



Learning to build  
Europe



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*Information Day « EPSA 2009 »*

*Vienna – 15 January 2009*

**Alexander Heichlinger**





European Public Sector Award



Institut Européen  
d'Administration Publique  
European Institute  
of Public Administration

## *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



# *Good reasons to take part in EPSA 2009*

Show appreciation to your employees and bring the work of their projects to the attention of a wider European audience

We focus on highly topical thematic fields

You can be rewarded irrespective of size or type of your administration or the cultural sphere in which you operate

We work with an independent, impartial and acknowledged international pool of experts

Promote your public image by publishing your results in the EPSA publications, on the [www.epsa2009.eu](http://www.epsa2009.eu) website and via other dissemination channels

Receive valuable input for your work whilst also indicating potential for improvement and further development

The online application process is simple and straightforward and participation in the competition is free of charge



## *Flashback to EPSA 2007*

- Establishment of EPSA as brand name within European public administrations
- 320 applications from 25 European countries
  - 25,0% national level
  - 25,2% regional level
  - 49,3% local level
- Six prizes were awarded; 59 diplomas
- High-level Award Ceremony in Lucerne, Switzerland on 12-13 November 2007, with more than 300 European participants and high-level speakers

For detailed information about the EPSA 2007, please consult the websites [www.eps-award2007.eu](http://www.eps-award2007.eu) and [www.epsa-projects.eu](http://www.epsa-projects.eu).



# *The Laureates of EPSA 2007*

## ▪ Collaborative Governance



– SE – City of Umeå (Kulturverket und Bibliotek) Award

→ Innovation



– RO – Prefecture of Bucharest Award

→ Future

## ▪ Targeting with Scarce Resources



– BE – Crossroads Bank for Social Security (CBSS) Award

→ Innovation



– GB – Greater Manchester Fire & Rescue Service Award

→ Innovation



– GB – Lancashire Constabulary

→ Future Award

## ▪ Coping with Demographic Change



– DE – Landkreis Osnabrück Award

→ Innovation





*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 |    | • Luxembourg  |    |
| • Bulgaria      |    | • Hungary     |    |
| • Denmark       |    | • Netherlands |    |
| • Germany       |    | • Austria     |    |
| • Spain         |    | • Poland      |    |
| • Italy         |    | • Romania     |    |
| • Cyprus        |   | • Sweden      |   |
| • Lithuania     |  | • Switzerland |  |

### *With the support of:*

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International Institute of  
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### *Private sponsor:*

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# EPSA 2009 Milestones & Time Frame



## *Award Ceremony*

- 1½ day Symposium of EPISA 2009 (5-6 November 2009)
- High-level Award Ceremony in the evening of day 1
- Up to 400 participants from governments and public administrations from all over Europe (by invitation only)
- High-level speakers and patronage (e.g. Commissioner Kallas; Dutch Minister of Interior - *tbc*)



# *The 4 EPSA 2009 Themes*

## Performance Improvement in Public Sector 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 4 EPISA 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



# How to submit an EPSA 2009 application?



Interest

Registration and submission procedure and steps for EPSA 2009 applications



APPLICANT

A B C

epsa200901

Registration on EPSA website

1

E-mail with Log-in data

Completion and submission of online application form

2

E-mail confirmation of application reception and notification of application processing

