

European Social Dialogue Committee for Central Government Administrations

**EU PROJECT
FOR A QUALITY SERVICE FOR VULNERABLE PEOPLE
Regional Seminar – Rome, 3 and 4 July 2014
Italian Ministry for Public Administration
Corso Vittorio Emanuele II, 116
00186 Roma**

Agenda

Thursday 3 July, Day 1

Time	Sessions
09:00 – 09:30	Registration
09:30 – 10:00	<ul style="list-style-type: none"> ✦ Welcome, presentation of participants and expectations <i>Pia Marconi, Head of Department of the public administration, Italy</i> <i>Eugenio Gallozzi, Director General for union relations of public administrations, Italy</i> <i>Jacky Leroy, EUPAE Belgium, former President of the Federal Public Service Personnel and Organisation</i> ✦ Background and objectives of the project <i>Valerio Talamo, EUPAE Italy, Head of Unit of collective bargaining office</i>
10:00 – 11:00	<ul style="list-style-type: none"> ✦ Quality services within central government : from theory to practice Presentation of the EU framework agreement for a quality public service in central government administrations (adopted by EUPAE and TUNED in 2012) <i>Nadja Salson, TUNED</i> ✦ Project's methodology: literature review framing discussions and seminar aims <i>Raffaella Greco Tonegutti, Project consultant</i> Discussion with participants
11:00 – 11:30	Coffee break
11:30 – 12:30	<p><u>Quality for the users: welcome, equity, efficiency, communication and transparency</u></p> <ul style="list-style-type: none"> ✦ Preliminary survey results and exchange of best practices with participants What could be improved? What new processes have been implemented in your country? What suggestions? ✦ Case study on asylum seekers: users perspective <i>Frédérique Mawet, Director of CIRE, Belgium</i>
12:30 – 14:00	Lunch



14:00 – 15:30	<p><u>Quality for the users (continued)</u></p> <ul style="list-style-type: none"> ✦ Preliminary survey results and exchange of best practices with participants ✦ Case study on youth orientation and employment services <i>Roberto Innarella, Provincia di Torino, Italy</i>
15:30 – 16:00	Coffee break
16:00 – 17:00	<p><u>Quality for the users (continued)</u></p> <ul style="list-style-type: none"> ✦ Preliminary survey results and exchange of best practices with participants ✦ Case study on asylum seekers: users' perspective <i>Mattia Pittau, Centro Astalli, Rome, Italy</i> ✦ Synthesis of main elements of the discussion <i>Raffaella Greco Tonegutti, Consultant</i>
17:00 – 18:30	<p>Focus group (Sala Raffaello)</p> <p>A small group of participants will meet with the consultant to complement the qualitative research.</p>

Friday 4 July, Day 2

Time	Sessions
09:00 – 10:30	<p><u>Quality of life at work : meaningful job, competence development, good pay, work/life balance, social dialogue and trade union rights</u></p> <ul style="list-style-type: none"> ✦ Preliminary survey results and exchange of best practices with participants What could be improved? What new processes have been implemented in your country? What suggestions? ✦ Case study on working conditions in employment services <i>Jesús Gallego, TUNED, Spain</i>
10:30 - 11:00	Coffee break
11:00 - 12:30	<p><u>Quality of life at work (continued)</u></p> <ul style="list-style-type: none"> ✦ Preliminary survey results and exchange of best practices with participants ✦ Case study on integration of users : experience experts project <i>Julien Van Geertsom, President Public Service Social Integration, Belgium</i>
12:30 - 13:00	<ul style="list-style-type: none"> ✦ Conclusion of the seminar and preliminary recommendations <i>Raffaella Greco Tonegutti, Consultant</i> ✦ Next steps of the project <i>Jean-Paul Devos TUNED et Thomas Campeaux EUPAE</i> ✦ Final words <i>Eugenio Gallozzi, Director General for union relations of public administrations, Italy</i>
13:00	Lunch – end of regional seminar

