



Learning to build
Europe



Bulgarian National Information Day « EPISA 2009 »

Sofia (BU) – 27 February 2009

Prof. Dr Marga Pröhl

Director General, European Institute of Public Administration (EIPA)






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



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 and www.epsa-projects.eu.



The Laureates of EPSA 2007

▪ Collaborative Governance



– SE – City of Umeå (Kulturverket und Bibliotek)

→ Innovation Award



– RO – Prefecture of Bucharest

→ Future Award

▪ Targeting with Scarce Resources



– BE – Crossroads Bank for Social Security (CBSS)

→ Innovation Award



– GB – Greater Manchester Fire & Rescue Service

→ Innovation Award



– GB – Lancashire Constabulary

→ Future Award

▪ Coping with Demographic Change



– DE – Landkreis Osnabrück

→ Innovation Award





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:

IIAS

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Administrative Sciences



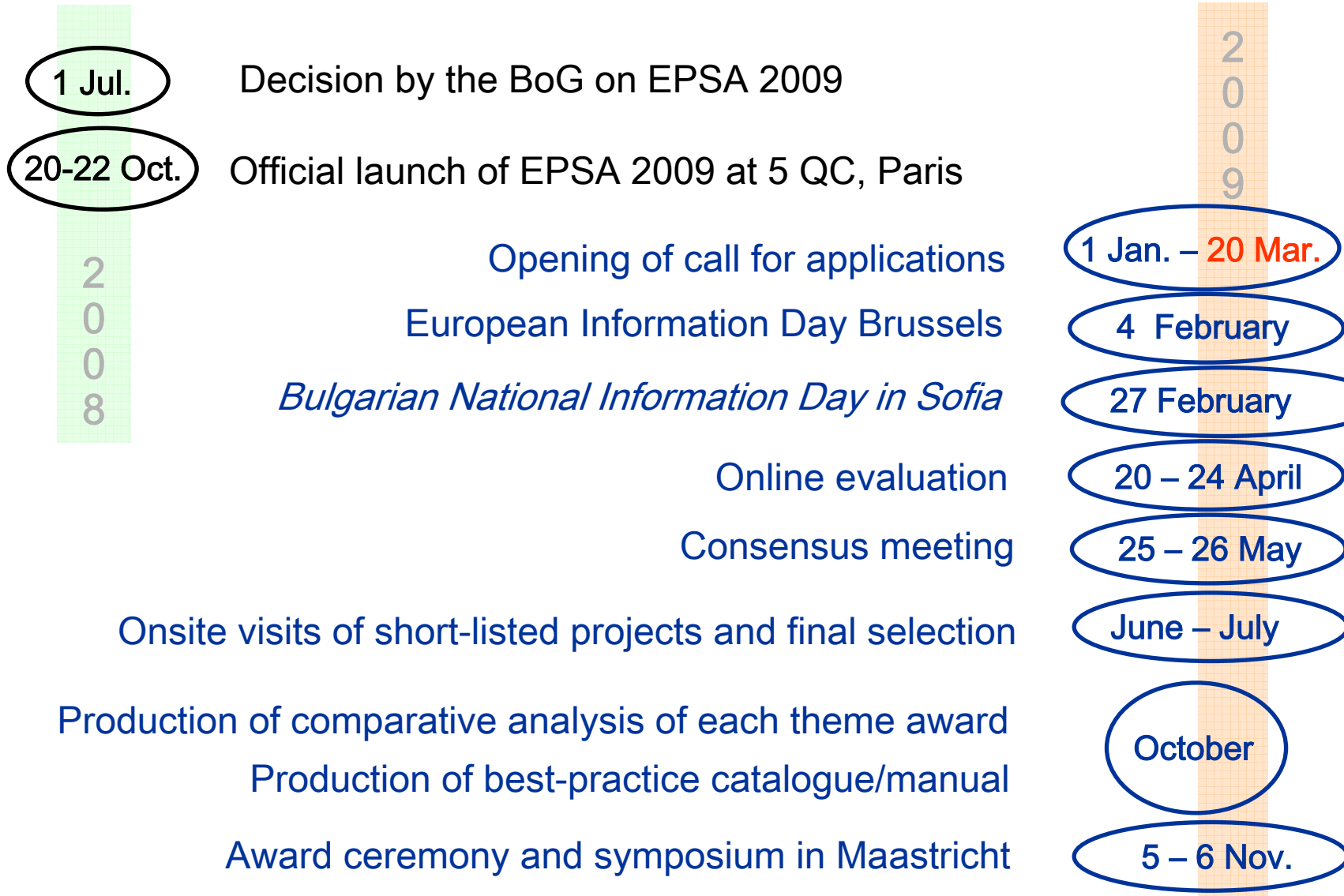
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EPSA 2009 Milestones & Time Frame



