



# SUMMARY OF CONSULTATION RESPONSES

*To the questions raised in the  
Commission staff working document on  
"Exploiting the employment potential of the  
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## INTRODUCTION

As part of the Employment Package of April 2012, the European Commission adopted the Staff Working Document (SWD) on "exploiting the potential of the personal and household services". This Staff Working Document, which aimed at identifying possible answers to the issues of better work-life balance, job creation for the relatively low-skilled and the improvement in the quality of care, invited stakeholders to comment on the possible actions to promote new jobs in the Personal and Household Services (PHS) sector.

The consultation received 70 responses from across the EU, including 14 from European associations (representing millions of users), 7 from trade unions, 9 from governments and regions representatives, 27 from other representatives as well as 13 anonymous contributions.

A list of all organisations and private persons who contributed to the debate is attached in the annex at the end of this document. Additionally, the full text of all replies, including an English version, is published together with this summary on the website of DG EMPL<sup>1</sup>.

### **Highlights:**

A large majority of respondents underlined that there was an important potential of job opportunities linked to the PHS. Currently, the number of jobs in this sector is estimated to be over 3% of jobs in the EU - however, this number goes up to 7% of jobs in some Member States. Additionally the part of the informal economy is very important.

The **number of Europeans aged 65+ will almost double over the next 50 years**, rising from 87.5 million in 2010 to 152.6 million in 2060. At the same time, the working age population is starting to decrease, after many decades of continuous increase. Therefore the **reservoir of informal carers will contract** over the next years and decades, as a result of higher employment participation of women and older workers.

Additionally, the feeling of an excessive workload due either to professional or family obligations leads to a substantial reduction in life satisfaction. In this context, formal PHS may provide an answer to achieving **a better work-life balance** through increased specialist provision of daily domestic tasks as well as child and elderly care. This highlights the need to develop such services while having all user groups in mind and not only for households with high incomes.

<sup>1</sup> <http://ec.europa.eu/social/main.jsp?catId=333&langId=en&consultId=11&visib=0&furtherConsult=yes>

PHS have been recognised by the majority of respondents as a sector which could present an important job creation potential. However, formal employment in PHS is quite costly for the majority of the population and the formal market for PHS is limited. Hence a noticeable part of PHS is provided informally by undeclared workers. Taking into account the importance of undeclared work in the PHS sectors, public authorities should monitor the situation and regulate accordingly.

In that regard, public intervention is a necessity. Several studies annexed to the responses stress the positive effects of these public interventions. This is particularly the case in time of public deficit reduction and an in-depth analysis should be developed in order to estimate the real cost of further possible public interventions.

Providing formal employment in PHS will also contribute to better quality of services and better working conditions. An improvement of working conditions together with a fight against the informal economy is crucial elements for the development of these services.

PHS is a key element of discussions and actions for future employment and social policies. In addition, and taking into account new technologies (robotics, etc.), PHS also represents an opportunity for developing new technologies, product and services.

Four questions have been raised in the public consultation. The following text provides a summary of the responses received for each of these questions. The text attempts to cover the full range of views expressed and aims to reflect the diversity of responses representing every expressed opinion from a single individual's view to those of the main European social partner's organisations or national governments. The summary seeks to be a fair reflection of what the consultation has brought as a whole.

**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**

There was a consensus of the respondents on the fact that formal PHS may contribute to:

- Achieving a **better work-life balance** through increased specialised service provision of daily domestic tasks as well as child and elderly care. In this regard, accessible and affordable care services were also stressed as being an important precondition for increasing female participation in the labour market.
- **Creating job opportunities** for the relatively low-skilled at a low cost for public finance by encouraging the provision of housework services in the formal economy rather than in the shadow economy. This is particularly the case as far as housework services are concerned. Job creation is also a factor in considering the cost of different options for long term care.

- **Increase demand of personal and household services**

As already mentioned in the SWD on PHS adult household members in European Member States of the OECD spend on average 2.5 hours per day on housework and care. Women are much more involved (3.5 hours) compared to men (1.5 hours).

In the future, demand for care and household services is expected to increase due to the ageing of the population in all Member States combined with the expected decline in the number of potential carers within the family circle.

Therefore three options could be considered:

- Assistance for developing these activities;
- Financial support to family carers;
- A better repartition of tasks between man and women.

The increase in the employment rate of women (from 51.2% in 1997 to 58.2% in 2010) implies less time spent at home and a need to re-think informal household-based care for children and the elderly as well as housework. Therefore, as the number of potential carers within the family circle is expected to decline and developing PHS seems to be a positive and viable option.

