

Newsletter 2015/2

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INTRO

In this edition we present the upcoming European Quality Conference, the publication of the toolbox, and our focus on Social Responsibility for Public Administrations of the Future.



I. EUROPEAN QUALITY CONFERENCE, LUXEMBOURG, 1-2 OCTOBER 2015

Strengthening the capacity of public administration in tackling current and future challenges

- Public administration as part of the solution -

The European Public Administration Network (EUPAN) has established a tradition of stimulating the quality dynamic in public administrations. After previous conferences in Portugal (2000), Denmark (2002), The Netherlands (2004), Finland (2006), France (2008), Poland (2011) and Lithuania (2013), the upcoming Luxembourg Presidency of the EU – together with EUPAN and the European Institute of Public Administration (EIPA) – will organise the 8th European Quality Conference on 1-2 October 2015.

The conference will bring together up to 300 participants: civil servants from the different EU Member States and abroad, public management practitioners, researchers and members of the academic community.

Themes of the conference

The economic crisis has affected the functioning of public administrations and has forced them to tackle the increasingly changing public needs and expectations. These challenges require public administrations to strengthen their innovative capacity; this will therefore be the key message of this 8th European Conference. The conference will be constructed around the following main themes:

1. Public administration in the cycle of policy design, implementation and evaluation
2. Strategic thinking in a future-oriented and innovative public administration
3. Strengthening professionalism in building an innovative public administration
4. Innovative service provisions through stakeholders and citizen-user involvement
5. Societal responsibility

Discover the flyer at www.eipa.eu/caf -> activities -> European Quality Conferences

As soon as a detailed programme is available, it will be published on the EUPAN website www.eupan.eu



II. QUALITY OF PUBLIC ADMINISTRATION – A TOOLBOX FOR PRACTITIONERS – AVAILABLE NOW

Aim: support, guide, encourage and inspire those who want to build public administrations that will create prosperous, fair and resilient societies.

The new 'EU Quality of Public Administration Toolbox' – developed under the aegis of DG EMPL – has been created as an inspiration for those involved in the modernisation and creation of quality public administration for the benefit of economies, societies and their people. It is intended as a reference guidebook – available in both electronic and printed versions – covering seven specific themes and chapters relevant to a well-functioning public administration, with signposting to relevant and successful good practices. In that respect, the toolbox can also serve as a source for project development measures to be financed under the Thematic Objective 11 ('Institutional Capacity') of the ESIF 2014-2020.



The abridged version of the Toolbox – available at: <http://ec.europa.eu/esf/toolbox> – sets the scene for readers, lays out principles and values of good governance, and summarises the seven thematic chapters (policy-making, ethics and anti-corruption, institutions, service delivery, business environment, justice systems and public finance management).

The CAF is explicitly mentioned in this Toolbox and illustrated with some concrete cases at the organisational level, as well as with approaches at the country level. The ESI Funds have shown to provide opportunities to invest in CAF activities. We hope that many Member States and organisations take full advantage of the new ESIF programme period to launch CAF activities.

III. SOCIAL RESPONSIBILITY IN THE PUBLIC ADMINISTRATION OF THE FUTURE

The concept of social responsibility (SR) has its origins in the private sector, and is concerned with taking into account the social needs of the public. Firms have gone beyond their core business activities, thus leading to Corporate Social Responsibility (CSR) as it is now called. CSR is becoming mainstream, guided by a variety of dedicated standards and guidelines such as ISO26000 and the Global Reporting Initiative (GRI).

Other than in the private sector, meeting the needs and expectations of society has always been the main mission of the public sector. Beyond that, public sector organisations have to adopt a responsible behaviour in order to contribute to the sustainable development of their economic, social and environmental components relating to the local, national and international community. In the context of unprecedented crisis, the 'Europe 2020' strategy and vision of intelligent, sustainable and inclusive growth, embraces socially responsible behaviour. We can thus ask ourselves, what does social responsibility entail for the public sector? How can the public sector build a strong socially responsible behaviour? How can social responsibility contribute to sustainable positive impacts and increased organisational performance? Public sector social responsibility may include approaches that contribute to the quality of life, environmental protection, preservation of natural resources, equal employment opportunities, ethical behaviour, community involvement, and contribution to local development. The image and reputation of the public organisations, and thus their credibility, increasingly depend on their societal engagement.

The Common Assessment Framework CAF, the TQM tool for the public sector, attaches a lot of importance to social responsibility. One of the 9 criteria – criterion 8 – is completely dedicated to it. To help public organisations take significant steps forward in this field, the CAF Resource Centre is organising this seminar which will present a social responsibility self-assessment tool named SORAF (Social Responsibility Assessment Framework). The focus will be on adopting socially responsible behaviour by integrating it into the decision-making processes, as well as into the organisations' culture, strategy and management plans.