Award Ceremony

- 1 and ½ day Symposium of EPISA 2009 (5-6 November 2009)
- High-level Award Ceremony in the evening of day 1
- Up to 350 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 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 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



EIPA's Experience and Expertise for leading EPSA 2009

- EIPA is a neutral and impartial institute that benefits from reliable direct links with all EU governments and Institutions.
- EIPA has 26 years of experience in leading-edge training, applied research and consultancy, regarding issues of European integration and public management.
- EIPA carries out training for more than 10.000 public administration employees from all administrative levels and EU institutions per year. It is known to many practitioners and enjoys a high reputation.
- EIPA's Board of Governors is composed of representatives of the governments of EU Member States and of countries "associated" with EIPA.
- EIPA's Antennae in Barcelona, Luxembourg, and Warsaw ensure a high knowledge of the regional aspects of public administration and of its various inter-cultural challenges.



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

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

Ms Patricia Gallego Granados (ES)

Student Assistant, EIPA-ECR Barcelona

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Coffee Break





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How to apply for EPSA 2009:

*Online application process & submission, eligibility and
evaluation procedure, criteria & methodology*

Prof. Dr Marga Pröhl

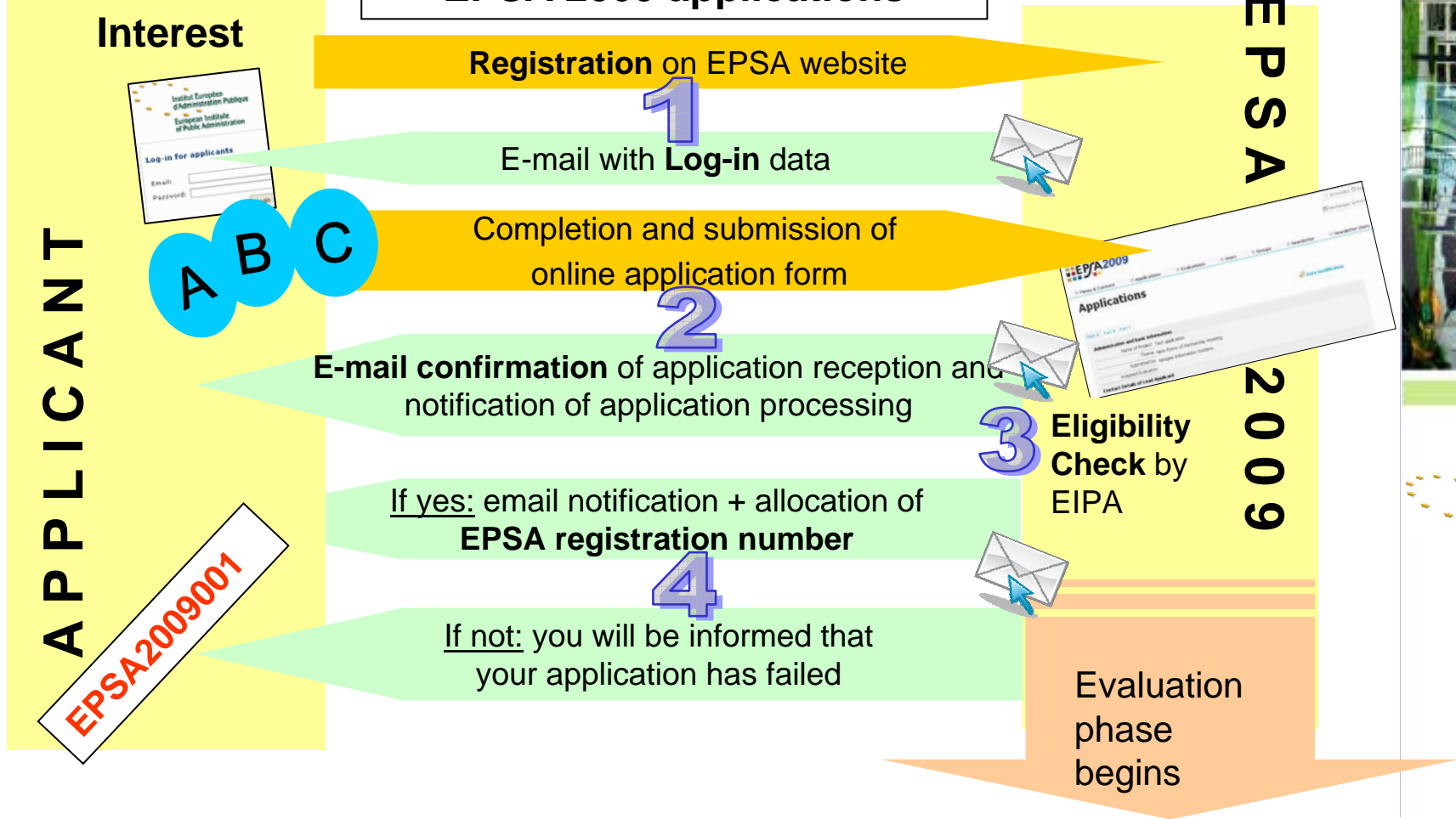
Director General, European Institute of Public Administration (EIPA)