- **Definition of personal and household services**

For the purpose of the Staff working documents on PHS, the term PHS covers a broad range of activities that contribute to well-being at home of families and individuals: child care (CC), long term care (LTC) for the elderly and for persons with disabilities, cleaning, remedial classes, home repairs, gardening, ICT support, etc.

Views diverge on the definition chosen by the Commission. Some respondents supported the approach and the definition chosen which includes household services as well as elderly and child care, the "home" being the frame for this type of "new" jobs. Overall, many respondents underlined the need for a common definition.

It was mentioned that a broad range of very different activities fall under the definition of personal and household services without any further distinction and that there was an overlap between the concepts of PHS and Social Services of General Interest (SSGI). In that regard, it is important to identify similarities and differences, as well as complementarities between these various services. It is in taking into account some of these services such as CC and LTC, which are social services of general interest, that the appropriateness of a common approach for the development of these different services can be reflected upon.

It was also mentioned that a difference should be made between "household" services where the householder voluntarily purchases services or employs workers of their own volition, and services that are provided or commissioned by a social services providers. Also, some respondents asked to differentiate PHS provided through a public system and all kind of private arrangement to arrange personal and household system.

The Commission wishes to take on board the remarks made by the different actors. PHS comprises all services that contribute to well-being of families and individuals at home such as care services and housework services. All of these tasks have their own

specific role in relation to well-being and support. However, PHS does not cover health issues as such and institutions. Only activities made at home are concerned. Activities that contribute to family well-being and stay at home individuals, such as care services and housework services have an important job-creation potential. Home care services are part of "white jobs" together with healthcare services and residential care activities, while housework services are at the border of this category.

- **Statistical information available**

As mentioned in the Staff working documents based on statistical information available, we can only indicate an approximation of the NACE4 coverage of PHS and the magnitude of formal employment in this area which is estimated at 7.5 million.

There seems to be a broad consensus of the respondents on the need to develop better statistical sources in all Member States. This could be done through the development of national statistics to allow EUROSTAT to make comparable analysis at EU level, it was also suggested to award a NACE code for household services. The relevant institution in the regional and/or local level has been underlined as probably the more relevant level to gather information on the needs of the population regarding PHS.

As mentioned by some respondents there is a need to collect data on the number of family carers in Europe, on the type of job and care they provide, the number of hours they spend and how many of the family carers stop their own job to spend full time as family carers.

Some of the respondents underlined successful examples of statistics improvement. For example in 2010 the French government launched the national agency for personal and household services "Agence nationale des services à la personne (ANSP)" with the aim to collect data from public organisation dealing with PHS. One respondent suggested to launch an initial policy mapping of other Member States which 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 and discussed within the broader context of other LTC challenges such as sustainable funding. In 2013, a peer review of social protection in PHS would be a good option, again with citizens' needs at the forefront of discussions, not solely job creation.

- **Shadow economy**

Without public support, formal employment in PHS remains costly for the majority of the population and the formal market for PHS is therefore limited. Hence, a noticeable part of PHS is provided informally by undeclared workers. This is clearly due to the difference between the net wage of the user and the cost of the service provider for activities that the user can realise him or herself.

Almost all of the respondents highlight a common concern regarding undeclared work in practice within these services, although the situation varies widely from one Member States to another. The predominance of informal work was often mentioned as the major obstacle to reliable measurement and monitoring of the employment level. Therefore there will be a lot to gain from increasing the number of jobs within the formal economy.

Informal employment in private homes also includes informal employment work performed by neighbours, friends and acquaintances; however the main concern relates to informal work of irregular migrants. This situation was mentioned by several respondents as having an impact on working conditions and the quality of job.

Taking into account the importance of undeclared work in the PHS sectors, public authorities could consider intervening with the aim of encouraging the provision of PHS in the formal economy. This could notably take the form of labour inspectorate and/or a direct intervention in the price paid by the user.

**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**

- **Sharing of experiences**

Most, if not all the respondents, agreed on the usefulness of sharing experience and good practices, despite different cultural heritage, social protection systems and public policies in Member States. The Commission has been invited to launch a debate through regular exchanges at the EU level with all the involve stakeholders on how to increase the PHS sector and to tackle the identified challenges: presentation, analysis and monitoring of the best practices such as (tax exempted) vouchers schemes; identification and definition of the roles of each actor (government, local authorities, companies, families). Exchanges of experience could also concern quality for users and employees, as well as formalising services previously provided by undeclared labour.

Sharing good practices, analysis and experiences could contribute to finding answers to the problem that currently exists in relation to PHS. It could also help addressing the future needs arising from demographic developments.

