

Description of the breakout sessions of the CAF Users Event

Breakout session no 1: Empowering people (co-creation, co-decision making)

Session no 1: Leadership and constancy of purpose, values

Discover how the Common Assessment Framework drives innovation and impact across Europe in this lively breakout session. From Austria, see how a Directorate General leverages CAF to sharpen strategic focus and boost public service quality. ACTIRIS, Belgium's employment service, shares how CAF helps make public services more relevant and effective in tackling unemployment in Brussels. Meanwhile, the Region of Crete, Greece, demonstrates how digital innovation powered by CAF transforms project management, energizing teamwork and accelerating smart decisions.

Session no 2: People involvement: cooperation and co-creation

This session dives into how people make CAF come alive – through cooperation, co-creation, and meaningful engagement. The Municipality of Volos in Greece shares how CAF helped mobilize employees and citizens in shaping better local governance. From Italy, the Apulia Region presents its role as a CAF competence center, empowering municipalities to embrace quality management through shared learning. Poland rounds off the session with a success story of stakeholder engagement, showing how structured collaboration can have a lasting impact on public service delivery.

Session no 3: Organizational culture: wellbeing & Work-Life Balance

Explore how organizational culture shapes thriving public services in this session focused on wellbeing and work-life balance. Portugal's Unidade Local de Saúde da Região de Aveiro showcases its pioneering Conciliar+ Project, aligning with national standards to support professional and personal life reconciliation. Slovenia's Ministry of Higher Education, Science and Innovation highlights how CAF acts as a powerful change engine, embedding a culture of continuous improvement. Closing the session, Portugal's National Institute for Agrarian and Veterinary Research shares how investing in staff development and involvement builds a more resilient and motivated workforce.

Breakout session no 2: Transformative processes

Session no 4: Public Sector Excellence - A Vision for digital transformation and innovation

Step into the future of public sector excellence with a session dedicated to digital transformation and innovation. GITO Overijse (Belgium) presents its forward-looking vision of how digital tools are reshaping local administration and citizen services. Bulgaria's Institute of Public Administration introduces chIPA, a game-changing platform revolutionizing public communication through smart, citizen-focused technology. Poland's Financial Supervision Authority rounds out the session with an inside look at how robotic process automation is streamlining operations and boosting efficiency in regulatory oversight.

Session no 5: Result orientation: continuous innovation and improvement

This session highlights how digital tools and cross-institutional collaboration are transforming public administration. Bosnia and Herzegovina presents a joint initiative to standardize improvements in local self-government and assess digital readiness, involving multiple civil service agencies and supported by UNDP. Croatia's Ministry of Justice, Public Administration and Digital Transformation showcases eSUK, a digital platform enhancing shared knowledge in quality and process management. Serbia introduces CAFiciency, an innovative solution developed to strengthen the efficiency and impact of CAF implementation across public sector organizations.

Session no 6: Social responsibility: attractiveness of the public sector

This session explores how social responsibility and a strong public sector culture can boost the sector's attractiveness and citizen trust. Bulgaria's Regional Administration – Lovech shares its journey toward building a culture of quality and continuous development at the regional level. Georgia's Public Service Hall presents its approach to fostering internal knowledge exchange across branches, empowering employees and enhancing service delivery. Spain's Madrid City Council introduces Línea Madrid, a dedicated initiative providing preferential attention to citizens over 65, putting empathy and inclusion at the heart of public service.