

	<p>What are your views on ways to improve measurement and monitoring of the employment levels in personal and household services, taking into account the impact of the on-going crisis, loss of purchasing power, labour market exclusion issues and the potentially positive effect on the creation or growth of SMEs ?</p>	<p>What are your views on the utility of developing sharing of experiences, especially concerning the tools used or planned to support the personal and household services with a specific attention to the cost effectiveness and to the reduction of undeclared work ?</p>	<p>What are your views on ways of ensuring quality services and jobs (skill needs, working conditions), including possibly through development quality standards ?</p>	<p>What are your other ways to ensure greater professionalization of personal and household services jobs ?</p>
	<p>Better transparency in the employment of domestic helpers may be provided with the relevant institution in the regional (or even local) level, which would pull together information on the needs of the population after the personal and household services. Such common institution would be able to combine the information with the public (e.g.: with the centres for social work, employment services, health homes, hospitals) and the local level (e.g.: local public institutions in the field of social services, the local branches of State institutions) and with the level of non-governmental organisations, which often means compensation for the individual, who due to different causes, power outage in the system of State or local aid. In such institutions or centres there could be more</p>	<p>Centres for personal and household services would be important also from the standpoint of the exchange of experience, cost-efficiency and prevention of undeclared work; with the relevant national and international networking, common centres should collect the experience of good practice and the applicable arrangements in the field of personal and household services at the national and international levels and with up-to-date exchange of information to affect positive (and negative) solutions in these areas. An important component of such centres would be already mentioned from time to time information collection on the needs</p>	<p>We believe it is necessary that the quality of service should take into account the different expectations and habits of users, so in matter of this issue it is important both : professional training as well as direct experience of those who carry out these services. In this context, the organization of national or international education would be useful ; it would be appropriate that education is related to theoretical and practical level, with cooperation of experienced artists and professionals, and that at the end achieved knowledge also evaluate (certificate or diploma) - such education could be organized and led by previous mention common centres. Model of the quality of the services</p>	<p>In the process of ensuring greater quality and professionalism of jobs in the sector of personal and household services is extremely important feedback and evaluation from users and providers of these services. It is important that these responses reflect the actual situation and information so collection activities should be regularly carried out by institutions acting in this field (already mention public institutions and non-governmental organizations); in that matter smaller non-governmental organisations are especially important, as they are usually closer to the people, which means that people find it easier to entrust their</p>

	<p>information on the needs and employment in the sector of personal and household services on individual regional or local levels; such centres should with this objective in cooperation with public institutions and non-governmental organizations, in certain intervals, carry out surveys on the real situation in certain local areas ; in fact, the situation in this area would thus be quite realistically estimated.</p>	<p>and the implementation of these services ; such collection could be carried out in the form of surveys and questionnaires, which must be carried out in certain intervals by public institutions and non-governmental organisations - some of the issues in the context of these surveys or questionnaires could be also related to the supply of these works in the context of the black market (e.g.: the amount of the payment, range of services, profile providers, etc.). Formal work with such frequent information could be easier to compete with the quote on the black market, since it could quickly adapt to the situation which is more favorable for the user. Definitely we agree that the price of the service should be more favorable for the user than those on the black market - and at the same time we also believe that sufficiently stimulative condition for those who will carry out such work must exist, however, also the quality of service is a priority.</p>	<p>should develop in collaboration with service providers and with the participation of experts in this field; a model should not be fixed, but should be a subject to a periodic review and be adapted according to the identified needs and the situation on the ground - in this context, and on this issue, the aforementioned centres could also play and justify their informational and research role. The quality of the work would have to be provided in relation to the rest of the work areas, namely with the appropriate approach to active inclusion with decent salaries, respect for rights, access to services etc. Also this area could be covered with regional/local centers as they could collect, do training and spread information to services providers about existing right, conditions and needed procedures, and in the same time they also could collect information about violation of those rights and about problems users and service providers are facing during their daily personal and household services work.</p>	<p>problems to them. With the frequent collection of information also service (and education) would be easier to adapt, supplements and upgrades, what would mean that they are in the end more quality and professional for users.</p>
	<p>Messen und überwachung ist sehr wichtig nicht nur wegen der wirtschaftlichen Krise und den Ausschluss aus dem Arbeitsmarkt sondern auch weil wir einen Mangel an Arbeitskraft in diesem Sektor mit dem Ältern der Bevölkerung in den kommenden Jahren befürchten. Ein Weg zum messen wäre eben die Einführung von adaptierten Weiterbildungsprogramme, durch die die</p>		<p>Die pflegerische Grundversorgung wie beispielsweise das Waschen, das Ankleiden von Pflegebedürftigen und die Vorbereitung der Nahrung können durch dafür qualifizierte Kräfte erfolgen. Dafür bedarf es keiner Ausbildung als Pflegefachkraft. Dabei ist es notwendig, dass dieses Personal ständige Fortbildung erhält und eine</p>	<p>Wenn Leistungen durch dafür geschultes Personal erfolgen oder durch Sozialsicherungssysteme finanziert werden, muss eine Qualitätssicherung der Leistung sichergestellt werden. Zudem sollte das Personal fortlaufend auf den aktuellen Stand des Wissens durch Fortbildungen gebracht werden. Die</p>