- **Existing tools**

The service voucher is one instrument, among others, that improves solvency of the demand. It is also an interesting tool as it is flexible and easy to use. The latter feature is particularly important for the elderly (dependant or not) who need to get assistance. It also simplifies administrative procedures, allows for a continuous verification to whom it has been distributed, and favours the development of local business activities. It also enables financial tracing, allowing an easier evaluation of cost and earn-back.

The system of service cheque has 3 aims:

1. Legalising the household work market in the private sphere. The vast majority of the respondents underlined that particular attention should be paid to reducing the amount of undeclared work in the sector.

2. Creating work for low skilled workers.
3. Ensuring a better reconciliation of work and family life. This issue has been also raised by several respondents as key in order to allow women to choose to work if they want to.

Many of the respondents agreed on the usefulness of the service voucher systems as they exist in different countries (i.e. France and Belgium). The voucher is a good option to give for those who are in need with a budget which they can spend as they wish not only on care services but also on household services in order to improve their life quality.

Only few replies diverge on this positive role. It has been asked to save service vouchers for social economy companies to favour quality jobs (on the job training for (re)integration in the labour market) and services.

Other tools or vouchers in Europe have been mentioned by the respondents. They are listed below as described in the replies:

- **UK, Childcare vouchers:** was adopted in 89
- **France, CESU:** for childcare in and outside home, eldercare, care for the disabled, and domestic services (home services, gardening, computer assistance ...)
- **Austria, Junior voucher:** the incentive is not financially interesting to encourage the use of the vouchers
- **Portugal, Crèche vouchers**
- **Spain, Childcare vouchers:** it can only be used in specific nurseries.
- **Italy, Work life voucher:** operated by the Lombardy region and financed in large part by the ESF. These vouchers give access to services such as pre-school care (nursery schools, play schools and crèches, child-minders, nannies and au pairs), afterschool clubs and help for homework, housework, home assistance for dependant people (i.e. elderly, disabled people).
- **Czech Republic, New childcare scheme**
- **Czech Republic, Attendance allowance scheme:** this is a system of attendance allowance scheme. A person that is not a formal provider (family member or neighbour) will receive up to 12.000 CZK monthly from attendance allowance for providing help with activity of daily living without having to register as a formal provider. He/she is not taxed on this income and pays no social contribution or health insurance.
- **Belgium (Wallonia), IDESS:** in Wallonia a dispositive name IDESS (small work at home, gardening; services for jeopardize public such as social taxi, social store, etc.) for initiative of social job in the sector of proximity services with social finality.

- **Belgium, Titres services:** In Belgium services vouchers are open for all type of organisms (after registration) regardless of their finality (lucrative or not) but they cover only a limited type of services (cleaning, ironing at home or in an agency, preparing dinners, groceries and transport of elderly or people with reduced mobility).
- **Belgium (Flanders), New Flemish decree on childcare:** according to the new Flemish decree on childcare from April 2012, childcare at home could be offered via a system of service vouchers. Child care offered by way of services vouchers has to be seen completely separated from household services offered by vouchers. However this form of individual childcare is very expensive for the government. Child care at home cannot be seen as a way to create jobs for people with lower skills as it could be for household services via service vouchers.
- **Belgium (Flanders), Vouchers for flexible child minding:** the Flemish government started some years ago with a new system of service vouchers for flexible child minding at the home of lone parents. It turned out to be very difficult to establish a flexible, accessible system that ensured in the same way the quality of child care and good working conditions.
- **Germany, Mini jobs:** one respondent mentioned that the so called "mini jobs" created in Germany cannot be considered as a serious job perspective balance between the cost effectiveness of the planned policies and quality of the services they will deliver should be carefully observed. There is no sufficient income to be generated nor any career perspective or professional development available. Another respondent mentioned that they are not subject to social insurance, as this creates the wrong kind of incentives and has drastic impact on women's lives (poverty in old age).

- **Macro-economic impacts**

PHS for home care is not accessible and affordable to everybody. In some Member States, it is also a consequence of the lack of affordable quality care services which also contributes to undeclared work practices. Because there is a lack of offer in relation to PHS, citizens have to rely on the informal sector in order to get access to affordable services.

Some of the replies stress that if household related family support services are a suitable way of assisting families with children or other family members in need of care, helping them to cope with the day to day management of their household and with the sheer effort involved in "doing family", such services should not be geared to replace care within the family by professional care. Rather, professional providers should play a complementary role.

The development of PHS at home do not have to replace by any means the responsibility of Member States to organise, provide and fund social services of general interest, in particular to ensure universal access to quality, available and affordable services for all.

