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Danube Governance Hub & CAF

European Guideline for Public Governance

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What is CAF?



CAF-ZENTRUM ÖSTERREICH



CAF

Common Assessment Framework

**Quality Management for the public
sector in the European Union**

CAF is ...

- ❑ **European Model for PAR**
- ❑ **Overall check of the organisation**
- ❑ **Leads to improvement actions**
- ❑ **Self-assessment Questionnaire with 200 questions**
- ❑ **Involvement of staff**
- ❑ **Benchlearning**



Our understanding of CAF!

CAF is THE European Guideline for excellent public management & public organisations

CAF is Public Sector Reform

CAF is Change

→ Start of improvement process

CAF Model

Achieving excellent results

Results

**7
People
Results**

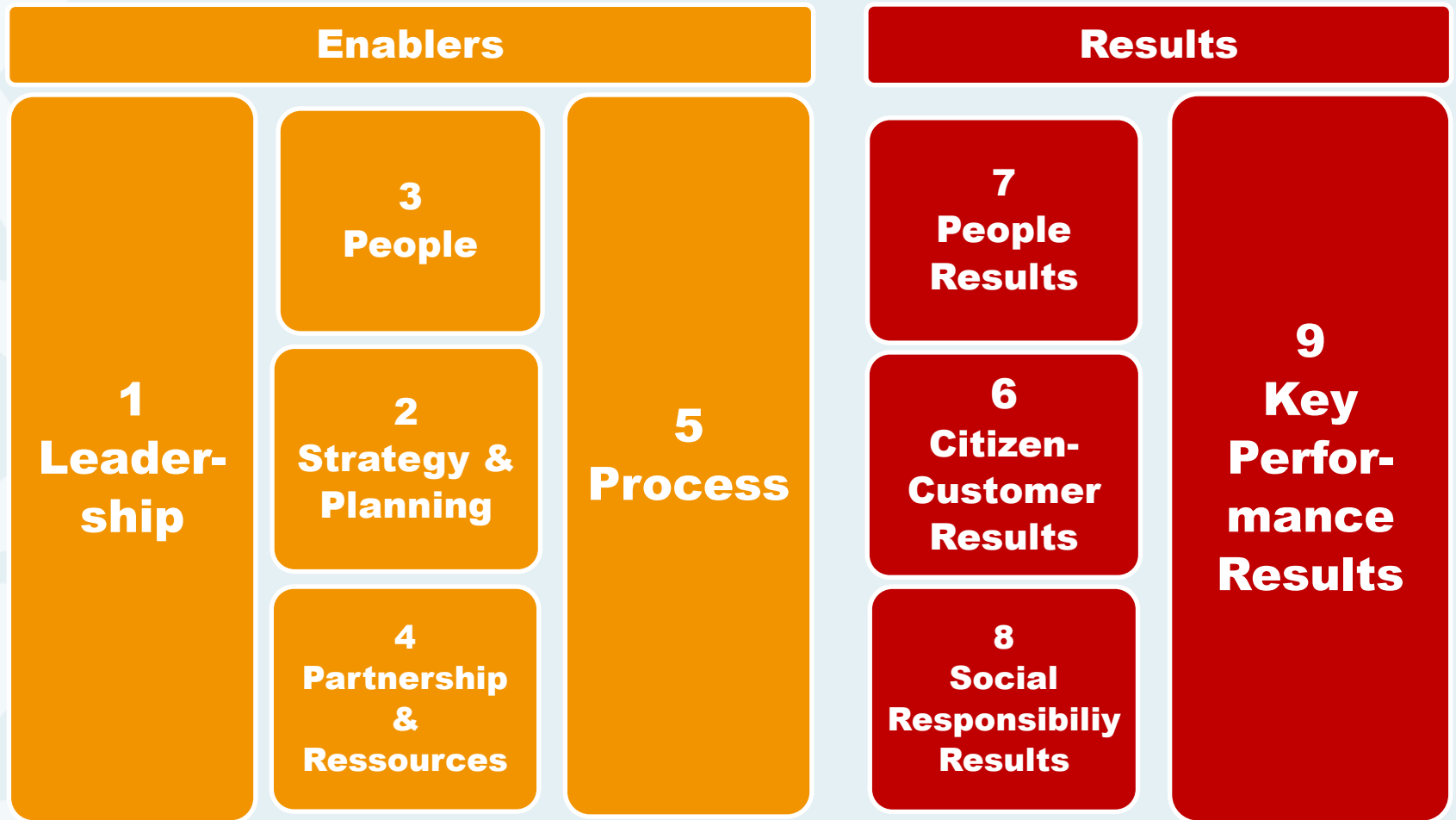
**6
Citizen-
Customer
Results**

**8
Social
Responsibility
Results**

**9
Key
Performance
Results**

CAF Model

9 criterion – 28 subcriterion – 200 examples



Learning & Innovation

CAF in Austria



CAF-ZENTRUM ÖSTERREICH

IPSG
Innovative Public Service Group

EIPA
European Institute of Public Administration



Federal Chancellery
BUNDESKANZLERAMT ÖSTERREICH



CAF Center Austria & Danube Region

CAF National Correspondent

Defines CAF-Strategy Overall Responsibility

**Austrian CAF Center
Austrian CAF Resource Center
CAF Antenna**


Implements Strategy Operational Partner

CAF Center founded 2000

Why using CAF?

