



Dear EPSA Friends,

Since 2015, an EPSA year, is coming to an end, we would like to extend our best wishes for a Merry Christmas and Happy New Year. All of us can look back on a very exciting and interesting year, full of innovative and inspiring public sector initiatives. We hope that the EPSA 2015 edition was as fruitful and inspiring for you too.

This edition showed once more the success of public administrations across all layers and sectors to continuously improve and to focus on the needs of citizens, while empowering them and other societal players to contribute to shaping a better society for all.

Before leaving our work places for a well-deserved Christmas holiday, we would like once again to draw your attention to the [EPSA 2015 publication](#), i.e. The Public Sector as Partner for a Better Society, already announced in our last Newsletter, as well as to our forthcoming [EPSA knowledge-transfer activities](#) in 2016.

EPSA 2015 Publication

The following key messages emerged from the EPSA 2015 edition with a special focus on the analysis of the 2015 best practice examples. These messages are:

1. Increasing facilitator and enabler role of governments
2. Move towards a participatory society and citizen empowerment
3. Co-creation with staff and external stakeholders for public sector innovation
4. ICT as well-established tool to deliver efficient services and connect with stakeholders
5. Bridging the digital divide and digital inclusion
6. Standardisation and aggregation of data to produce “one version of the truth”
7. Adaptive innovation (best copied project) and completely new solutions
8. Broadly based political support as common feature of many successful projects.

Read the full story in our online [publication](#)



EPSA knowledge-transfer activities organised by EIPA

As stressed by Marianne Thyssen, European Commissioner for Employment, Social Affairs, Skills and Labour Mobility, in her opening words of the EPSA 2015 publication: "The projects in this publication represent a valuable source of inspiration for other public administrations across Europe and beyond. Consequently, knowledge transfer is a strong "trade mark" of EPSA. For instance, the technical guidance document *Quality of Public Administration – A Toolbox for Practitioners* recently published by the European Commission, uses many illustrative case examples of working solutions, many of which stem from previous EPSA editions".

On the other hand it is widely acknowledged that benchmarking and learning from good practice lead to innovation. Good practice elements serve in turn as a source of inspiration for practitioners, policy-makers, other public innovators and change agents, and contribute to driving public sector quality by smartly adapting them to the respective national, regional or local contexts. As a consequence, good practice awards like the EPSA have a great potential to foster quality in public administrations as they showcase and recognise public achievements and make available key methodologies ready for replication and adaptation. Therefore the most interesting proven EPSA solutions and methods coming from a variety of administrative sectors are used in EIPA's administrative capacity building and contract activities for the benefit of all public servants.

Hence, we would like to bring to your attention three **forthcoming seminars organised by EIPA** that are of interest to you as members of the European Network of Public Sector Excellence.

[Better Public Service Delivery and Cost Reduction through Innovative Change Management Processes, Amsterdam \(NL\), 25-26 February 2016](#)



The key question for public administrations across Europe is: how can the public sector find radical new ways of delivering better services and outcomes at significantly lower costs?

Innovative system-wide change processes and provision of customer-focused service delivery models, designed around the needs of the users, hold a significant potential to improve both effectiveness and efficiency in public service delivery.

This seminar is developed in cooperation with the winner of the European Public Sector

Award - EPSA 2015 (Local level category), Youth Protection Amsterdam Region, that initiated a system-wide change process with a strategic focus on value creation for the clients, innovative network governance, a new client-focused case management and introduction of new IT support systems. The results are tangible and impressive: reduction of administrative burdens by 75 % and societal cost savings of 30 MEUR so far. These results indicate that organisational and professional reforms have real potential to dramatically improve the quality of public administrations and their clients, and lead to significant cost savings in one of the most difficult sectors of social welfare.

The seminar is a unique opportunity to learn directly from the Youth Protection organisation and the staff being involved in the change processes. The seminar will take place at the premises of the Youth Protection organisation where the participants will also gain insight into the physical work place design supporting the organisational work processes.

[Migration and Skills – Successful Labour Market Integration through Recognition of Professional Qualifications, Berlin \(DE\), 2-3 March 2016](#)

Migration flows into Europe have been dramatically increasing in 2015. A key challenge across Europe is to ensure a successful labour market integration of migrants, both from within and outside the EU – for the benefit of the individuals as well as of the economy as a whole. Skilled migrants can mitigate skill shortages which many sectors already face and thereby contribute to economic growth. A fundamental basis for such a successful integration is to establish robust professional qualifications recognition systems.



This seminar is developed in cooperation with the winning project of the European Public Sector Award - EPSA 2015 (National level category), BQ-Portal (*Berufsqualifikationen*) – The Information Portal for Foreign Professional Qualifications, managed by the German Federal Ministry for Economic Affairs and Energy.

The BQ-Portal is entirely unique as it is the first online work and knowledge-sharing platform in Europe to pool all of the relevant information on foreign professional qualifications and vocational training systems in one platform. It provides employers and Chambers of Commerce with comprehensive information and practical guidelines that help them assess foreign professional qualifications. As such, the portal serves as an information platform that consolidates relevant information and know-how about foreign professional qualifications, thereby contributing to a comparison of qualifications obtained abroad with the German qualifications.

The seminar will take place in Berlin at the Federal Ministry for Economic Affairs and Energy and provides an excellent opportunity to learn in detail about the BQ-Portal. The seminar is designed to give participants insights into how the BQ-Portal has been designed, how it is managed, how different stakeholders use and benefit from the portal. Furthermore, the seminar gives the participants the opportunity to jointly discuss recommendations for implementing similar recognition systems in other European countries.

Community Policing: A New Way of Using the Eyes and Ears of Policemen, Dublin (IE), 31 March – 1 April 2016



Society is changing rapidly, in all its aspects. Policing is also changing: from the more traditional style of policing to a more cooperative form. This requires a change of culture within a police force, including a change in leadership style. During this seminar, participants will explore ways of achieving this new form of policing. Speakers from the world of practice will talk about their experiences with this topic in the field. Together with them, you will

discuss the pros and cons of community policing, including the change in culture, leadership skills and competences. This is an exciting seminar in a stimulating environment. The seminar will be held at a location near the Jameson Distillery within the Smithfield district of Dublin, where you will be able to see how community policing works.

This EPSA 2015 project was submitted by the Dublin Police and was nominated for the Award. It is an excellent example of how to do more with much less. See it in theory and practice in Dublin next year.

We hope to be able to welcome you to one of the above-mentioned activities and wish you a Merry Christmas and a Happy, Healthy and Inspiring New Year 2016.

The EPSA 2015 Team



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