



## **EPSA 2009 Symposium & Ceremony Maastricht (NL), 4-6 November 2009**

***Alexander Heichlinger***



# The EPSA 2009 – Institutional & co-financing partners

**EU Commission**



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**Denmark**



**Germany**



**Spain**



**Italy**



**Cyprus**



**Lithuania**



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# The Four EPSA 2009 Themes

## THEME 1

Performance Improvement  
in Public Service Delivery

Mr Tore Chr. Malterud (NO)  
EIPA Maastricht

## THEME 3

New Forms of  
Partnership Working

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

## THEME 2

Citizen Involvement

Mr Tony Bass (IRL)  
EIPA Maastricht

## THEME 4

Leadership & Management for Change

Ms Herma Kuperus (NL)  
EIPA Maastricht

# The EPSA 2009 – Results in Communication & Dissemination



- Set-up of **homepage**: [www.epsa2009.eu](http://www.epsa2009.eu);
- Banner on **EIPA homepage**;
- Involvement of the **SC members**: dissemination via newsletters, websites, conferences, in-house presentation, e-mailing of information packages;
- Dissemination through the four **EPSA Theme Leaders and other EIPA staff** (personalised messages in diverse EU languages);
- EPSA 2009 **email campaign** for the opening of the call;
- Five **press releases**;
- **EIPASCOPE** article (No 2008/3);
- Dissemination of information about EPSA within **newsletters** on national and European scale (i.e. EU-Nachrichten, newsletters of national authorities etc.);
- **Google campaign** (5-19 March 2009);
- Advertisements within the **European Voice**;
- **Targeted e-mailings** from EIPA's extensive database (> 100 000).

# The EPSA 2009 - Info Days throughout Europe

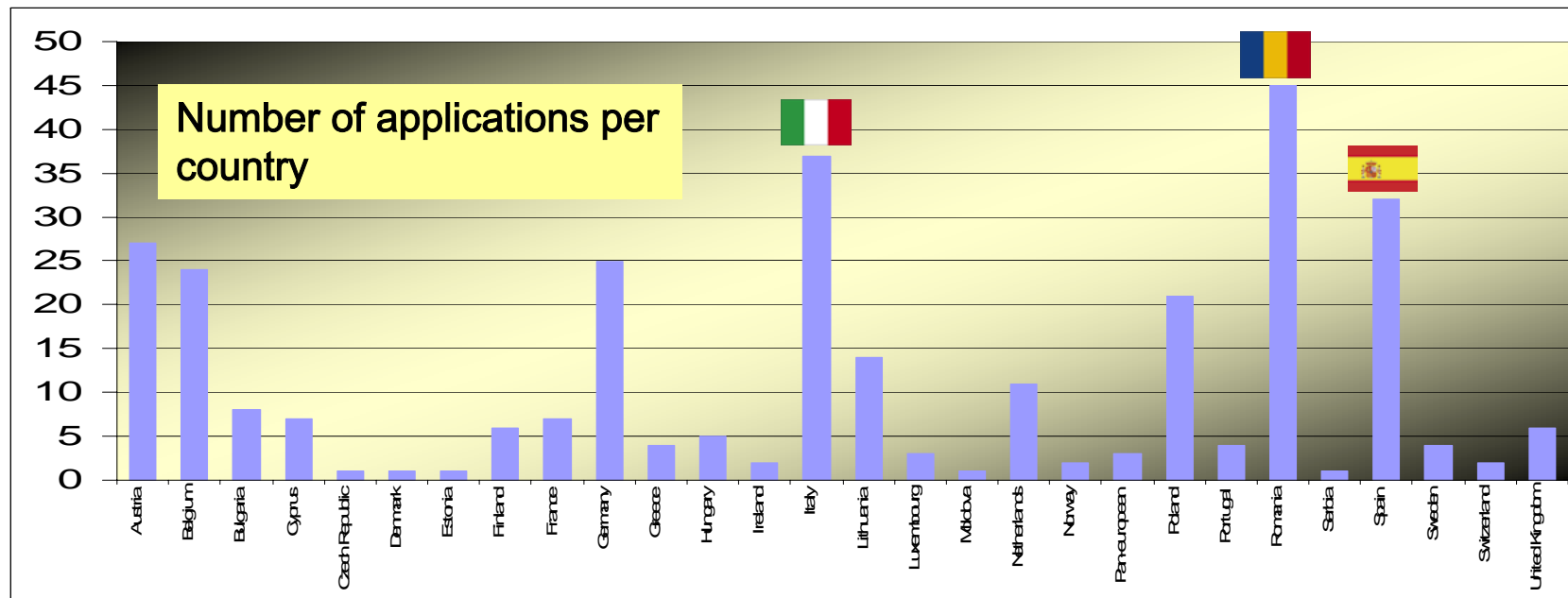
- **7 Information Days** in cooperation with national authorities;
- Joint venture with the CoR and the EC – DG Employment, Social Affairs and Equal Opportunities, for the info event on "European Public Sector Award 2009 & European Social Fund“;
- Over **400** potential applicants were reached personally.




















