

Programme

European Public Sector Award 2009

Administrative Capacity Building

*Showcasing and Rewarding
European Public Excellence*

Maastricht (NL), 4-6 November 2009



WEDNESDAY 4 NOVEMBER 2009

Venue: European Institute of Public Administration (EIPA)
O.L. Vrouweplein 22, 6211 HE Maastricht

15.00 Registration of participants (for a restricted group of persons)

15.30 **ESF support to administrative capacity building in the European Union**

Workshop convened by the ESF Coordination Unit, DG Employment, Social Affairs & Equal Opportunities, European Commission, Brussels (BE)

Opening address & welcome: *Marga Pröhl* (DE), Director-General, EIPA, Maastricht

Chair: *Thomas Bender* (DE), Director, DG Employment, Social Affairs and Equal Opportunities, European Commission, Brussels

The European Social Fund support for administrative capacity building

Lukasz Wardyn (PL) and *Mathieu Lefebvre* (FR), Policy Officers ESF Coordination, DG Employment, Social Affairs and Equal Opportunities, Brussels (BE)

Interactive session with the EPSA 2009 nominees

Alexander Heichlinger (AT), Project Manager EPSA & Senior Lecturer, EIPA-ECR, Barcelona

European network for administrative capacity building

Pawel Chorąży (PL), Director, Ministry of Regional Development, Warsaw

Evaluators' working group on administrative capacity building

Agnieszka Sternik (PL), Evaluation Officer, DG Employment, Social Affairs and Equal Opportunities, Brussels

Questions & answers

18.00 Closure

Venue: Town Hall of Maastricht, Markt 78, 6201 BZ Maastricht (NL)

18.30 Registration of participants

19:00 Welcome by the Mayor of Maastricht, handing out

the EPSA 2009 best practice certificates & walking dinner

Gerd Leers (NL), Mayor of Maastricht; *Marga Pröhl* (DE), Director-General, EIPA, Maastricht; *Alexander Heichlinger* (AT), Project Manager EPSA & Senior Lecturer, EIPA-ECR Barcelona

22:00 End of walking dinner

THURSDAY 5 NOVEMBER 2009

Venue: Provincial Government House, Limburglaan 10,
6229 GA Randwyck-Maastricht

Room: Grote Staat

08.30 Registration of participants

Room: Feestzaal

09.30 **EPSA 2009 project video presentation of the 20 nominees
& 40 recipients of best practice certificate / opening coffee & Limburg pastry**

Room: Tussenverdieping

10.00 **Press conference with**

Mats Odell (SE), Minister for Local Government & Financial Markets;
Gerd Leers (NL), Mayor of Maastricht; *Marga Pröhl* (DE), Director-General EIPA;
Alexander Heichlinger (AT), Project Manager EPSA & Senior Lecturer

Room: Statenzaal

11.00 **Welcome of participants & official opening**

Jos Hessels (NL), Vice-Governor for Economic Affairs,
Province of Limburg, Maastricht; *Marga Pröhl* (DE), Director-General

11.30 **Plenary session: Public sector challenges beyond 2010 –
Looking into the future guiding principles**

Introduction and Chair: *Henning Christophersen* (DK), Chairman of EIPA's
Board of Governor, Former Vice-President of the European Commission;
Mats Odell (SE), Minister for Local Government & Financial Markets, Ministry
of Finance, Swedish Presidency; *Ole Schröder* (DE), Parliamentary State
Secretary, Federal Ministry of Interior, German Government, Berlin (tbc)

12.15 **The European Public Sector Award 2009 at a glance (I) –
The process, key results and prospects**

Alexander Heichlinger (AT), Project Manager EPSA & Senior Lecturer

12.30 **Lunch at the Feestzaal & Grote Staat**

Room: Statenzaal

14.00 Chair: *Berend-Jan Van Voorst tot Voorst* (NL), Former Queen's
Commissioner to Limburg & Secretary General, EIPA, Maastricht

Key note address: Administrative Capacity Building in Europe

Vladimir Špidla (CZ), European Commissioner for Employment, Social Affairs
and Equal Opportunities, European Commission, Brussels

THURSDAY 5 NOVEMBER 2009

14.20 Plenary session: The European Public Sector Award 2009 at a glance (II) – The themes, best practices and tendencies

- **Theme 1:** *Tore Malterud* (NO), Head of Unit European Public Management, EIPA, Maastricht;
- **Theme 2:** *Tony Bass* (IE), Irish Seconded National Expert, EIPA, Maastricht;
- **Theme 3:** *Michael Burnett* (UK), Expert, EIPA, Maastricht;
- **Theme 4:** *Herma Kuperus* (NL), Dutch Seconded National Expert, EIPA, Maastricht.