	<p>Arbeitskräfte in dem Bereich auch besser berücksichtigt werden könnte.</p>		<p>Qualitätsprüfung der durchgeführten Leistung erfolgen sollte. Eine Anleitung durch geschultes Fachpersonal (Pflegefachkräfte) ist denkbar. Bei Tätigkeiten die fachlich fundierte pflegerische Wissensstände bedürfen (zum Beispiel Wundversorgung, Arzneimittelgabe oder Übernahme von ärztlichen Tätigkeiten) bedarf es der Sicherstellung durch ausreichend fachlich qualifiziertes Personal (Mindestanforderung examinierte Pflegefachkraft). Generell müssen Anreize geschaffen werden, die dazu führen Schwarzarbeit abzubauen.</p>	<p>gilt auch wenn Angehörige die Teile der auf Pflege übernehmen. Dabei sollte ein möglichst niederschwelliger Zugang geschaffen werden, so dass Angehörige die Schulung nicht als Be-sonder als Entlastung wahrnehmen. Ein Mix aus Arbeitskräften mit unterschiedlichen Aufgaben und unterschiedlichen Qualifikationenniveaus kann, mit einer konkret definierten Aufgabenbeschreibung der jeweiligen Arbeitsfelder, eine gelungener Weg in die Zukunft darstellen. Dies stellt sicher, dass sowohl qualifizierte Arbeitsplätze geschaffen werden wie auch gering qualifizierte das notwendige Arbeitsangebot finden. Ebenso berücksichtig ein Mix die Problematik der Finanzierung in angemessener weise. Insgesamt müssen die Anreize geschaffen werden können, um das geschulte Personal dazu zu bringen sich fortlaufend zu qualifizieren um ein hohes Qualitätsniveau sicher zu stellen.</p>
	<p>Member States should recognize the potential of the sector and have a broader interest on the development of the Personal and Household services, not only related to the creation or growth of SMEs, and should actively support these services. Unfortunately, austerity policies have a strong impact on the internal market and private consumption is falling, so the prospects are not good. Enabling the</p>	<p>Sharing of experiences - in the frame of the OMC and European projects - should be used to: 1. develop high quality training models, for compulsory training, before and while working; employment centers should give priority to trained workers that belong or have started their own SME or social enterprise. 2. develop</p>	<p>1. Quality employment standards: decent wages, access to social security, employment rights and protection, decent working hours and conditions, and training for carers (both in the formal and informal contexts). This can help make the sector attractive and people less at risk of poverty. 2. Quality services: promote a clear referential of guidelines for service quality but also to</p>	<p>Address the gender gap, make the sector attractive to men as well by guaranteeing equal pay for equal work, equal benefits, equal training and equal opportunities, equal rights and high quality standards of employment. Make sure that the volunteer carers have a sound knowledge of the needs of the people they take care of: good will is</p>

	<p>employment potential of PHS means improving the purchasing power, and supporting the organizations, the professionals and non professional carers in providing quality services. We also need a clear option for professionalization of services and workers, namely by defining career paths, qualifications and training models, in the context of quality jobs. The initial focus should be on the existing service providers but, simultaneously, a more integrated approach is necessary regarding informal care, family care, legal frameworks, etc. A strong link between local employment centers and social services is required. Priority should be given to those workers that belong to or have started their own SME, or service provider cooperative, and have received proper training. Families should be made aware of the risks involved in hiring an untrained person : cases of abuse and neglect being very high. Workers should be guaranteed and made aware of their rights: working hours, decent pay, vacation and rest time. Support is need for trade unions in organizing domestic workers. Families and households who hire a worker for personal and household services should have a high tax rebate in case of low or medium income families. Many immigrants perform this kind of work for a limited period of time, the aim being that of going back to the country of origin or another country as soon as possible. Their rights and benefits should be kept when moving to another country or their country of origin.</p>	<p>supervision systems and models to be used by public social and health services that should monitor these workers vis-à-vis their professionalism and their working conditions as to avoid abuse on both sides. 3. Promote a Charter on professional care givers' rights (decent employment, work-life balance, training, social security, vacations and leaves, recognition of qualifications taken abroad, etc). 4. Monitoring and forecasting future needs of labor force and required skills, avoiding shortages or “brain drains” in other countries. This can be done by using the ESF. 5. Establish a common reference for qualifications and training, define career paths and raise the professional status of personal and household carers. If parameters (service vouchers, simplified administrative procedures, tax deductions, etc) are set adequately and the cost of services is accessible to a broad specter of the families (especially low and medium income families), it will foster the potential for growth of SMEs providing PHS, and enable employment in the sector, which will probably absorb people involved in undeclared work. It is important to defend and reinforce the role of non-profit organizations, including social enterprises. It is also important to define an adequate legal framework for self-employment in the sector and simultaneously consider the</p>	<p>support organizations and individuals in enforcing them, and set up the structures and the human resources to do so, which means, in most cases, additional support. 3. In the case of the individuals, especially in an informal context, non-profit organizations involved in delivering PHS could also be the core (or reference point) of small networks of informal carers (namely family members), extending the support provided to professionals to them. Issues regarding training, psychological support or the rest period of informal carers could be addressed by making the most of the services that an organization has to set up to support their professionals. 4. Participation of those benefiting from PHS is also extremely important in order to allow the tailoring of services to individual needs and the continuous improvement of service delivery. 5. Access to counseling and training in the personal and household service sector. Training and lifelong learning opportunities should be person-centered rather than task-oriented in order to develop the required skills and qualifications to work in this sector (care of the elderly, care of children, household duties, etc.). Counseling to avoid burn-out and for being able to deal with difficult situations. 6. Promote the application of ethical recruitment practices, through the employment centers in cooperation with the social and health services. 7. Guarantee migrant care workers employed in families and households the same working conditions and rights of</p>	<p>not enough. Volunteer carers should not be the only ones to care for a person, there should be a close collaboration with professionals. The time spent as a volunteer carer should be assessed by independent professionals within the social and health services and should be used as training if the volunteer plans a career in the care sector. Local authorities, governments and institutions should support and finance the creation organizational structures (SMEs or social enterprises) through specific budgets. The existence of a referential for services is not enough to assure quality, we need to define the necessary conditions for its implementation, evaluation and improvement (a process that also implies the participation of organizations, professionals and beneficiaries). Consequently, it is also necessary to support it by all means considered necessary (legal, financial or others). The greater professionalization of personal and household services jobs will depend on how well the current challenges are tackled. The issues of pay, working hours, working conditions, rest and leave, training, counseling and support for the professionals are still far from being properly resolved. But we also need to foster the participation of the beneficiaries of Services (the person and the family), which means raising their awareness and expectations on</p>
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

