

Modernise administrative management.
Advantages to:

1. individuals and companies:

- they can interact electronically with the Regional Administration
- quality, safe, usable and reliable public services

2. public employees:

- necessary tools to electronic process
- speed, effectiveness and efficiency of the public management

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4. WHAT HINDERS SOCIAL SERVICES DIGITALISATION?

Challenges identified for the future that need to be tackled are:

1. The legal basis for the processing of data that involves the **exchange of information between systems** whose mission is not the same, such as the case of health and social services systems
2. **Uniformity in the intervention** methodology, as well as the existence of internationally recognized and validated social assessment tools



THANKS!

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Policy frameworks and the legislative background of digitalisation

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The Swedish Associations of Local Authorities and Regions

Our members

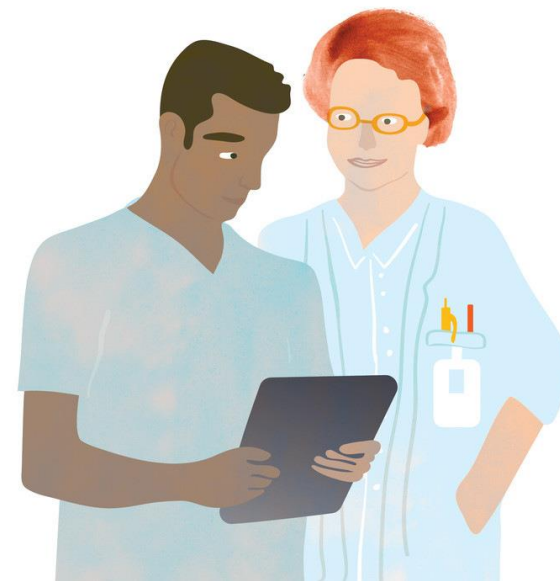
SALAR represents Sweden's:

- 290 municipalities
- 20 regions



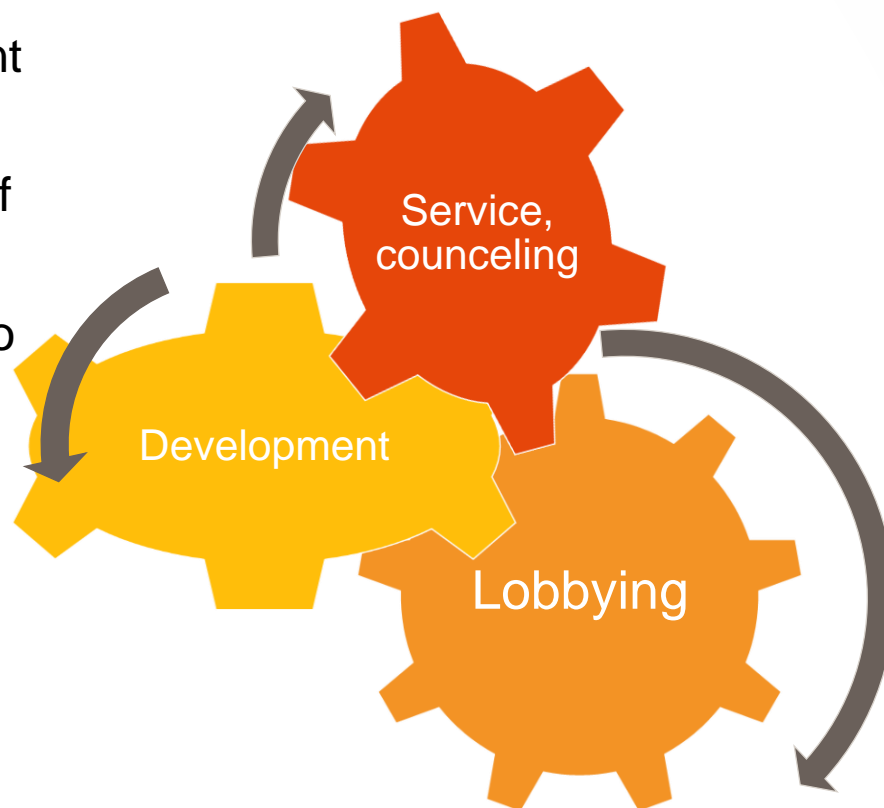
Municipal and regional responsibilities

- **Municipalities** are responsible for most of the social services available where we live, such as schools, childcare, care of the elderly and disabled, as well as water and waste. Some tasks are mandatory by law, other optional.
- **Regions** are responsible for shared regional activities with an emphasis on healthcare and regional development. Major area is health care.



