



**Bournemouth
University**

Digitisation in Social Services (Digitalisierung und Soziale Arbeit)

Professor Dr Jonathan Parker, Universität Vechta, 19 June 2019

What we will discuss...

- Assumptions
- Some key elements
- Dangers





**Bournemouth
University**

Assumptions

- Unquestioned 'good thing'
- Efficiencies and cost reductions



- Access and competence
- No negative relational consequences



**Bournemouth
University**

State of Play

TheKingsFund> Ideas that change
health care

Digital change in health and social care

David Maguire
Harry Evans
Matthew Honeyman
David Omojomolo

June 2018



European Foundation
for the Improvement
of Living and Working
Conditions

The tripartite EU Agency providing knowledge
to assist in the development of better social,
employment and work-related policies

The Impact of Digitalisation on Social Services

Corine van der Schans

2nd Thematic Meeting Federation of European Social Employers &
EPSU

Brussels, 24 October 2018

- Automation
- Digitisation
- Platform coordination
- Context of social rights/case study countries





**Bournemouth
University**

Dangers

- Mental ill-health and loneliness
- Exclusion and digital poverty
- Increased surveillance
- ‘We are the Borg... resistance is futile’???