		organizational structures that will allow an individual to deliver services in the same conditions as a small or medium organization (regarding issues of quality, pay, training, rights and protection, support, etc	the EU citizens (pay, working hours, leave, social security, access to education etc.)	service delivery and setting up the adequate participation mechanisms, which should be clearly linked with continuous improvement of service delivery.
	Concerning the insight in vacancies in the sector: all vacancies are registered at the 'Flemish governmental employment organisation' ('VDAB'). Numbers about employment levels and payments are currently available in the social security administrative databank of the Federal government ('RSZ'). Monitoring these numbers could help in getting insights in the employment levels. Since the salaries are negotiated per industry in so-called 'paritaire comités' (committees representing both employers and employees), the numbers are available per committee and thus on industry level (not per profession). Also missing, are data on the employment of so called 'target groups': groups of people who are generally more difficult to employ. Data on the employment of these groups could help monitoring the effects of specific aspects of the employment policies and actions performed for employing these specific groups (as a part of social inclusion policies). The system of the 'service checks' ('dienstcheques') is thoroughly evaluated on a yearly basis (by IDEAconsult). A 'service check' is a voucher with a fixed price that can be used to pay for household services provided by organisations that are active in	The system of the 'service checks' ('dienstcheques') is proved to be successful in the reduction of undeclared work by providing legal household services at a lower price than the prices on the 'black market', through tax reductions for the users per 'service check'. At the same time the helpers in the household, employed in this system, get a legal status, including good employment conditions and legal security. A databank or 'platform' with data about the employment levels of all organisations within the 'service checks' ('dienstcheques') system could give more insight in its effectiveness. This would make continuous monitoring possible on a national (or, maybe in the future, international) level. Possibilities for unemployed people to get retraining and to get prepared for specific jobs, helps in redirecting possible employees into the direction of specific industries. This way the unemployed can also get directed into the sector of personal and household services. The Flanders' government has several policy	In order to attract and keep employees in the sector, a good legal status including good working conditions and legal security are a must. This should be a legally required for all forms of employment, including interim work. Also control mechanisms, including legal consequences, should be introduced to assure that all organisations live up to these requirements. In order to assure qualitative jobs and services it is important to have sufficient and qualitative management and coaching of the 'personal carers' and 'household workers'. Given the fact that people will have to work longer, it is important to focus on the employment of older people, both to improve the recruitment and the retention of these people. In order to improve the employment of these older people a code for 'age-awareness' in human resources was introduced in the social profit sector. Since work-life balance is very important, part-time work and flexible contracts can help attract people to work in the sector. An example of a specific contract, meant to improve the work-life balance, is the 'school bell'-contract, that makes it	In order to professionalize the jobs it is important that the schooling and training, possibly provided by the care organisations themselves, are well adapted to the reality at the work floor. In Flanders a clear difference is made between 'personal services' and 'household services'. Meaning that 'personal carers' perform more 'personal care' which, amongst others, is more intimate and requires other qualifications than the 'household care' performed by 'household helps'. This also implies a difference in working conditions, including salary. Given this difference, specialisation per profession can help professionalise the jobs and services. In order to professionalize and to keep employers knowledge and skills up-to date, continuous training is required. Management and regular coaching of the personal carers and household helps of Familiehulp, both by their hierarchic chefs and by specialised staff workers helps professionalise the employers and therefore the services

	<p>this 'service checks'-system.</p>	<p>instruments specifically for improving diversity in employment in all sectors. One of these is called 'Jobkanaal'. This project, executed by the different employers organisations, intermediates between the employment services and the employers in order to overcome prejudice and discrimination against certain groups, namely 'people over 50 years old', 'people with a another cultural background' and 'people with a 'work handicap''. This is important because the potential workforce amongst these groups is rather big. In order to overcome the problem of not being able to employ people who do posses certain skills, because of a mere lack of diploma, the so called 'Proof of experience' ('Ervaringsbewijs') got introduced. This way people can get a proof of their skills after they passed a certain test that checks the skills they need for a specific profession. This way they have a uniform proof of there skills which employers accept because they a</p>	<p>possible for employees to bring their kids to and get them out of school. Individual childcare, as opposed to collective childcare, is less cost-effective. Also, collective childcare is preferable over individual childcare since it has been proven to improve the social development of children.</p>	<p>of the organisation.</p>
	<p>In Belgium, a clear example exists of a measure in household services. The measure of service-vouchers improves employment, both for low-skilled workers as for users by facilitating their work-life balance. From the experience of evaluating this system for 8 consecutive years, IDEA Consult can provide several insights and recommendations within</p>	<p>It is clear that outside the Belgian service-voucher system, other measures exist such as in France and Austria. It is therefore essential to share experiences of these tools and their functioning, in particular their results on employment and their cost. The sharing of several</p>	<p>To develop household services ensuring quality is an important attraction for workers and users. Firstly, domestic services are not attractive jobs. To ensure the inflow of workers, interesting working conditions have to be provided, in comparison with other more attractive low-qualified jobs.</p>	<p>The Belgian measure on household services uses vouchers as a method of exchanging services. This allows the government to implement several controls on the use of the system and also makes it easier to monitor the evolutions. An important aspect in the Belgian system is the</p>

	<p>a broader European context. First of all, it is essential to provide a clear distinction within the scope of personal and household services. While both types of services have several elements in common, experience with service vouchers in Belgium shows that both are also distinctly different. On the one hand, personal services are part of care, and require specific skills and knowledge for those who provide this kind of services. Many of these services are now generally done in family circle or with outside formal help. Regulations and official organizations in this field already exist. On the other hand, household services are generally either done by members of the household or by undeclared workers. The necessary skills are often much lower and almost no formal legislation or organizations exist covering the sector. The service voucher system in Belgium, with focus on household services, generates new jobs, especially for target groups (older workers, low skilled and foreigners). It created more than 150 thousand jobs directly, covering 4% of the Belgian working population. The system also creates indirect employment such as administrative staff. The system has also an impact on the number of hours of users. A similar system would certainly be able to create a lot of jobs throughout Europe, directly but also indirectly. However, the measure should be targeted to the employable target groups, priced on level with undeclared work and regulated to ensure correct business models. In this way difficult groups can enter the labour market, services remain affordable and new business and employment is created.</p>	<p>practices should lead to the development of clear definitions, target groups and objectives. The measure could be tailored to include the improvement of the work-life balance and/or to provide better care and/or to address specific groups in the labour market. But depending on these secondary objectives besides decreasing undeclared work and augmenting employment, different practices should be used, targeting different groups. The Belgian example, the service voucher system is an expensive system. The government provides almost 14 euro extra for each voucher, which costs 7,5 euro. Together with fiscal reductions for each voucher, the cost was €1.43 billion for the government in 2010. Yet important financial returns for the government are also generated such as savings in unemployment benefits, surpluses in the social contributions, personal income tax, new revenues from corporate taxes and additional revenues in terms of management staff. Other indirect returns concern surpluses in revenues from VAT, due to the additional revenues of services workers (and administrative staff) and additional tax revenues due to additional working hours of service users. These returns are estimated to reach up to 50% of the gross intervention. However, a lot of indirect returns are difficult to estimate. We know that earn back</p>	<p>Moreover, it has to be more interesting for a worker to work in the system than in the black market. Secondly, the quality of the work is also important for the stability of the job, and therefore for the quality of the services. Users do not appreciate having to switch workers. To reach these results, quality of employment must be part of the objectives of any measure put in place. Therefore, active involvement by the government in the market should take place by setting minimum standards for decent work, regulating working hours, working conditions and benefits. In the case of Belgium, a specific employment contract was developed for the service vouchers, with different regulations concerning the number of hours worked, the contracts. Evaluations show that working conditions for workers improved steadily, providing satisfaction amongst workers and users. Training is another essential part. As household services generally employ low-skilled workers and immigrants, sufficient training is needed to upgrade skills and to ensure employability. Governments should also facilitate training through collective training funds and other support measures. In Belgium this is done by a national training fund, targeted to service-voucher workers and companies. Quality of employment is an important objective within the service voucher system in Belgium. As a consequence, we can observe that the service voucher employment in Belgium is a stable job. A lot of workers are working in the system since the</p>	<p>triangular relationship between companies, workers and users, which ensures quality and accountability. This also allows for greater control, limiting fraud and other misuse. Vouchers are sold by an external organization (Sodexo) to users, which in turn apply for services from a recognized company. The company will then send a worker to the user. The worker has a contract with the company, meaning that both user and worker can hold their company responsible in case of problems. Only companies with explicit permits can recruit and employ workers for the service voucher system. Instead of having to check workers individually the government thus sets standards through the companies which numbers are far more manageable. These companies can be either profit or non profit organisations. The organizations of the non profit sector alone are not able to provide for all the needs of the users. Yet the non profit sector is also essential to make sure certain target groups are included which the profit sector might more easily overlook. We consider that a professionalization of the activities is one of the most important conditions to develop this kind of activities.</p>
--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