How to submit an EPSA 2009 application?

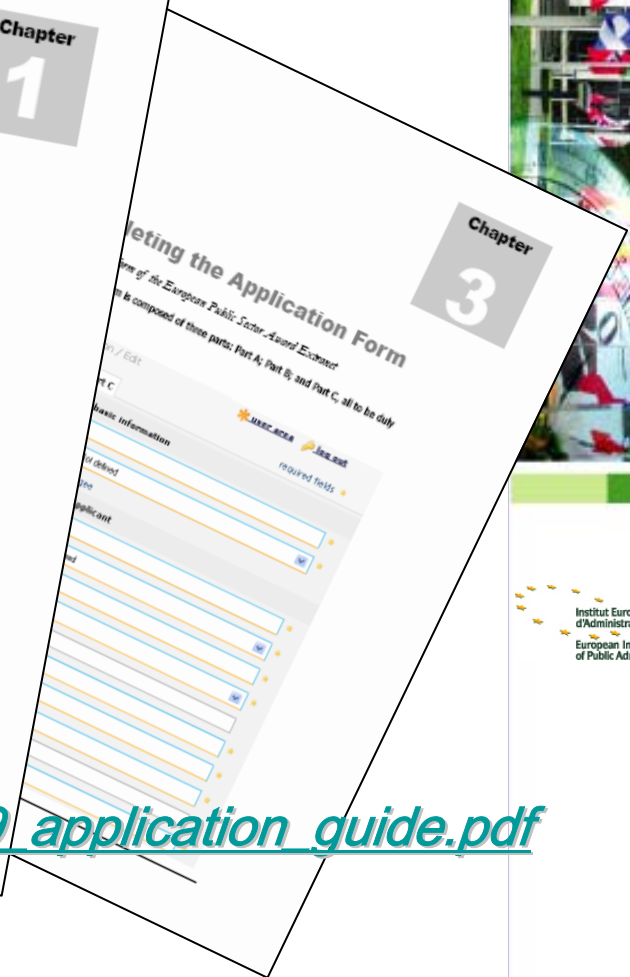
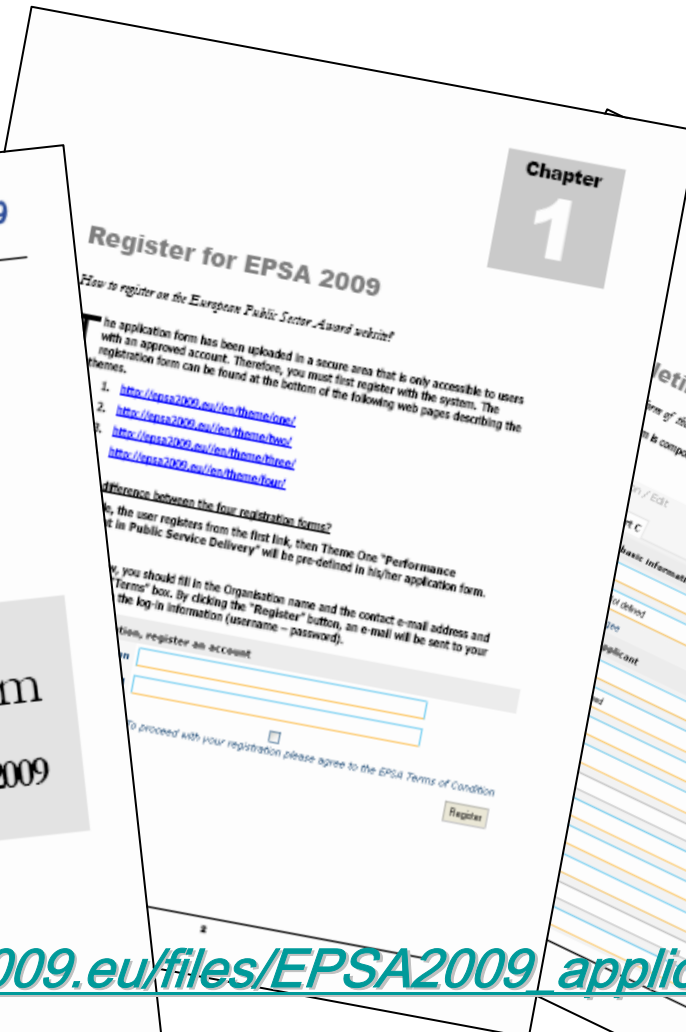
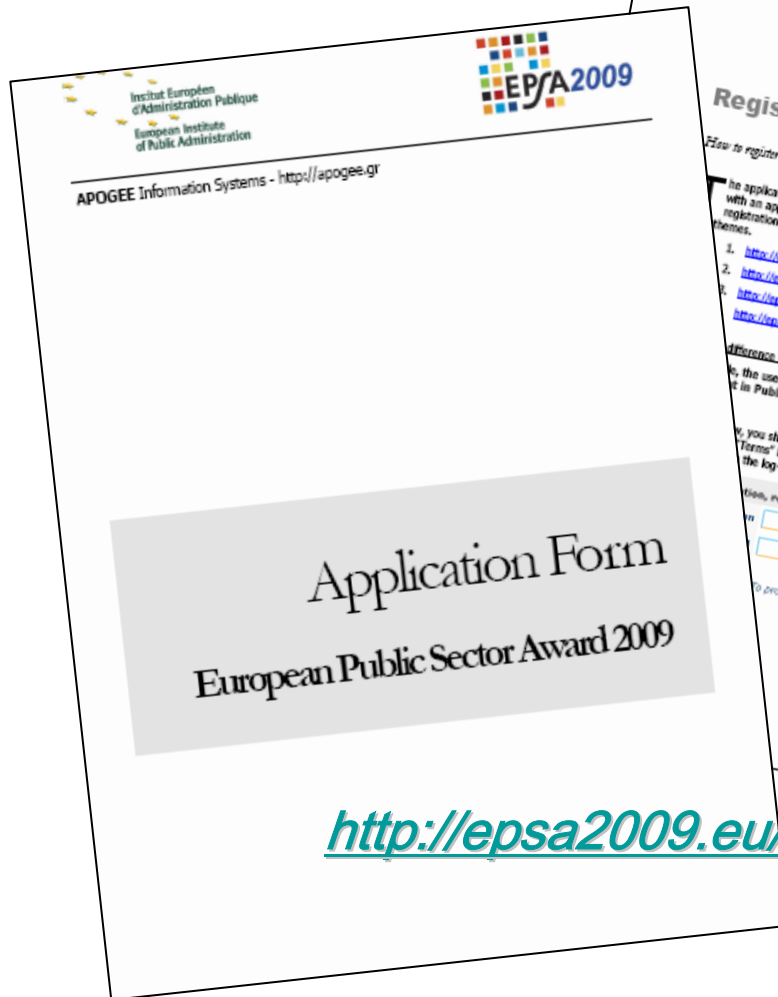


Registration and submission procedure and steps for EPSA 2009 applications



Institut Européen d'Administration Publique
European Institute of Public Administration

EPSA Application Guide



http://epsa2009.eu/files/EP2009_application_guide.pdf



What are the eligibility criteria?

