

Seminar: Well-being and Civil Safety across Europe

Pyhätunturi (FI), 22-25 June 2014



European Public Sector Award

Opening and main findings of the EPSA 2013

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Roles & challenges of the PS in the 21st century

**Productivity/
efficiency
challenge**

*1. Public sector as the
biggest single
“industry” (investor,
purchaser, employer)*

***Sustainable
Economic Growth***

*Public sector as a
catalyst for well-being,
competitiveness and
“EXCELLENCE” of its
society and actors:
people, communities and
companies*

**Innovation
challenge**

*2. Public sector as a
policy-maker and
regulator*

**Learning
challenge**

Employment

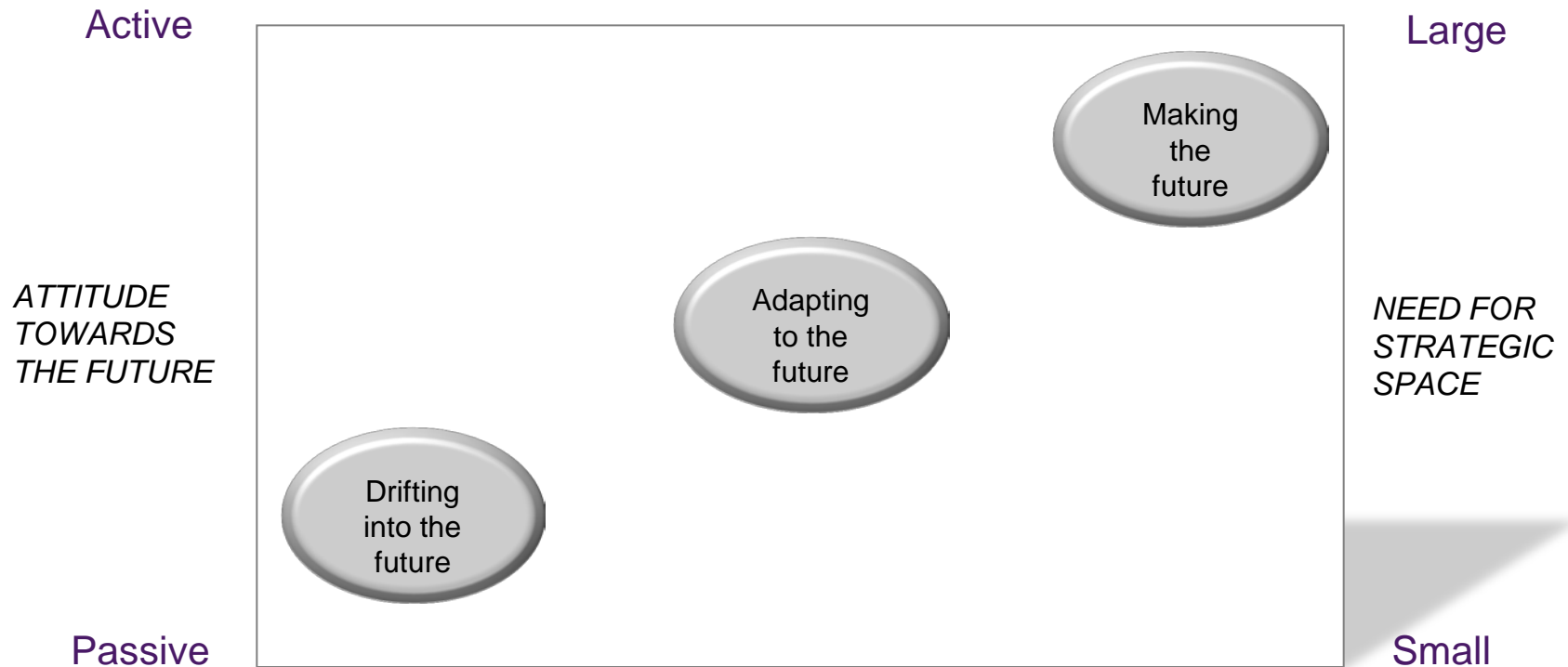
***Social
Cohesion***

**Sustainability
challenge**

*3. Public sector as a key
service provider*



Public leadership: Market Taker or Market Maker?



Source: Määttä & Ojala, 1999



The European Public Sector Award... More than just an award!



*The EPSA brings together the **best, most innovative and efficient performers** from the European public sector. By highlighting **exemplary models** of innovative public performance, the award serves as a **catalyst** for continued progress in addressing Europe's most pressing concerns.*

Vision: To create an arena in which Europe's public sector institutions can excel and become an exemplar for the rest of the world.

Target: EPSA targets all sectors of public administration, with an emphasis on specific themes;

Scope: EPSA awards projects which have proven their success by tangible results and impact;

Focus: EPSA focuses on recognition and dissemination of good practice.