Many of the respondents underlined that in order to fully measure the macro economic impacts of PHS vouchers, the benefits for all the stakeholders have to be taken into account (direct effects, indirect effects and the induced effects).

It was also stressed that it would be inadequate to examine only the models where support focuses exclusively on individual employment relationships in private households, such as the service voucher models in various countries which the SWD advocates. The respondents also highlighted that the concept of cost effectiveness should be considered broadly and not only in the context of the reduction of undeclared work and/or in terms of macro-economic calculation.

Some respondents gave example of studies carried on the macro-economic impacts. In 2011 the Hessian Social Ministry (Germany) commissioned a study evaluating the effects of 3 instrument cluster applied at various points in the prevision and utilisation of PHS in Germany (tax reductions, promotional instruments for company formation/salary subsidies, promotional instruments of labour market policies). This research showed that their contribution to promoting formal employment in the PHS sector is limited and demonstrated which groups of users benefit from these instruments and which ones are not able to profit from them<sup>2</sup>.

- **Costs and earn back effects**

The opportunity and usefulness of a public intervention was underlined by many respondents. Several studies annexed to the responses stress the positive effects of these public interventions. This is particularly important in time of public deficit reduction and an in depth analysis should be developed in order to estimate the real cost of further possible public interventions.

**Views on ways of ensuring quality services and jobs (skills needs, working conditions) including possibly through the development of quality standards**

- **Quality services and quality of work:**

The vast majority, if not all, of the respondents agreed on the importance of the quality of work and that improving the quality of working conditions of workers in this sector should be an objective. PHS workers should have a stable employment with minimum working hours, the right training opportunities and skills as well as good working conditions. In fact often working conditions of PHS are difficult and jobs socially low in value. The image of these jobs should change. Quality is an essential dimension in the provision of social services, including PHS and to ensure a better quality of the PHS services, a better organisation of service delivery is needed. Quality services and quality of jobs should go together.

<sup>2</sup> [www.iwak-frankfurt.de/domesticservices.htm](http://www.iwak-frankfurt.de/domesticservices.htm)

Several tracks of reflexion have been highlighted by the respondents:

- The voluntary European Quality Framework for Social Services, developed by the Social Protection Committee has been mentioned as a useful tool to promote CC and LTC quality.
- A mutual recognition of care worker's qualifications as this should support the improvement of working conditions and career opportunities for care workers.
- Labour inspectorates should be equipped with the means to investigate breaches of worker's rights, including where these breaches occur in the private home.
- The future recommendation of the Council on a validation of formal and non-formal apprenticeship could develop quality services and quality of work.

Other respondents were more sceptical as they mentioned that the working conditions and quality of the work in a private sphere are very difficult to control.

- **Development of quality standards**

Some respondents stressed that quality standards can contribute to the improvement of working conditions in service jobs. Also, a substantial part of improving the job profile should go through the improvement the health and safety conditions. The possibility to build up a structure of trade unions and employer's associations which could negotiate framework conditions and quality standards, when it does not exist was outlined by some respondents. A "charter of quality" has been also mentioned by some respondents.

Other respondents were not in favour of a wide-ranging definition of common standards for the quality of personal services in the social sector. This is due to the fact that the concept of household-related family support is so broad that the quality requirements for PHS cover a correspondingly wide spectrum.

- **Undeclared work in the sector impacts negatively on working conditions**

As already mentioned, without public support, formal employment in PHS is costly for the majority of the population and the formal market for PHS is limited. Hence, a noticeable part of PHS is provided informally by undeclared workers.

As highlighted by many of the respondents, this situation has an impact on working conditions and the quality of job. Therefore there would be a lot to gain from increasing the number of jobs within the formal economy to insure better working conditions and to ensure quality of jobs.

- **ILO convention 189 on decent work for domestic workers**

The replies stress that the ILO convention N°189 on decent works for domestic workers adopted in June 2011 should be ratified by Member States who should consequently develop labour inspection mechanisms.

Along this line, the European Parliament in his proposal of a resolution, from June 2012, on "Towards a job-rich recovery" invited the European Commission to "Take on board the ILO convention, for future proposals, and ask to present a recommendation related to domestic workers in the aim to improve working conditions at it is today".

**Views on other ways to ensure greater professionalisation of personal and household services jobs**

Only few MS have developed a concept for supporting the professionalisation of jobs in the field of PHS, notably through the definition of quality standards and skills requirements, as well as of curricula for the new professions. One respondent mentioned a good practice example of professionalised patient-centred care for older people called "My Home life"<sup>3</sup>. It is a collaborative partnership aimed at "improving the quality of life of those who are living, dying, visiting and working in care homes for older people".