What does SALAR do?

- Advocacy work against government and authorities
- networks/platforms for exchange of experiences
- provides support and contributes to the municipalities
- change work with facts and comparisons, methods,
- competence-enhancing efforts to monitor
- supplier dialogues
- spread good examples
- legal support



Digitalisation of Social Services in Sweden



Why digitalise?

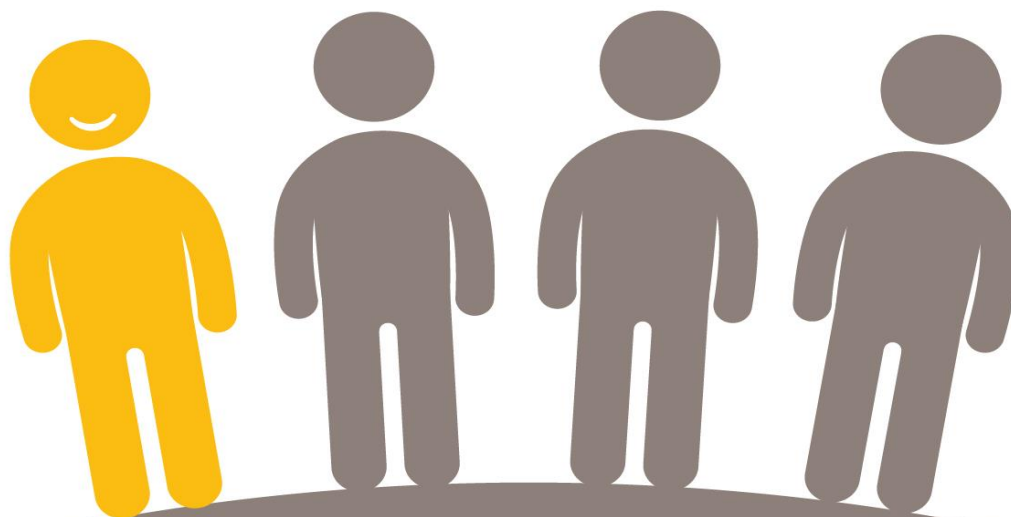
**Every fourth
municipality went
into deficit 2018**

**Within the next few
years, 500 000 new
employees are needed
in welfare. Workforce
that does not exist at
present.**

**Digitalisation is
considered to be the
single strongest
change factor to
meet the challenges
in the welfare**

Citizen survey

1 in 4 people think that municipalities and county council live up to their expectations on digital services



Citizen survey

2 out of 3 people think that it is time that municipalities and county council prioritise digital services



Today's social service has new needs for digital support



Enable the most efficient possible work processes



Make information available and enable interaction with users and other actors



Collect, present and analyse information

The legal regulations are not keeping up with the development of digitalisation...

- Exchange information between social services and healthcare
- Even within the social services, not allowed to access data between different authorities (one file/ journal) as well as authority and treatment
- Access to your individual data
- Use of welfare technology
- Lack of legal support for the processing of personal data for statistics, monitoring and quality assurance
- Automation of financial aid



SoL - Social services main act law

SoLPUL - Personal data act law for social services. Complement to GDPR

Challenges with the case data systems



4 suppliers have dominated the social service market for about 20 years

The systems remain in the digitalisation of the first wave (80-number)

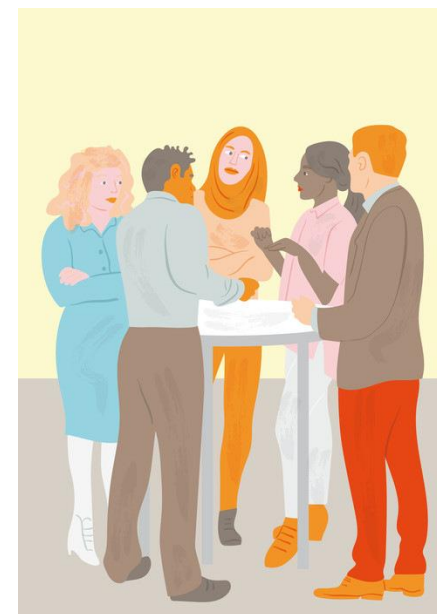
Everyone has the same business model – fixed license and costly development costs

Municipalities are dissatisfied with the stability, development and user-friendliness of systems

Municipalities are generally weak clients / purchasers - due to lack of competence and purchasing power

What are we doing?

