



Survey on digitalizing social services





About the survey

Aim:

- Receiving insights on how the transition to digital in social services was experienced
- Receiving insights on how cities experience working digitally
- Insights on how cities address the digital divide

11 cities participated



Common trends

■ Positive effects of digitalizing services

1. Citizen perspective

- Quicker treatment
- Reduction in administrative burden for clients
- Telephone assessments are good practices for initial screenings
- Saving travel time
- Citizens, especially elderly, more eager to participate in online activities

2. City Administration perspective

- Meetings are more efficient and presence is higher
- better work-life balance
- Enforcement of speeding up the digitizing process
- Faster access to information



- **Support to partners in the city**

- A lot of cooperation between the cities and social partners
- **Glasgow**: Introduction of Virtual Children's Hearings
- **Leeds**: 100.000 pounds grants scheme designed to enable organisations to use digital solutions

- **No big difficulties GDPR law**

- Being aware of the risks when shortening procedures
- **Riga**: examples of difficulties of clients to have a confidential conversation at home with a psychologist



Assessment frameworks

Barcelona

- From September 2020: 10 Focus groups of area managers, center directors, social workers

Ghent

- Focus groups of people with disabilities and elderly



Addressing the digital divide

Cities put many resources in supporting (vulnerable) citizens with digital services.

- Providing digital devices and wifi connections
- Providing assistance to for example elderly on how to use digital services
- Providing trainings for parents, managers and staff



Barcelona

- B-mincome project: providing smartphones
- Future: digital safebox for homeless

Glasgow

Digital strategy to foster digital inclusion.

Leeds

100% Digital Leeds: city wide digital inclusion programme with a furthest first approach to ensure no-one is left behind

Warsaw

Support to nursery institutions. Application and recruitment is organized digitally