

International EPSA 2009 Knowledge - Transfer Workshop

In combination with the Santcugatribuna on

“Quality of Life – An EU 2020 Imperative: What Development Model for the next Decade”

Sant Cugat - Barcelona (ES), 27-28 May 2010



Introduction

The **European Public Sector Award (EPSA)** (www.epsa2009.eu) brings together the best, most innovative and efficient performers from the European public sector. The EPSA's objective - as the first European learning platform for public administration - is to make these valuable experiences transparent, available and usable. After a long process of assessment and during a spectacular and high-level event in Maastricht, the European Institute of Public Administration (EIPA) handed over the European Public Sector Award 2009 last November in 4 categories:

■ **e-Bourgogne** (France): A regional Platform for e-Services for all which is a time- and money-saving online system that facilitates enterprises to access public markets. This innovative project which has shown to save time and money for business society won the first prize in the theme *Performance Improvement in Public Service Delivery*.

■ The **Cologne Participatory Budget** (Germany) got the first prize in the theme of *Citizen Involvement*. This project created the opportunity for citizens to participate in designing the municipal budget focusing on three areas - playgrounds, streets and sports - by setting up an e-platform. Through this new method a new culture of participation was created based on transparency and ability to activate huge and different target groups in the territory.

■ Award winner in the third theme, *New Forms of Partnership Working*, is the **Oldham Local Strategic Partnership** (United Kingdom) project. This project aims to build a partnership between statutory bodies, third sector agencies and the private sector with the long-term objective of reviving the declining local economy, raising the level of local aspirations and addressing underlying ethnic tensions which went well beyond their statutory obligation to co-operate.

■ In the fourth theme, *Leadership and Management for Change*, the final winner was the project on Management in **Sant Cugat City Hall (Spain) - Budgeting the Strategy**. The traditional expenses culture of this municipality was changed into a cost culture by introducing contracts between politicians and top public managers (*PACTE*). This project achieved that both the politicians and public managers think in the same direction and pursue the same values, therefore making better policies.

All four EPSA 2009 winners' projects were initiated at local and regional level, where often the actors are found behind innovative and efficient public performances.

It is in the latter case and location - Sant Cugat- where the **1st EPSA 2009 Knowledge Transfer Workshop** will be organised to present, share, award and inspire the EPSA good practices.

Sant Cugat del Vallès is one of the most important growing economic poles in the area of Barcelona. It is a city with a high quality of life which attracts many young families for which the city has uncommon ratios such as approx. 40% university degree holders and more than 80% internet connection in households. Some leading international companies have established their headquarters or European hubs in the city.

This workshop will be organised in combination with the next **santcugatribuna** (www.santcugatribuna.cat) which is a regular meeting point created in 2003 in order to build economic, scientific and citizen partnerships, and new platform (with regular approx. 300 participants) for networking leading to business opportunities in the territory through the periodic discussions and lectures it host. The topic selected for this debate is the new European "EU 2020" strategy to boost the economic recovery process as well as to sustain the high quality of life in Europe for the next decade.



Introduction

Objectives and methodology

Promoting the exchange of the EPSA 2009 best practice is a valuable mechanism to ensure maximum benefit of lessons learned across Europe. It contributes to a faster adoption of good practices by other public administrations as well as to better understand its trends and needs. The EPSA transfer workshop(s) will not be stand-alone activities, but is organised in a way to ensure that the take-up and facilitation of good practice cases are happening on the widest possible scale. It will focus on the promotion of accurate information on the locations where the projects have been implemented and will provide an opportunity for the exchange of experience between the “champions” who have already successfully achieved good results and those who are in the process of working on this.

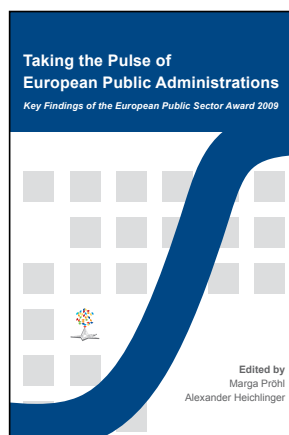
Another essential element is networking. The activity will provide the unique opportunity for participants and experts to meet peers and other decision-makers in the same areas. The workshop will thus support in building up a community for future activities or co-operations and to create a common European administrative space. These networks will also support in disseminating the results and achievements of EPSA, leading to synergies and customer-centered dissemination.

Target Group

The event is open not only to the EPSA community, but to all levels of European public administrations aiming to reach “public excellence” with their reform and modernization efforts.

Methodology

The activity will combine a mixture of presentations, discussion, on-site inspection and executive summary notes from the EPSA evaluation process. Participants will receive the full case studies of the selected winners and nominees of EPSA 2009 as well as a sample of the official EPSA 2009 publications (project catalogue and research report) will be made available. Furthermore they have the opportunity to learn from the EPSA evaluation on the strengths and weaknesses of the rewarded applications (Evaluation Summary Notes). Scientific and practical accompanying comments on the projects and the thematic trends will round up and boost the learning approach.



