

A quality public service for individuals in vulnerable situations - Implementation of the European Framework Agreement for a quality service within central government administrations.

Object

Analyzing, through the implementation of the framework agreement for a quality public service (in annex), the service provided to three types of particular vulnerable groups by the public administrations: asylum seekers, young people at risk and retired persons on low incomes. This analysis must namely rely on work seminars between employers and employees' trade union representatives without neglecting the opinion of the users.

Context

On the 12th December 2012, the European Social Dialogue Committee for Central Government Administrations signed a framework agreement for a quality service, together with public employers and employees' representatives.

The agreement includes 20 commitments made by social partners for concrete realizations in terms of results of our administrations.

As far as the implementation is concerned, the committee proposes to focus its analyses on public services for which quality of service is critical, as they benefit to users in vulnerable situations.

To ensure project feasibility, to investigate further and identify possible concrete recommendations, whilst allowing for a greater degree of comparability between the countries covered, the project will focus on 3 illustrative examples of categories of vulnerable groups:

- Asylum seekers - services dealing with asylum seekers ;
- Young people at risk - employment services for young people at risk ;
- Retired persons on low income - pension services.

Furthermore, these groups have been the focus of the European employment and social policy as defined by the "Europe 2020" strategy, by the communication "*Moving youth into Employment*" (2012), by the White Paper "*an Agenda for Adequate, Safe and Sustainable Pensions*" (2012), and by the 2008 Policy Plan on Asylum "*An integrated approach to protection across the EU*".

Objectives

The goal is to examine how the principles and commitments contained in the framework agreement - including welcome, equity and integrity, efficiency, quality of life at work, communication, resources and social dialogue - apply in these services. We would like to see what is happening, we would like to find good practices, achievements and examples which we can build on. We would like to know how to improve our

services, both from the perspective of the users and the employees of a particular service. Analyzing the commitments outlined in the framework agreement in the light of these services and the difficult situations they face will provide useful recommendations not only for these particular services but also for all the services provided by our administrations, in less complex situations.

Moreover, the project will provide a good foundation for the preparation of the report on the implementation of the framework agreement, which is scheduled for the end of 2014.

The project comes within the framework of the social dialogue organized by the Commission and it aims at

- analyzing the service provided to vulnerable groups by the national administrations, while focusing on asylum seekers, young people at risk and retired persons on low incomes;
- examining how the commitments outlined in the framework agreement, which aim at improving the services provided by central government administrations, are and can be implemented in these particular services;
- contributing to the dissemination and implementation of the commitments outlined in the framework agreement;
- promoting, in a detailed and argued manner, the good practices issued from the implementation of the framework agreement;

The final objective is to produce recommendations for an optimized service to the most vulnerable users of our administrations and a good implementation of the framework agreement.

The project method is based on the work between the social partners. Working seminars between employers and employee representatives in the services concerned will allow gathering information on the experience on the ground, identify difficulties and good practices, and make suggestions.

The user's perspective will also be taken into account with the involvement of relevant European or national user associations (retirees, young people at risk and asylum seekers associations).

Services to be rendered

- Preliminary analysis (February - April 2014)

Gathering and analysis by the expert(s) of any available information on quality service in the three different types of services concerned, in the 14 European countries involved (France, Italy, Spain, United Kingdom, Czech Republic, Slovakia, Greece, Luxembourg, Romania, Lithuania, Belgium, Hungary, Malta, Finland) based on

- a simple factual questionnaire developed by the expert(s) and sent to employers, employees and users who are representative of those 3 types of services, in the participating countries. These individuals will be informed by the project management.
- existing scientific documents: national or international surveys, studies, conferences, and works of the social partners at the national and European level.

Some references are :

- European Youth Guarantee
<http://ec.europa.eu/social/main.jsp?catId=1079>
- Quality Framework for Traineeships
<http://europa.eu/newsroom/calendar/event/463149/commission-to-propose-a-quality-framework-for-traineeships?siteLanguage=en>
- Communication from the Commission: EU Quality Framework for anticipation of change and restructuring
http://ec.europa.eu/news/pdf/131213_en.pdf
- European Asylum Support Office (La Valette, Malta)
- European Agency for the Management of Operational Cooperation at the External Borders of the Member States of the European Union – Frontex (Warsaw)

The focus of investigation will be the appreciation of the service offered, the consideration of each and every commitment outlined in the framework agreement, the issues we face, the good / bad practices, and the recommendations.

- Regional seminars of social dialogue:
 - o These seminars are the core of the project. They bring together frontline workers of the services concerned, employers and employee representatives.
 - o The aim of these seminars is to improve the quality of the service provided, the issues we face, the good / bad practices, and the recommendations.
 - o Duration: 1 ½ day each
 - o Number of participants per seminar: 30 TUNED and EUPAE delegates, including employees and managers of concerned services + at least 3 users associations representatives that are active in the services concerned
 - o North Seminar in Vilnius: Countries: Lithuania, Finland, United Kingdom, Belgium and Luxembourg; Languages: English, Finnish, Lithuanian, and French. (May 2014)
 - o Center Seminar in Bucharest: Countries: Romania, Czech Republic, Slovakia, Hungary ; Languages: English, French, Romanian, Czech, Slovakian and Hungarian. (June 2014)
 - o South Seminar: Rome: Countries: Italy, Spain, Greece, France, Malta ; Languages: English, Italian, Spanish, Greek and French. (July 2014)

The expert(s) will participate to the preparation of the seminars (agenda, documents,...), present their preliminary analysis and take an active role in their facilitation (without necessarily chairing them).

The expert(s) must be able to speak English and, ideally, French in order to facilitate the seminars.

It is also their responsibility to take notes and deliver a synthesis of the information gathered during the seminars.

The expert(s) will not be in charge of the logistical aspects.

- Report from the seminars written by the expert(s) on the same topics: the appreciation of the service provided, the issues we are facing, the good / bad practices, and the recommendations. (September 2014)

- Draft recommendations (expert(s) + steering committee) for the concrete implementation of the commitments outlined in the framework agreement, in welcoming the concerned vulnerable groups. (September 2014)

- The recommendations will be further considered by the European Social Dialogue Committee in working group. (September 2014)

- Final conference for the discussion and validation of the recommendations (October 2014)
 - o Location: Paris
 - o 2 days
 - o 80 participants, TUNED and EUPAE delegates from every EU member state, including participants to regional seminars
 - o Languages: FR, EN, IT, SP

The expert(s) will participate in the presentation of the recommendations, the structuring and facilitating of discussions during the conference.

- Finalization and issue of a formal document on recommendations for the implementation of the framework agreement with focus on vulnerable groups (November 2014) The expert(s) produce the formal document.