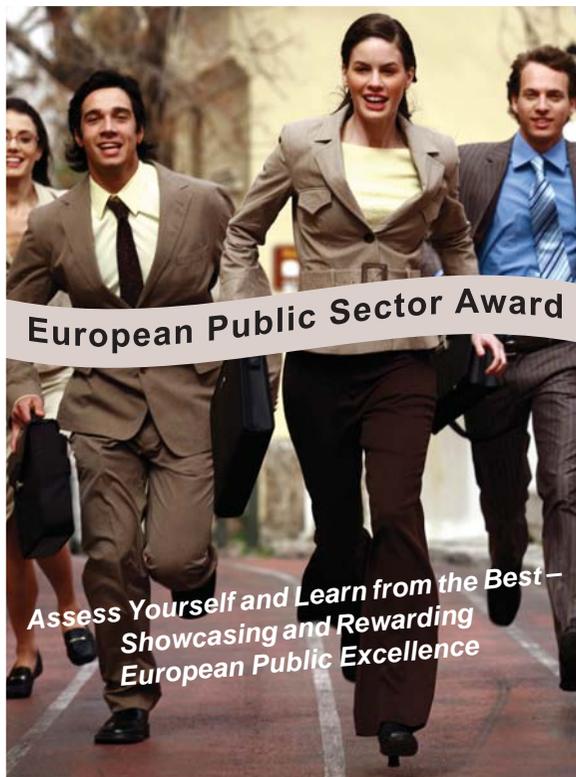


EPSA2009

European Public Sector Award





What is the European Public Sector Award (EPSA)?

The EPSA brings together the best, most innovative and efficient performers from the European public sector. Outstanding administrative performances are, after all, produced under different conditions within Europe. By highlighting exemplary models of innovative public performance, the award will serve as a catalyst for continued progress in addressing Europe's most pressing concerns, whilst providing a platform for the public sector innovators behind these cases to disseminate their achievements. The EPSA's objective is to make these valuable experiences transparent, known to the public and usable.

Aims of 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;
- to create a network of public excellence and, thus, establish the conditions for a European learning platform on public administration solutions.

The award categories promote awareness of key dimensions of public value; in doing so, the EPSA will encourage governments to modernise their administrative structures and practices and address the essential themes of administrative reform in Europe.

Brief Flashback to EPSA 2007

- 320 applications from 25 European countries:
 - 25.0% national level
 - 25.2% regional level
 - 17.7% local government upper tier
 - 31.6% local government lower tier
- Six prizes and 59 diplomas were awarded
- High-level award ceremony on 12-13 November 2007 in Lucerne, Switzerland, with more than 300 European participants and high-level speakers

For detailed information about the EPSA 2007 applications, please consult the websites www.eps-award2007.eu and www.epsa-projects.eu.



The EPSA 2009

The European Institute of Public Administration (EIPA) – mandated by its Board of Governors' decision of 1 July 2008, and with the institutional and financial support of 15 European States and the European Commission (Patronage Commissioner Siim Kallas) – is organising the second European Public Sector Award – **EPSA 2009**. EIPA is a neutral and impartial Institute that benefits from reliable direct links with all EU governments and Institutions. EIPA has more than 26 years of experience in leading-edge training, applied research and consultancy regarding issues of European integration and public management.

The EPSA 2009 Themes

EIPA and the EPSA Steering Committee (composed of 15 representatives from the countries officially participating in EPSA 2009), with the support of the EPSA Scientific Advisory Board, have decided upon four themes that address Europe's pressing public concerns and that allow the various solutions proposed by the European administrations to be identified. They provide an insight into thousands of public administration "lives" who are struggling their way through the "stormy and muddy water" of globalisation, demographic change and a continuous shortage of money and resources.

- **Performance Improvement in Public Service Delivery**

A number of profound reforms have taken place at all levels of public administration, which has led to the rethinking of distribution of tasks in different sectors of public administration and, thus, the use of agencies, collective bodies, new types of service providers etc. (outcome – focus). The purpose of reform is to make governments more responsive to society's needs and demands ("new pressures"). This comes as a result of growing and changing demands (e.g. efficiency/effectiveness) from citizens/customers towards public administrations and public service deliveries. Public administration is being reformed in order to provide better, faster and sometimes more services. Reform is thus, the process of preparing or adapting government to its new role in a changing society. This topic is looking for showcase projects based on how public administrations are meeting this new role in society by displaying **performance improvement in service delivery**.



