



EUROPEAN UNION



Committee of the Regions

## **2009 Open Days, Brussels « EPISA 2009 » 6 October 2009**

*Alexander Heichlinger  
EPISA 2009 Project Manager & Senior Lecturer  
EIPA-ECR Barcelona*



Showcasing and Rewarding European Public Excellence

© [www.epsa2009.eu](http://www.epsa2009.eu)

## The Spirit of EPSA...

- brings together the best, most innovative and efficient performers from the European public sector
- is open to all fields of public administration
- deals with themes that are currently highly topical in the overall European context

EPSA's **objective**



to make these valuable experiences transparent, known to the public and usable.

## The Aims of the EPSA

The vision is to create an arena in which Europe's public sector institutions can excel and become an exemplar for the rest of the world. Against this backdrop, the EPSA aims to achieve the following goals:

- to contribute to the progress and implementation of the Lisbon Strategy for Growth and Jobs
- to create a common European administrative space
- to devise new administrative problem-solving paradigms
- to foster constructive competition amongst public sector organisations and reward excellence
- to learn from the European leading edge



*EP SA is more than just an award ...*

*“Assess Yourself and Learn from the Best-  
Showcasing and Rewarding European Public Excellence”*

It is a network for excellence for the public sector in Europe and thus provides the conditions for a permanent learning platform on leading-edge public administration solutions.



# The EPSA 2009 – Institutional & co-financing Partners

**EU Commission**



**Bulgaria**



**Denmark**



**Germany**



**Spain**



**Italy**



**Cyprus**



**Lithuania**



**Luxembourg**



**Hungary**



**Netherlands**



**Austria**



**Poland**



**Romania**



**Sweden**



**Switzerland**



*Powered by:*



*Supported by:*

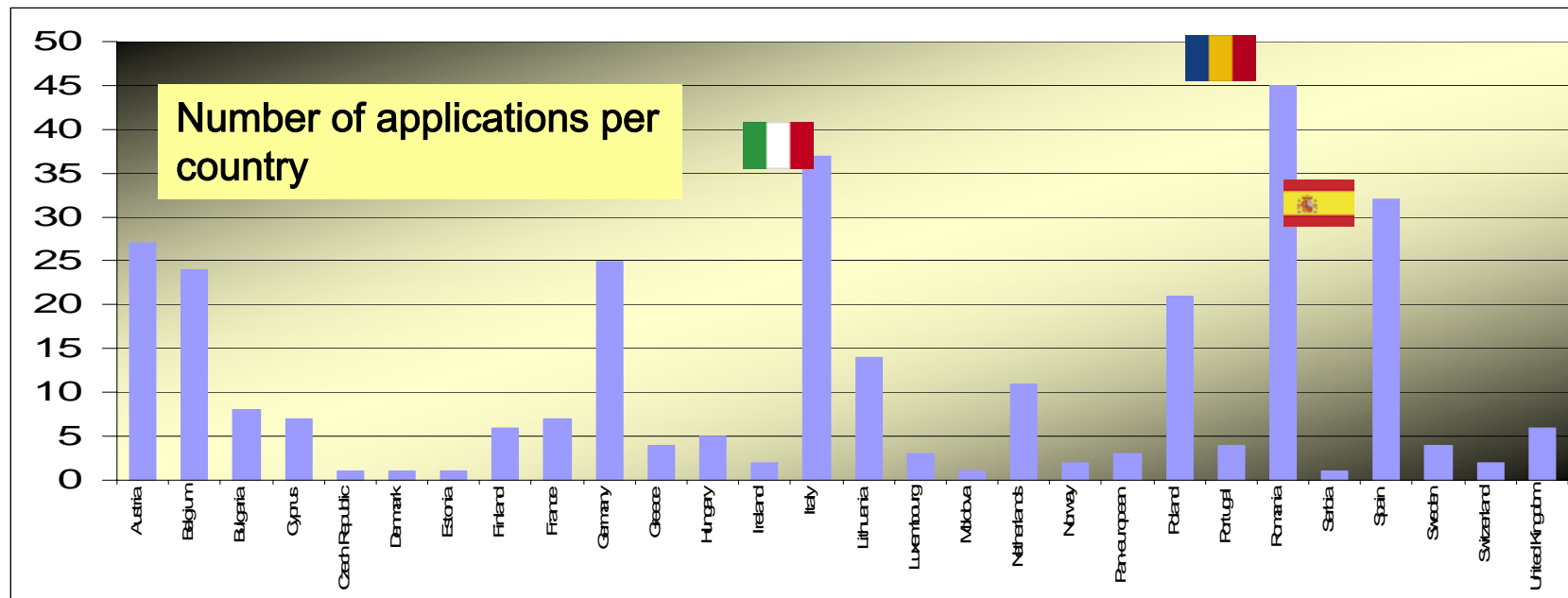


*Private Sponsors:*



























# EPSA 2009 Results - General

- More than **450** European public organisations have registered on the EPSA system,
- Over **400** project applications have been commenced throughout the process
- **300+** applications have finally been submitted.
- Applications were received from **27 European countries** as well as from **EU institutions**.
- Among the "top submitters" were countries such as Romania, Italy, Spain, Germany, Austria and Poland.



