

User driven personal assistance

Country:	Norway
Level:	National
Topics addressed:	Public Policy, Legislation, Public Procurement

Summary:

The objective of this case study is to show how this Norwegian standard has contributed to regulate the conditions in a three-party contract. Namely: between the municipality as buyer of assistive services, the service provider and a receiver of this assistive services. The standard is applicable where the municipality based on special statute grants the citizen with disabilities, the right to receive user-controlled assistive services (abbreviated BPA in Norwegian).

Background:

The welfare system in Norway is obligated by law to facilitate equality, human diversity and social inclusion for all. Standardization and this standard in particular, will contribute to fulfil this obligation.

The BPA standard regulates the organising of both practical and personal assistance for people with disabilities in need for aid in their daily life, inside and outside their home.

The BPA standard secures people with disabilities a greater degree of freedom and opportunity to participate in daily life. The users are responsible for hiring, describing and defining in what way and which tasks the assistant should undertake. There are both public, private commercial and charity-based service providers of BPA, and the user can choose who he or she wants to hire.

Strategy:

Previous the BPA standard's development it was an ongoing challenge to prepare individual, contracts for this kind of services in each case. The users were constantly dependent on the competence and the national social security services ability to define the services needed and making suitable contracts for the individual.

This was, in many cases, costly for the public, difficult for companies to estimate an offer for service provision, and most of all, the choices elected were inferior for many of the end users because the services provided were not individually adapted.

Results and Impact:

- Increased predictability for all parties
- Increased transparency
- Simpler processes for the public/municipalities
- Increased competence
- Easier for private sector to estimate offers
- Easier for businesses to become service providers
- The assistive services are supervised and thus more receptive and adapted to the user
- Consciousness on equality in services regardless of residence
- Increased life quality for the user

- Increased social inclusion and opportunity to participate on the labour market
- Awareness of human needs and aspirations

Potential for Replication:

Getting a consensus in advance where three parties (responsible / paying partner, service provider, user) are part of a contractual relationship. This will often be the case when the public authority is responsible for the service, and it is exposed to competition (although the standard can also be used when the municipality's own employees perform the services).

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