15.00 Panel session: Innovation and creativity – “A perfect couple” for reaching excellence?

Chair: *Marga Pröhl* (DE), Director-General; *Bernard Blanc* (FR), Head of International Relations Department, Directorate General for State Modernisation, Ministry of the Budget, Public Accounts, Civil Service and State Reform; *Dagmir Dlugosz* (PL), Director of the Department of Civil Service and State Personnel Resource, Chancellery of the Prime Minister, Warsaw; *Marcus Steffen Bauer* (DE), Vice President & Partner Public Sector Group Booz & Company, Munich; *Tamyko Ysa Figueras* (ES), Professor, Institute of Public Governance and Management, ESADE Business School, Barcelona.

16.20 End of symposium

Venue: Crowne Plaza, Ruiterij 1, 6221 EW, Maastricht

17.30 Registration

18.00 EPSA 2009 Celebratory Ceremony

With the participation of: *Simm Kallas* (ET), Vice-President European Commission, European Commissioner for Administrative Affairs, Audit & Anti-Fraud, Brussels; *Ank Bijleveld* (NL), State Secretary, Dutch Ministry of the Interior & Kingdom Relations, The Hague; *Mats Odell* (SE), Minister for Local Government & Financial Markets, Swedish Ministry of Finance, Stockholm; *Gerd Leers* (NL), Mayor of Maastricht.

20:00 Reception

20.30 Festive dinner

Dinner will be served on the ground floor according to seating plan, and on the lower level with free seating.

23.00 End of dinner

FRIDAY 6 NOVEMBER 2009 BEST PRACTICE WORKSHOPS

Venue: Crowne Plaza, Ruiterij 1, 6221 EW Maastricht

Workshop Theme I - Performance Improvement in Public Service Delivery

Bordeaux Room - Margaux/Graves/Pomerol

Introduction per workshop and chair: **Mr Tore Malterud / Mr Peter Ehn**

09.00 **Arrival of participants**

09.30 **Opening address**

Prof. Franz Strehl (AT), University of Linz - Strategic Management,
President of the IIAS & Member of the EPSA Scientific Advisory Board

10.00 **Regional Platform of E-Services for all –
e-Bourgogne, Grouping of Public Interest (GIP)**

e-Bourgogne, France

Mr Patrick Ruetschmann & Mr Louis-François Fléri
Expert eGovernment & Director

10.30 **Baby-Document Service**

City of Graz, Austria

Mrs Ingrid Bardeau & Ms Priska Pschaid
Head of Department & Civil Servant

11.00 **Networking Coffee Break**

11.30 **C!You Start-Learning@Hamburg**

City of Hamburg, Germany

Mrs Petra Lotzkat & Mr Oliver Voigt
Managing Director & Executive Officer

12.00 **Integrated Online Portal for SMEs**

City of Düsseldorf, Germany

Ms Beate van Kempen
IT Consultant

12.30 **Conflicts Between Citizens & Governments:
Towards a Pro-Active, Solution-Driven Approach**

Ministry of Interior & Kingdom Relations, the Netherlands

Ms Lynn vd Velden, Ms Koetsenruijter & Mr Euwema
Senior Policy Advisor, Researcher & Professor

13.15 **Official closure of the EPSA 2009 event & farewell lunch**

FRIDAY 6 NOVEMBER 2009 BEST PRACTICE WORKSHOPS

Venue: Crowne Plaza, Ruiterij 1, 6221 EW Maastricht

Workshop Theme II - Citizen Involvement

Beaune

Introduction and chair: Mr Tony Bass

09.00 Arrival of participants

09.30 Opening address

Prof. Arthur Nowak-Far (PL), Warsaw School of Economics - Department of European Law & Member of the EPSA Scientific Advisory Board