Programme

THURSDAY, 27 MAY 2010

Arrival of participants in the evening before or in the morning

Venue: Sant Cugat City Hall

10.30 Official opening and welcome of the participants
Lluís Recoder, Mayor, Sant Cugat City Council
Marga Pröhl, Director General, European Institute of Public Administration, Maastricht (NL)

Venue: Sant Cugat Theatre, Auditorium

11.00 Registration and delivery of workshop kit

The European Public Sector Award (EPSA)

11.30 Introduction to the programme, its objectives and methodology
Alexander Heichlinger, Head of the European Public Sector Award (EPSA); Expert, EIPA-European Centre for the Regions (EIPA-ECR), Barcelona (ES)
Jordi Joly i Lena, Deputy Mayor, Sant Cugat City Council (ES)

11.45 Innovation in the Public Sector as a Prerequisite for Europeanizing the Regions and Cities
Seppo Määttä, Managing Director & Partner, TalentHaus Partner Group (FI)
Javier Sánchez Cano, Director, EIPA-European Centre for the Regions (EIPA-ECR), Barcelona (ES)

12.45 The EPSA 2009 in a Nutshell: The process, trends and key results
Alexander Heichlinger

13.15 Q & A session

13.30 Joint lunch in a restaurant

I. The EPSA 2009 Theme IV – Leadership and Management for Change: The Nominees & Best Practice Case, Evaluation Notes, Trends & Tendencies

15.00 Cultural & Organisational Change in the Mainstream of a Metaethics Approach
Pierre-Alain Raemy, Replacement Commander, Lausanne Municipal Police, Switzerland (CH)

15.40 From Bureaucracy to Service Provider - The (new) Danish Immigration Service
Morten Bo Laursen, Head of Division, Danish Immigration Service, Ministry of Refugees, Immigration & Integration Affairs, Copenhagen (DK)

16.20 Networking coffee

16.40 Gender Mainstreaming happens in a town!
Priska Pschaid, Civil Servant, City of Graz (AT)

17.20 “Voices from the EPSA evaluators”: Executive evaluation summary notes on the nominees’ & best practice’s projects
Stefan Friedrichs, Managing Partner, Public One & Governance Consulting, Berlin (DE)

17.45 End of the first day

FRIDAY, 28 MAY 2010

II. Learn from the best – The Winners of EPSA 2009

09.30 Theme I: Regional Platform of e-Services for all - e-Bourgogne
Louis-François Fléri, Director, Grouping of Public Interest (GIP) e-Bourgogne (FR)

10.10 Theme II: Cologne Participatory Budget
Dirk Blauhut, Head, City of Cologne (DE)

10.50 Theme III: The Oldham Partnership
John Eley, Assistant Executive Director, Oldham Council (UK)

11.30 “Voices from the evaluators”: Executive evaluation summary notes on the winners’ project
Tore Chr. Malterud, EPSA Theme Leader “Performance Improvement in Public Service Delivery”, Senior Expert and Head of Unit European Public Management, EIPA (NL)

11.45 Networking coffee

12.10 Theme IV: Management in Sant Cugat City Hall - Budgeting the Strategy: A New Deal Between Political Management and Politic Leadership
Lluís Recoder, Mayor, and Jordi Joly i Lena, Vice Mayor, Sant Cugat City Council (ES)

12.50 Morning closure
Javier Sánchez Cano

Santcugatribuna
“Quality of Life – An EU 2020 Imperative: What Development Model for the next Decade”

Venue: Sant Cugat Theatre-Auditorium

13.00 Accreditation and opening cocktail/aperitif

14.00 Joint lunch

15.00 Key note speech

15.45 Q & A session

16.00 Closure and end of the event

General Information

Programme

The programme will commence in the Sant Cugat City Hall on Thursday 27 May at 10:30 hrs. The official registration takes place in the Sant Cugat Theatre at 11:00 hrs and the programme will take place from 11.30 hrs until 17.45 hrs and on Friday from 09.30 hrs until 16.00 hrs.

Seminar venue

Official opening and welcome

**Institut de Gestió Estratègica,
Promoció Econòmica i Societat de la Informació**

Sant Cugat Town Hall

Plaça de la Vila, 1

08172 Sant Cugat del Vallès

T: +34 93 304 67 00

F: +34 93 304 67 09

W: www.santcugatribuna.cat

Workshop

Teatre-Auditori Sant Cugat

Plaça Centre Cultural s/n (Pla del Vinyet)

08172 Sant Cugat del Vallès

T: +34 93 590 76 90 / 93 589 12 68

W: www.teatre-auditori.santcugat.cat

Working languages

The seminar will be conducted in English and simultaneous interpretation into Spanish and Catalan will be provided. Please note that interpretation will be subject to a minimum number of participants requiring translation. Please indicate your language of preference on the registration form.

