

## MYDIA mobile application for social inspection services Belgium

GENERAL INFORMATION	
Name of the organisation	Social Information and Investigation Service (SIOD)
Type of organisation	Labour Inspectorate
Address	Zuidertoren 8ste verdiep Europaesplanade 1 1060 Brussel, Belgium
Web page	<a href="http://www.siod.belgie.be">www.siod.belgie.be</a>
Contact person	Name and surname: Bart Stalpaert Job position: Director E-mail: <a href="mailto:Bart.Stalpaert@siod.belgie.be">Bart.Stalpaert@siod.belgie.be</a>
Member State	Belgium
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	MYDIA mobile application for social inspection services
Topic of the good practice	Preventing social security fraud
Geographical focus	Nation-wide
Duration	2021 - ongoing
Summary of the good practice	MYDIA is a mobile application resulting from a project led by the 'Steering Group 9'. This steering group is tasked with leading 9 key objectives, harmonising and standardising the working methods and forms used within the social inspection services. One objective was to simplify administrative levels so inspectorates could work in a more uniform way. MYDIA was created as part of this objective and enables inspectors from the various social inspection services to collaborate during joint inspections, quickly access the national register to verify information about inspected workers, and receive an overview of the

	<p>individuals and companies inspected following their joint inspection.</p>
<p><b>OBJECTIVES AND ACTIVITIES</b></p>	
<p><b>Background/context</b></p>	<ul style="list-style-type: none"> <li>▶ In 2017-2018, significant reforms were undertaken in the social inspectorate to create greater synergy among inspection services;</li> <li>▶ Nine objectives were established as part of the reforms. One of the nine objectives agreed by the heads of each inspectorate was to simplify administration so all inspectorates can work in a more uniform manner when performing fieldwork;</li> <li>▶ ‘Steering Group 9’ was charged with harmonising and standardising the working methods used within the social inspection services. As part of this project, the MYDIA application was developed;</li> <li>▶ MYDIA was piloted in 2021 with selected participants. In 2022 for the first time the entire inspectorate used MYDIA.</li> </ul>
<p><b>Objectives</b></p>	<p><b>Overall objective</b></p> <ul style="list-style-type: none"> <li>▶ Improving the prevention of social fraud.</li> </ul> <p><b>Specific objectives</b></p> <ul style="list-style-type: none"> <li>▶ Standardise and harmonise tools for collaboration between inspectorates.</li> <li>▶ Increase collaboration among inspectors from various social inspection services.</li> <li>▶ Increase accessibility to online data during fieldwork for social inspection services.</li> </ul>
<p><b>Main activities</b></p>	<ul style="list-style-type: none"> <li>▶ The MYDIA app is a common digital environment for social inspection services.</li> <li>▶ It enables the inspectors to work in the same digital environment and share their findings in real-time with</li> </ul>

