E-SERVICES IN STOCKHOLM

Living in Stockholm should be e-as-y
THE CITY OF STOCKHOLM E-SERVICE PROGRAMME

The City of Stockholm has allocated SEK 650 million in order to simplify the city’s services and making them more accessible to residents, with the aid of IT. This investment aims to lay the foundation for achieving the city’s goal of making Stockholm accessible to all. A Stockholm where the focus is on Stockholmers and where it is the residents’ needs, interests and opportunities that guide the development. The city’s operations and organisation shall be tailored to meet citizens’ expectations. Residents of the city and other stakeholders will be able to compare services and offerings, and also access a broader range of services via different channels. Simple application and permit procedures will also make the city’s services more accessible to businesses and organisations.

99% join the waiting list for housing online.

From Vision 2030 – a world-class Stockholm

Stockholm is the people’s city. Together, all of us who live here help create and develop the city. In our social services, culture, infrastructure, organisations and labour market, everyone involved strives to ensure that the needs and wishes of the people are taken fully into account. The duty of the local authorities is to be supportive and helpful, not to dominate or control.
Focus on two-way benefits

One of the main starting points for developing e-services in the city of Stockholm is the concept that it is our departments and Specialist Administrations that identify needs and develop e-services, as it is they who best know who we are working for – Stockholmers. The actual platform for e-services is standardised, and developed and managed centrally, but it is the departments and administrations themselves that formulate their project proposals and apply for funding accordingly.

When applying for funds, the department makes a benefit estimate which defines what benefits, both financial and in terms of quality, an e-service is expected to have both for the target group and for the administration itself. The target group must use the services if the department is to save time: the services must therefore be tailored to the users’ needs and be useable, user-friendly, reliable, transparent and user-driven.

It is essential that e-service projects pay for themselves within three to four years, and this is a requirement for being granted funds from the e-service programme. Therefore, an administration that has developed an e-service gets a reduction in its future budgets equivalent to the expected rationalisation as described in the benefit estimate. The aim of this development work is to make the city more efficient.

Aims of developing e-services

- To provide better services for Stockholmers.
- To work smarter – ensuring all kinds of matters are dealt with more quickly.
- To work more efficiently in order to free up resources for other areas.
- To gain transparency and a better overview of what is happening in the city.
Another opportunity:  
Stockholm Contact Centre
The city makes the most useful services available online, thus automating much of the administration needed to meet residents’ requirements in a growing capital. There are other ways too, however. Stockholm Contact Centre is continuously answering more and more queries by phone or e-mail. There is also a direct line for the “Äldre Direkt” service for issues relating to caring for the elderly, such as billing matters, what support home-help services can provide, or what is meant by respite care.
In the long term there will be a single phone number for the City’s Contact Centre, which residents of Stockholm can call with any queries, basic matters to be dealt with and e-service support. The contact centre is therefore a good alternative to the web.

Services for an easier everyday life
Stockholm City Council’s decision back in 2007 described some services which were to be developed and which now also exist. Some of these are listed here:
• An information function for city-wide services.
• To promote freedom of choice, the City informs people via stockholm.se and Jämför Service/the Find & Compare service both about its own activities and private alternatives funded by the city.
• Existing business systems have been developed or replaced with more efficient ones.
• An easier way of finding child care, choosing a school, finding information and comparing different options, as well as a facility for tracking admissions and available places.
• A care diary describing the daily care for the elderly, whereby consenting relatives can find out what has been done during the day.
• Tailoring the city’s website for people with disabilities.
• A common e-strategy for the city.

50% applied for a school online (even though online applications were only possible for one of the two application months).

Annika is a dentist. Using the Care Diary e-service, she can monitor the day-to-day care her relative is receiving from the home-help services. She can also check assistance decisions and care plans. Annika finds the Care Diary a good complement to the home visits.
EXAMPLES OF E-SERVICES

There is no clear definition of what e-services actually are. Public e-services may be seen, quite simply, as services offered by public authorities to citizens, companies, interest groups and other authorities, using electronic means of communication such as telephones, computers or the like. Below are some of the e-services which have been or are being developed.

**Applying for pre-school**
One of the first services in the e-service programme was the ability to apply for pre-school. The service is available both as an open application, and as one requiring login with digital identification. Applicants log in using their digital ID to accept or reject an offer. With the new version of this e-service, users can change their options and access details of where they stand in the queue for the various alternatives.

**Residents’ parking permits**
Another service relates to residents’ parking permits. To get a permit, you need to own a car and live at an address where residents’ parking applies. It is also possible to record a payment for a period of time. With their digital ID, users can log in and register a permanent or temporary change of vehicle or service suspension.

The service is available to around 60,000 citizens. In its benefit estimate, the Traffic and Waste Management Administration believes that around 75 per cent of these will be using the service within three years of its launch, which corresponds to four full-time jobs.

**Radon reading search**
One more basic e-service is the radon reading search, which was developed by the Environment and Health Administration. Radon readings in Stockholm’s residential areas are collected in a database, which can be searched by a building name and/or street address. The Environment and Health Administration previously used an external phone service for enquiries about radon, for instance. Now that the radon e-service is property-based, administrators can focus on informing property owners what they can do to reduce their radon levels, for example.