		<p>effects are in fact much higher. The crucial lesson from the service voucher system is the following. Pricing of the services must be able to compete with undeclared work, perhaps even temporarily undercutting it. Secondly the budget for the government must remain under control by adapting it to users preferences and behaviour and taking return effects into account.</p>	<p>beginning. The satisfaction of workers but also of users is very high.</p>	
	<p>The weight of personal services in Italy's national economy is well evidenced in recent surveys. The whole sector shows strong employment growth and has most contributed to the creation of new jobs, recording the largest increase in the last five years (+29.5% between 2004 and 2009). If carefully analyzed and promoted, the sector can offer many opportunities for job creation, both for highly qualified and unskilled jobs. It is therefore very important to increase the ability of administrators - at different levels of government - to: coordinate employment policies, strengthen and streamline matching processes, analyze local labor markets and develop interventions benefiting businesses and citizens. We must start without delay a virtuous process of monitoring and evaluation of the planning and implementation of more efficient and personalized services. In order to strengthen and improve the activities of measuring and monitoring occupational levels in the sector, the following elements should be taken into account: the creation of</p>	<p>The economic crisis is weakening domestic demand and consequences on the labor market of most of EU Countries. In this context, undeclared work helps to further curb growth and occupation in Europe, as it doesn't comply with regulations concerning working conditions, social rights of workers, social security and minimum wages, thus reducing tax revenues and threatening the financing of social security. This phenomenon is generally widespread in areas with high labor intensity and low profitability such as agriculture, construction, retail trade, catering or domestic services. The fight against undeclared work is fully part of the macro areas of intervention adopted by Italy to contrast the labor market crisis, also through the revision of inspection procedures and sanctioning system. The</p>	<p>A survey carried out by CENSIS (a well reputed Italian Research center) highlights the low quality of employment in the Italian personal services sector: 10.2% of the workforce is in fact composed of unskilled workers, who have recorded the best growth rate (+16.4% against an average of 6.5%). In the last five years, 233,000 out of 944,000 newly employed in services are unqualified workers, while the number of highly specialized workers has increased by 79,000 units only. It is necessary to strengthen cooperation between educational entities and relevant stakeholders in the labor market, in order to identify and promote measures to combat the phenomenon and to establish appropriate standards of quality. In this sense, the sharing of experiences may be an important tool to gather qualitative information and examples of best practices, so as to integrate quantitative monitoring and strengthen</p>	<p>The economic crisis and structural factors such as globalization, technological changes, aging of the population contribute to the rapid transformation of European labor markets. As a result of this accelerated evolution, the lack of suitable skills in some areas or jobs already coexist with unemployment across the EU. The technological development is expected to affect the evolution of this sector as well, though in a so far unpredictable way. The qualification requirements, especially with regard to home care services, are therefore expected to be higher and higher, and they are accentuated by the need for urgent reorganization of public services in connection with heavy deficits of local services. For these reasons, in order to ensure a greater professionalization (and accordingly the quality of service) we need: a detailed analysis of skills needs; the</p>

	<p>a national Observatory/Agency with regional offices for certified services; the consolidation of information flows among the different levels of governance and the establishments of national and/or regional databases; the development of capabilities for integration policies in the territories through the increase and improvement of interaction, exchange and cooperation among public and private employment services, trade unions, third sector; the identification of shared indicators of measurement (e.g.: coverage rate on the supply and demand-side, annual workers' turn over, maintenance of work at 6 months and after 1 year; etc..) and tools (on-line information system; interviews, focus groups, involvement of opinion leaders, etc..); the identification and planning of measures to promote and ensure the monitoring process; the acquisition of data provided by the major statistical institutes in order to measure the impacts of actions taken</p>	<p>European Commission considers the fight against undeclared work a key challenge of the modernization of European legislation. However, since undeclared work is inherently difficult to identify and may be defined differently by individual national laws - as pointed out by the Commission itself - it is difficult to make a statistical evaluation of the phenomenon at European level.</p> <p>It is therefore essential to strengthen cooperation and intensify the exchange of information and good practice, because analysis is an important factor in the choice of a strategy to counteract this phenomenon. The data obtained from the aforesaid analysis could allow not only a greater knowledge of the general issue but also help benchmarking different territories. In fact, interventions to prevent and contrast undeclared work necessarily require: a specialization in the field; coordination between policies; the launch of a prevention campaign directed towards enterprises, families and workers at risk, combined with the use of deterrent controls, in order to increase social awareness of the seriousness of the phenomenon and induce compliance</p>	<p>the basis for the development of policies based on facts. To measure the quality of the sector, we believe that a quality system should be defined (quality factors= characteristics of the service related to the needs of users), e.g.: Bodies appointed to verify quality standards, functionality of services, working conditions, professional level of staff and, also, indicators and reference standards, e.g. regional registers, network with training and employment services, employment qualifications, recognition and certification of job experiences, etc.</p>	<p>ability to plan training courses on the basis of locally identified basic skills needs and to establish proper training standards in different geographical areas, consistent with the professional profile and the specific tasks to be performed; planning and implementing periodical update courses, providing continuing education; providing training and learning methodologies that facilitate access to those already employed in the sector (flexible schedules, "light" distance learning, etc..)</p>
	<p>- Establish a common definition for home care and household services on European level - Focus the definition to key services that are certainly common to all European</p>	<p>The issues brought up by the home care services are common to all European countries (aging population, balance between</p>	<p>- Draw a consistent public regulation. Consistency between employment policies and social policies, consistency between targeted quality of</p>	<p>- Bring a deeper knowledge of the sector to organizations in charge of employment and training (needs of employers, real content of jobs ...) -</p>

