Open Government

National Action Plan 2013-2014

October 2013

The Danish Government

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1. Introduction

In an international context, Denmark is characterised as being a modern and open society. We are well known for keeping up with developments, for standing guard over democracy, and for having established a well-developed welfare system, which we continuously improve through new solutions and services.

This position must be maintained and developed. It requires that we promote a thorough modernisation of the public sector. The effort must be made in partnerships that bridge traditional boundaries and rethink forms of collaboration. This was the background to the Danish Government's decision in 2011 to join the international initiative known as "Open Government Partnership" (OGP).

Launched by the United States in cooperation with seven other countries, the OGP initiative has grown to more than 50 participating countries. The objective of the OGP initiative is to promote good governance and strengthen democracy in that the participating countries commit themselves to implementing initiatives for increased transparency, citizen participation, dialogue with civil society, anti-corruption and accountability as well as technology and innovation.

The initiative is to contribute to ensuring that public service and information are provided in a modern and effective manner; to stimulating and supporting innovation and value creation throughout society; and to strengthening knowledge, participation, transparency, cooperation, and cohesion. A key driving force for this development is the utilisation of new technologies and media that open up for making public information and technology available to citizens and companies, and for increasing collaboration between the public sector and civil society.

Broad partnerships are one of the sources of inspiration in the effort to modernise the public sector. As a small country, we must collaborate nationally and also look beyond our borders to learn from other countries in order to ensure future innovation and progress for our modern and open society.

The Danish OGP National Action Plan 2013-2014 focuses e.g. on volunteering and the framework for community work and on the use of new technology to strengthen transparency, growth and the quality of life – among other things through open data and digital welfare. And it focuses on a new approach to the role of the public sector where we are to work on active and broad involvement of citizens, companies and civil society in general. Changed forms of work are, however, often cumbersome and problematic and therefore require trust, transparency and collaboration.

The specific government initiatives in the plan cover various key aspects of open government: Democracy, digital communication, new forms of collaboration as well as open data. With open government, we will continue to develop our administration, our welfare society and our democracy.

2. OGP National Action Plans: results and new initiatives

In 2012, the Danish Government presented its first National Action Plan for Open Government Partnership. The vast majority of the projects and initiatives have been implemented and several of them are taken forward and further developed in this new OGP National Action Plan.

When joining the OGP initiative, Denmark decided to place special focus on digitisation. As a consequence of this, approximately half the initiatives in the first National Action Plan took their point of departure in the common public sector e-government strategy 2011-2015. The main focus of these initiatives was better public digital service for citizens and companies as well as transparency and accountability in public projects and processes.

2.1 Results

The digitisation of public service has given citizens the opportunity to manage more matters themselves – easily and conveniently from home. And the citizens have taken digital services on board. Digital service has at the same time freed up time at e.g. citizen centres, which may be used to provide more personal and flexible service for citizens who continue to visit the centres. Moreover, civil society has contributed to a drop by a third in citizen inquiries as voluntary organisations have supported the digital involvement and inclusion of citizens who need extra help to use the digital solutions.

The second theme for the work on the first National Action Plan was to achieve increased transparency in the public sector. In order to create openness about status for how work on the common public sector e-government strategy proceeds, status is now published for the individual projects every quarter together with information on budget, business case, risks and timetable.

With respect to transparency regarding public authorities' efforts outside Denmark's borders, better access has been provided to the briefings submitted to *Rigsrevisionen* (the Auditor General's Office) by the Ministry of Foreign Affairs on potential cases of fraud in connection with Danish development assistance. Similarly, public consultations on new strategies and grants for development assistance have been an action area for the Government, and the effort to increase openness in Danish development assistance resulted in 2012 in a shared third place in the annual league table of Publish What You Fund.

A third theme in the first National Action Plan was the strengthening of companies' social responsibility, which took its point of departure in the Government's action plan known as "Responsible Growth". It should be possible for those who find that their rights have been violated by Danish companies, organisations and public authorities to raise, document and publish cases of breach of corporate social responsibility.

