

Contents

<i>List of Illustrations</i>	viii
<i>Acknowledgements</i>	ix
<i>Notes on Contributors</i>	xi

1 Introduction: Emerging Coordination Practices in European Public Management	1
<i>Per Lægreid, Tiina Randma-Liiv, Lise H. Rykkja and Külli Sarapuu</i>	

Part I Coordination in Northern Europe

2 Coordinating Emergency Medical Service in Estonia	21
<i>Veiko Lember and Külli Sarapuu</i>	
3 Consolidation of Support Services in Estonia	32
<i>Kaide Tammel and Ringa Raudla</i>	
4 The Establishment of the Estonian Top Civil Service Development System	43
<i>Annika Uudelepp, Tiina Randma-Liiv and Külli Sarapuu</i>	
5 Shared Services in Ireland	54
<i>Muiris MacCarthaigh</i>	
6 Coordinating for Crisis Management in Norway after the Terrorist Attack in 2011	66
<i>Lise H. Rykkja and Per Lægreid</i>	
7 One-Stop-Shops for Social Welfare: The NAV Office in Norway	78
<i>Per Lægreid and Lise H. Rykkja</i>	
8 Coordination in UK Central Government	91
<i>Oliver James and Ayako Nakamura</i>	
9 Local Service Boards in Wales	103
<i>Valeria Guarneros-Meza and Steve Martin</i>	

Part II Coordination in Western Europe

- | | | |
|----|--|-----|
| 10 | A Cross-Cutting Program for Coherence: Flanders in Action
<i>Astrid Molenveld and Koen Verhoest</i> | 117 |
| 11 | Coordinating Integrated Youth Care across Sectors
<i>Koen Verhoest, Joris Voets and Astrid Molenveld</i> | 129 |
| 12 | Coordination Practices in German Employment Services:
The Case of Jobcenters
<i>Kai Wegrich and Anca Oprisor</i> | 141 |
| 13 | Inter-Ministerial Coordination in Germany: A Working
Group in Climate Policy
<i>Thurid Hustedt</i> | 153 |
| 14 | Coordinating Internal Security Policy in Germany
<i>Julia Fleischer</i> | 163 |
| 15 | Managing Local Intervention Teams in Rotterdam
<i>Arie van Sluis and Peter Marks</i> | 173 |

Part III Coordination in Southern Europe

- | | | |
|----|---|-----|
| 16 | Coordinating Care in the Italian Region of Lombardy
<i>Maria Cucciniello, Davide Galli, Claudia Guerrazzi,
Greta Nasi and Edoardo Ongaro</i> | 187 |
| 17 | The Spanish Agency for the Evaluation of Public Policies
<i>José M. Alonso, Judith Clifton and Daniel Díaz-Fuentes</i> | 199 |

Part IV Coordination in Eastern Europe

- | | | |
|----|---|-----|
| 18 | Enhancing Coordination through E-government in
the Czech Republic
<i>David Špaček</i> | 213 |
| 19 | Coordination Practices in Hungary: The Case of
Széll Kálmán Working Group
<i>György Hajnal</i> | 225 |
| 20 | 'Government Windows': One-Stop Shops for Administrative
Services in Hungary
<i>Éva Kovács and György Hajnal</i> | 237 |
| 21 | Coordinating Healthcare under the Pluralistic
Health Insurance
<i>Juraj Nemec</i> | 248 |

Part V Conclusion

22	Lessons Learned and Policy Implications <i>Kiilli Sarapuu, Per Lægreid, Tiina Randma-Liiv and Lise H. Rykkja</i>	263
	<i>Index</i>	279