EPSA – themes of 2009, 2011 & 2013



Performance Improvement in Public Service Delivery

Citizen Involvement

New Forms of Partnership Working

Leadership and Management for Change



Smart Public Service Delivery in a Cold Economic Climate

Opening Up the Public Sector Through Collaborative Governance

Going Green: Concrete Solutions from the Public Sector



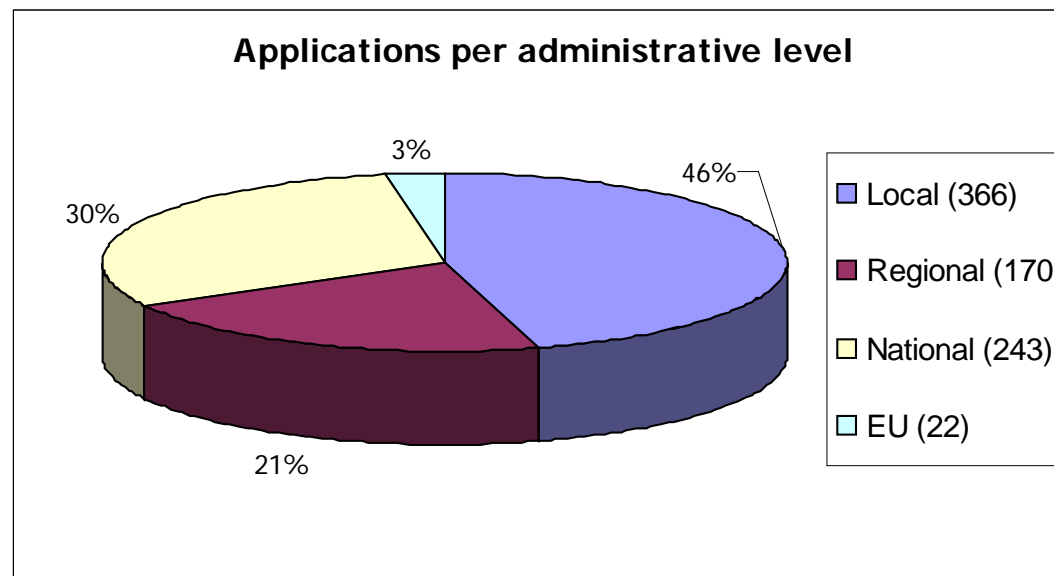
Weathering the Storm: Creative Solutions in a Time of Crisis



EPSA – overview of general results (2009-2013)



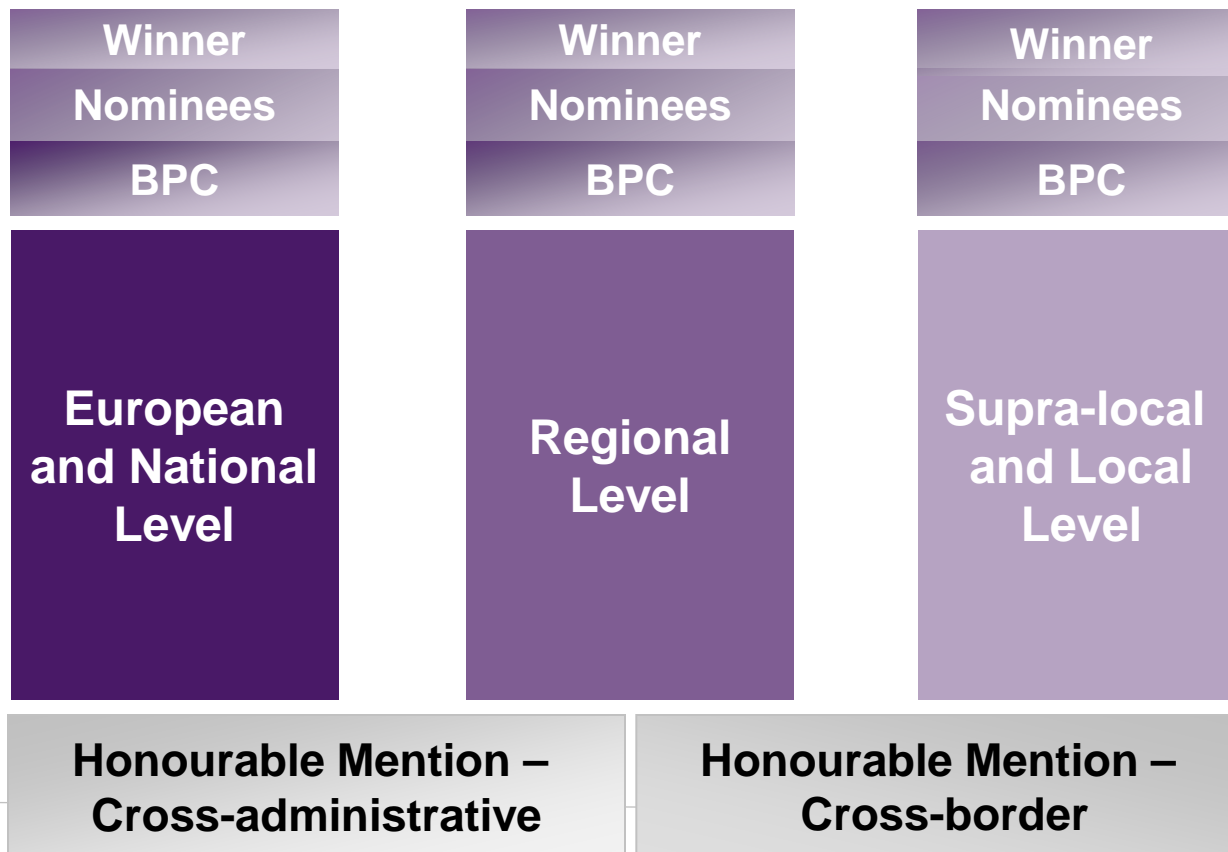
- 801 applications have been submitted and were eligible;
- Applications were received from 36 European countries (plus EU institutions);
- Among the "top submitters" were countries such as Spain, Romania, Poland, Italy, Austria and Germany.