Therefore, a mediation and complaints institution has been set up. It is a non-legal institution where companies, organisations and public authorities may resolve disagreements on e.g. violations of human rights and workers' rights, international environmental standards, and corruption.

A complete overview and assessment of the implementation of Denmark's first OGP National Action Plan has been published at www.digst.dk.

2.2   National Action Plan 2013-2014

The Danish OGP National Action Plan 2013-2014 has been drawn up against the background of contributions from a public consultation where citizens, companies, NGOs and public authorities were invited to propose initiatives and activities.

The National Action Plan has been divided into four themes:

- Local democracy and participation
- Full digital communication - and inclusion
- New forms of collaboration and involvement
- Open data - innovation, transparency and enhanced efficiency

Each of the four open government themes contains one or more initiatives. The Government, the market and civil society all need to play an active role to create the conditions for an open welfare society in which the citizen is at the centre.

The Danish OGP National Action Plan 2013-2014 focuses e.g. on volunteering and the framework for community work and on the use of new technology to strengthen transparency, growth and the quality of life. It also focuses on a new approach to the role of the public sector where we are to work on active and broad involvement of citizens, companies and civil society in general.

3. OGP initiatives

3.1 Local democracy and participation

Democracy is the foundation of Danish society. This applies at national and regional level, and it also applies at local, municipal level. Local democracy is of great importance to citizens and their opportunities of impacting on their own everyday lives. Therefore, it is in local democracy that the dialogue between politicians and citizens is most relevant. Local politicians are responsible for citizen-based service, and it is in local democracy that citizens can most easily participate and make a genuine difference.

Good dialogue between politicians and citizens makes both parties feel that they are an integral part of a community with a shared responsibility for the development of society. This requires that citizens are heard and that they feel that their views mean something when politicians are to make decisions. On the other hand, close dialogue may contribute to creating understanding and co-responsibility among citizens when politicians are to make difficult decisions on e.g. closing down schools. And constructive dialogue may also produce new, good solutions which the local council had not come up with itself.

The Government will look into the possibility of adjusting the rules governing local government consultations so as to plan for more expedient involvement of citizens and the business community in local government decisions without compromising on citizens' rights. Similarly, the Government will continue to place focus on consultation response deadlines for draft legislation and place increased focus on consultation response deadlines for executive orders, especially executive orders which in terms of content are of such a nature that they may be considered on a par with draft legislation. The initiatives are to contribute to creating the necessary high quality of legislation that constitutes the basis for good governance.

> **INITIATIVE: Service check of local government consultations**
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> The Government will set up a committee that is to implement a service check of statutory local government consultations and which is to look into the possibility of adjusting the rules governing local government consultations so as to plan for more expedient involvement of citizens and the business community in local government decisions without compromising on citizens' civil rights.

3.1.1 The state of local democracy

For democracy to be legitimate, it is crucial that citizens cast their vote. A vote in an election is more than a vote for a party or a candidate. It is also the voter's indication that he or she accepts our political system – representative democracy. In the most recent local elections in 2009, the turnout rate dropped to 66 per cent. It is the lowest turnout in 35 years. It seems that local democracy is challenged.

> ***Example: Survey of local democracy***
> *In connection with the assessment of the Danish Local Government Reform, the Government sent a representative of the Ministry of Economic Affairs and the Interior on a tour of the country to visit Danish municipalities. The idea was to gain an impression of the state of local democracy. At the same time, a questionnaire survey was circulated to approx. 2,500 citizens about their experience of local democracy. The questions related to citizens' experience of being heard and listened to in a local democracy context.*
>
> *The objective of the roundtrip to the Danish municipalities and the questionnaire survey has been to gather experience and ideas for how we can improve – or rethink – local democracy and become better at involving citizens between elections in local democratic processes and decisions. The findings, containing a number of recommendations and examples, were published*

in a report in September 2013. Everybody has had the opportunity to contribute input to the report on an ongoing basis by writing to the representative of the Ministry of Economic Affairs and the Interior through Twitter or e-mail.

