

In 2003 the first European CAF Event was organised in Rome. After four CAF Event editions – Luxembourg 2005, Portugal 2007, Romania 2010, Norway 2012 – the result of having over 3700 registered CAF users from 45 countries shows that the CAF dynamic is alive.

The 6th European CAF Users' Event is a forum for presentation and discussion of the findings of the 4th European survey on the use of the CAF model in the public sector.

Special attention is given to the achievements of CAF in the field of education. Why does a school decide to use the CAF model? What kind of improvement actions are more frequently taken following the examples of good practices given by the model? What are the emerging trends of performance improvement? And, last but not least, what kind of impact does the repeated use of CAF have on the organisational culture?

The lessons learned from the education sector – highly strategic for the social and economic development of the European Union – will help in evaluating the added value of using the model for every type of public organisation.

Various keynote speakers and practical cases will demonstrate the benefit, the practicalities and the lessons learnt from working with the CAF. Topics such as social responsibility, evaluation systems and administrative capacity building will also be highlighted, looking at experiences implemented in sectors other than education and using tools other than CAF.

Plenary and parallel sessions offer an occasion to reflect on the importance of the continuous performance improvement of public sector organisations and to focus on strategic performance dimensions in the 2020 perspective.

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Impact and results with 

6th European CAF Users' Event

Hotel Sheraton Golf

Rome, 14th November 2014

Programme

8.00 - 9.00 Welcome and registration

9.00 - 11.00 Plenary Session

Chairperson: *Pia Marconi*, Head of Public Administration Department

Opening: Ministry of Education

14 years of CAF: state of the art and challenges for the future

Patrick Staes, European CAF RC, EIPA

The use of CAF in the education sector: survey results

Nick Thijs, European CAF RC, EIPA
Nereo Zamaro, Regione Lazio

How to support the use of CAF: the case of Italy

Claudia Migliore, FormezPA

11.00 - 11.30 Coffee break

11.30 - 12.30 Parallel Sessions

Lessons learnt from the survey: school experiences on impact and results using CAF

Session 1 Key performance

Facilitator - *Hugo Caldeira*, Portugal

- *Françoise Vander Poorten*, HEH Mons, Belgium
- *Paola Maria Perrino*, IPS Milani di Meda, Italy

Session 2 People

Facilitator - *Karin Närep*, Estonia

- *Lubica Bošanská*, Bilingvalne Gymnázium Sucany, Slovakia
- *M. J. C. Quadros Morgado*, Agrupamento de Escolas Nuno de Santa Maria, Portugal

Session 3 External stakeholders

Facilitator - *Johanna Nurmi*, Finland

- *Rosaria De Marini*, IIS Bottazzi di Casarano, Italy
- *Knut Bergdal*, Levanger Upper Secondary School, Norway

12.30 - 13.30 Plenary Session

Chairperson: *Patrick Staes*, European CAF RC, EIPA

School Evaluation in Europe: preliminary findings of the Eurydice report

Peter Birch, European Commission, EACEA

Panel on Added value of self-assessment for the quality public organisations' performance

- *Birgit Lao-Peetersoo*, Ministry of Education and Science, Estonia
- *Even Fossum Svendsen*, Nord-Trøndelag County Municipality, Norway
- *Rodrigo Queiroz e Melo*, Universidade Católica Portuguesa, Portugal

13.30 - 14.30 Food event

14.30 - 15.45 Parallel Sessions

Exchange of experiences from CAF and non-CAF users in different sectors

Agora on Social responsibility

Chairperson: *Jean Marc Docho*, SPF P&O, Belgium

- *Thomas Prorok*, Centre for Public Administration Research, Austria
- *Catherine Vanden Daelen*, ONSS, Belgium
- *Margarita Larrea*, Madrid City Council, Spain

Agora on Self-assessment and external evaluation working together

Chairperson: *Samuli Pruikkonen*, EFQM

- *Anna Maria Ajello*, INVALSI, Italy
- *Przemysław Brzozowski*, Ministry of Administration and Digitization, Poland
- *Mateja Sotler Štor*, Administrative Unit Novo Mesto, Slovenia
- *Eloy Gregorio Cuéllar Martín*, Evaluation and Quality Agency, Spain

15.45 - 17.30 Plenary Session

Chairperson: *Sabina Bellotti*, Public Administration Department

Main findings from the parallel sessions

- *Hugo Caldeira*
- *Jean Marc Docho*
- *Samuli Pruikkonen*

Panel on ACB in Europe and the contribution of CAF: lessons learnt from MS experiences

Facilitator - *Laura Polverari*, University of Strathclyde

- *Nick Thijs*, European CAF RC, EIPA
- *Karmen Kern Pipan*, Ministry of Public Administration, Slovenia
- *Monika Dimitrova-Beecher*, OPAC, Bulgaria
- *Rita Kazimieraitytė*, European Social Fund Agency, Lithuania

Concluding remarks

Sabina Bellotti & Patrick Staes