Info Day <b>Luxemburg</b>	–	<b>11.11.2008</b>
Info Day Austria, <b>Vienna</b>	–	<b>15.01.2009</b>
European Info Day, <b>Brussels</b>	–	<b>04.02.2009</b>
Info Day Romania, <b>Bucharest</b>	–	<b>18.02.2009</b>
Info Day Spain, <b>Barcelona</b>	–	<b>19.02.2009</b>
Info Day Slovakia, <b>Bratislava</b>	–	<b>24.02.2009</b>
Info Day Bulgaria, <b>Sofia</b>	–	<b>27.02.2009</b>

# The EPSA 2009 Results - General

- More than **450** European public organisations registered on the EPSA system;
- Over **400** project applications were commenced throughout the process;
- **300+** applications were finally 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 *(incl. non-eligible applications)*

 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**

# The 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>



# The EPSA 2009 Evaluation and Validation Process

## **STEP 4: Jury meeting**

to select and decide on the four EPSA winners per theme.

*Date: 7 July 2009*

## **STEP 3: On-site validation visits**

to 28 short-listed projects for verification.

*Period: 15 June-2 July 2009*

## **STEP 2: Consensus meeting**

to reach a commonly agreed list of ranked projects per theme – the best practice certificate recipients; and to agree on 28 projects to be verified during on-site visits.

*Period: 25-26 May 2009*

## **STEP 1: Individual online evaluation**

by each evaluator, in isolation and remotely based. Each project has been evaluated by three evaluators (triple evaluation).

*Period: 20-24 April 2009*

The *EPSA 2009 team* provided a provisional ranking list based on the **total** and **mean** scores reached during online evaluation and consensus meeting.

## The EPSA 2009 Evaluation and Validation Process

- **25** evaluators of **18** different nationalities in total – of which 9 were female and 16 male – were involved both in the online evaluation and consensus meeting;
- The group of impartial evaluators equally covered the academic, PA practitioner and consultancy sector;
- **28** projects were selected for the on-site validation visits (by the EIPA/EPSA team): visits and meetings could be arranged with 25 candidates; the other 3 were interviewed by telephone;
- The jury was composed of **5** independent and high-level personalities, separate from the evaluators.

# The Results of EPSA 2009...

## Performance Improvement in Public Service Delivery

<b>Nominees &amp; Certificate Recipients</b>			
	<b>Project Title</b>	<b>Country</b>	<b>Governmental Level</b>
[EPSA2009051]	CI!You - 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 Pro-active, Solution-Driven Approach	THE NETHERLANDS	National

# The Results of EPSA 2009...

## Citizen Involvement

### Nominees & Certificate Recipients

	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

# The Results of EPSA 2009...

## New Forms of Partnership Working

### Nominees & Certificate Recipients

	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

# The Results of EPSA 2009...

## Leadership & Management for Change

### Nominees & Certificate Recipients

	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 Political Leadership	SPAIN	Local