3.1.2 The new generations must be involved

Many Danes take democracy for granted. Unfortunately, turnout among first-time voters in the most recent local and regional elections was even lower than overall turnout. Only 45 per cent of first-time voters cast their vote. Research findings indicate that voting is a matter of habit. If registered voters do not cast their vote the first time they have the possibility, they will probably not vote later in life either.

> ***Example: DEMO project***
> *A number of municipalities are already working in a targeted manner on stimulating young people's interest in democracy, local politics and active citizenship. Against the background of the report submitted by the "Valgretskommission" (Voting Rights Commission) in 2011, the Municipality of Syddjurs has for example initiated a joint democracy project – the DEMO project. In close collaboration between the municipality's education institutions and Syddjurs Youth School, this project involves all 3,000 students from the advanced level programmes of the municipality's primary and lower secondary schools, youth education programmes, special schools, 10th form centre, and those in regular full-time attendance at an educational establishment.*
>
> *The DEMO project opened with a common municipal DEMO week and subsequently a DEMO camp. Furthermore, the project involves the establishment of a DEMO council including 12 elected young people. The project, which is to pave the way for further development of local democracy in the Municipality of Syddjurs and young people's participation in local democracy, will run from 2013 to 2016. The model will then be assessed and placed at the disposal of other municipalities.*

It is a problem for democracy if there is a low turnout among first-time voters – young people and new Danes. In the longer term, it will lead to a distortion of democracy. In addition, a low turnout is an indicator that citizens do not see themselves as an integral part of a community in a democratic society. Therefore, the Government will launch a number of activities in the autumn to prevent the state of democracy from deteriorating at the forthcoming local and regional elections in November 2013.

INITIATIVE: Call on all municipalities to facilitate advance voting

With a view to encouraging many young first-time voters to use their right to vote, a letter has been circulated to mayors throughout the country urging them to make it possible to vote in advance at e.g. educational establishments and in other places that are frequented by young people and other citizens on a daily basis.

The intention has been to make the option of advance voting more visible and accessible for citizens in the hope that it will have a positive impact on turnout.

> **INITIATIVE: Letter of invitation to first-time voters urging them to vote**
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> Prior to the forthcoming local and regional elections in November, a letter of invitation will be sent to some of the first-time voters in these elections. The letter will provide information about the elections and urge the new voters to cast their vote.
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> Subsequently, the effect of this effort will be analysed as part of an election turnout project at Copenhagen University with a view to assessing how the message has affected the first-time voters.

3.2 Full digital communication – and inclusion

The Government, municipalities and regions will make a joint effort to create a more digital Danish public sector that enhances efficiency, frees up resources and, at the same time, improves service for citizens and companies. For every form that does not require data to be entered on a computer and for every letter that does not need a stamp, the public sector saves money. Money that can be spent on e.g. health, education and care or on stimulating growth and increased corporate productivity. Making use of digital self-service, the citizen becomes independent of opening hours and physical distances and will, consequently, always be first in the queue when contacting public authorities. And Danes are definitely prepared for a more digital public sector. Figures from Statistics Denmark (2012) show that 84 per cent of the population aged between 16 and 89 used the Internet on a daily or weekly basis, and approx. 75 per cent made use of public websites and online banking. The period 2010 - 2012 saw an increase of 175,000 Internet users aged between 65 and 89.

For many it has become an everyday matter to transfer money through online banking; buy Christmas presents online; stay in contact with family and friends through e-mail and Skype; and use social media. This also impacts on habits and expectations regarding contact with public authorities. In a survey conducted by Rambøll (IT in practice, 2012), slightly more than half of the respondents reply that they prefer to go digital rather than use the telephone or pay a visit to the town hall. The motivation for going digital is e.g. increased flexibility, a stronger sense of dignity, and the experience of better service.

3.2.1 Digital self-service and communication

In the years ahead, all Danes will need to use the Internet from cradle to grave – from notifying a birth to obtaining funeral assistance – and, furthermore, to communicate digitally with public authorities. The target is that 80 per cent of all written communication between citizens and authorities is to take place digitally from 2015. This will save society billions of taxpayers' money and ensure a high level of flexibility as well as less time spent waiting in queue on the telephone and at counters. Digital technology will provide us with smarter and swifter ways to perform ordinary routine tasks, which will free up resources for the tasks that require something special.