The EPSA 2013 Scheme



Weathering the Storm: Creative Solutions in a Time of Crisis



The EPSA 2013 Journey...



25 January
Official launch of the
EPSA 2013 with
the EC in Brussels

25 January-12 April
Submission of online
applications

Until April
Information Days
throughout Europe

**Onsite visit to Rovaniemi
on 10 Sept. '13**

13-17 May
Online Evaluation

19-20 June
Consensus Meeting



**July/
early September**
Onsite visits to
shortlisted projects

25 September
Jury Meeting:
Final selection
nominees, honourable
mentions and winners)

25-27 November
Final Award
Ceremony in
Maastricht (NL)



Key lessons, trends & drivers from the EPSA



Need for a strategic framework for (services & budget) reform

- What **public expenditure** level is **sustainable**?
- What level of **public service delivery** is **acceptable**?
- **Clarity of objectives** (linked to ability to set priorities)
- Need to secure a **wider consensus** for the decisions to be made by PA.
- **Co-design** and **production** of services by users and self-management of the outcomes (e.g. in personalised services such as health care).

Importance of commitment/ dedication at all levels & bold leadership

- Budgeting and service reviews are, in the end political decisions, so **political support** is **essential**.
- A fully-fledged process of reform in a public administration works better when it **engages** those **responsible** for making it work at middle management and operational level (**bottom-up approach**), rather than being imposed on a top-down basis.
- All of the best practice examples were driven by **creative, passionate and dedicated thinkers**, whether political, administrative or from civil society.
- **'True' involvement of users** is most likely to happen at the **local level** because of administrations' physical proximity and relevance for citizens' everyday lives



Importance of technological innovation, but risk of exclusivity

- Technological innovation can result in significant **improvements in service delivery standards** and/or **reduced costs**.
- However, **web and internet applications** as a sole method **may be extremely exclusive**.
- **Projects embracing a more holistic approach and combining traditional values** and forms of personal contact **with innovative web tools** are generally **stronger** and have a **longer-term impact**
- For a successful take-up, citizens have to value them (high!) right from the start: **communication** and **supporting measures** are of crucial importance.
- Many projects integrated social media tools (*transparency*).
- Potential of transparency to promote **better governance** and **fight corruption**

ICT and integration are **not goals in themselves**, but powerful **tools to improve public service (delivery)**; costs have to be weighed against benefits



ICT-based EPSA 2009, 2011 and 2013 applications



<i>EPSA 2009</i>	Eligible applications	ICT-based applications¹	Awarded cases²
Theme I: Performance Improvement in Public Service Delivery	128	50	15
Theme II: Citizen Involvement	48	19	6
Theme III: Partnerships Working	81	21	–
Theme IV: Leadership and Management for Change	43	11	–
<i>EPSA 2011</i>			
Theme I: Smart Public Service Delivery in a Cold Economic Climate	103	65	14
Theme II: Opening Up the Public Sector Through Collaborative Governance	115	63	14
Theme III: Going Green: Concrete Solutions from the Public Sector	56	11	–
<i>EPSA 2013</i>			
Weathering the Storm: Creative EPSA Solutions in a Time of Crisis	227	97	24
TOTAL	801	337	73

¹ Number of applications in which the ICT played a major role.

