

Involving the users perspective

Project by
the National Board of Social Services
Denmark

EPSO – WG meeting
London, April 2017

The Danish setting



Organization: 5 + 1

- The social supervision is handled by 5 selected municipalities - one in each region of Denmark (350 inspectors).
- The 5 municipal councils are referred to as **social supervisory authorities**.
- Supervision of approx. 2,200 social facilities and 6,3000 foster care families
- The **Governmental Audit** of the 5 social supervisory authorities is conducted by The National Board of Social Services.



Guiding principles



- Proactive supervision
 - Minimum one annual inspection (announced & unannounced)
 - Ongoing monitoring and dialogue
 - Approvement of all major changes
 - Intensity of the supervisory process according to the conditions
- Supervision based on risk assesment (differentiated supervision)
- Data triangulation (e.g. document studies, interviews and observation)
- Involving the users perspective is a *must* in the legal framework

The project



- Sampling of everyday practice
- 100 reports from different types of inspections
- Desk research & analysis
- Report - and dialogue about the findings with the social supervisory authorities
- Recommendations - and actions

- How is data being *collected, used and reported*?
 - Is the users perspective involved?
 - Which importance are different types of data given?
 - What is analyzed and reported?

- What constitutes the user *perspective*? (a broader understanding of “the user”) – develop terminology

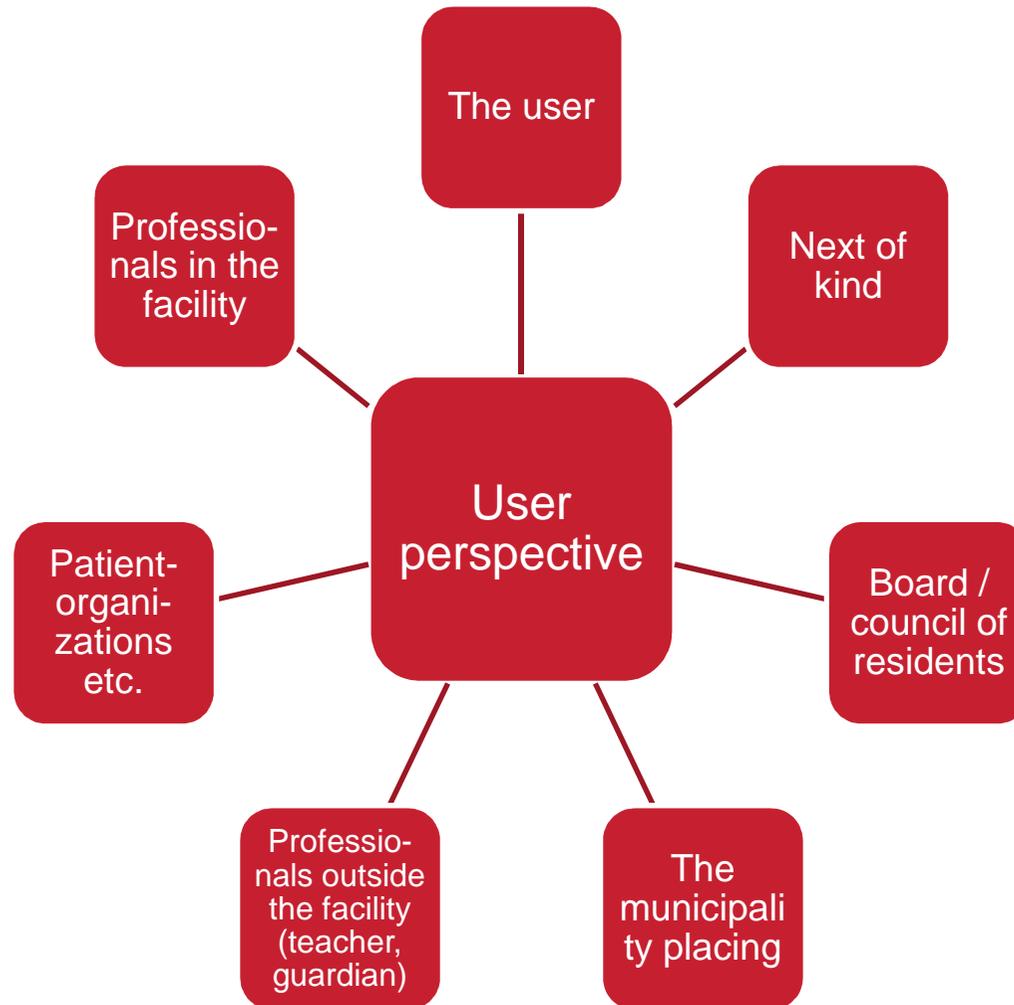
- How to *strengthen* the user perspective in inspections of social services? (identifying best practice in the sampling)

- What a relevant *methods and tools* to interact with and qualify the user perspective?

- What are our cultural and professional *pre-understandings* of “the user” and his/her perspective (E.g. inspectors from management systems, sympathies, prejudice)

- Which *skills and training* of inspectors is needed?

A wider understanding of “the user”



Strengthening the user perspective



- Transparency regarding aim, process and methods promote trust
- Use daily activities and the natural setting as a starting point
- Create safe spaces for communication and supervision (not the managements office)
- Methods and products of communication aimed at relevant target group – e.g. children and disabilities
- Professional analysis and reporting counters fears/actions of repercussion

The products – input very welcome!



- Written report of the findings
- National conference in may 2017 (approx. 350 consultants)
- Feedback and recommendations by national experts and researcher of social science
- Existing / best practices in Scandinavia and Europe (EPSO members)
 - E.g. 'Flykesmanneren' in Norway
- Litterature overview – theorethical frameworks, research and methodology
- Guidelines, methods and training from the NBSS in DK