	<p>countries (housework, childcare, care of dependent/elderly/disabled people, gardening ...) - Give priority to “service provider” way of intervention, instead of direct employment, in order to guarantee a better and sustained following of employees (training, education) - Establish a specific NACE code (statistics) - Set up an obligation on companies of home care services to report statistics on activities and on employment to public services, in return for the public support to the sector - The public authorities, who collect and process these statistics, should publish in return this information to professionals and the general public quickly and on a regular basis, for concern of transparency, of access rights of citizens to public information. This information will enable professionals to drive and adjust their strategies according to changes in the environment, and thus make durable their activities and employments.</p>	<p>professional and family life, job creation, public support for fragile populations ...) as well as the problems, which are encountered (undeclared work, solvency of demand, quality of services and of employment ...). However, the answers are not always the same and common among countries. Beyond the cultural specificities, sharing of these practices is an opportunity for stakeholders of the sector: - For public authorities, policy support to the sector in fight against undeclared work, in taking care of vulnerable population groups and creation of quality jobs, and all that in a constrain budgetary context. - For professional networks, it would be a source of tools for supporting businesses and employees - For companies on their practices and daily management of activities, the tools used and the relationship to public funders. Sharing of experiences may cover the issue of employment, of quality of services and care of fragile population groups, management and business organization, the costs and economic performance... Additional reflections on particular service types may be interesting to discuss and assess in order to explore specificities of home care services for instance. These exchanges of experiences should bring several benefits to the actors: - Emergence and diffusion of innovations (organizational,</p>	<p>employment and resources allocated. - Promote recognition of personal home care services and their real costs in practice - Limit the exercise of business to “service provider” way of intervention - Initiate and establish a label recognized by the general public, ensuring a level of service quality - Support projects that share resources and establish cooperation among companies (which may relate to the internal organization of service, development of supply and services, jobs ...), particularly through the establishment of professional networks. - Promote jobs in home care services through development of skills and education - Work on organization of companies (management of intervention schedules, integration and use of ICT tools ...) - Design conditions for social and technological innovation in the sector - Support efforts of business on CSR (Corporate Social Responsibility) - Support the health and safety of employees - Facilitate the integration of new hires as to stabilize and to secure the loyalty of employees - Quality standards are useful, since they send signals and a guarantee of quality of services to the customer. Quality of services is a determining criterion for customers, and thus determine the sustainability of jobs. However, up to date on the market grew many quality labels, which suffer from lack of recognition and visibility from customers (content of labels?). In addition, for professionals, the quality standards represent a significant cost,</p>	<p>Develop an offer of quality training, which respond to professional needs (skills required and training organization). The aim is to adapt the sector to changes that are ongoing or forecasted in short future (e.g. ICT), and thus sustain its business. For employees, this development should improve the attractiveness of the sector, reduce turnover, provide career paths and retain staff. - Focus on “service provider” way of intervention, which ensures the quality and monitoring (of employment, training and quality of services) - Impose a conventional framework stable and common to all players regardless of their status (provide a stable and uniform environment for actors in the sector) - Support of professional networks (and supporting structures) to pool, share resources and coordinate the needs and responses in terms of professionalization. - Allocate the necessary resources to the professionalization</p>
--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

		<p>technological, social, service, ...) embedded in practice but to date largely unknown among professionals of different countries;</p> <ul style="list-style-type: none"> - Improved efficiency of services (e.g. teleprocessing solutions, ...), of quality of services and procedures; - Reduction in undeclared work. 	<p>which in a highly competitive market, is difficult to cover and to make profitable. A common reflection on a "European label" would be useful.</p>	
ESN	<p>European Social Network welcomes this consultation as part of the employment package. Whilst the health workforce communication deals with more formal medical and care issues, this consultation rightly picks up on the PHS sector. ESN broadly agrees with the paper's analysis of the PHS sector and its potential for job creation. Given the scale of demographic change and likely disability or morbidity rates, the PHS sector is important because it puts people in control of their lives and their care/support needs at home. In our view there is also potential to be part of a preventive approach to long-term care, perhaps preventing loneliness (may lead to depression) or falls (may lead to hospital treatment and need for ongoing help) and in general keep people more self-reliant for longer. PHS workers could also be trained to spot likely problems and seek additional specialist assistance from other health and social professionals as required. PHS should also - if accompanied by higher-level care provision at home - help keep older people at home for longer, rather than in residential care. ESN has concerns about seeing job creation as the driver for PHS development,</p>	<p>ESN is a network whose main mission lies in the exchange of good practice and mutual learning, so would support sharing of experiences in this area. The BE, AT, DE and FR examples in the staff working document should prove interesting for other MS. Perhaps some initial policy mapping of other MS could be carried out through the National Social Reports in 2013 under the section 'health and long-term care'. In this way, the PHS sector would be presented/discussed within the broader context of other LTC challenges such as sustainable funding; health/social care coordination, strategic area-based needs assessment (see UK 'commissioning' or BE 'lokal socialbeleid'), individual needs assessment of the person, choice and quality regulation not only in residential care but also in home-care provision - likewise, this would ensure that job creation was not the driver of debate and policy</p>	<p>First and foremost, the skills needs of the PHS sector should be based on the demands of those who will be buying these services. Quality in social services/LTC has tended to be defined by structural and input measures (care worker/client ratio; level of qualification of staff; fire regulations of buildings; square metres per resident) but it should be done more in terms of the experience of the person using the service, (Was the PHS worker on time? Did she do what was asked? Was she polite and respectful? etc.) and on results/outcomes (has the older person's confidence/quality-of-life/independence increased since PHS provision began?). Good working conditions and pay may contribute to the PHS worker's professionalism and to the experience of the person buying the PHS service. Again, it might be interesting to consider quality of service and of workplace as part of a peer review on PHS or even a wider EC-funded study of PHS in MS; certainly this would be the first step before introducing additional EU-level quality</p>	<p>Some form of accreditation to confirm identity and check police record to ensure that no-one is employed in PHS who is a threat to vulnerable children or adults. A modular training system might be considered by MS/regions that could recognise pre-existing skills/qualifications and fill in the gaps. It could cover among other items: food hygiene; managing prescribed drugs; lifting; first aid; health and social care system (where to get other help, including in an emergency); language skills. It may also be necessary to consider personal liability insurance in case of an accident in the home or to the person receiving the PHS. ESN looks forward to further dialogue with the Commission on all these points. Contact: Stephen Barnett, Policy Director: stephen.barnett@esn-eu.org</p>

