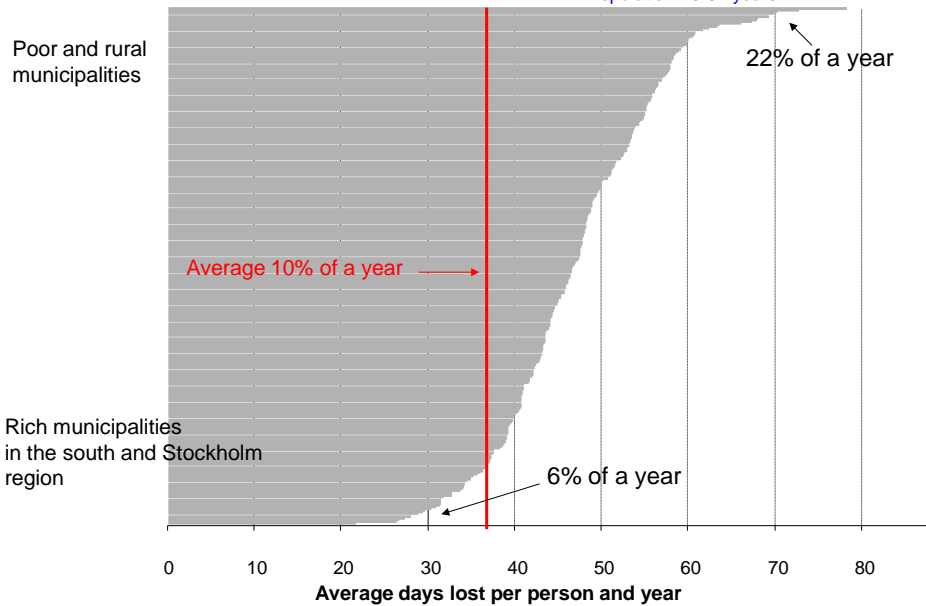


Regional variation in the incapacity rate across the 293 municipalities

$$\text{Incapacity rate} = \frac{\text{Net days of public sickness and disability benefits}}{\text{Population 16-64 years}}$$



The Swedish Social Insurance Agency up to 2005

- 21 regional social insurance offices including some 300 local offices
- Fully funded by the state but autonomous
- Design their own activities on a local level

This resulted in:

- Severe problems with governing
- Large regional variation in the granting of benefits
- Ineffective use of the social insurance system
- High public spending
- Low public confidence

A change was therefore needed

1. In early 2005, the *new* Swedish Social Insurance Agency (SSIA) was created:
 - The previous 21 autonomous social insurance offices were merged with the National Social Insurance Board; and
 - the SSIA became a state-run agency under the Ministry of Health and Social Affairs
2. In late 2007, a comprehensive re-organisation of the SSIA was started

The main pillars of the reorganisation of the Swedish Social Insurance Agency (SSIA)

1. **For the customers:**
 - Easier access to SSIA
 - Shorter processing times
 - Local offices in each municipality, often sharing premises with the Swedish Tax Agency and the Public Employment Service Offices
 - Correct and uniform decisions all over the country
2. **For the administration:**
 - SSIA is now organised according to activities and the complexity of cases (not by geographic regions)
 - 330 Local offices will give information/support to clients and process simple cases
 - 18 National Insurance Centres will have specialists handling general cases, under a national leadership to obtain a uniform and efficient processing
 - 62 Local Insurance Centres will deal with more complex issues that require personal contacts
 - A new agency will govern the administration

The incapacity rate is moving in the right direction

A fall in the incapacity rate from 38 to 37 days corresponds to a reduction of 5 million sick days!