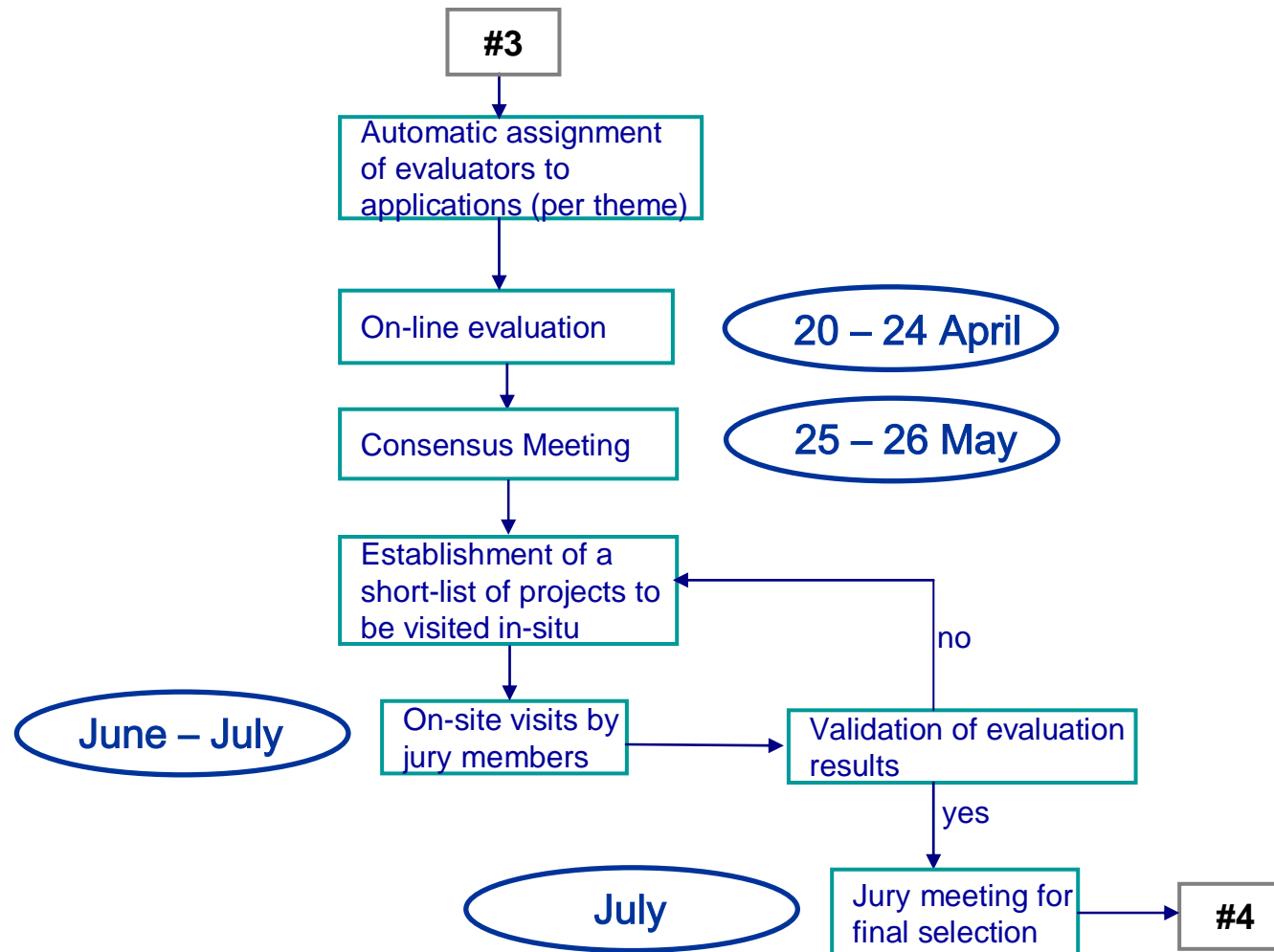
- Completed application form;
- The candidates (lead applicant) must be public sector institutions or authorities (local, regional, central or pan-European) (other applicants can be private, semi-public, NGO or academic);
- European geographical origin of the application;
- Compliance with the themes (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) and;
- Environmental sustainability aspects.



The Evaluation Phase (3 stages)



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.



What are the specific criteria per theme?

Performance Improvement in Public Service Delivery

- Involvement of citizens in the processes;
- Outcome orientation (real influence on society);
- Balance between economy and quality.

Citizen Involvement

- Involvement and satisfaction of citizens, civil society, administrators and politicians in the process/system;
- Balance between process efficiency and governmental effectiveness;
- Costs versus benefits of new approaches vis-à-vis traditional methods/processes.

New Forms of Partnership Working

- Demonstrated benefits of the partnership when compared to the alternatives;
- Appropriateness of partner selection process;
- Effective governance arrangements, including for management risks.

Leadership & Management for Change

- Employees' acceptance (involvement of all stakeholders in the processes; balance between interests of organisation and employees);
- Outcome orientation (real influence on the cultural orientation of the organisation);
- Real change (new methods, style and forms of working in the organisation).



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 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





The
EPSA 2009-Team
looks forward to receive your
applications!



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