	<p>rather than the needs of citizens and the gaps in existing services. The LTC sector is already divided between health and social care; creation of a separately financed and regulated PHS sector may lead to further fragmentation. It is always tempting to ask for more and better data, but we have to be careful that the data will be used well by policy-makers. It might in the first instance be worth doing a mapping exercise (through the SPC or EPC) or an independent study. If some countries have more data than others (and use it for policy-making), then their data could be shared with other MS, who may wish to develop their data in the same way. Efforts to improve PHS data should be seen as part of efforts to improve general data on the LTC or CC sectors rather than becoming a separate initiative.</p>	<p>development, but the rather the needs of citizens and the gaps in current provision. A social protection peer review in 2013 on PHS would be a good option, again with citizens' needs at the forefront of discussions, not solely job creation.</p>	<p>standards or principles. Quality systems for formal health and social care may need to look carefully at PHS sector to see how it might be feasible to regulate it. Possibilities might include: registration of PHS provider organisations; registration of PHS workers; voluntary quality certification of PHS organisations; compulsory reporting by PHS organisations; inspection/spot checks of PHS provision. The bare minimum requirement should be a clear complaints and alert procedure that draws attention to poor quality and even abuse/neglect of people receiving PHS in their own home. However, some of these options may be considered too onerous for the public purse/PHS sector to bear - there needs to be balance between allowing the sector to grow and innovate and regulation to ensure safety and quality.</p>	
<p>Danish Confederation of Trade Unions,</p>	<p>It is a difficult area to measure, since a substantial part of the work takes place in private households and in the informal economy. In the opinion of The Danish Confederation of Trade Unions, regular jobs should be created; jobs that are covered by collective agreements and not based on a variety of subsidies. The establishment of a well functioning public sector with a developed health care system and access to child care will eliminate a great part of the demand for such services. At the same time, a control securing the payment of tax and VAT of the services should be</p>	<p>The Danish Confederation of Trade Unions supports a discussion of best practices at European level, in order for the countries to learn from each other's experiences. The actual effort to prevent undeclared work should be a national affair. Using funds from the Social Fund or other structural funds is not recommendable, since it would lead to a first and second class labour market.</p>	<p>Quality standards can contribute to the improvement of working conditions in service jobs, assuming that these standards include the prevention of attrition and monotonous, repetitive work. A substantial part of improving the job profile is to improve the health and safety conditions. Involving the workers in the planning and execution of their own jobs gives more job satisfaction and thereby also increased</p>	<p>The Danish experiences show that involving the employees in the innovative process regarding work flow and equipment have lead to job satisfaction and engaged employees, who feel they have been heard by their management. Through employee driven innovation more ideas have been patented and hereby increased the earnings of the institution in question.</p>

	implemented. It would also, possibly, increase the employment participation rate.		job quality.	
			A good way to ensure quality services and jobs could be to monitor the services rendered as well as to impose to the employees and employers who work in this branch of activity to regularly participate to training session ("formations" in French) on different matters relating to this area of activity, such as training on how employees have to behave with the clients/beneficiaries of these services, how to incent/encourage employees and employers to do well their job/activity (to do well for the clients/beneficiaries in respect of the rights and personal life of the employees), and to do always better for the beneficiaries/clients but with the insurance to protect the rights of the employees (the employers have to be flexible on the way they manage the services rendered), and how to give best information to the families of the clients/beneficiaries (regular information, information of best quality, proposition to improve the services offered/rendered, etc...). These are examples only....	Training (formations) and share of experiences and regular meeting between employees-employers and between employers-clients/beneficiaries and between employers themselves (or employers unions (fédérations patronales employeurs) in the branch of activity)
Le Think Tank européen Pour la Solidarité	Le Think Tank européen Pour la Solidarité tient à féliciter la CE pour son Document de travail et se réjouit de cette consultation lancée par la CE. Nous comprenons cette stratégie européenne et félicitons la volonté	Pour la Solidarité a constitué un réseau européen des services à la personne à finalité sociale, qui nous a permis d'organiser de nombreuses activités autour de ce	Basé sur ses analyses menées sur cette question, Pour la Solidarité considère	Il convient d'abord de souligner l'importance des investissements dans les formations, comme évoqué dans le Document (3.3. Compétences et formation). Nous pensons par

