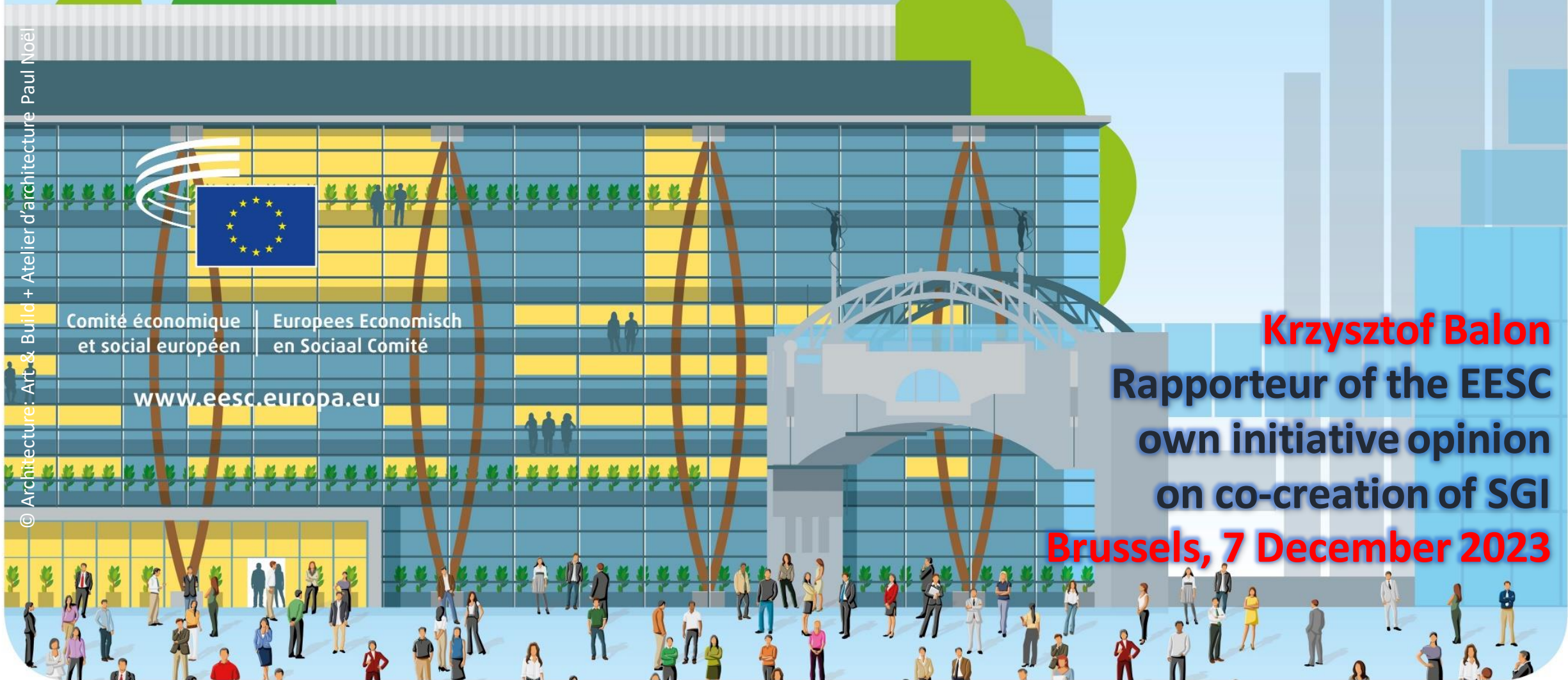


# Co-Creation of Services of General Interest

## An EESC contribution to the participatory society

© Architecture: Art & Build + Atelier d'architecture Paul Noël



**Krzysztof Balon**  
Rapporteur of the EESC  
own initiative opinion  
on co-creation of SGI  
**Brussels, 7 December 2023**

- ❖ **Services** of General Interest (SGIs) are a key element of the European social model.
- ❖ **Access** to those Services is a fundamental right (Article 36 of the Charter of Fundamental Rights).
- ❖ **SGIs are also included** in the European Pillar of Social Rights:
  - > Principle 20 of the Pillar explicitly refers to "essential" SGIs, like water, sanitation, energy, transport, financial services and digital communications.
  - > Other Pillar principles cover important services of general interest such as education, housing and assistance for the homeless, long-term care, inclusion of people with disabilities and health care.

## Co-creation of SGIs is a dynamic interaction between

- service providers (e.g. Civil Society Organizations)
- service users (citizens)
- and other stakeholders,

that involves various potential stages:

- **co-initiation**
- stakeholder engagement
- **co-design**
- co-implementation
- **co-management**
- co-governance
- **co-evaluation.**

## The EESC:

- ✓ **Believes** that the co-creation of services of general interest (SGIs) by civil society organisations and directly by citizens is one of the most effective tools for **stimulating participative democracy**, and thus for bolstering European integration.
- ✓ **Supports targeted implementation of the co-creation approach**: SGIs should be developed jointly with users, communities and civil society organisations to ensure firstly that they meet people's real needs and secondly that they enable democratic participation.

## The EESC:

- ✓ **Invites** the Member States to **develop and/or improve tools** to ensure that the public and civil society organisations are involved throughout the process of providing services of general interest.
- ✓ **Invites** the Member States to implement Article 77 of Directive 2014/24/EU on public procurement reserving contracts for certain health, social and cultural, as well as educational, services, as listed in that article, to not-for-profit organisations.



## The EESC:

- ✓ **Proposes** that the Commission publish a working document on this subject as a basis for further work, aiming at the creation of a "toolkit", which should encourage and guide national, regional and local authorities towards enhanced use of co-creation models. This document should consider co-creation in light of Article 14 of the Treaty on the Functioning of the European Union (TFEU) and Protocol 26 to the TEU and the TFEU, taking account of the European Pillar of Social Rights, the specific role of the non-profit social economy in co-creation and the framework conditions necessary to that end.
- ✓ **Suggests setting up a forum to exchange ideas and best practices** in this field, involving civil society organisations, the social partners, universities and research projects, in order to maintain and develop the discussion process at European level.



European Economic  
and Social Committee



European Economic  
and Social Committee



THANK YOU FOR YOUR ATTENTION

## Krzysztof BALON

Vice President of Group III Civil Society Organisations'

[k.balon@eurosozial.eu](mailto:k.balon@eurosozial.eu) | [Krzysztof.Balon@eesc.europa.eu](mailto:Krzysztof.Balon@eesc.europa.eu) | [www.eesc.europa.eu](http://www.eesc.europa.eu)

Rue Belliard/Belliardstraat 99 | B 1040 Bruxelles/Brussel