By the end of this two-day training (details below), the participants should have a clear understanding of:

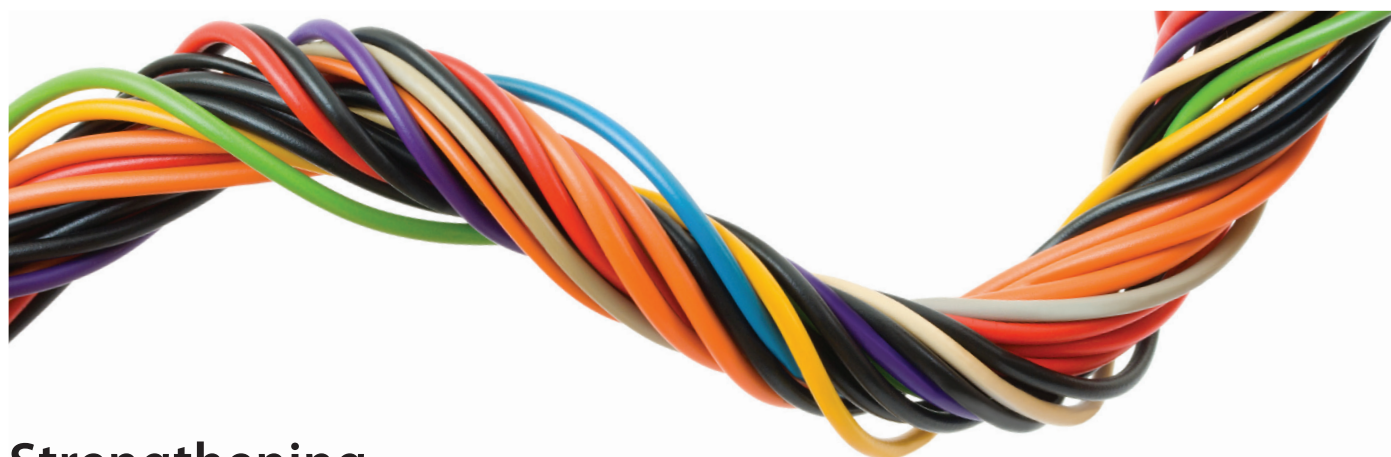
- the importance of SR in the public sector;
- the process of integrating SR into the decision-making and strategy of the organisation;
- how to foster the right organisational culture in order to improve staff motivation and commitment while attracting new and maintaining current employees;
- the implementation and evaluation of SR in the public sector;
- how to build strong stakeholder and community engagement in developing win-win situations for increased social and environmental impact;
- how to improve image by integrating principles of SR: accountability, transparency and ethical behaviour.

Consequently, the participants will return to their organisations with a tool for, and actual practice in developing socially responsible capacities for public sector organisations.

IV. AGENDA 2015

Choose from the following CAF-related activities and trainings:

- ✓ **Study Tour: 'Increasing Organisational Performance in the European Public Sector'**
Maastricht (NL), Brussels (BE), Cologne (DE) and Luxembourg (LU), 27 September - 2 October 2015
For more information click [here](#).
- ✓ **Strengthening the Performance of Your Organisation with the CAF 2013**
Barcelona (ES), 7-9 October 2015
For more information click [here](#).
- ✓ **The Social Responsibility of the Public Administration of the Future**
Maastricht (NL), 10-11 December 2015
For more information click [here](#).



Strengthening the Performance of Your Organisation with the CAF 2013

Barcelona, 7-9 October 2015

Performance management in public administration has a long history, and in all probability, a long road ahead. Gradually it has become an integral part of all modern governance arrangements.

What often was missing is the global, holistic approach integrating all aspects of the functioning of public sector organisations, driving them towards Excellence and the ultimate level of performance. The Common Assessment Framework 2013 provides this approach.

This three-day seminar will thus focus on the total organisational performance. In fact, Total Quality Management has evolved towards overall organisational management, including all aspects of the functioning of public administrations and the results they achieve. Performance is examined in the two senses of the word: performance as the way we do things; and performance as the results we achieve as well as the outputs and outcomes we deliver.

For more information click [here](#).

* Registrations are welcomed until **21 September 2015**, or for as long as places are available.



Visit the website of CAF at EIPA (www.eipa.eu/CAF) to see for yourself and find out what the CAF 2013 model might bring to you. For more information and updates on translations into other languages you can also contact your CAF National Correspondent.

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