	<p>de la CE de continuer à travailler sur la dimension sociale de la stratégie Europe 2020. Sur la base de son étude (Vieillesse active et solidarité intergénérationnelle:constats, enjeux et perspectives,2011), des différents travaux qu'il a réalisés et du colloque qu'il a organisé (Rencontres Européennes des Services à la Personne,2012), Pour la Solidarité partage le point de vue de la CE que, dans le contexte actuel, la demande de services dans ce secteur sera exponentielle dans les prochaines années. Nous considérons qu'un des dispositifs permettant d'améliorer la mesure et le suivi des taux d'emploi est celui des titres-services, utilisé actuellement en Belgique et France et évoqué légitimement dans le Document de la CE (2.4 et 3.2). Ce dispositif, outre de soutenir et solvabiliser la demande, permet la création d'emplois pour deux catégories majeures de travailleurs qui occupent traditionnellement ce secteur : femmes et migrants. Comme nos études l'ont montré, le système de titres-services ouvre davantage le marché de travail légal aux femmes, et permet aux migrants de l'intégrer. Nous estimons que, dans une période où l'austérité règne, entraînant des baisses du pouvoir d'achat, il est essentiel et justifié que de tels dispositifs soient soutenus financièrement par les pouvoirs publics, au vu des bénéfices générés par ces services aux niveaux individuel et collectif, les nombreuses externalités positives générées, tant en termes de cohésion sociale, de conciliation vie privée-vie professionnelle que d'égalité homme-femme. C'est pourquoi il nous paraît important d'envisager d'étendre le titre-services à toute l'UE, de même que</p>	<p>secteur. Les rencontres européennes des services à la personne que nous avons organisées à Bruxelles (24.01.2012) ont d'une part, identifié des besoins identiques dans l'ensemble des pays européens (vieillesse, participation accrue des femmes au marché du travail, etc.), mais ont d'autre part, montré la méconnaissance réciproque des différentes initiatives pour soutenir les services aux personnes à l'échelle européenne. Bien que les Etats membres soient confrontés aux mêmes défis, les réponses apportées sont différentes d'un pays à l'autre. Conscients que chaque pays possède ses spécificités et fait face à une réalité territoriale singulière, nous considérons qu'il y a réellement lieu d'encourager les échanges d'expériences, favorisés à juste titre par la CE. Partant de ces constats, il nous semble réaliste de proposer que ces échanges d'expériences soient développés dans un cadre plus formalisé, tel que le permet la méthode ouverte de coordination (MOC). Il semble que la MOC 'inclusion sociale' pourrait être un cadre propice pour accueillir de tels échanges. L'UE pourrait alors soutenir officiellement tous les Etats membres dans l'effort mutuel de co-construction d'un cadre, d'un référentiel, et de principes communs qui régiraient le secteur des services aux personnes. Les</p>	<p>que par leur proximité relationnelle, la qualité de ces services ne peut être pensée sans y intégrer le bénéficiaire. C'est pourquoi il nous paraît capital de remettre le bénéficiaire au centre et prendre en considération sa satisfaction. Nous préconisons une relation de triangulation pour le secteur concerné (entre l'utilisateur, le travailleur, et l'entreprise prestataire), et non de gré à gré comme c'est le cas en France. Nous avons constaté que ce système garantit une plus grande qualité de la relation usager-bénéficiaire, de la prestation et de l'emploi. Nous préconisons également la mise en place des régulations privées et publiques (en termes de formation, de contrat de travail, etc.), tout en pratiquant un contrôle plus régulier et efficace sur le lieu de travail. En effet, nous considérons que les démarches de certification ont pour objectif de rassurer les usagers, mais qu'elles n'écartent pas complètement les risques de comportements opportunistes. De plus, il faut être vigilant avec la multiplication des labels car cela complique le choix des usagers. Enfin, étant donné la faible qualité d'emploi constatée dans le secteur lucratif, et notamment, le phénomène de turnover qui ne peut être accepté dans ces services où le travailleur est en constante relation avec le bénéficiaire, nous préconisons de privilégier les structures d'économie sociale plutôt que le secteur lucratif. Nous estimons, et l'étude menée sous la direction des professeurs Marthe Nyssens et Jacques</p>	<p>ailleurs qu'il faut généraliser les formations existantes, identifier les compétences requises pour ces métiers et introduire la formation tout au long de la vie dans ce secteur. Pour la Solidarité insiste également sur l'importance des technologies de l'information et de la communication (TIC), comme le fait la CE dans le Document (3.3. Technologies). Nous accentuons l'importance d'investissement dans les TIC et d'extension de leur usage, car les TIC sont selon nous un outil de professionnalisation dans le management des services par les structures. Les TIC peuvent en effet remplir diverses fonctions: communication, information, autonomisation, rationalisation, etc. Autant de fonctions qui peuvent simplifier tant la vie des prestataires de services que celle de leurs usagers. Pour ces raisons, le développement des emplois concernés doit être accompagné d'innovations technologiques. Ensuite, nos recherches montrent que la construction de réseaux territoriaux permettrait la création d'outils de professionnalisation co-construits et mutualisés. Les réseaux territoriaux jouent en effet le rôle de structures intermédiaires entre acteurs locaux et autorités publiques régulatrices. Nous estimons que ces structures intermédiaires jouent un rôle non négligeable dans le développement et la structuration des activités, et participent ainsi au</p>
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	d'étendre son champ d'application (comme le CESU en France) et son usage dans la prise en charge des personnes dépendantes.	Etats membres pourraient bénéficier des expériences d'autres et s'ajuster par la suite, le tout en étant encadré par un instrument de travail officiel de l'UE.	Defourny le démontre (Economie plurielle et régulation publique : Le quasi-marché des titres-services en Belgique, Academia press, 2009), qu'il faut encourager les entreprises d'insertion et les structures qui ont pour mission l'aide aux familles qui offrent des emplois et des services de meilleure qualité.	développement et à la professionnalisation des démarches de qualité. L'existence de ces organismes permet, au vu de nos analyses, l'émergence d'une régulation locale des démarches de certification et une différenciation des pratiques des opérateurs des services, plutôt qu'un alignement à la norme. Enfin, il nous paraît important qu'un référentiel européen commun soit établi, qui soit valable et applicable dans le secteur concerné de tous les Etats membres.
	Accroître la possibilité pour les élus, associations et institutionnels de vérifier les déclarations uniques d'embauches par le croisement de fichiers informatiques du Travail, par des habilitations ponctuelles et / ou durables pour permettre la mesure du taux d'emploi.	l'arrêté du 25 Novembre 2005 sur les services à la Personne est à appliquer. Il contient l'obligation pour les associations de disposer de techniciens pour préparer le travail des auxiliaires de vie à domicile. Ces postes sont très souvent, dans les Associations, occupés par des Présidents ou bénévoles dont ce n'est pas le métier.	Maintenir les emplois et le service de qualité passe par une professionnalisation de tous les échelons des associations de services à domicile, y compris et surtout les intermédiaires de contrôles (techniciens de l'Aide à domicile) entre la personne servie et les auxiliaires de vie)	La professionnalisation des emplois est à pérenniser par le rapprochement des chiffres des heures passées par les bénévoles et l'offre de service de chacun des ces bénévoles pour officialiser par associations, la matérialité d'un poste par le nombre d'heures et de kilomètres parcourus. L'ensemble des métiers est sur répertoire des normes et doit être appliqué et non contourné par les associations en raison des coûts et de la faiblesse des subventions des élus.
	<ul style="list-style-type: none"> • Bessere Information sowohl für die Haushalte als auch für die Anbieter und Beschäftigten in den Haushalten über Möglichkeiten der Beschäftigung und über Rechte und Pflichten • Stärkung der 	<ul style="list-style-type: none"> • Die betroffenen Menschen selbst (also die Haushalte als Arbeitgeber und die Beschäftigten als Arbeitnehmer) sollen die Möglichkeit bekommen, über die 	<ul style="list-style-type: none"> • Verbraucherschutzstandards definieren • Eine gewerkschaftliche sowie arbeitgeberverbandähnliche Struktur aufbauen, die selbst die Rahmenbedingungen und 	<ul style="list-style-type: none"> • Die Professionalisierung kann sich daraus ergeben, dass eine Arbeitnehmer-Arbeitgeber-Struktur aufgebaut wird.