The Government, therefore, proposed legislation on mandatory digital self-service, which was passed by the *Folketing* (Danish Parliament). The legislation implies that up to 30 new solutions will be subject to the requirement of digital contact with public authorities. This means that citizens who are able to must use the Internet when they, for example, need to report a stolen bicycle, choose a general practitioner, or apply for support regarding assistive technology. Furthermore, the *Folketing* has passed legislation on public Digital Post. It implies that citizens and companies are to have a digital mailbox to receive digital mail from public authorities. However, where there are special grounds for it, exemptions for digital self-service and Digital Post may be granted.

> **INITIATIVE: User friendliness requirements regarding digital self-service solutions**
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> Up to 2015, there will be more and more areas where citizens are to encounter public authorities by going digital. It means that we ourselves must enter data, apply for e.g. support, and check the digital mailbox. The Government will facilitate the encounter with public authorities to maximum extent. Therefore, work is in progress to make self-service solutions as user friendly as possible – among other things by creating conditions for better data quality and by establishing coherence in the systems. It will mean that data are to be entered only once and subsequently shared across public authorities to an increasing extent.
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> For this purpose, the Government has drawn up a development guide for self-service solutions with 24 minimum requirements regarding user friendliness and accessibility in public self-service solutions when suppliers are to develop or revise a solution. The guide will be revised on an ongoing basis against the background of user tests, lessons learned and input from the users. All self-service solutions that become mandatory up to and including 2015 must meet all the requirements listed in the development guide regarding user friendliness and accessibility.

3.2.2   Everybody will be taken care of

The transition to digital communication means an end to paper letters and forms, but it does not imply that citizens cannot get help and guidance in transactions with public authorities. Help will be provided for those in need of assistance regarding digital self-service or for those who are not able to use digital communication.

In line with communication between citizens and public authorities becoming digitised, some citizens will be in need of help to use digital self-service and Digital Post. Therefore, the Government, the municipalities and the regions have jointly drawn up a plan that is to contribute to making also less ICT-knowledgeable citizens more digitally resourceful and self-reliant.

> **INITIATIVE: Plan for inclusion during the transition to digital communication**
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> Public authorities' plan for inclusion covers a broad spectrum: from ensuring that help is integrated in the public self-service solutions to preparing and training the employees who encounter citizens on a day-to-day basis. The citizens who need help will find that it is provided at citizen service centres, at libraries, and in readily accessible data rooms nationwide that provide computer assistance to senior citizens.
>
> Focus is at the same time also placed on stimulating citizens to explore the digital tools by showing examples of how digital technologies can open up an altogether new world of opportunities. The effort is planned and implemented in collaboration with e.g. the organisations representing older persons and the libraries that contribute to extending the reach of the work.

3.3   New forms of collaboration and involvement

New forms of collaboration are to be created regarding the performance of tasks in the public sector at all levels where the ideas, knowledge, strengths and contacts of the business community and civil society can be utilised as strong resources. The public sector can become better at integrating both citizens and employees in management decisions to make them co-providers of public services and in particular the aims and objectives which they eventually are to receive and deliver, respectively.

We need ongoing development and testing of new ways to perform central, regional and local government tasks through new forms of collaboration and dialogue. Therefore, we must create the framework for enabling public authorities at all levels to develop and modernise. It is a matter of e.g. establishing public-private collaboration and partnerships regarding the innovation and development of public sector core tasks; of co-production of welfare services between the public sector and citizens; and of creating an even better framework for cooperation with the voluntary sector.

All this requires a creative approach to new governance models, less fear of new collaboration constellations, the courage to develop legislation that is less bureaucratic and ready for the digital age, as well as ongoing political debate about the transition.

