

# Assistive technological welfare solutions

**Published On:** 30 September 2014

**Organisation:** Danish National Board of Social services

**Country:** Denmark

**Level of government:** Local government

**Sector:** Social protection

**Type:** Organisational Design

**Launched in:** 2013

**Overall development time:** 6 years 5 months (expected)

**Link to the innovation's website**

**Like this innovation**

0 persons like this innovation

# Description

---

Our innovation is a three year municipal programme for the nationwide diffusion of four assistive technological welfare solutions in social services. The assistive technologies that are being diffused are:

- Toilets or toilet seats with built in bidets and/or built in air dryer.
- Assistive products for lifting a person, e.g. for transferring a person seated in a wheelchair into or out of vehicles.
- Eating assistive devices.
- Assistive technology to support rehabilitation.

Pilot tests showed that these technologies help make better use of public resources, improve working environments and in some cases improve citizens' quality of life. The goal is that the initiative, when fully implemented by 2017, will realise a profit across municipalities of EUR 67 million in total.

---

## Why the innovation was developed

- To improve quality of life for the target groups.
  - Increase effectiveness in the use of public funds.
  - To share good practices and knowledge across municipalities and regions.
  - Changing the work processes while generating efficient public delivery.
  - To improve the level of self-reliance.
- 

## Objectives

Improve access, Improve service quality, Improve social equity, Improve user satisfaction

- Nationwide diffusion of the four assistive technological solutions.
  - Enhancing effectiveness in social services and improve the quality of life.
- 

## Main beneficiaries

Elderly people, Government staff, People with disabilities

- Target group: Elderly and people with disabilities.
- Employees in the social services.
- Municipalities.

# Results

---

## Efficiency

- Total savings of almost EUR 7 million in 2014 by the municipalities.
  - Provisionally, when the project will be fully implemented by 2017, a profit of EUR 67 million in total will be realised.
- 

## Evaluation

- A baseline report was published by Local Government Denmark: [http://www.kl.dk/ImageVaultFiles/id\\_67774/cf\\_202/Udbredelse\\_af\\_velf-rdsteknologi\\_i\\_kommunerne\\_-\\_Bas.PDF](http://www.kl.dk/ImageVaultFiles/id_67774/cf_202/Udbredelse_af_velf-rdsteknologi_i_kommunerne_-_Bas.PDF)
- In both 2015 and 2016 Local Government Denmark will publish similar reports, which will indicate to which degree the diffusion has succeeded.

# Development

---

## Design

Central government and Local Government Denmark (representing the Danish municipalities) agreed to launch the programme.

Design time: 1 year 5 months

---

## Testing

- Pilot projects in a number of municipalities.

Testing time: 2 years

---

## Implementation

### Tools used:

- Evaluation of the pilots: Measuring relevant indicators such as benefits realised, time saved etc.
- A baseline and a final measurement in all pilots in the participating municipalities.
- Business case were made based on the above.

### Resources used:

- The Board of Health and Welfare was responsible for conducting and project managing the pilot projects. One part time project manager was allocated to each individual project.
- Every participating municipality allocated a local project manager in all four pilot projects.
- Consultants were hired in order to evaluate the projects.
- Approximately DKK 1 million were spent on each project.

Implementation time: 3 years (expected)

---

## Diffusion

- A three year national programme for diffusion.
- The implementation is supported by the Local Government Denmark (LGDK).

Diffusion time: 3 years (expected)

---

## Challenges and solutions

- In one of the pilots, the uptake varied among the participating municipalities. A workshop, where best practices were shared, helped overcoming this challenge.
  - Procurement challenges that required to reassess one of the pilots because a needed welfare technology solution did not exist in the market.
- 

## Partnerships

### Local Government Denmark

#### Other Public Sector

The programme refers to a joint public steering group in order to secure maximum support for the program and increase its probability of success. Local Government Denmark carries out the programme and does, among other things, offer implementation support. This structure enables utilisation of Local Government Denmark's expertise and credibility regarding municipal concerns.

---

# Lessons Learned

---

## Conditions for success

- Local commitment above all.
- A central implementation organisation supporting the local level.

---

Copyright OECD. All rights reserved.