

Programme Organiser

Ms Belinda Vetter
Tel: + 31 43 3296382
b.vetter@eipa.eu

Fee

EIPA Members' fee: € 900,-
Regular fee: € 1000,-

The fee includes documentation and refreshments. Lunches, a reception or dinner are included if mentioned in the programme. Accommodation and travel costs are at the expense of the participants or their administration.

Discounts

EIPA offers a 10% discount to all civil servants working for one of EIPA's supporting countries, and civil servants working for an EU institution, body or agency.

Who are the supporting countries?

Civil servants coming from the following EIPA supporting countries are entitled to get the reduced fee: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Spain, Sweden, United Kingdom.

For all other participants, the regular fee applies.

Meals

Special dietary requirements (e.g. vegetarian, diabetic) can be indicated once you receive the confirmation of the seminar.

Confirmation

Confirmation of registration will be forwarded to participants on receipt of the completed online registration form.

Payment

Prior payment is a condition for participation.

Cancellation policy

For administrative reasons you will be charged €150 for cancellations received within 15 days before the activity begins. There is no charge for qualified substitute participants. EIPA reserves the right to cancel the activity up to 2 weeks before the starting date. In that case, registration fees received will be fully reimbursed. EIPA accepts no responsibility for any costs incurred (travel, accommodation, etc.).

Course venue

Ministry of Internal Affairs and Kingdom Relations
(Ministerie van BZK)
Turfmarkt 147
2511 DP The Hague

Ensure Better Performance Management and High Quality Services for Citizens

The Hague (NL), 27 - 28 November 2018



www.eipa.eu

Description

Are you an experienced public service manager who really wants to help citizens by delivering better services, but is uncertain about how to do it in the best way?

Are you reluctant to admit non-achievement of your targets, or to propose new ways of delivering public services, because of a 'name and shame' culture?

Do you feel stressed because politicians always demand easy answers and rapid solutions?

This course will prepare you to manage public services in the most effective way for all your stakeholders. It will help you understand how to deliver service performance that meets the most important needs of citizens and provides them with maximum value.

What you will learn in this course:

- The various approaches that different EU Member States take towards performance management
- How to decide which of these approaches works best for your organisation
- How to validate and report outcomes for public service performance against the Key Performance Indicators (KPIs)

By the end of the course you will be able to:

- Better understand why your services perform as they do
- Match your public service performance with the

priorities and needs of citizens

- Accurately report the results of the services you deliver
- Analyse these results and benchmark them against your peers to get insights about the ideal 'do's and 'don't's
- Use this analysis and understanding to improve the future performance of your services

Whom is this course for:

- Public sector service managers experienced in delivering and managing public services
- Auditors, consultants, and other stakeholders such as policy makers

Course methodology:

This course will be very practice-based and interactive, to help you get the best understanding of how to improve service performance. So it includes:

- Examples and case studies to demonstrate how things work across the EU at the national and sub-national level, including a detailed demonstration of the Vensters approach in the Netherlands (Vensters are our partners in this course).
- Exercises to help you get a practical understanding of the processes and challenges.
- The opportunity to make an action plan on how you can deliver public services in a way that has the most meaning and value for citizens. You will also have time to discuss your plan with the experts and other participants and get their inputs.

Programme

TUESDAY 27 NOVEMBER 2018

13.00 **Welcome and introduction to the workshop**
Michael Burnett, Expert, European Public Management and EPSA 2017 Theme Leader, EIPA, Maastricht (NL)

13.15 **Managing public service performance: Introduction**

- What is it and why it matters
- Key issues and challenges
- Managing public service performance – the UK approach

Michael Burnett

14.45 Coffee break

15.15 **Managing public service performance – Experience at sub-national level – Case study – Germany**
Harriet Ellwein, Office of the Mayor and the Council, Dortmund (DE)

17.15 End of day one

WEDNESDAY 28 NOVEMBER 2018

09.00 **Review of day one and introduction to day two**
Michael Burnett

09.15 **Managing public service performance: Experience at sub-national level – Case study – United Kingdom**
Michael Burnett

10.15 **Managing public service performance – Experience at national level – Case study – Luxembourg**
Paulette Lenert, General Co-ordinator, Ministry of the Civil Service and Administrative Reform, Luxembourg (LU)

11.15 Coffee break

11.45 **Managing public service performance – The Vensters approach in the Netherlands – What to do and why it works**
Mari-An Gerits and Sander Mooij, Consultants, Vensters Programme, Association of Netherlands Municipalities (VNG), Den Haag (NL)

13.00 Lunch

14.15 **Managing public service performance – The Vensters approach in the Netherlands – Case study - How it works in practice**
Mari-An Gerits and Sander Mooij

16.00 Coffee break

16.30 **Improving management of public service performance – Workshop – Making it work for you**
Michael Burnett

17.15 **Evaluation and end of workshop**

