

The Municipality of Nacka

Openness and Diversity



European Social Network

European network for public management of social services

Promote knowledge exchange, mutual learning, research and development on key issues for social services in Europe

100 Member Organisations throughout larger Europe



Key facts about Nacka

Population	93 000
Children and youths	
People of working age	60%
Retired	13%
Population with a foreign background	20%
Housing	40% houses 60% apartments
Low unemployment rate	4,5%
Municipal budget	466 673 666 EUR (4 billion Swedish crowns)



The Customer Choice System

- Nacka was the first municipality in Sweden to introduce the Customer Choice System
 - Home help services were introduced as a Customer Choice System in 1992
 - The Act on Free Choice systems in 2009:
Local authorities decide if they want to implement free choice in social services
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Principles of the Customer Choice System

- Authority decides conditions for providers

- Providers are approved if they fulfill our conditions

- Same level of economic compensation

- No limitation of the numbers of providers

- The providers are monitored to make sure they are following our conditions
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Home Help Services in Sweden

- People in need are entitled to help by law
 - Long tradition of home help services provided by council staff
 - Taxes finance 95 %, fee from customers 5 %
 - The social services officer makes individual need assessment and makes a formal decision about time and services
 - The customer can appeal against the decision in court
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How it works for the Customer

- The price of the services is the same for all customers

- The customer chooses provider, guided by the officer

- A non-choice alternative

- The provider draws up a care plan together with the customer

- Customers are asked how satisfied they are
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Home Help Services in Nacka

- Included in home help services:
 - **Personal care:** personal hygiene, getting dressed, meals and supervision
 - **Service:** cleaning, laundry, and shopping

• 1 700 are granted home help services

• 50 approved providers

What is important when making a Choice?

- Recommendations from neighbours, friends
- The staff's knowledge of different languages
- The staff's specialist knowledge
- The Comparator

The Comparator

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- About the provider

- Customer survey

- Level of education

- Languages

What does Customer Choice mean to the Elderly?

Advantages:

- Possibility to change provider
- Greater satisfaction when you have made your own choice
- The providers must make an effort to acquire customers

What does Customer Choice mean to the Elderly?

Difficulties:

- Hard to choose in a crisis situation when life suddenly changes
 - Cognitive impairment
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