

Access and quality of public services:

A debate on improving quality of life

A joint event organised by Eurofound and the European Economic and Social Committee (EESC) in cooperation with the Bulgarian Presidency of the Council of the European Union

DRAFT PROGRAMME

Date:	Thursday, 8 March 2018, 9.30–16.00
Venue:	Economic and Social Committee, Van Maerlant Building, 1000 Brussels, Belgium
Room:	VMA3
Languages:	The event will be in English

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Eurofound's approach to establishing the European Quality of Life Survey (EQLS) as the European monitoring tool for assessing quality of life has been based on a broad understanding that quality of life goes beyond individual living conditions and is related to societal context. This recognises that quality public services are an essential feature of the European social model.

The latest results from the EQLS (2016) show a recovery and progress across many dimensions of quality of life in the EU compared to the years of crisis. Nevertheless, there are persistent inequalities, for example, in perceptions of social exclusion, and people with lower income report less improvement in the quality of public services. The perceived quality of public services continues to vary markedly across Member States, raising questions about how much upward convergence the EU has actually achieved.

The importance of quality public services is growing and is increasingly reflected in policy priorities. Good quality services are a key part of European initiatives to improve the integration of the long-term unemployed, address challenges related to ageing societies, and promote work–life balance. The fundamental role that services play in the lives of individuals and societies has been most recently recognised by the European Institutions and Member States when proclaiming the European Pillar of Social Rights on 17 November 2017 in Gothenburg. As governments and citizens turn to the task of making the principles of the Pillar a reality, Eurofound aims to inform through evidence-based research and monitoring, specifically, from the EQLS.

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09.00–09.30	Registration and Coffee Welcome and opening
09.30–09.50	Representative , the European Economic and Social Committee (EESC) <u>TBC</u> Erika Mezger , Deputy Director, Eurofound
	Keynote speech
09.50–10.10	Marianne Thyssen , European Commissioner, Employment, Social Affairs, Skills and Labour Mobility, European Commission <u>TBC</u>
	Exploring the European Quality of Life survey: Highlights <i>Moderator: Daphne Nathalie Ahrendt, Eurofound</i> Presentation by Tadas Leončikas , Senior Research Manager, Social Policies, Eurofound
10.10–11.15	Commentators: <ul style="list-style-type: none">• Ulrika Hall, Chair of the EU Social Protection Committee and Senior Advisor, Ministry of Health and Social Affairs, Sweden• Bea Cantillon, Director, Herman Deleeck Centre for Social Policy, University of Antwerp, Belgium <u>TBC</u>• Representative from the EP, FEMM Committee <u>TBC</u>• Representative from EESC <u>TBC</u> or Representative from Committee of the Regions <u>TBC</u>
11.15–11.45	Coffee Break
11.45–13.00	Panel: Priority actions to improve access to quality services <i>Moderator: Ann Mettler, European Political Strategy Centre, EPSC <u>TBC</u></i> <ul style="list-style-type: none">• Maria João Rodrigues, MEP <u>TBC</u>• Jana Hainsworth, President, Social Platform• Ana Carla Pereira, DG Employment, Social Affairs and Inclusion, European Commission <u>TBC</u>• Joanna Goody, Head of Freedoms and Justice, European Agency for Fundamental Rights <u>TBC</u>
13.00–14.00	Lunch The role of key organisations in Member States – Enhancing quality of services <i>Moderator: Aviana Bulgarelli, Director of Research, INAPP, Italy and Vice Chairperson of Eurofound's Governing Board <u>TBC</u></i>
14.00–15.00	<ul style="list-style-type: none">• Biser Petkov, Minister of Labour and Social Policy of the Republic of Bulgaria <u>TBC</u>• Esther Lynch, Confederal Secretary ETUC <u>TBC</u>• Representative BusinessEurope <u>TBC</u>• Anna-Lisa Boni, Secretary general, Eurocities <u>TBC</u>• Heather Roy, Secretary General, Eurodiaconia

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Panel: The contribution of research and monitoring – Beyond the Social Scoreboard

Moderator: **Marian Harkin**, MEP **TBC**

15:50 - 16:00

- **Rudi Van Dam**, Indicators Sub Group, Social Protection Committee
- **Jolanta Reingarde**, Senior Researcher, EIGE
- **Monika Queisser**, Head of Social Policy Division, OECD **TBC**
- **Gallo Gueye**, Director, Social statistics, Eurostat **TBC**
- **Rob Anderson**, Head of Unit, Social Policies, Eurofound

Closing

16.00-16.15

Juan Menéndez-Valdés, Director, Eurofound

16.15

End of event