3.3.1   Modernisation of the public sector

The public sector must provide high-quality service for everybody in need of service. The Government's ambition is that the quality of welfare service is to be improved through new thinking and modernisation of the public sector. Therefore, the Government will establish the framework for a dynamic public sector that at all times adjusts and ensures that resources go where needs are greatest. The Government's modernisation agenda for the public sector places focus on e.g. results, effects, quality and governance, management and better public procurement, simplification of rules, deregulation, and digitisation.

With this agenda, the Government wishes to rethink the way in which we work in the public sector in order to achieve better provision of services with enhanced quality and efficiency for the benefit of citizens and society. This is where the digital development holds huge potential for improved welfare and service. However, it also requires that we challenge the way we "usually" work with a higher degree of involvement, community spirit and coherence between the Government, the market and civil society.

> *Example: Smart Aarhus*
> *One example is the initiative known as Smart Aarhus which, on the basis of the interaction between citizens, public and private actors, wishes to develop the city. Where other "Smart Cities" focus very much on the development of digital infrastructures, Smart Aarhus is also an organisational project aiming to create the framework for a sustainable and innovative city. The objective is to create an*

innovation ecosystem where citizens, companies, civil society organisations and the public sector work together on responding to the huge societal challenges facing cities in the years ahead. This applies e.g. to demographic challenges, environmental and energy resource management, and companies' competitiveness in a global market. Smart Aarhus has been developed in a partnership between key actors in Aarhus, including the Municipality of Aarhus, Central Denmark Region, the Alexandra Institute, and Aarhus University.

By opening up and making use of new methods to collaborate between public administration, the business community, research, education, NGOs and civil society in general, we can, at one and the same time, transform public service and improve the framework conditions for innovation and the development of trade and industry.

In this work, it is important that we share knowledge of what works and how it works. Therefore, in the spring of 2013 the Government launched a new website, www.modernisering.nu, which is to constitute a platform for modernisation measures with best-practice examples from municipalities and regions. The website is both an entry point to becoming wiser on the basis of many good examples from municipalities and regions, and it is a source of knowledge and inspiration to the Government on what works.

INITIATIVE: Principles for collaboration on the modernisation of the public sector as well as the establishment of a centre for public innovation

Together with employers and employees from the public labour market, the Government has adopted seven principles for collaboration on the modernisation of the public sector. The principles are to promote a performance of public tasks and a culture with a focus on trust, collaboration, results, efficiency, innovation, quality and professionalism. At the same time, these principles serve the purpose of supporting the many good initiatives across sectors and authorities that rethink and improve the public sector.

The adoption of the principles will be followed up on in 2014-2016 by initiatives that are to contribute to spreading the principles and supporting modernisation and innovation in the public sector. The initiatives comprise the development of new forms of governance with a focus on trust and collaboration as well as the establishment of a centre for public innovation that is to support the spread and embeddedness of innovation across the public sector. The centre is also to strengthen employee and user-driven innovation in the public sector.

INITIATIVE: "Free Municipality" pilot projects

Known as "Free Municipality pilot projects", these projects are part of the Government's work on the modernisation and innovation of the public sector. Lessons learned from free municipality pilot projects are to contribute to the Government's general reform of the public sector with a focus on trust, professionalism, leadership and deregulation, which are significant parameters for a user-orientated sector.

Nine municipalities are free municipalities. They have been granted exemption from government rules and documentation requirements for the purpose of testing new ways of doing things. The objective is to find smarter, more resource-efficient and less bureaucratic solutions.

3.3.2   Collaboration with the business community

When the public sector collaborates with private companies on the performance of public sector tasks, new synergies may emerge leading to better performance of tasks and greater efficiency. At the same time, this provides the basis for growth and new jobs in the private sector. In 2012, Danish municipalities invited tenders for a total of 25.4 per cent of their tasks. Compared with 2011, it is matter of an increase as the figure for 2011 was 25.0 per cent. Since the Danish Local Government Reform in 2007, the degree of competitive procurement has increased every year. The public sector increasingly invites tenders for public sector tasks and lets private companies perform them.

