

COVID-19 vs. continuity of the federal public service – Implementation of staff measures



The Belgian Court of Audit examined whether the various staff measures taken at the federal level during the COVID-19 health crisis ensured the service continuity in the 24 federal administrations under scrutiny.

As it appeared, although only half of the administrations had a “service continuity plan”, they were all able to devise a strategy for allocating resources and hence carry out their public service missions. The administrations had the necessary human resources for this purpose, in particular thanks to the extension of teleworking and the temporary provision of staff from one administration to another. Finally, the administrations evaluated the resources they used to carry out their public service missions against the continuity objectives they had set.

The Court advises the administrations to formalise a strategy for allocating resources in the event of a crisis and to carry on their work on digitalisation and automation while maintaining physical access to their services for the vulnerable.