



CONFERENCE **DRAFT PROGRAMME**

REFORMING PUBLIC SERVICES: THE IMPLICATIONS OF CHANGES IN SERVICES DELIVERY AND THE ROLE OF SOCIAL DIALOGUE IN LOCAL AND REGIONAL GOVERNMENT

**Tuesday, 3rd June 2008
9h30 – 16h30**

Languages:

**English, French, Finnish, German, Italian and Swedish; Passive
interpretation for Spanish and Portuguese**

Venue:

**Committee of the Regions
Room JDE 51
101, rue Belliard
1040 Brussels**



9h00 – 9h30 **Registration and welcome coffee**

9h30 – 10h00 **Opening session: Delivering public services at regional and local level: the role of social dialogue in facing challenges and seizing opportunities**

Chair of morning session: Aake Hillman, Chair of the EU sectoral Social Dialogue Committee on local and regional government, Chair of the CEMR Employers' Platform, SALAR

- **Nikolaus Van der Pas**, Director General, DG Employment, Social Affairs and Equal Opportunities, European Commission
- **Angelika Poth-Mögele**, Director of Policy, Council of European Municipalities and Regions (CEMR)
- **Carola Fischbach-Pyttel**, Secretary General, European Federation of Public Service Unions (EPSU)

10h00 – 11h30 **Main drivers for change and trends in services delivery at regional and municipal level: what lessons for social partners?**

- **The role of the EU Social Dialogue Committee on Local and Regional Government in addressing the implications of changes in services delivery** (Penny Clarke, Head of EU policy at EPSU and Cristina Sosa, policy officer at CEMR)
- **Trends and recent developments regarding changes in services delivery: main findings of the joint CEMR/EPSU research** (Richard Pond, Working Lives Research Institute, UK)
- **Successful use of social dialogue for the reform of service provision: joint cooperation and social dialogue in the health care services in Norrtälje (Sweden)**
- **Questions and debate**

11h30 – 11h50 **Coffee Break**

11h50 – 12h30 **Innovative solutions to improve quality of services**



- **Better quality of employment and quality of services:** the case of the municipal company Zetema and its contribution to greater employment security (Rome, Italy)
- **Improving productivity through changes in service provision:** internal change in the catering and cleaning services of the Kainuu province (Finland)
- **Questions and debate**

12h30 – 14h00 Joint Lunch offered at the Committee of the Regions

14h00 – 15h15 Managing the process of change through partnership solutions

Chair of afternoon session: Anders Hammarback, vice-Chair of the EU sectoral Social Dialogue Committee on local and regional government, EPSU

- **Extensive consultation process to manage change:** the outsourcing of the Archaeology Service within Cambridgeshire County Council (UK)
- **Involving citizens and stakeholders in the process of change in service provision:** reforming waste management services in Stuttgart (Germany)
- **Questions and debate**

15h15 – 16h30 Round table on modernisation of public service provision: how is the local and regional government responding to the new challenges?

- **Anders Knape**, Vice-president of CEMR
- **Heather Wakefield**, National secretary of UNISON, EPSU
- **Representative from the Committee of the Regions**
- **Rainer Plassmann**, Secretary General of the European Centre of Enterprises with Public Participation (CEEP) (tbc)

16h30– 16h45 Concluding Remarks **Angelika Poth-Mögele**, Director of Policy, CEMR and **Penny Clarke**, Head of EU Policy, EPSU

16h45 End of seminar