	<p>Interessensvertretung der Beschäftigten in Haushalten • Kollektive Vertretungen (z.B. gewerkschaftliche Strukturen) der Beschäftigten und der Haushalte oder der Beschäftigungsagenturen als Arbeitgeber fördern • Tarife zwischen den kollektiven Vertretungen aushandeln lassen • Aufbau von Beschäftigungsagenturen zur zentralen und transparenten Vermittlung von Beschäftigten in private Haushalte - dadurch erhalten die Beschäftigten einen Arbeitgeber und nicht viele verschiedene private Arbeitgeber • Gezielte Förderung sozialversicherungspflichtiger Vollzeitstellen im Sektor personenbezogener Dienstleistungen</p>	<p>Rahmenbedingungen zu verhandeln und den Erfahrungsaustausch als Grundlage für neue Vorschläge zu nutzen. • Vergleich und Evaluation bereits vorhandener Förderinstrumente zwischen den Bundesländern und auf EU-Ebene in Hinblick auf die interessierenden Dimensionen („Lernen aus Erfahrung“)</p>	<p>Qualitätsstandards aushandelt.</p>	
	<p>1) make it easier for individuals, families and SMEs to employ personal and household services by providing state support for those so employed with essentials like pensions, national insurance, sickness benefits and health care. This would increase employment by making it more affordable to become a responsible employer. It would also help improve registration of workers and minimise illegal working and people trafficking. 2) make it mandatory for all employers over a certain capacity to offer pregnancy, maternity, paternity and adoption leave to all employees based on the needs of the child and the family rather than just the interests of the employer. Individuals, families and SMEs will be protected from the impact of this by careful laws which facilitate, rather than penalise, flexible, short term employment 3) Differentiate between profit making</p>	<p>1) Add: specific attention to whether the tools and plans are really 'family friendly', life affirming and community building (not just cost effective). 2) Review values: what is effective for human and social flourishing? Focus on that rather than on merely 'cost' effectiveness will get better outcomes</p>	<p>1) Quality services are best ensured through the highest personal and professional standards monitored within and by the appropriate community and linked to the best training, support and encouragement available. 2) All personal services must be team supported and connected to a transparent and accountable and clear and simple network of support, training, encouragement and problem solving (complaint or conflict resolution) 3) No one should be employed in any personal or household service alone 4) education of the young as in point 4 above (question 1) and of every parent of every child as a right</p>	<p>1) Decrease the pay differential between people who work in financial and entertainment industries, or in office work, and those who work with people, or for people, in personal and household services or public services like teaching, nursing, caring, transport, public and urban health, like water supply and food services and supply 2) In other words limit money going to CEOs and increase money going to services to people 3) Education of the young as in point 4 above (question 1) as a shared responsibility by all appropriate adults starting with parents - the primary educators of the next generation. 4) Value parents, value the hidden vital work that parents do to increase wealth, social stability</p>

	<p>organisations and non profit making organisations in employment law - for instance an employee of a profit making organisation should automatically have rights to share in the success of the business and have a say in how the business can be run for everybody's benefit and greater profits and social responsibility 4) Educate all young people in the key personal and intellectual skills they will need for life: self understanding and acceptance, respect and acceptance of others, communication, critical thinking, reading, writing, social, civic and political understanding, and art, music, dance and sporting appreciation and participation</p>			<p>and raise the responsible adults and leaders of tomorrow 5) Value parents as the most vital people in their children's lives, by supporting parents to assume the responsibility of healthy, positive, nurturing of the emotional, physical, creative, intellectual and spiritual care of each child by making relationship education for all parents a universal standard of every community, health service and school. 6) The future depends on recognising that people are the most important, so the people who care for people need the best pay, conditions, support and value that a society can offer; this will need a paradigm shift in what is good for us - riches alongside poverty, happiness alongside suffering are both oxymoronic and unsustainable.</p>
	<p>Pour améliorer la mesure et le suivi: mieux catégoriser le secteur (marchand, social, artisanal, solidaire...) et faire faire ce travail par des institutions du genre STATEC (Institut national de la statistique et des études économiques du Grand-Duché de Luxembourg), CEPS/INSTEAD (Centre de recherche de référence au Grand-Duché de Luxembourg dans le domaine de la recherche en sciences sociales, établissement public sous la tutelle du Ministère de l'Enseignement supérieur et de la Recherche). Pour la mesure et le suivi intra réseau OPE, toutes les données sont</p>	<p>Multiplier les ressources financières pour des échanges de bonnes pratiques (FSE, Progress...) et les ouvrir à tous les acteurs. Donner plus de possibilités de formation aux salariés pour éviter le travail au noir et leur permettre de gagner plus d'argent dans un travail stable et pérenne. Valoriser économiquement les métiers dans ce secteur. Promouvoir une culture de lifelong learning.</p>	<p>Moyens: l'économie solidaire; tripartite public/privé/association sans but lucratif. Implication des citoyens, gouvernance démocratique. Financement de travaux de recherche sur les normes de qualité dans ce secteur. Simplification administrative.</p>	<p>Diminuer la pression de la concurrence pour travailler sereinement (=meilleure qualité, en non meilleure rentabilité). Imposer de normes pour la formation des salariés. Développer les filières de formation (métiers de l'économie solidaire). Faciliter l'accès aux marchés publics pour les associations sans but lucratif (suppression du "prix le plus bas"). Garantir des emplois à durée indéterminée. Donner une forme juridique propre aux acteurs, du type "association d'intérêt collectif". Favoriser le</p>

	facilement récoltables.			maintien dans l'emploi des personnes âgées et favoriser les échanges d'expériences entre jeunes et moins jeunes.
--	-------------------------	--	--	------------------------------------------------------------------------------------------------------------------