THE 12 FINALISTS RUNNING FOR THE 3 EPSA 2017 AWARDS (1 in each category)
(the projects are ordered according to their registration number)

EU/NATIONAL CATEGORY

EPSA2017080 Digital Justice, submitted by the Spanish Ministry of Justice

Digital Justice is a project to digitise the administration of justice in Spain across all Autonomous Communities by ensuring that all communication in judicial processes is carried out by electronic means and all records are transmitted and stored electronically.
The project is also consistent with the EU's European e-Justice initiative aiming to promote the use of information and communication technologies in the area of justice with the aim of improving citizens' access to justice and facilitating procedures across the EU.

EPSA2017128 The Co-operation Fund, submitted by the European Intellectual Property Office

The Co-operation Fund has digitised and standardised the registration of trademarks and designs at national and EU level across the EU, improved transparency about trademarks and designs and facilitated the enforcement of actions against infringements of trade mark and design intellectual property rights. The achievements of these objectives further contributed to the emergence of a coherent and streamlined pan-European IP landscape, enabling valuable savings. Consequently, trust and reliability between EU citizens, their national Intellectual Property administrations and the EUIPO was improved and strengthened.

EPSA2017134 Vensters, submitted by the ICTU Dutch Ministry of Interior and Kingdom Relations

Vensters is a suite of performance management tools which allow public authorities to measure their internal management capability and their service delivery performance across a wide range of services against other public bodies which are in the stakeholder network. The project makes a significant contribution to the methodology of public sector performance management by consciously acting to avoid many of the commonly arising failings of performance management systems.

EPSA2017153 Sea Traffic Management, submitted by the Swedish Maritime Administration

Sea Traffic Management is a project managed by the Swedish Maritime Administration to improve and standardise information sharing processes related to maritime transport in Europe, with the aim of reducing costs (e.g. by optimising ship routing and port use), improving maritime safety (e.g. by reducing the risk of collisions) and reducing noxious emissions from unnecessary use of fuel. The project is a practical example of a domain in which the EU is capable of showing global leadership and, potentially, given the development of the systems

within the EU, of providing competitive advantage for EU-based industries, sustained by the upskilling of processes which the successful implementation of the project will require.

EPSA2017029 Low Emission Zone Antwerp, submitted by *Informatie Vlaanderen*

Since 2015 the city of Antwerp and the Government of Flanders have worked closely together to create the first working Low Emission Zone (LEZ) in Europe, that checks in a fully automated manner all vehicles with more than two wheels. This required a close cooperation between various actors across the local, regional and national administrative levels. The complexity of this project lies in the combination of the data volume that is transferred daily and the strict observation of data protection in combination with the necessity of ensuring a flawless cooperation between stakeholders at different administrative levels.

EPSA2017089 One-Stop-Shop in Catalonia, submitted by the Regional Government of Catalonia,
Ministry of Business and Knowledge. Business Management Office

This project aims at reducing administrative burdens and bureaucracy for entrepreneurs and businesses throughout a company's complete lifecycle. It is a single entry point (online), which integrates over 500 administrative procedures from national, regional and local level. The change of perspective to a real client-friendly approach and a simplification of economic activities with a low risk are at the heart of the project. This simplification led to a paradigm shift from a system based on prior authorisation to a system building on trust of the client in providing the requested proof and using ex-post controls based on risk management.

EPSA2017111 Open.Heart Project, submitted by the Ombudsoffice for Children
and Youths Salzburg

The Open.Heart project is a mentoring scheme for unaccompanied minor refugees (UMRs) and young refugees up to 21 years, including a 6-module preparatory programme for volunteers over 28 wanting to become mentors. This programme also contains voluntary "rounds of reflection" or one-to-one sessions as well as additional workshops. Additionally, an alternative foster care scheme, which is closely linked to the Open.Heart project and in which UMRs can live together with a host family, was developed by the Ombudsoffice.
From its beginnings the 'Open.Heart' project has been accompanied by an evaluation team based at the University of Salzburg. The first results show that the project is making a vital contribution to processes of integration and social inclusion.

EPSA2017126 A root and branch reformation of an organisation's business model, submitted by the Region of Crete

This project is about a complete mentality change of public administration by turning an authority with major operational problems such as poor levels of service, lack of trust and transparency issues into a modern and client-centred organisation. It comprises workplace re-organisation, business process reengineering, paper record digitisation, document standardisation, and the development of intelligent IT applications in times of crisis. This whole change process reflects the values of service quality, transparency and efficiency and is a quantum leap for Greek public administration.

SUPRA-LOCAL/LOCAL CATEGORY

EPSA2017002 Senior Citizen Liaison Team, submitted by SCLT – Avon and Somerset Constabulary (UK)

In the Somerset Region of the United Kingdom, statistics showed rather high crime figures affecting elderly people. With an active campaign on voluntary basis by Police Officers, the Senior Citizen Liaison Team succeeded to make elderly people aware of the dangers of all forms of senior financial harm, from fraud and doorstep crime to loan-sharking and distraction burglary. The SCLT offer elderly people a catalogue of highly professional presentations which include audio and video content. They also spread the senior safety message to citizens who may not have access to support due to language or cultural issues, and produce a quarterly magazine "The Senior Siren" made available to 250,000 readers. All these actions lead to a remarkable decrease in the crime figures by at least 50 %.

EPSA2017018 Talents for Austria, submitted by the City of Trofaiach (AT)

This project draws a link between the shortage of skilled workers at the local/regional level and the successful integration of unaccompanied minor refugees. The youngsters are accommodated in a boarding school / 24-hour-structure combining primary care, schooling, job training and job placement in one organisation, which is unparalleled in Austria. By giving those youngsters a new home in the municipality, teaching them subjects such as German, maths, social sciences and Austrian customs and culture and preparing them for apprenticeships, they will be empowered to gain their living, to integrate into society and to contribute to its economy (a win-win situation).

EPSA2017046 Nordwärts, submitted by the City of Dortmund (DE)

Nordwärts is a project in which a City shows how it handles the developments within a part of the City that underwent substantial changes after the dissolving of the major industrial companies, in this case the Steel and Coal Industry. Based on the involvement and commitment of civil society, a development strategy is being devised to cultivate needs-oriented projects which are suitable for developing the northern districts of the city of Dortmund. The project strengthens how people identify with their own neighbourhoods, develops available space to be future-proof and sustainable, safeguards jobs and creates new jobs by attracting companies to locate there.

EPSA2017143 Robby the Rat, submitted by the Municipality of Breda (NL)

This project is about sustainable water management and aims at making the City of Breda a climate-proof city. It rests on two projects, i.e. the "*Waterakkers*", a new area in Breda, which is large multi-purpose pond that offers an attractive living environment. As a natural water treatment plant, it collects rainwater, purifies it and returns the water to the nature. The second project is called the "*Chippo*" competition, similar to an "underground balloon competition". Primary school children are asked to flush a small electronic chip (a "chippo") through the toilet and can follow on line the progress in real-time. This track and trace system makes it possible to detect and locate incorrect sewer connections and/or failures in the water system.