Interreg Baltic Sea Region

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RESPONSIVE PUBLIC SERVICES
Liveability

One citizen, One plan – Guldborgsund Municipality, Denmark

GULDBORGSUND

Guldborgsund municipality aims to develop a method that empowers vulnerable citizens who have social cases with different municipal authorities.

At the centre of Guldborgsund's pilot is a higher degree of citizen involvement in order to empower the involved families to better influence and manage their everyday lives.

In the project, we are also testing new ways of working cross-functionally so that we develop new methods of collaboration.

WHY | Purpose

In our testbed we want to support vulnerable citizens living in our municipality. We have a citizen-centered and an organizational purpose:

- The underlined citizen centered purpose is to create a single point of entry for citizens with multiple social cases in the municipality. We are developing and testing a method, where a solution-focused approach is used to support the target group in getting closer to managing their own lives and getting into education or employment.

- The organizational purpose is to develop and test a common framework for how to organize the work of the authorities and the specific case processing efforts in cases with high complexity and many interdisciplinary efforts and interests. In the long term, the intention is that experiences are to be disseminated and thereby enable the municipality to be at the forefront, when supporting vulnerable families.

HOW | Field of Action

- Through the Liveability project, the goals of the pilot becomes achievable as local stakeholders and partner organisations work together and share their knowledge.
- By means of the project, change agents are empowered to implement public interest design methods to create a learning, collaborative, and participatory administration. After this process and PID methods have been tested in the pilot, they can be extended to other areas of the administration as well.

WHO | Actors

- Stakeholders from social housing masterplan
- Local schools
- Authority from the employment area (municipality)
- Authority from children and family services (municipality)
- Authority from social services (the municipality)
- Youth education counselling citizens
- Citizens and families with multiple social cases in the municipality

Contact

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"As a municipality, we need to think in new directions toward more citizen involvement and target-based case management. We must provide our citizens with a better service and adapt to new legislation in the social area."
- Gitte Jensen, PID Implementer, Guldborgsund Municipality