Registration & payment

The participation fee is €310 (excl. 16% VAT) and includes: participation in the seminar, a documentation folder (incl. the full EPSA project dossiers), coffee breaks, lunch in a restaurant, cocktail and special lunch in Sant Cugat Tribuna event and entrance at Sant Cugat Tribuna event. As the number of places is limited, please return the completed registration form before 18 May 2010.

Payment has to be completed after having received the confirmation of your registration and before the seminar. Please indicate the method of payment on the registration form.

For cancellations received after the deadline, we will have to charge an administration fee of €150 unless an alternative participant is nominated.

You can also register on line via www.eipa.eu where you will also find all relevant information on this seminar, or return the completed form to:

**European Institute of Public Administration –
European Centre for the Regions (EIPA- ECR)**

Ms Marta Gràcia, Programme Organiser

C/ Girona, 20 - 08010 Barcelona (ES)

T: + 34/ 93 567 24 07; F: +34/ 93 567 23 99; E: m.gracia@eipa.eu

Hotel reservations

The organisation will be pleased to make a reservation for you at a hotel in Barcelona or in Sant Cugat (your choice), where special rates will apply for EIPA-ECR participants:

Barcelona

HOTEL CATALONIA RAMBLAS ****

C/ Pelayo, 28

08010 – Barcelona

www.hoteles-catalonia.com.com

€ 130 Double room for single use, breakfast included (+7% de VAT)

€ 150 Double room, breakfast included (+7% de VAT)

The hotel is located in the centre of the city. A bus will be available to bring participants from the hotel to Sant Cugat on 27 and 28 May. The same service will be available for the return to the hotel. Schedules to be confirmed. Please note that the bus will not provide any service to the airport.

Sant Cugat - (City located 26 kilometres from Barcelona)

HOTEL SANT CUGAT H&R ****

C/ Cesar Martinell, 2

08190 – Sant Cugat

www.hotel-santcugat.com

€ 119 Double room for single use, breakfast included (+7% de VAT)

€ 128 Double room, breakfast included (+7% de VAT)

The hotel is five minutes walking distance from the venue of the seminar.

Should you wish to make use of this possibility, please indicate the dates of arrival and departure on the registration form as well as the type of room. Payment is to be made directly and personally to the hotel on checking out. Please note that if you register after the deadline, hotel reservations cannot be guaranteed.

Accommodation and travel costs are at the expense of the participants or their administration.

Please note that your registration is not confirmed until you receive a confirmation e-mail from us.

Registration Form

International EPSA 2009 Knowledge-Transfer Workshop in combination with the Santcugatribuna on
"Quality of Life – An EU 2020 Imperative" **Sant Cugat – Barcelona (ES), 27-28 May 2010**

Surname: Title: M/F

First name:

Position held:

Organisation:

Department:

Work address:

Postal code & town: Country:

Office tel. no: Fax no:

E-mail address:

Language: English Spanish

INVOICE DATA

Name of the Institution or Organisation:

Department: Fiscal number:

Address:

Postal code & town: Country:

REGISTRATION FEE (See conditions in "General Information")

The fee includes participation in the seminar, a documentation folder (incl. the full EPSA project dossiers), coffee breaks, lunch in a restaurant, cocktail and special lunch in Sant Cugat Tribuna event and entrance at Sant Cugat Tribuna event. **€ 310 (+16% VAT)**

METHOD OF PAYMENT

Bank transfer

It is necessary to state the name of the participant and the reference "EPSA WORKSHOP".
Ayuntamiento de Sant Cugat nº: 2100-2896-16-0200169007, La Caixa, Rambla Ribatallada, 20
08172 Sant Cugat del Vallès, Barcelona)

Credit card

American Express Card Eurocard/Mastercard Visa Card

Card no.: Expiry date: /

Name Card holder: (in case this differs from above)

Address Card holder: (in case this differs from above)

Postal code: Country: (in case this differs from above)

Card Validation Code: (the last three digits on the BACK of your card)

HOTEL RESERVATION Please reserve hotel for me at:

HOTEL CATALONIA RAMBLAS **** (Barcelona) HOTEL SANT CUGAT **** (Sant Cugat)

Double room for single use Double room

Date of arrival: Date of departure: No. of nights:

No hotel reservation required

MEALS

Lunch day 1: will attend will not attend

Lunch day 2: will attend will not attend Vegetarian: yes Other dietary requirements:

Place and date:

Signature:

As the number of places is limited, please return the completed registration form before 18 May 2010:

Ms Marta Gràcia, Programme Organiser – T: +34/ 93 567 24 07; F: + 34/ 93 567 23 99; Email: m.gracia@eipa.eu – www.eipa.eu



Your name and address will be part of EIPA's database for our mailing purpose only.

Please tick if you do not want to be included in our mailing database.