> ***Example: Competition in the area of home help services***
> *As part of the implementation of the 2013 Finance and Appropriation Act agreement between the Government and the Red-Green Alliance, the Folketing passed a parliamentary bill allowing local councils more flexibility to plan "frit valg" (free choice of provider) and home help services in a way that is perceived to be most appropriate in the municipality. As a novelty, local councils will have the opportunity to offer citizens a free choice of provider with a Free Choice Voucher. This is to support better use of resources and better service for citizens. From 2013, the change of rules is expected to free up an annual DKK 132 million in the municipalities to be spent on citizen-based service. The legislation took effect on 1 April 2013.*

The Government will continue and develop the collaboration between private and public actors in the performance of tasks. The Government will, therefore, launch a number of initiatives and efforts with a view to simplifying and modernising legislation in relation to public-private collaboration. The efforts cover a broad spectrum: from new Danish legislation on public procurement which is to implement forthcoming EU rules to the modernisation of the rules on borrowing and deposit requirements. Furthermore, a new Council on Public-Private Collaboration is in future to support competition regarding public tasks and promote collaboration between public authorities and private companies.

INITIATIVE: Recommendations from growth teams

The Government has set up eight growth teams which, in close dialogue with the business community, are to carry out an examination of growth conditions in business areas where Danish companies have international competitive power. The objective is to identify specific measures that can improve the companies' productivity and development opportunities for the purpose of contributing to growth and employment in Denmark.

Against the background of recommendations from the various growth teams, the Government will present specific initiatives for how the recommendations can be implemented. The business community and stakeholders will be involved in the process on an ongoing basis and will also be permanent sparring partners when the Government's growth plans are to be carried out. In addition, the business community has actively assumed responsibility for implementing specific growth plan initiatives.

3.3.3　Collaboration with citizens on welfare

The knowledge, resources and commitment of citizens and local communities must be put to use in the performance of public sector tasks so as to promote quality and efficiency. Today, it is not only professionals that are experts – citizens themselves can be important experts on their own situation, daily lives and local community. The involvement of their resources and knowledge can benefit everybody.

> **Example: "The Good life"**
> *With the project known as The Good Life, the Municipality of Ballerup explores new ways of collaborating directly with citizens. The Good Life includes e.g. an anthropological survey of what citizens in the municipality of Ballerup dream of, what drives them in the pursuit of their own dreams, and what may constitute obstacles to the realisation of their life aspirations and dreams. The survey forms the basis for co-creation processes where the municipality's professionals and citizens meet in order to develop ideas together and rethink the way in which the municipality performs its tasks. The form and procedures relating to the co-creation processes are developed on an ongoing basis by citizens and local politicians in line with project progress.*

When citizens are involved directly and play an active role themselves, it is possible to create better opportunities for planning public sector services in a smarter way. The result is a better balance between citizens' resources and needs on the one hand and the services provided by public authorities on the other. This makes it possible to assess the need for welfare services more precisely, and citizens may experience greater ownership and influence on their own situation.

> **Example: "From Patient to Citizen"**
> *In Central Denmark Region, work is in progress on an experimental approach to user and citizen involvement. Not as an end in itself, but as a means to ensure implementation from the outset and to gain insight into the experience of citizens in order to facilitate the accommodation of relevant needs. At a number of hospitals, Central Denmark Region is working on the project "From Patient to Citizen".*
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> *At the Regional Hospital West in Herning, a steering committee has been established comprising hospital staff and the parents of sick children. The intention of involving parents directly in the project organisation is to develop a better collaboration between staff and parents on the children's ward. It means that the parents are active and involved in the decision on what the project is to include. At the Regional Hospital in Horsens, work is in progress on how to use patients' resources and own capacity in a better way. In addition to strengthening the patients' ability to handle their situation and giving them a sense of ownership and influence, the project has also had the indirect effect of making the citizen perspective more visible in the other initiatives at the hospital.*

The new digital opportunities can be applied to the large welfare areas for the benefit of the individual citizen and the economy as a whole. The large welfare areas: the health, social and educational areas play a substantial role in many Danes' everyday lives. With digital welfare, citizens may achieve greater freedom and flexibility even if public service is provided at lower cost. This applies for example to digital rehabilitation which allows the individual citizen to start self-managed rehabilitation treatment at home through a direct video connection with the physiotherapist, who will be able to reach more citizens than through traditional treatment.