- **Citizen Involvement**

To adapt the often private sector models of consumer involvement in business planning and delivery, but also to build on concepts of “open government” – whereby the business of governments and state administrations should be opened at all levels for effective public scrutiny of oversights, as well as allowing involvement in planning and delivery of public services – public administrations have developed institutional and policy frameworks to promote transparency in government, access to information, consultation and ultimately involvement in making policy decisions. Opening up to the entrepreneurial world is a big step for the public sector; ultimately, increased **citizen involvement** aims to increase community participation and social capital, improve service delivery, promote social inclusion/cohesion or, in fact, address perceived democratic deficits. In essence, it is about moving from models of “*government*” to models of “*governance*”.

- **New Forms of Partnership Working**

Partnership is a means to an end and can be established for several possible purposes, such as attracting new investment, protecting employment, changing service culture or accessing EU funds and partner networks. Partnership working is one way of delivering differently or performing public functions; therefore, public servants need to understand when different partnership models work and how to make them work effectively. However, in some cases, partnership models have been used when they are not appropriate and implementation has not always been planned or managed effectively. Some public authorities have also entered into too many partnerships and have shown signs of suffering from “partnership fatigue” in their inability to realise the benefits of partnerships. There is a clear need to refresh and open mindsets on partnerships. A win-lose approach does not lead anywhere. Instead, there is an urgent need for a partnership-based integrated approach and architecture, combined with strong leadership and an often personal-level commitment in making and implementing public policies and delivering services. This topic is looking for showcase projects based on how public administrations are meeting these new expectations by displaying **new forms of partnership working**.



- **Leadership and Management for Change**

Today's management of public organisations is facing the challenge of leading their organisations through permanent change, while at the same time improving their own competences to do so. In this context, the top management of public organisations inevitably has to balance the interests of all stakeholders, such as politicians, citizens and enterprises, and their employees. Each top manager should perform as a leader instead of only as a manager, and should also be able to bring movement and change to the organisation in a way that encourages most of the employees to want to be part of the movement. For the management this will mean: strategic thinking and vision; high values on integrity and ethics; the ability to get the best from people; making a personal impact; self-reflection for continued learning and improvement; building relations and encouraging teams; and creating shared understanding and values. This topic is looking for showcase projects based on how public organisations are performing in these new set-ups by displaying **improvement and leadership development of the top public managers**.

For a full description of the four themes, call texts and other conditions of participation, please consult the official EPISA website at www.epsa2009.eu.

The EPISA 2009 Target Applicants

All European public sector institutions from all levels – with special attention given to local and regional approaches, as well as public sector enterprises, agencies or public-private partnerships – are eligible to submit their projects for the award. The lead applicant – in any case – must be a public sector actor.

The EPISA 2009 Time Frame

The call for online applications is open from 1 January 2009 and will close on 20 March 2009. From April to July, the submitted applications and cases will be reviewed and assessed by an internationally acknowledged, independent and impartial pool of experts. The multiple-step evaluation process also includes onsite visits to a small number of projects per theme. The EPISA 2009 will be awarded on the occasion of a high-level conference on leading-edge public administration solutions, to be held in Maastricht (NL) on 5 and 6 November 2009, under the auspices of the Swedish Presidency.

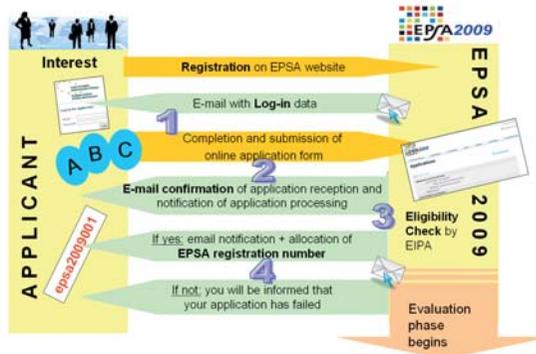


EPSA 2009 – 9 Good Reasons to Take Part

- Participation in the EPSA is an excellent opportunity to show appreciation to your employees and bring the work of their projects to the attention of a wider European audience
- The EPSA offers all innovative administrative areas the opportunity to be showcased and rewarded – irrespective of the size or type of the administration, or the cultural sphere in which it operates
- The EPSA focuses on highly topical thematic fields, which are carefully chosen in close cooperation with the countries officially supporting the award: in this way, applicants receive valuable input for their administrative work and effective support, whilst also indicating potential for improvement and further development
- The EPSA offers applicants maximum benefits as a network of excellence (learning platform) and efficient knowledge transfer across Europe
- The EPSA works with an independent, impartial and internationally acknowledged pool of experts throughout its evaluation process
- Participating administrative bodies will improve their image by publishing their results and achievements in the official EPSA publications, on the www.epsa2009.eu website and via other channels of dissemination
- The online application process is simple and straightforward
- Participation in the competition is free of charge

⇒ *Assess Yourself and Learn from the Best –
Showcasing and Rewarding European Public Excellence*

Registration, submission procedure & steps for EPSA 2009 applications





Institutional and co-financing partners:

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With the support of:

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