# Applications per Country

 Austria	27	 Germany	25	 Norway	2
 Belgium	24	 Greece	4	 Poland	21
 Bulgaria	8	 Hungary	5	 Portugal	4
 Cyprus	7	 Ireland	2	 Romania	45
 Czech Republic	1	 Italy	37	 Serbia	1
 Denmark	1	 Lithuania	14	 Spain	32
 Estonia	1	 Luxembourg	3	 Sweden	4
 Finland	6	 Moldova	1	 Switzerland	2
 France	7	 Netherlands	11	 United Kingdom	6
				 Pan-European	3

**TOTAL**

**304**

# EPSA 2009 Results – In Detail

Applications by Thematic Area			
		without non eligible	
Performance Improvement in Public Service Delivery	127	2	125
Citizen Involvement	51	0	51
New Forms of Partnership Working	82	1	81
Leadership and Management for Change	44	1	43
<b>Total</b>	<b>304</b>	<b>4</b>	<b>300</b>

Applications by governmental level	
Local	125
Regional	79
National	82
Pan-European	14
<b>Total</b>	<b>300</b>

Applications by size of organisation	
1-25	17
25-50	20
50-100	47
>100	216
<b>Total</b>	<b>300</b>

# Evaluation and Validation Process

## STEP 4: Jury meeting

to select and decide on the EPSA winner(s) per theme

Period: 7 July 2009 (tbc)

The 4 EPSA team –theme leaders- will recommend a short-list of the best projects for decision based on the 3 previous steps.

## STEP 3: On-site validation visit

to a limited number of projects for verification

Period: June 2009

The EPSA 2009 team will provide a provisional ranking list based on the **total** and **mean** scores. You will receive the results before the consensus meeting.

## STEP 2: Consensus meeting

to reach a commonly agreed list of ranked projects per theme

Period: 25–26 May 2009

## STEP 1: Individual Online – evaluation

by each evaluator in isolation and remote based

Period: 20–24 April 2009

Held on 7 July 2009:

Final decision has been taken

# The Four EPSA 2009 Themes

## Performance Improvement in Public Service Delivery

- ✓ increased efficiency and effectiveness of public service provision;
- ✓ increased productivity by adapting processes of service production and delivery of shared service centres;
- ✓ reducing bureaucracy and cutting red tape for the benefits of their clients, citizens and businesses;
- ✓ high quality control of public service delivery (related to outcome);
- ✓ customer satisfaction measurement and management;
- ✓ impact assessment of service delivery.

Mr. Tore Chr. Malterud (NO)  
EIPA Maastricht

## New Forms of Partnership Working

- ✓ Public-public partnerships, public-private partnerships and public-third sector relationships;
- ✓ Collaboration between administrations (including inter- or cross-administrative), shared and collaborative responsibility;
- ✓ Cross-territorial collaboration (including interregional, cross-border and/or trans-national cooperation);
- ✓ Innovative cooperation or cluster-related processes.

Mr. Michael Burnett (UK),  
EIPA Maastricht, in co-leadership with  
Mr. Alexander Heichlinger (AT),  
EIPA Antenna Barcelona

# The Four EPSA 2009 Themes

## Citizen Involvement

- ✓ administrations moving from representative to more participatory democracy, whilst addressing issues of accountability and representativeness;
- ✓ joint approaches to planning;
- ✓ empowering local communities to participate in policy making;
- ✓ addressing power imbalances between multiple stakeholders;
- ✓ amending legislative provisions to facilitate citizen involvement;
- ✓ supporting citizen involvement through new technologies;
- ✓ providing increased information and public scrutiny/ accountability opportunities.

Mr Tony Bass (IE),  
EIPA Maastricht



## Leadership & Management for Change

- ✓ Increased motivation for (permanent) change by good leadership;
- ✓ Inclusion of diversity, ethics and the European/international dimension in the top management;
- ✓ The impact on leadership performance of working as a complementary team;
- ✓ The proven advantage of top management creating a strategy, shared vision and shared values by a common process in the organisation;
- ✓ Employees' satisfaction with leadership and change measured, and results successfully implemented.