In the future work on implementing digital welfare solutions, the Government will be able to provide public service of the same or even better quality at less cost. Citizens' contact with public authorities will no longer be limited to the hospital, the municipality or the school. Contact and citizen-based welfare may in future to a greater extent take place in the individual citizen's home or when he/she is on the move through mobile connections.

Digital welfare solutions hold many advantages for citizens, but will at the same time have the consequence that public authorities in future will perform tasks *for* citizens to a minor extent. Instead, public authorities will perform tasks *together with* citizens. This implies a more active role for citizens in certain situations, and a precondition is that public authorities take active responsibility for ensuring that the effect of the overall effort benefits citizens. This means among other things that it is the responsibility of public authorities to ensure that the solutions become relevant and user-friendly to citizens. Similarly, help must be available for citizens who are not able to make use of digital welfare solutions.

> **INITIATIVE: Strategy for Digital Welfare**
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> The Government, Local Government Denmark and Danish Regions have jointly drawn up a strategy for digital welfare. The strategy sets the course for the public sector's work on digitisation and welfare technology in the social, health and educational areas.
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> The goal is that digital welfare services can be supplied more efficiently to make everyday life less cumbersome and improve the quality of life for citizens. The strategy includes 24 initiatives and runs until 2020. Up to the year 2020, new targets will be set and new initiatives launched on an ongoing basis.

3.3.4   Volunteering

A well-functioning welfare society requires not only strong private and public sectors, but also a strong and engaged voluntary sector. Community work creates strong communities across generations and social background and reinforces the cohesion of society. It is essential to the Government that there are no unnecessary barriers to volunteering

In June 2012, the catalogue "*Barriere- og løsningskatalog for frivilligområdet"* (Catalogue of barriers and solutions in the area of volunteering) was published by the Ministry of Social Affairs, Children and Integration (the then Ministry of Social Affairs and Integration). Bringing together input on barriers that have been experienced and proposals for solutions to these from volunteers and voluntary organisations, the report will constitute the basis for further work on creating a better framework for volunteering. For it must become easier to engage in volunteering in Denmark. Therefore, the Government will work for maximum reduction of superfluous bureaucratic barriers to volunteering and for new visions and a new set-up for the interaction between Volunteer Denmark and the public sector.

> **INITIATIVE: Implementation of a new charter for interaction between Volunteer Denmark/Associations Denmark and the public sector**
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> Denmark's first charter for volunteering was formulated more than ten years ago. Since then, the voluntary sector and the public sector as well as our welfare society have changed very much. Today, we encounter volunteers on the Internet and at local government institutions. In spring 2013, the Government therefore initiated work on ways to innovate the charter for interaction between Volunteer Denmark/Associations Denmark and the public sector. Following a phase of brainstorming including public consultation and a development phase including a camp for selected stakeholders, a new charter has been formulated by a broadly composed working committee. The charter was published on 1 July 2013.
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> An implementation phase will follow in the course of autumn 2013 with regional meetings where the charter will constitute the basis for the launch of local dialogue between the public sector and Volunteer Denmark/ Associations Denmark on how the visions of the charter can be transformed into reality and implemented locally.

3.4   Open data – innovation, transparency and enhanced efficiency

The public sector collects, produces, reproduces and communicates much information and data with a view to performing its public tasks. This applies e.g. to information about economy, geography, weather conditions, tourism, business matters, patent rights and education. Once data have been produced in connection with public authorities' performance of own tasks, there is socio-economic profit to be gained from making as much use of this information as possible.

