

XXVI. International RESER Conference: Public innovation in the digital era: new opportunities for multidisciplinary collaboration and citizen empowerment

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This paper studies the integration of municipal services provided to children and youth. The study has been carried out in a middle-sized Finnish city which has developed an 'integrated model of wellbeing'. It is a new life-cycle based total offering that integrates daycare, schools, child welfare, family counselling, therapeutic and health services. In the core of the integrated service model is the use of digital platform as a mutual information channel between different professionals and citizens. An important cornerstone is a 'comprehensive service plan' which commits different service providers to the integration and co-production of services and empowers citizens to become active parties to plan the services targeted to them.