10.00 Governance Plan of Cantabria 2008-2011

Government of Cantabria, Spain

Mr Juan Manuel Rodriguez Poo & Mr Angel Agudo San Emeterio
Director & Regional Minister of Economy

10.30 Cologne Participatory Budget

City of Cologne, Germany

Ms Ute Stoelzle
Project Staff

11.00 Networking Coffee Break

11.30 Ragazzi in Aula

Piedmont Regional Council, Italy

Ms Daniela Bartoli
Communication & Participatory Manager

12.00 Citizen Involvement in Ghent: Ledeberg Leeft!

City of Ghent, Belgium

Ms Nathalie Desmet
Project Communicator

12.30 Gdynia Civic Sector

Gdynia City Hall, Poland

Mr Bartosz Bartoszewicz, Ms Anna Bialek & Mr Guc
City Councillor, Head of the Mayor's Office & Deputy Mayor

13.15 Official closure of the EPSA 2009 event & farewell lunch

FRIDAY 6 NOVEMBER 2009 BEST PRACTICE WORKSHOPS

Venue: Crowne Plaza, Ruitertij 1, 6221 EW Maastricht

Workshop Theme III - New Forms of Partnership Working

Macon

Introduction and chair: Mr Michael Burnett / Mr Alexander Heichlinger

09.00 Arrival of participants

09.30 Opening address

Mr Albert Hofmeister (CH), Delegate of the Federal Department of Defence, Civil Protection and Sport, Swiss Government & Member of the EPSA Scientific Advisory Board

10.00 Flytta till Dalarna (Move to Dalarna)

Region of Dalarna, Sweden
Mrs Helene Persson Grafman
Project Manager

10.30 Present in School, Absent in Jail

Local Partnership to Prevent and Combat Juvenile Delinquency and Child Victimisation
Prefecture of Neamt County, Romania
Ms Silvia Apostol
Councillor European Affairs

11.00 Networking Coffee Break

11.30 Oldham Partnership

Oldham Council, United Kingdom
Mr John Eley
Assistant Executive Director

12.00 Community Alcohol Partnership Cambridgeshire

County Council, United Kingdom
Ms Charlotte Wilson & Mr David Broughton
Trading Standards Officer & Manager

12.30 Klima:aktiv mobil

Federal Ministry of Agriculture, Forestry, Environment & Water Management, Austria
Mr Robert Thaler
Head of Division Transport, Mobility, Settlements and Noise

13.15 Official closure of the EPSA 2009 event & farewell lunch

FRIDAY 6 NOVEMBER 2009 BEST PRACTICE WORKSHOPS

Venue: Crowne Plaza, Ruitertij 1, 6221 EW Maastricht

Workshop Theme IV - Leadership and Management for Change

Pommard

Introduction and chair: Ms Herma Kuperus

09.00 Arrival of participants

09.30 Opening address

Prof. Edoardo Ongaro (IT), Bocconi University, Public Management
& Member of the EPSA Scientific Advisory Board

10.00 Cultural & Organisational Change in the Mainstream
of a Metaethics Approach

Lausanne Municipal Police, Switzerland
Mr Pierre-Alain Raemy
Replacement Commander

10.30 From Bureaucracy to Service Provider

The Danish Immigration Service, Denmark
Mr Poul Mose Hansen
Deputy Director-General

11.00 Networking Coffee Break

11.30 Training for Sustainable Change –
Managing Human Capital at the Municipality of Porto

Municipality of Porto, Portugal
Ms Sofia Alves
Human Resources Development Director

12.00 Management in Sant Cugat City Hall: Budgeting the Strategy –
A New Deal Between Political Management and Politic Leadership

Cugat City Council, Spain
Mr Jordi Joly I Lena
Deputy Mayor

12.30 Transforming Christie Services for Cancer Patients

The Christie NHS Foundation Trust, United Kingdom
Not Present

13.15 Official closure of the EPSA 2009 event & farewell lunch

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