

## **Short Description of the EPSA 2015 Nominees**

### **I. Supra-local/Local Award**

#### **1. EPSA2015072 Improved Customer Oriented Policing in an Age of Austerity, submitted by Garda Síochána Division of Dublin North Central Police Service, Ireland.**

In the context to deliver on the political and economic imperative for the public sector “to do better with much less” the Garda Síochána Division of Dublin North Central Police Service introduced a market-oriented performance relationship in a policing context. The purpose was to explore the effectiveness of employing a market orientation construct as a framework for transitioning from a traditional reactive model of policing to a more effective proactive customer oriented policing approach. The programme of change has delivered significant internal improvements in the way the Division operates and the market orientation has delivered improved results in crime and quality of life outcomes. Also the new community-based approach to policing is an important development in fostering engagement between local communities and the public sector in targeting the concerns of local residents and it proved to be a cost effective approach.

#### **2. EPSA2015107 Your City, You Decide, submitted by the Municipality of Lublin, Poland.**

“Your City, You Decide” is a far-reaching initiative in the municipality of Lublin on citizen’s participation in decision-making processes within the City Hall. A large number of different actors are invited to take part in the decision-making process including residents, social partners, NGOs and District Councils. The initiative has succeeded in enhancing the City Halls capacity to manage co-decision making processes and to design participatory approaches ensuring the involvement of the citizens from local communities. Citizens are consulted on the civic budget (participatory budget), a democratic process of discussion and decision-making, in which every resident of the city may decide how or for what purpose the money being part of the city budget will be spent. Furthermore, this project has supported the intercultural integration processes, enabling integration of foreigners into all areas of the functioning of the city as well as combating stereotypes and prejudices concerning cultural minorities. The actions taken within the initiatives concerning intercultural integration developed both operational and competence resources necessary to work with migrant community.

#### **3. EPSA2015262 Every Child Safe Forever. The development of relentless family case management and the end of parole and other court orders, submitted by Youth Protection Amsterdam Region, The Netherlands.**

The Youth Protection Amsterdam Region - a certified youth care institution - initiated a system-wide change process with innovative network governance and a new Family Case Management approach. This system-wide change process has created substantial public value in one of the most difficult sectors of social welfare. The organisation makes use of Intensive Family Focused Case Management which is an integrated approach offering a professional methodology and organisational context to work on the structural guidance of children. The principle applied is One Family, One Plan and One Professional. With the implementation of an intensive family focused case management yearly savings have been realised of 12 MEUR with the Youth Protection Amsterdam Region itself and 10 MEUR for expensive youth care. In addition to this there is also savings on forced out-of-home placements. The total number of families under the care of the organisation has been reduced from 8.000 to 4.000. In total 30 MEUR is saved annually.

### **II. EU/National/Regional Award**

#### **1. EPSA 2015047: BQ-Portal – The information portal for foreign professional qualifications, submitted by the Federal Ministry for Economic Affairs and Energy, Germany.**

International qualified professionals have an increasingly important role to play in the European economies. The BQ-Portal is something entirely unique: It is the first online platform to pool all of the relevant information on foreign professional qualifications. The online platform provides detailed and scientifically verified information regarding foreign vocational training systems, the substance and

duration of individual vocational training programmes and the legal basis on which these are offered. The portal benefits (potential) employers who can now gain a better understanding of what a particular set of foreign professional qualifications actually entails and as a result facilitate to reduce the skills shortage in Germany. The portal ensures that all of the competent organisations draw on the same database which fosters consistency between the decisions made by the various chambers across the Federal Republic and renders the entire process more transparent. By setting up the BQ-Portal, the Federal Ministry for Economic Affairs and Energy has followed a new approach to delivering administrative services.

## **2. EPSA2015105 Challenge-Driven Innovation – Societal Challenges as Growth Opportunities, submitted by VINNOVA - Sweden’s innovation agency, Sweden.**

Sweden’s innovation agency – VINNOVA – launched in 2011 a funding programme that constitute a path-breaking approach to tackling societal challenges and achieving concrete and system-transforming results. The policy instrument, Challenge-Driven Innovation, combines innovation promotion with societal challenges in an effort to turn challenges into opportunities for growth, and sustainable development. One key element is the application of a stage-gate approach, where the government funds relatively more in the early stages of the project, thus assuming a large portion of the risk, but as the project moves through the stages, the project partners and the consortium, bear an increasing share of the costs. In addition to this, system-transforming change is promoted, where there is a focus on a user-, demand- and stakeholder-driven approach. Thus, users and customers must be active in funded projects and broad societal challenges must be tackled, resulting in a need for complex consortiums and governance.

## **3. EPSA2015167 ALF (Child Benefit without Application) submitted by the Federal Ministry of Finance, Austria.**

Child Benefit without Application is an innovative solution on how to reduce the administrative burden on citizens and saving of administration costs through design of efficient, customer-friendly e-solutions for payment of benefits. The core functionality of ALF is the elimination of the necessity to make an application for getting child benefit after childbirth, in other words the implementation of a no-stop-shop solution for automated granting and regular payment of child benefit on occasion of birth. The project is an innovative example of improved efficient client-centred service delivery and is a further development of the one-stop-shop principle into a no-stop-solution.

### **III. Cross-cutting Award**

#### **1. EPSA2015068 Urban Environment and Health, submitted by the Barcelona Provincial Council, Spain.**

Socio-economic factors such as education and culture and physical features of the cities and towns, environmental factors have a significant impact on people’s health and quality of life. It is therefore important to create synergies between the different areas of political action to promote healthy urban environments and to contribute to improving the health of the population. This work is the perspective that guides the actions of the Public Health Service of the Barcelona Provincial Council, which provides support to municipalities for the design and implementation of local policies aimed at improving the health of those people living in towns and cities in the Barcelona province. The project has developed an innovative instrument of coordination and transversal work to support municipalities and facilitates the formulation of comprehensive intervention projects in neighbourhoods and urban areas with special needs.

#### **2. EPSA2015159 From Settlement to Employment, submitted by VIVA, Bamble Kommune, Norway.**

The project “From Settlement to Employment” implemented in Bamble Municipality is an effective initiative for better and faster integration of refugees where new routines of cooperation between relevant departments have been designed. This now means that refugees upon their arrival in Norway are met by a team consisting of an adviser for the introduction programme, teachers and consultants from the social sector as well as the labour market. From the beginning of their arrival refugees are

offered work according to their skills, which is seen as a crucial element for fast integration of refugees into the Norwegian society.

### **3. EPSA2015187 The Future Competencies in Northern Jutland, submitted by the North Denmark Region, Denmark.**

Fremkom is an example of how public institutions can use co-operation and involvement with regional and local actors to create success with relatively small budgets and contribute to growth and regional development and showcase how public government can have effective engagement with stakeholders. FremKom is a project with a strategic aim to focus in a 5 year perspective of on regional competence needs. The FremKom collaboration is a strategic cooperation between a long line of different stakeholders representing the entire geographical region and the project is a triple helix organisation, with actors from the educational system, the employment system and the political system. The FremKom project is both knowledge generating e.g. for visualisation of challenges in the educational system and on the labour market, and it is useful for dialogue inside organisations and between relevant cooperation partners. Finally the analysis is useful for action according to e.g. specific regional initiatives or in the planning of new educations.

