

Country Reforms Matrix - Luxembourg

<u>Lab</u>	<u>Theme</u>	<u>Policy Name/Concept/Leading Institution</u>	<u>Policy Description</u>
Lab 1 - Voice	Engaging citizens	<p>vosidees.lu</p>	<p>In 2014, the Ministry for Civil Service and Administrative Reform launched the site vosidees.lu ('your ideas'). The portal allows citizens and businesses to post ideas, suggestions, comments and criticisms concerning administrative procedures, service delivery and more general ideas for administrative reform. The site allows two types of interactivity: between citizens and government and between citizens themselves.</p> <p>First, citizens may suggest their ideas via the site to the Ministry of Civil Service and Administrative Reform. The Ministry then commits to two actions: first, review and publish the message as well as to give initial feedback, within in a short timeframe, concerning the next steps. The Ministry posts a public message in order to inform the citizen and all website visitors as to what will be the follow up. Second, the message is forwarded to the relevant government body in order to ask their point of view on the matter. The Ministry then publishes all relevant information concerning the idea and its further processing.</p> <p>Second, users can support the ideas on Facebook or Twitter, thus giving the idea a wider audience. Users can also communicate their opinions about an idea by hitting '+' to support an idea or '-' to indicate the idea should not be realised. Users can also comment or answers to specific ideas.</p> <p>In 2015, a new version of the site was launched. The update broadens the ideas that can be submitted, allowing for any other idea regarding the interaction of citizens with administrations.</p>
		<p>Surveying the general population</p>	<p>In 2015, a representative survey of the general population aged 16 years and older was carried out in order to measure citizens' satisfaction with government, identify what needs to be improved, and which issues are less important on the agenda in terms of service delivery. From a sample of 1,031 responses, 91 per cent consider the public service as serious, 88 per cent consider it trustworthy, 86 per cent view the public service as integral, and 85 per cent consider public service high quality. Identical surveys were completed in 2002 and 2008, which are used by the public service quality departments to have insight into what people say and feel about the public service. The results from the 25 most often utilised services were analysed. Based on the above rankings and in comparison to the previous 2008 survey, the results reflect a generally positive perception of public sector functioning and performance.</p>

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	Establishing partnerships	Plateforme Interministérielle de Réforme et de Simplification Administrative	Following the Government Action Plan to reduce administrative burdens and screen administrative procedures, the Plateforme Interministérielle de Réforme et de Simplification Administrative was created. This interministerial platform focuses on simplification and streamlining of administrative procedures. Chaired by the Minister for Civil Service and Administrative Reform and reports directly to the Council of Ministers. The first legislative action was an 'omnibus bill' that modified 33 clauses, which aimed to reduce administrative burdens in the areas of regional development, town and country planning, establishing licenses for industrial sites, environmental law, and housing. Currently, the bill is in the parliamentary discussion phase. The original preparatory work involved different ministerial departments and stakeholders, as well as non-governmental organisations (NGOs) acting in these specific areas.
	Integrating groups		
	Using ICTs		
	Involving citizens	Petitioning government	The Luxembourg Parliament accepts two types of petitions , either in paper-based or online format. First, the ' ordinary petition ,' submitted individually or in association with others, may be submitted by mail, email or delivered personally to the President of the Chamber of Deputies. After examination, the Committee on Petitions may: request the government's position, request the position of another parliamentary committee, organise a hearing with the petitioner, and/or organise on-site visits. All these steps are published on the official website of the Parliament.
	Involving citizens		Beginning in 2014, the second type of petition, ' public petition ,' was created as a means to encourage citizens' participation in the public process through an online public petition system. These petitions can be submitted by anyone over 15 years of age, either as an individual or in association with others, and the content must be of general and national character. The Committee on Petitions examines the request, advises them favourably or unfavourably, and the presidents of the political groups makes the final decisions. Public petitions are open for signature for 6 weeks online. Petitions with more than 4,500 signatures are debated publically in the presence of the petitioner, the Committee on Petitions, other concerned committees, and members of the government. Unfavourable petitions or those receiving less than 4,500 signatures are converted into ordinary petitions. Since the introduction of public petitions, 6 petitions have obtained 4,500 signatures - the first of which was a petition about the construction of the Luxembourg city tramway. The rest have been mostly about animal rights in general, but frequently occurring topics include foreign policy, public transportation, the education system, and the protection of the environment. As of June 2015, paper signatures are accepted as well.
Lab 2 - Design	Utilizing a mix of policy instruments		
	Using joined-up government		

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	Fostering a whole-of-government approach		
	Engaging with innovative practices		
Lab 3 - Delivery	Strengthening the civil service		
	Building a diverse & inclusive civil service		
	Building trust in government		
	Reaffirming the core values in the public service		
	Establishing gender balance in the civil service		
Lab 4 - Accountability	Developing a coordinated government-wide evaluation system		
	Strengthening performance management		
	Identifying what works		
	Utilising policy and programme experimentation/piloting		