- Lobbying the government (in investigations, meetings, articles and requests)
- Raising the need of changes in the legislative for the social services together with municipalities, user-organisations and unions
- Trying to have the same policies as in the health care
- Started a pre-procurement network with the aim to increase local government's clients ability to make good purchases and to develop and influence the market in terms of case management systems



Digitisation journey requires large resources – IT, change management, procurement, information security, law and implementation

Sweden cannot afford that all municipalities should make the trip each

Municipalities want coordination and common solutions-a national system, common standards, open source, etc.

The government must create digital infrastructures such as secure login and digital sharing of information and also make legislations that supports the development



Thank you!



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Policy frameworks and the legislative background of digitalisation

Discussion

- Does legislation support or hinder digitalisation in your context?
- What level (Regional, National) legislation dominates digitalisation policy?



Coffee Break



What do we need to do to take this agenda further forward?



Discussion: Barriers and the way forward for the implementation of digital solutions

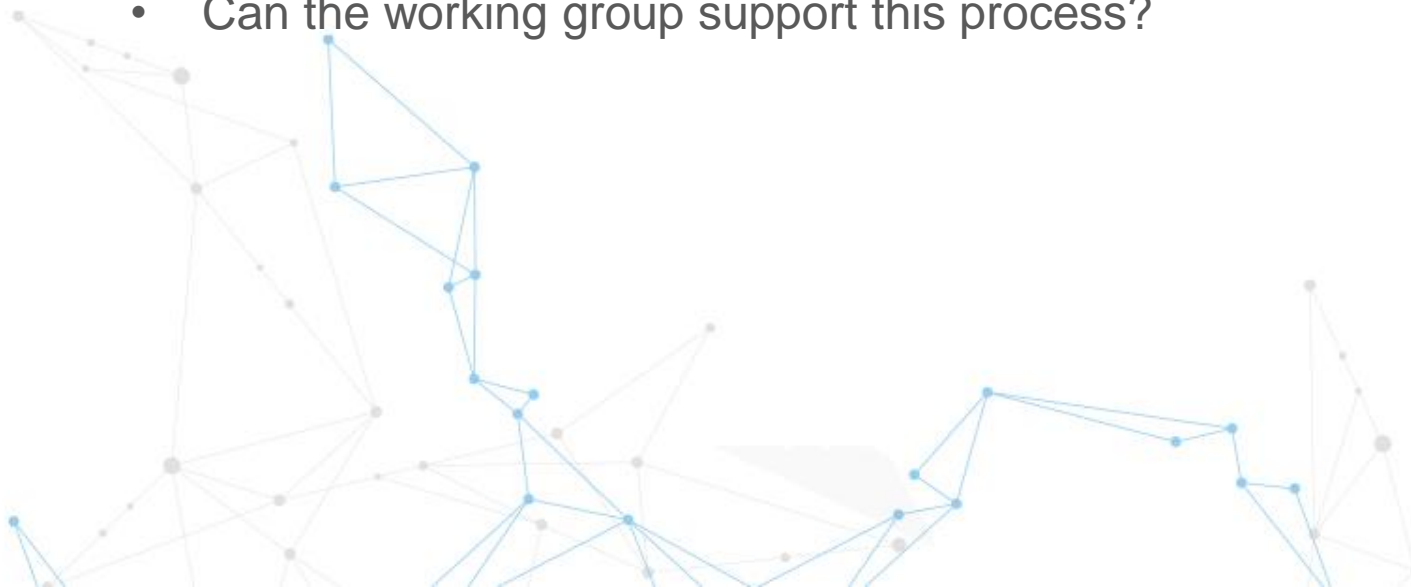
Table discussions

- What is the main issue stopping the further digitalisation of social services, particularly surrounding the issue of case management?
 - E.G. Legislation; Other?
 - Funding/resources;
 - Ethical concerns;
 - Lack of integration;
 - Training;
 - Lack of governance support;
 - Lack of knowledge;
 - Lack of consultation in the process of digitalization;

Discussion: Barriers and the way forward for the implementation of digital solutions

Table discussions

- Why and what? - For your chosen topic, identify the primary blocking features regarding further digitalisation? (i.e internal or external blocking)
- What practical next steps/recommendations can be taken to tackle this?
- What level should this action be driven from?
- Can the working group support this process?



Feedback and meeting conclusion

Alfonso Lara Montero

Chief Executive

European Social Network



Lunch Break

