



European Social Dialogue Committee for Central Government Administrations

EU PROJECT - A QUALITY SERVICE FOR VULNERABLE PEOPLE

Regional Seminar - Rome, 3 and 4 July 2014



SDC CGA
EU project – a quality service for vulnerable people



Who we are

- Social dialogue committee created in 2010
- Employers and employees of central government administrations
TUNED (EPSU + CESI) / EUPAE
- Objective:
 - Compulsory consulted by Commission on all projects with impact on public services
 - > influence
 - Works of initiative on common interest topics, eg gender pay gap, restructuration impacts, information and consultation, image
 - > recommendations, agreements

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Project 2012

Image and Attractiveness of Public Administration

- Study, survey, conference in Prague
 - Result :
 - European framework agreement TUNED – EUPAE for a Quality Service in Central Government Administrations
- = 20 commitments

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Today, project 2014

A quality service for vulnerable people

- Follow-up of 2012 project
- How can we implement the 20 commitments?
- Limit scope to be effective
- To the most urgent situations
- Vulnerable people
 - Asylum seekers
 - Young unemployed
 - Pensioners with low income

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Today, project 2014

A quality service for vulnerable people

- In all countries members of the committee
- Employers, employees, users
- Difficulties, suggestions, best practices
- Desk analysis, survey
- 2 regional seminars (Bucarest, Rome)
- Final conference Paris (November)
- Objective : recommendations

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To come:

-*Nadja Salson (TUNED):*

The framework agreement

-*Raffaella Greco Tonegutti (consultant):*

The situation of our present project