	<p>their colleagues, regardless of the institution they work for.</p> <ul style="list-style-type: none"> <li>▶ Individuals being at a site are controlled and their employment status updated in real-time for all inspectors to see. Upon completion, all inspectors receive a joint overview in excel, both easing and harmonising reporting of data to SIIS. It is planned that in the near future the data can directly be uploaded to SIIS platform, reducing workload.</li> <li>▶ Through MYDIA, new databases are available for the inspectors. These include for example the Crossroads Bank for Enterprises; the database of Belgian license plates; national register of social security.</li> <li>▶ The app is an enhanced identification tool, which allows inspectors in the field to unambiguously identify individuals and swiftly obtain a comprehensive summary of their employment status. Identification methods include scanning barcodes on ID cards, using social security number or phonetic search. This approach reduces the reliance on for police assistance during the identification process.</li> </ul>
<p><b>Did you previously provide information about this particular good practice under the European Platform tackling undeclared work?</b></p> <p>(if yes, is it possible to provide the year and the title of good practice or a link of the good practice in <a href="#">ELA Virtual library</a>?)</p>	<p>No.</p>
<p><b>Funding/organisational resources</b></p>	<ul style="list-style-type: none"> <li>▶ Each inspectorate has its own budget and decision-making processes. Collectively, a common budget is agreed among each inspectorate which funds MYDIA.</li> </ul>
<p><b>PARTICIPATION</b></p>	
<p><b>Stakeholders involved</b></p>	<ul style="list-style-type: none"> <li>▶ National Office for Social Security.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Labour Inspection, National Employment Office.</li> <li>▶ National Institute for Health and Disability Insurance.</li> <li>▶ National Institute for the Social Security of the Self-employed.</li> </ul>
<p><b>Target groups</b></p>	<ul style="list-style-type: none"> <li>▶ Social inspection services (inspectors).</li> <li>▶ Workers.</li> <li>▶ Companies.</li> </ul>
<p><b>Final beneficiaries</b></p>	<p><b>Direct beneficiaries:</b></p> <ul style="list-style-type: none"> <li>▶ Inspectors.</li> </ul> <p><b>Indirect beneficiaries:</b></p> <ul style="list-style-type: none"> <li>▶ (Posted) workers</li> </ul>
<p><b>GOOD PRACTICE CRITERIA</b></p>	
<p><b>Achievements/ Results and outcomes</b> (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility))</p>	<ul style="list-style-type: none"> <li>▶ The app increases the accessibility of information, as inspectors can access all information on their smartphone.</li> <li>▶ In 2022 there were,             <ul style="list-style-type: none"> <li>▷ 135 000 inspections completed with the app,</li> <li>▷ 45 512 companies inspected,</li> <li>▷ 8 600 inspections were in construction yards.</li> </ul> </li> <li>▶ Approximately 40 % of inspectors use the app. The actual use-case is larger as when inspectors undertake joint operations only one inspector may use the app.</li> <li>▶ As through the app inspectors get a summary of the employment status of individuals, their workload is considerably reduced. Also, standardised input of information reduces problems related to human error, such as illegible handwriting.</li> </ul>

	<ul style="list-style-type: none"> <li>▶ Increasing the efficiency of the inspections, the app make them less disturbing to the companies, reducing the need to stall work/tasks.</li> </ul>
<p><b>Recognition</b> (has this good practice been recognised on regional, national or EU level)</p>	<p>As part of the national competition for renovation of the public sector (public innovation)<sup>1</sup>, 50 tools were introduced and MYDIA was part of the 5 shortlisted projects.</p>
<p><b>Cost effectiveness</b> (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)</p>	<ul style="list-style-type: none"> <li>▶ The tool is used across inspectorates, ensuring a standardised workflow.</li> <li>▶ The app provides access to multiple databases, increasing the speed of the inspection processes.</li> <li>▶ The digital environment has not only increased access to data but also enhanced collaboration through the novel platform (app) and live updates among colleagues during inspections.</li> </ul>
<p><b>Transferability</b> (how the experience from this practice could be transferred to other contexts i.e. what would another Member State/group/sector need to have or put in place for this measure to be successful in their country/group/sector)</p>	<ul style="list-style-type: none"> <li>▶ The process can be replicated with adequate political support, support from social partners, a shared vision, and commitment from all partners.</li> <li>▶ There must be a common vocabulary and knowledge between organisations. The structure created with the steering board, the steering group, was a useful mechanism for bringing partners together and aligning on knowledge, goals and output. The steering group structure can continue to be used to create a new tool if needed.</li> </ul>
<p><b>Sustainability</b> (how the practice is sustainable from a social, financial or environmental perspective)</p>	<p>N/A</p>
<p><b>Innovativeness</b> (innovative features of the good practice)</p>	<p>MYDIA is a shared digital environment providing joint inspectors with live updates, enhanced access to databases in real-time and standardised reporting outputs in excel – all in one highly accessible app on the smartphone.</p>

<sup>1</sup> <https://www.rsz.be/nieuws/2023/04/25/inspectie-app-mydia-is-genomineerd-voor-de-federale-innovatie-award>

**Digitalisation** (Design, development and/or utilisation of digital tools, policies or plans for digitalisation, business processes and data digitalisation, data sharing digital initiatives, the use of digitalisation to facilitate the access to data in real time and detection of fraud and error, etc.)

The practice is both a digital tool and a method for the digitalisation of the workplace and processes. The digital product (app) has enabled an innovative and ambitious restructuring of work processes, leading to more efficient inspections with integration of new data sources and identification tools.