Residents can apply for parking permits using the Resident Parking e-service. Traffic wardens can, by using their handheld computer, check whether the owner of the car has a permit and has paid the fee for the current period.
**Heat pump licence applications**
The e-service Apply for a heat pump licence makes life far easier for property owners, while at the same time ensuring that the Environment and Health Administration receives correct applications directly in its operations system. To make it possible to provide an e-service, all 14,000 borehole licences were digitalised to create a map view. Around 60 per cent of all the applications are received via the e-service, and every day building owners and heat pump suppliers alike use the site to find out how to apply, and how the situation stands in the vicinity of their properties.

**Care Diary**
Elderly people themselves can use the Care Diary as an easy way of keeping track of decisions and documentation, for example personal details, implementation plans and day-to-day records of measures that have been taken. With their consent, close friends and relatives can also access this documentation. Records are taken from the City of Stockholm operations system for elderly care. A digital ID is required to log in and view the information.

**Apply for a school**
This service deals with applications for school, and makes it easier for parents to choose a school for their children. Parents can also track where their application is in the school selection process. The service covers both local authority and independent schools. It also means that head teachers have more time to plan ahead of the new school year, which makes staff planning far easier.

**Apply for a building permit**
The City Planning Administration deals with around 9,000 planning issues a year. The e-service is divided into several parts and informs people how to apply for a building permit, where to find current plans and how to interpret them. You can also order maps ahead of an application, and track your application through the process. It is also possible to register when construction work begins.

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*Stefano is applying for child care from his job workstation.*

“It is easy and I will know well ahead in time which nursery school, among my choices, that can offer a place for my son.”
FUTURE E-SERVICES

Pre-school portal
One interesting pilot project is the pre-school portal which uses digital tools to improve services for parents, while also making administration and information easier for pre-schools. Both staff and parents can use a central flat screen to find out about day-to-day information, such as activities and what food is being served. They can also make bookings and report absence. Pre-school staff can use the interactive screens to find and manage important information quickly and easily. The service will also make administration easier when it comes to pupil withdrawals and charges, and parents will be able to choose the channel that is best for them. Parents will also be able to monitor their children’s creative output securely online.

Komet – web-based parent training
Stockholm’s district councils train parents in using the Komet method to help improve communication with their children. School and pre-school teachers are also trained in using the Komet programme, which helps ensure calmer, more secure pupils’ and children’s groups. Within Komet, a web-based version of the targeted parents’ programme has been developed, and an e-service project will enable parents to come into contact with the Komet programme. This will also increase accessibility and simplify administration within the city districts.

Online applications to art school
The Stockholm School of Arts educates 15,000 children and young people aged 6-22 in art and design, dance, music and theatre skills. Its activities cover the whole city, in 20 or so of its own premises and something like 80 schools. The 14,000 course applications are received as forms, which are then registered. Residents are able to apply, supplement and amend their applications, and see where they are in the queue. This e-service will streamline planning and administration, while also improving the level of service.

Tonica is one of the parents trying out the web and touch screen solution for communication between home and pre-school. The pilot project is being run at the Tallkrogen pre-schools in Farsta district council.
E-ARCHIVE – ESSENTIAL FOR GOOD SERVICE

One of the ideas behind the city’s Vision 2030 is to make services and information more accessible and to help citizens, businesses and staff communicate more easily by digital means: information and information management are therefore strategically important, something which is emphasised by the City setting aside major resources for this purpose.

Part of this venture is the Stockholm City e-archive, which files all digital transactions automatically. Two things are required to meet the City’s objectives:

• The people of Stockholm must be able to find information via a single search portal, no matter where it is stored.
• The information must be stored in a common e-archive as soon as transactions are made.

60% apply for a heat pump licence.

MORE E-SERVICES

Nearly 30 e-services were up and running by November 2010, and as many again will be ready during 2011. The following services are either ready or under development:

**E-services on stockholm.se**
- Booking of sports halls and playing fields.
- Cycle trip planner.
- Enquiries about elderly care.
- Apply for a children’s holiday camp.
- Booking of training sessions and courses at the city’s swimming pools.
- Booking of weddings at the City Hall.
- Jämför Service (Find & Compare Service)
- Navigation support for the visually impaired.
- Apply for a school.
- E-invoicing.
- Results of food inspections at Stockholm restaurants.
- Comments and complaints handling.

**Under development**
- Restaurant alcohol licences.
- No-key home help.
- Mobile security alarms.
- Better traffic information from the City of Stockholm.
- Exemption planner – a tool for heavy traffic through Stockholm.
- Job market portal.
- Reporting service for custodians and administrators.
- Planning applications – manuals, procedures and procedural details online.
- Stockholm’s digital City Museum.
- Support and service applications for elderly and disabled people.
**Living in Stockholm should be easy**

An evaluation and survey carried out in spring 2010 found there was still a need for co-ordination in the development of the City of Stockholm’s e-services. The technical platform lays the foundation for joined-up e-service development, with simple, consistent e-services for citizens and businesses.

The common solutions can be reused, and further developments will be governed by both internal and external needs, which is why the programme is being extended and is due to be completed in 2012. A proposal for how e-services should be developed in standard operations will be put forward in 2011.

To deal with future developments, a proactive organisation is required to find out what the City’s departments need from common solutions, while at the same time considering them from a broader general perspective and in terms of what benefits they are expected to generate for residents in relation to their costs. This means that we need to meet the needs and expectations of Stockholmers – to an even greater extent. The City will then be able to use IT to continue developing its operations in a cost-effective way.

This is the way to make it easy to be a Stockholmer.

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