² Number of ICT-based applications having been awarded either as Best Practice Recipient or as Nominee/Winner.



Ownership

- **Ownership of decisions and processes shifts** from governmental bodies to **individuals or collectivities (of private stakeholders)**.
- Responsibility of decision makers does not change, only the level of **openness**.
- It is only this **shared feeling of ownership** that can lead to the **equally dedicated commitment** of all stakeholders.

Importance of size and level of government

- **Successful processes happen at all levels** of government and in **different political systems**;
- No indication or evidence *per se* that such reviews or reforms are easier or more difficult in a specific form of governmental structure (centralized, decentralized etc.)
- Questions rise about the **extent to which smaller sub-national entities** are likely to **have resources to pursue reforms**.
- Potential for **centralisation of procurement** and **service management** to reduce costs and promote innovative service delivery solutions



Creative solutions and social inclusion

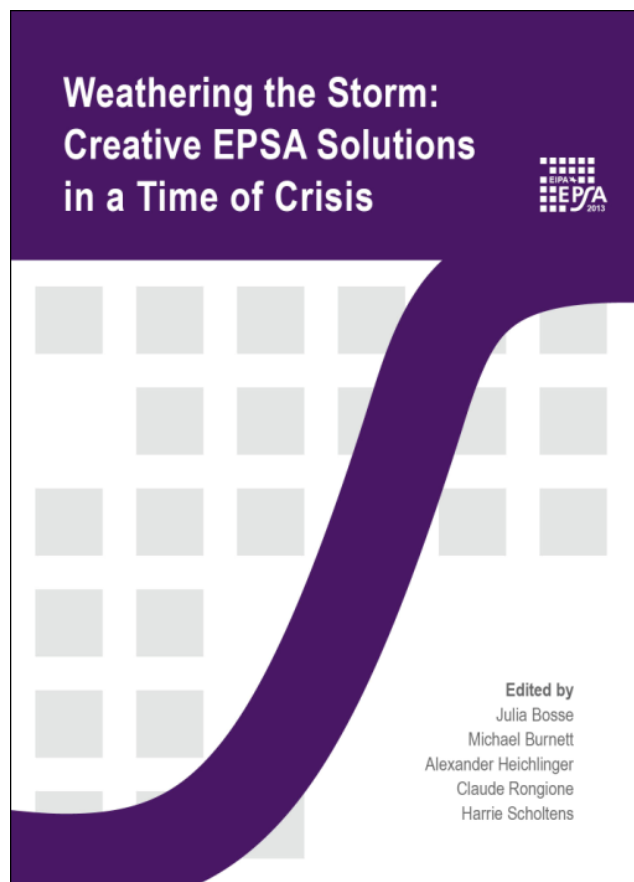
- **Employee-friendly outcomes** are not in conflict with better public service orientation
- Despite the unabated storm of the economic and financial crisis, there is **continuing pursuit** of active strategies to promote **environmentally friendly economic growth** and **social inclusion**
- Despite the crisis, projects demonstrate **imaginative cross-border collaboration**
- A wide range of projects include **partnerships, mergers and collaborative ventures** to improve quality of public services



Four General Findings in the 'Regional' Chapter

1. **Going social** – inclusion, cohesion and equity (solutions) at its best at regional level;
2. **Intelligent ICT-enabled solutions** and architectures, including the 'next' generation, with its multi-faceted benefits are a reality in the regions;
3. A critical mass (**'economy of scale'**) for service improvement/delivery and for economically successful impulses to development is provided or found by regional bodies;
4. The regional players **at the heart of any form of partnership working** (horizontal and/or vertical), whilst assuring sustainability of the action.





EPSA 2013 book: '**Weathering the Storm – Creative EPSA Solutions in a Time of Crisis**'

Including:

- A **research part** for each of the administrative categories and general findings, trends etc.
- A catalogue part with **general statistics** and the **executive summaries** of the Winners, Nominees, Honourable Mentions and BPC recipients (47 in total);



Idea and objectives of the seminar



Identification and selection of partner regions

- **Reforms** will be/have been implemented in the region
- Region is interested in improving preventive wellbeing and safety work and in finding more efficient and cooperative working models
- **Economic structure** in view of a strong tourism sector (if possible)
- **Geographical coverage** of European regions ranging from Central, Eastern and Southern Europe to Western Europe
- **4 regions** participate in the seminar and network meeting: Aragon (ES), Greater Poland (PL), Lapland (FI) and The West (IE)



Objectives of this seminar



Cooperation in the area of wellbeing and civil safety in order to:

- Exchange good practices;
- Identify common development needs and strengths;
- Explore further activities and steps.



Thank you for your attention... and let's start working!



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