> ***Example: Data from the Danish Folketing***
> *The Danish Folketing's (Danish Parliament) work results in a great number of documents – or data – that provide insight into the activities and prioritisations of democracy. Already today, it is possible to find much of this material published on the websites of the Folketing: ft.dk and folketingstidende.dk, where the various documents are available. The material is, however, generally published as separate documents in a form that makes it difficult to use the material directly as content in new innovative digital solutions.*
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> *The Folketing will make it possible for citizens, companies and civil society organisations to gain direct access to obtaining raw data and use them in new digital contexts. The development of the technical solution will take its point of departure in dialogue with companies, public authorities, organisations, media, students, researchers and others who may take an interest in gaining access to the Folketing's data.*

3.4.1   Public sector information as digital raw material

The Government wishes to initiate growth in society, which is to be created e.g. through new innovative solutions in the market. The Government has therefore launched a number of initiatives to collect, ensure the quality of, and upgrade data to make them accessible to the private sector. When public sector information is made accessible, companies and entrepreneurs gain the opportunity to test new ideas without needing to first invest in the data that are necessary for creating their product.

For the purpose of over time providing a general overview of accessible public sector information, a public data catalogue has therefore been produced. This catalogue describes and refers to individual data sources among the respective public authorities and institutions. Everybody may freely add data sources to the data catalogue that is located at data.digitaliser.dk. Furthermore, an open, public standard licence has been developed with common, transparent and easily understandable conditions ensuring unlimited right of use for everybody. This standard licence may be used for all open government data.

> **INITIATIVE: "Open Data Innovation Strategy" (ODIS)**
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> In order to support the comprehensive effort to make public sector information accessible, the initiative known as "Open Data Innovation Strategy" is to contribute to drawing attention to the potential of public data and to making public data accessible. This is to be achieved, among other things, by assisting public authorities and institutions with guidance in the effort to make data available and by providing guidance on the legislation governing the area.
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> The initiative is, furthermore, to operate the public data catalogue, facilitate exchange of lessons learned, promote networking and collaboration between the public and private sectors that will re-use data, as well as document good examples of open data and the application of open data.

3.4.2 Good basic data for all

Public authorities register a great deal of information about citizens, companies, real property, buildings, roads, geographical maps, etc. A minor, but very important part of this information – so-called basic data – is used again and again across the entire public sector. These basic data constitute the foundation for public authorities' correct performance of tasks and thereby contribute positively to the efficiency and effectiveness of society as a whole. Basic data are, at the same time, of great value to the private sector in the development of new types of digital products and solutions.

With a view to promoting the use of public basic data, the Government entered into an agreement with Local Government Denmark and Danish Regions to the effect that key basic data that were previously subject to a charge became accessible free of charge to all as of 1 January 2013. The basic data no longer subject to the payment of a charge were made available under the open, public standard licence.

INITIATIVE: Data Distributor for the distribution of basic data

Up to 2016, the basic data registers will be consolidated in a common system – a so-called "Data Distributor", which both public and private users of basic data will have the opportunity to benefit from. All common public sector basic data are to be distributed through the Data Distributor, which in the long term will be able to hold other public data than basic data.

Various dialogue and network activities regarding basic data are, furthermore, to contribute to encouraging authorities and companies to make use of the improved and free basic data, and to developing partnerships between public and private actors on the application of basic data.

3.5   The promotion of open government

The work on promoting open government in Denmark will prove an ongoing and open process which must necessarily extend beyond the initiatives of the National Action Plan. It is very much a matter of changing and developing the mind-set in the public sector. The work on open government is, consequently, not a tightly managed project. It is a matter of initiating and supporting fundamental changes in the way the public sector builds relations and collaborates – at national, regional and local level.

INITIATIVE: Open Government Camp 2013

The work on implementing the many open government initiatives and activities presented in this National Action Plan will be launched with an Open Government Camp, which citizens, companies, associations, NGOs and public authorities will be invited to attend. The aim and objective of the Camp is to experiment on how civil society and the public sector can collaborate on performing societal tasks in new ways; on creating innovation and development; and on making use of the digital technologies to make our welfare society even better. At the same time, the Camp is to serve as a source of inspiration to public authorities who wish to organise similar events themselves or in other ways work on co-production and citizen participation.

The Camp will consist of a number of workshops serving the purpose of addressing current challenges and issues, and the individual workshops and activities of the Camp will be organised as a joint effort by public authorities, civil society organisations, citizens and companies.