

# Municipality of Esbjerg Denmark

Overcoming Challenges in Co-production  
Elsebeth Nebeling



EnergiMetropol  
ESBJERG



Esbjerg  
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# Co-production in the Municipality of Esbjerg

- **Strategic level: Vision 2025**
- **Forum of Integration and Employment**
- **Service Design on digital application of income support**

- **Competency development for social workers**
- **Social Stamp Card for politicians**



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# The Strategic Level



## **Community and diversity**

We aim to be an international and accommodating municipality with strong communities, associations and networks.

## ***Participation and influence***

We intend to build on top of the already strong sense of community and citizenship by creating the best framework for co-creation.

We hope to achieve balanced partnerships, to which everyone makes a contribution, as these reinforce community, providing a sense of purpose and pride for the individual.



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# Forum of Integration and Employment

The members are

- Politicians
- Local companies
- Jobcenter - public
- Department of Children and Culture
- Danish Refugee Council
- NGO's representing refugees



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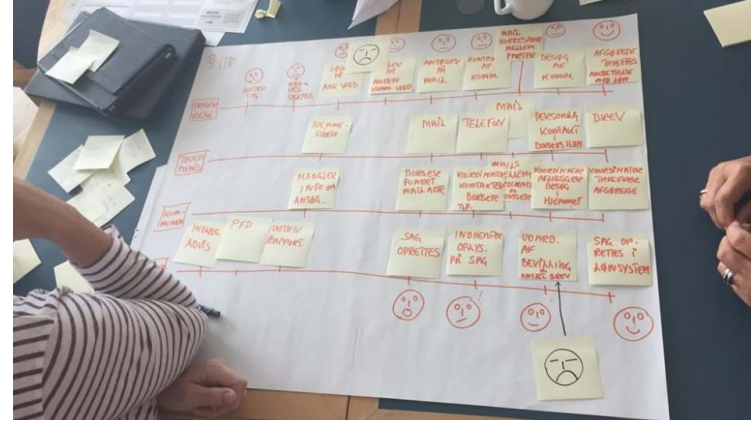
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# Digital application for social benefits

*Increased from 15 to 150 digital applications*

## Service Design Method

- Developing a User Journey Map
- Interviewing the applicants
- Adjusting the map
- Making a prototype
- Doing field studies while the applicants used the digital application form
- Introduction film



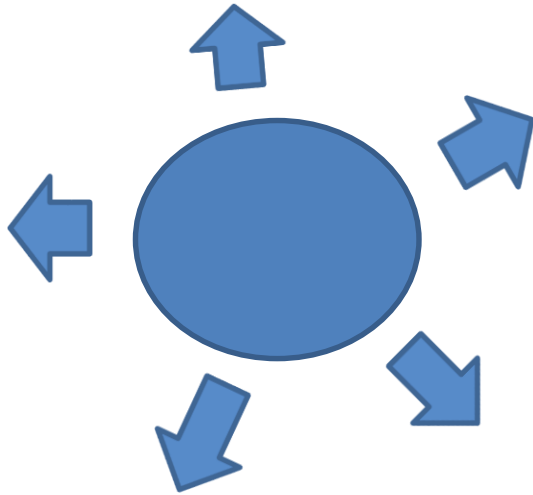
# Competency Development

- Competency development for 1100 employees in social care for adult disabled and vulnerable people
- The professionals are changing their point of view
- The user and the professional share the responsibility



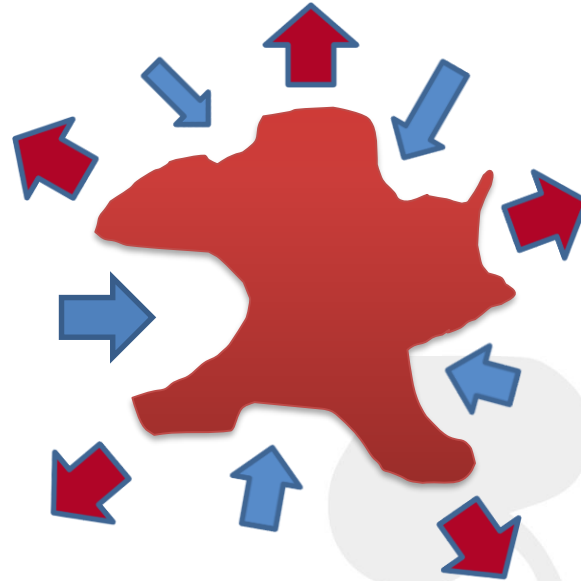


## Statistic understanding of the profession



The profession works 'inside-out'  
from a stable core of skills and  
competences

## Dynamic understanding of the profession



The profession's competences are characterised  
by the specific environment and conditions – in  
co-operation with other professions on the task.

# Social Stamp Card

Invented by the members of The Vulnerable People's Council

A local politician meets with a vulnerable person who shares her/his personal story.



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Gyldighed  
2019

Dette Social-KlippeKort stimulerer, at byråspolitikere besøger sociale tilbud og/eller opnår personlige inputs fra borgere i løbet af et år.

Politiske beslutninger handler om at mærke mennesker.

Til medlemmer af:

- Social og arbejdsmarkedsudvalg
- Børn og familieudvalg

Husk: Kontroller selv at stempelingen er korrekt.

Alle klip skal benyttes i det udstedte år og et klip er kun gyldigt med dato, sted og underskrift.

Udfyld kortet ved besøgets afslutning.

Ønsker du inspiration til steder at besøge eller etablering af et møde, med et menneske der har kendskab til udsathed. Kontakt venligst **Udsatterådet**.

Vis kortet ved kontrol og på forlangende.



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## **Municipality of Esbjerg Denmark**

### **Contact information**

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