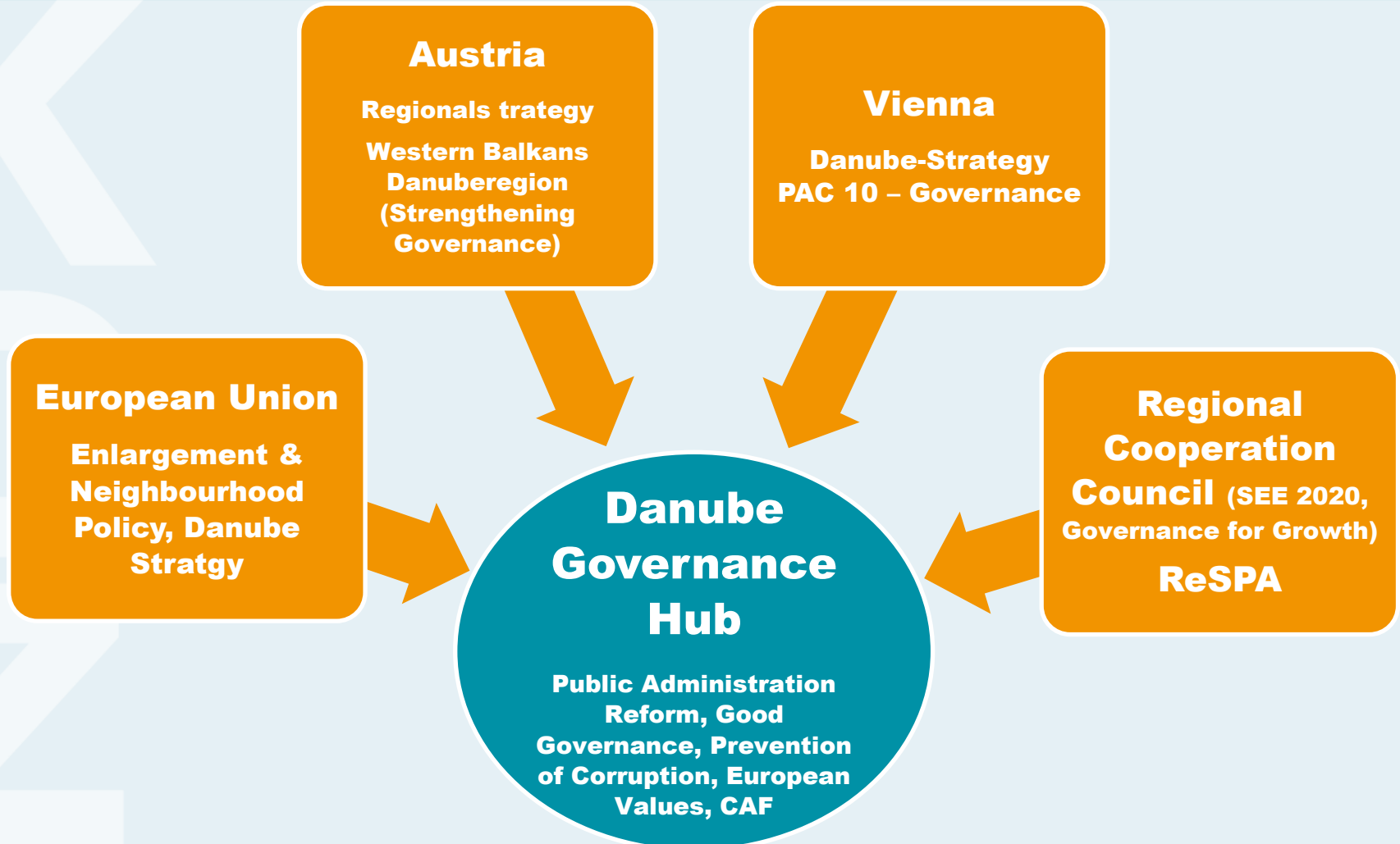
- ❑ **Better Services for the Citizens**
- ❑ **Improvement of the organisation**
 - better processes and services, communications and knowledge-management at 70 percent of CAF users.
- ❑ **European Label & European Standards:**
 - Effective CAF User
- ❑ **Tailormade for requirements of public sector organisations**
- ❑ **Quick check of the organisation**
- ❑ **Involvement of staff in PAR**
- ❑ **Easy implementation**

CAF in EU & Danube Region

- ☐ -Database – 220 CAF Users in Austria
- ☐ ~ 4.000 CAF Organisations in Europe
- ☐ **Toolbox for Quality of Public Administration**
- ☐ **Cooperation with ReSPA**
- ☐ **Activities in Serbia, BiH and Macedonia**

- ☐ **→ Bases for Danube Governance Hub**

Strengthening Governance in the Danube Region & Western Balkans



Mission

- ❑ **Contribute to the current efforts of Public Administration Reform in the Danube Region and Western Balkans**
- ❑ **Promote knowledge exchange and achieve synergies between relevant stakeholders dealing with governance topics**
- ❑ **Draw attention to the importance of coordination between national, regional and local level as basis for a strong public sector**
- ❑ **Foster European standards of public administration and management and**
- ❑ **Contribute to the European Integration process in the Danube Region**

Activities

- ❑ **Exchange of Experiences on Public Administration Reform with focus on EU-Integration**
- ❑ **Promoting common EU Tools for PAR & Governance, e.g. CAF – Common Assessment Framework**
- ❑ **Encouraging cooperation between national, regional and local governments → Multilevel Governance**
- ❑ **Contact-Point and facilitator for Governance tasks**
- ❑ **Initiating and coordinating studies, trainings & cooperation programmes**
- ❑ **Sustainable Mentorings, Study Visits, Conferences, Publications**
- ❑ **First cooperations with ReSPA**

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