Ms Herma Kuperus (NL),  
EIPA Maastricht

# Results of EPSA 2009...

## Performance Improvement in Public Service Delivery

<b>THEME I: PERFORMANCE IMPROVEMENT IN PUBLIC SERVICE DELIVERY</b>			
<b>NOMINEES + certificate</b>			
	<b>Project title</b>	<b>country</b>	<b>governmental level</b>
[EPSA2009051]	CIYou - start-learning@hamburg: Online self-assessment service to assist career orientation on behalf of the General Administration of the Free and Hanseatic City of Hamburg	GERMANY	regional
[EPSA2009078]	The Baby-Document-Service by the Department for Citizens' Proceedings	AUSTRIA	local
[EPSA2009099]	Regional platform of e-services for all, e-bourgogne ]	FRANCE	regional
[EPSA2009125]	Integrated online portal for SMEs	GERMANY	local
[EPSA2009201]	Conflicts between citizens and government: towards a proactive, solution driven approach	THE NETHERLANDS	national

# Results of EPSA 2009...

## Citizen Involvement

### THEME II: CITIZEN INVOLVEMENT

### NOMINEES

	Project title	country	governmental level
[EPSA2009037]	Governance Plan of Cantabria 2008-2011	SPAIN	regional
[EPSA2009066]	Ragazzi in Aula	ITALY	regional
[EPSA2009083]	Cologne participatory budget	GERMANY	local
[EPSA2009 114]	Gdynia Civic Sector	POLAND	local
[EPSA2009282]	Citizen Involvement in Ghent: Ledeborg leeft!	BELGIUM	local

# Results of EPSA 2009...

## New Forms of Partnership Working

### THEME III: NEW FORMS OF PARTNERSHIP WORKING

#### NOMINEES + certificate

	Project title	country	governmental level
[EPSA2009096]	Flytta till Dalarna (Move to Dalarna)	SWEDEN	regional
[EPSA2009098]	PRESENT IN SCHOOL, ABSENT IN JAIL- Local partnership to prevent and combat juvenile delinquency and child victimization	ROMANIA	local
[EPSA2009150]	Oldham Partnership	UK	local
[EPSA2009195]	Community Alcohol Partnership	UK	local
[EPSA2009231]	klima:aktiv mobil	AUSTRIA	national

# Results of EPSA 2009...

## Leadership & Management for Change

### THEME IV: LEADERSHIP AND MANAGEMENT FOR CHANGE

#### NOMINEES + certificate

	Project title	country	governmental level
[EPSA2009127]	Cultural and organisational change in the mainstream of a methaethics approach	SWITZERLAND	local
[EPSA2009160]	From bureaucracy to service provider	DENMARK	national
[EPSA2009189]	Training for Sustainable Change - Managing Human Capital at the Municipality of Porto	PORTUGAL	local
[EPSA2009217]	Transforming Christie services for cancer patients	UK	national
[EPSA2009256]	Management in Sant Cugat City Hall - Budgeting the strategy - A new deal between political management and politic leadership	SPAIN	local

# EPSA 2009 Symposium & Award Ceremony



4 – 6 November 2009

- **2 ½ -day** Symposium of EPSA 2009
- Reception at the **town hall** of Maastricht;
- Plenary session at the Limburg **Province House** where the Treaty of Maastricht was signed;
- **High-level Award Ceremony** in the evening of the 5 November to award the four EPSA trophies;
- Presentation of the best 20 project applications (nominees) in parallel **workshops**;
- **Over 350** participants;

# European Public Sector Award 2009



## The EPSA 2009 trophy – “Collecting the Stars”

- The new EPSA trophy is being created by an artist of the Province of Limburg
- A big cube balancing on a tiny point shows the balance, its perfectionism, the best...
- The incomplete image of the cube means that ‘we’ are building up, since we are still collecting the stars;

# The EPSA Project Management Team at EIPA

**Prof. Dr. Marga Pröhl (DE)**

Director General

European Institute of Public Administration (EIPA)

**Mr Alexander Heichlinger (AT)**

Project Manager & Senior Lecturer, EIPA-ECR Barcelona

*E-mail: [a.heichlinger@eipa-ecr.com](mailto:a.heichlinger@eipa-ecr.com)*

**Ms Melanie Pissarius (DE)**

Junior Officer EPSA & Research Assistant, EIPA Maastricht

**Ms Chaja van Boeschoten (NL)**

Programme Organiser EPSA, EIPA Maastricht

**Ms Sarah Dambruso (IT/DE)**

Programme Organiser, EIPA-ECR Barcelona

**Ms Nina Chaaban (DE)**

Student Assistant EPSA 2009, EIPA Maastricht