

**TUNED**

Trade Union's National and  
European Delegation



**EUPAE**

European Public  
Administration Employers

## **European Social Dialogue Committee for Central Government Administrations**

**EU PROJECT - A QUALITY SERVICE FOR VULNERABLE PEOPLE**

**Regional Seminar - Bucarest, 5 and 6 June 2014**



## SDC CGA

### EU project – a quality service for vulnerable people



## Who are we?

- 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, restructuring impacts, information and consultation, image
    - > recommendations, agreements

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EU project – a quality service for vulnerable people



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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EU project – a quality service for vulnerable people



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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EU project – a quality service for vulnerable people



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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### EU project – a quality service for vulnerable people



To come:

- *Aurore Chardonnet (TUNED):*  
The framework agreement
- *Raffaella Greco Tonegutti (consultant):*  
The situation of our present project