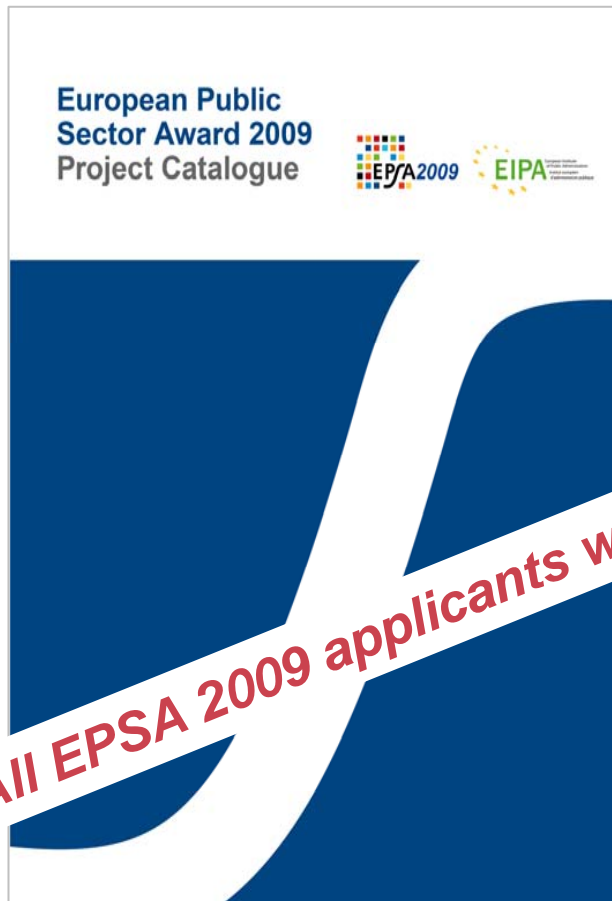
## The top 20% of the projects awarded an EPSA Best Practice Certificate – distributed by theme

Performance Improvement in Public Service Delivery	24
Citizen Involvement	10
New Forms of Partnership Working	16
Leadership and Management for Change	10
<hr/>	
<b>TOTAL EPSA 2009 Best Practice Certificates</b>	<b>60</b>

# The EPSA 2009 Publications

## *EPSA 2009 Project Catalogue*

## *EPSA 2009 Research Report*



**All EPSA 2009 applicants will receive a copy of these two publications**



# The EPSA 2009 – Key Factors for Success

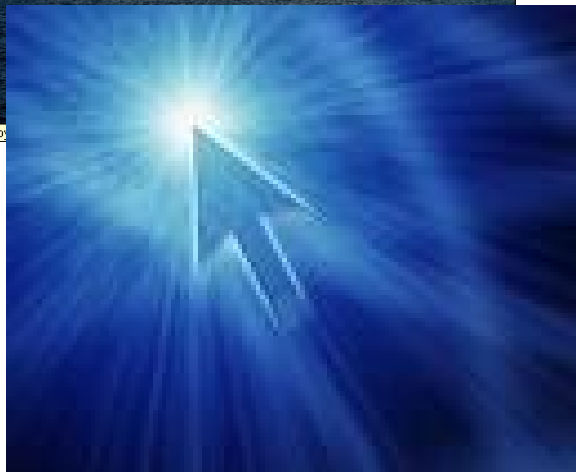
- Building on a well-established **first edition of EPSA 2007**
  - Support by both public (countries, EC, local authorities) and private **sponsors**
  - Involvement of dedicated **Steering Committee** in strategic (“voice and vote”) decision making and dissemination of information
  - International **Information Days** (7)
  - An **online application process** that allowed us to store the data systematically and to process a **multiple-step and independent evaluation process**
  - **“Breakthrough innovations at EIPA”** (sponsoring, press work, etc.)
- => Committed, motivated and “brave” public sector organisations willing to submit their applications, be assessed and to share their experiences throughout Europe**

# The Future of EPSA ...

# We Have Three Dreams!!!



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- **Transfer-Workshops**

- **Electronic Learning Platform/Database**



- **EPSA 2011**



# The EPSA 2009 - Trophy



Material used: 24 carat gold; silk and brass; the size of one trophy is approx. 25x25x25 cm

© EPSA 2009 and B.J. Leyendeckers  
This image is for graphic purposes only  
and does not fully portray the actual trophy.



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

- The new EPSA trophy has been created by a local artist from the Province of Limburg;
- The trophy, consisting of a large cube balancing on a tiny point, represents balance, perfectionism, the very best... Participating countries are called ‘the stars’; they create the solid platform. The EPSA logo indicates that this is the place to be. The incomplete image of the cube means that ‘we’ are yet in the process of building up (Europe), since we are still collecting the stars (of Europe).