If yes: email notification + allocation of EPSA registration number

4

If not: you will be informed that your application has failed

3

Eligibility Check by EIPA

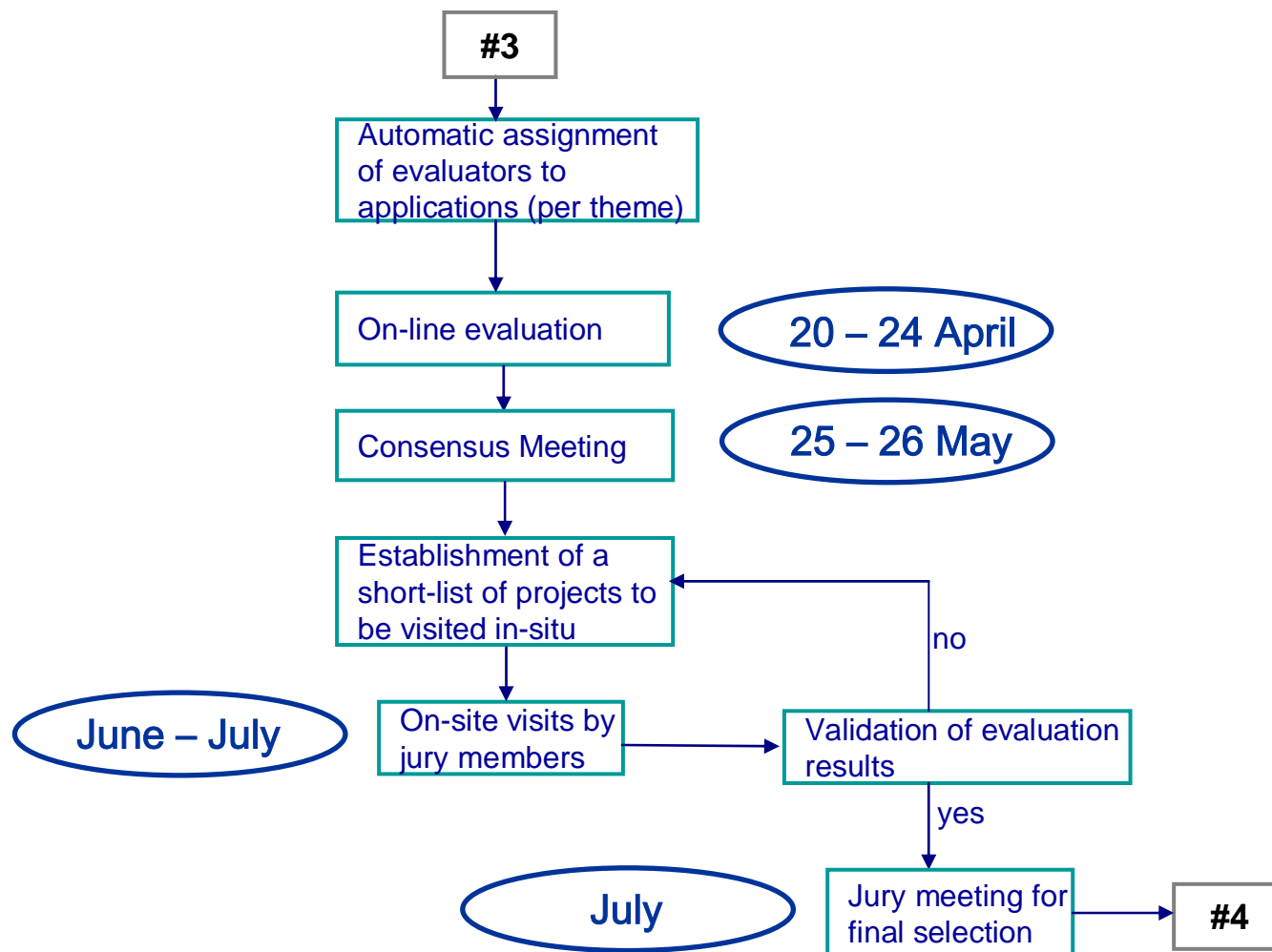
Evaluation phase begins

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## Evaluation phase (3 stages)



## *What are the eligibility criteria?*

- Completed application form
- The candidates (lead applicant) must be public sector institutions or authorities (local, regional, central or pan-European) (other applicants can be private, semi-public, NGO or academic)
- European geographical origin of the application
- Compliance with the themes (thematic areas) of the EPISA 2009 competition
- The application/project/case has been in operation long enough so to have tangible and measurable results

It is encouraged to submit projects showing consideration of:

- Gender mainstreaming
- Technology (ICT-enabled solutions)
- Environmental sustainability aspects



## *What are the general evaluation criteria?*

- ***Innovation:*** novelty of the solution; degree to which the case shows a leap of creativity in public administration progress; something different that goes beyond what currently exists;
- ***Public concern:*** degree of addressing a pressing need or important problem of public concern; the project topic is high on the agenda in European public organisations;
- ***Significance/Relevance:*** the project deals with a sufficient number of public sector bodies; a critical mass of actors is tackling the issue;
- ***Impact:*** the realisation of planned objectives and activities; the provision and illustration of proven evidence and benefits; results demonstration;
- ***Learning capacity and transferability:*** with lessons of potential value to other entities; the project provides the potential for successful replication by other governments; it stimulates improvement in its application and provides mutual learning perspectives.



# *The Lisbon Strategy for Growth & Jobs*

The Lisbon Strategy  
*Sustainable Growth & Better and More Jobs*

A more attractive  
place to invest and  
work

Knowledge and  
innovation for growth

Creating more  
and better works

Sound macroeconomic foundation & Good quality public finances

↑  
⋮  
*Matching*  
*Strategy & Structure*  
↓  
⋮

Governance

*European – National – Regional – Local*



# Roles and Challenges of the Public Sector in Delivering the Growth & Jobs Strategy

- *Productivity challenge*

**New Forms of Partnership Working**

**Leadership & Management for Change**

**Sustainable Economic Growth**

- *Innovation challenge*

**Citizen Involvement**

Public sector as a catalyst for well-being, competitiveness and success of the society and its actors - people, communities and companies

**Employment**

- *Learning challenge*

**Performance Improvement in Public Sector Delivery**

**Social Cohesion**

- *Sustainability challenge*

## *EPSA Project Management Team at EIPA:*

**Prof. Dr Marga Pröhl (DE)**

Director General

European Institute of Public Administration (EIPA)

**Mr Alexander Heichlinger (AT)**

Project Director & Senior Lecturer, EIPA Barcelona

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

**Ms Melanie Pissarius (DE)**

Junior Officer EPSA, EIPA Maastricht

**Ms Chaja van Boesschoten (NL)**

Programme Organiser EPSA, EIPA Maastricht

**Ms Caroline Layous (FR)**

Programme Organiser, EIPA-ECR Barcelona

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

*E-mail: [infoepsa2009@eipa.eu](mailto:infoepsa2009@eipa.eu)*

*EPSA Helpdesk at EIPA:*

*Tel.: +31 43 3296 341*



Thank you  
for your attention!