Also, some respondents mentioned that in order to professionalise PHS and reward appropriately, the value of care and the interpersonal skills required for their delivery should be recognised. It was also mentioned that a greater professionalisation of the PHS workers should go through the development of customer contact and organisational skills, services' design and delivery, as well as the prevention of occupational hazards.

- **Life long Learning**

A significant number of respondents consider that Member States should provide adequate training systems and lifelong learning opportunities which should be person centred rather than task oriented. For that purpose, structural funds could be mobilised to help national and local public authorities in order to develop innovative solutions fostering the development of PHS, including quality training and certification for persons working in the area of personal assistance and care. An EU framework for the formal recognition of different skills has also been mentioned.

EUROFOUND mentioned the research made by Cancedda (2001) dealing with the "professionalisation dilemma" in the field of household services, whereby taking initiatives such as a greater formalisation of qualifications, more training and higher entry standards and wages may bring more social recognition, legitimise higher wages and better quality guarantees for users. On the other hand the disadvantages might be an increase in labour costs and the fact that it may restrict access and thus make it

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<sup>3</sup> [www.myhomelife.org.uk](http://www.myhomelife.org.uk)

more difficult to create jobs. It will be advisable to include PHS in regular research activities made at EU level.

- **New technologies as a way to improve competitiveness of proximity services and a reduction of the cost of management.**

The vast majority of the respondents agreed that the market for health and care technologies -both ICT and hardware - is currently underdeveloped. They also highlight that the use of ICT could contribute to a better competitiveness of proximity services while reducing their administration cost. In this regard, ICT could contribute to a better professionalisation.

Household could externalise PHS to service providers, which could improve the productivity of such activities due to better use of technologies and investment in training, as externalisation by household to service providers is usually associated with specialisation.

Robotics will create in the future an industrial revolution as machines will be at the service of sick people, disabled and elderly. For the time being robotic in household is not well developed but it represents an important potential of new product and services in the future. A number of EU-funded projects show clearly how robotics can increase the quality of life for some vulnerable groups.

## **Conclusion**

Often, the debate on the links between work and demography is limited to active ageing (high unemployment for 50 +, pension, etc.). However the ageing of the European population (excluding migration) also constitutes opportunities for the development of new services and products which could impact on growth. These services already represent 3% of the active population and 1% of the added value<sup>4</sup>, but their shares could increase in the future. Consequently, personal and household services represent a sector of high potential of job creation. These services might also provide an answer to achieving a better work-life balance of household through increased externalization of daily tasks to service providers.

Currently, the PHS sector suffers of preconceived ideas (services essentially used by high incomes, services of comfort, cost for public services, bad working conditions, etc.) which limit its development. The reality is different. However knowledge and diffusion of good practices on this topic are at an early stage.

As mentioned by many of the respondents three core pillars are important in order to increase the supply of services:

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<sup>4</sup> Based on statistical information available, we can only indicate an approximation of the NACE coverage of these activities as they cover several NACE sectors especially NACE Rev.2, 88 (social work activities without accommodation), 97 (activities of households as employers of domestic personnel), 96 (other personal service activities), 82.99 (other business support services) and 78 (activities linked to employment).

- **Sustainability:** without public support, formal employment in personal and household services is quite costly. It therefore seems necessary to reduce the price of these activities for the users by considering the use of government subsidies. Various Member States already support the supply and demand of PHS and it is important to evaluate the impact of these actions, as the real cost seems low.
- **Simplification:** available user tools must be simple, intelligible and easy to use and to access for all concerned parties (providers, public authorities, etc.).
- **Improving professional standards:** higher level of professionalism in PHS is necessary to ensure quality and productivity gains (e.g. an amelioration of technical competences). The quality of the services themselves is crucial in particular for child and elderly care as well as the quality of jobs for the service provider.

All organisations working on personal and household services are concerned by the issues mentioned. **Sharing good practices**, analysis and experiences can contribute to finding the right answers to the existing problems in this area of the economy but also to the future needs arising from demographic developments.

**In this regard, the European Commission** could support the exchange and the dissemination of good practices to offer technical assistance based on the best practices and to introduce the development of these activities in the next annual Growth Survey.

Personal and household services could permit to take social initiatives and social innovation in particular via a better partnership. A majority of respondents to the public consultation indirectly stressed the importance of personal and household services as an area of social experimentation.

## Consultation - List of replies

<b>European association</b>	European disability forum	
	European network of social integration enterprises (ENSIE)	
	European research council executive agency (student and thesis)	
	European cooperative house (CECOP-CECOPA Europe)	
	European women's lobby	
	Fédération européenne des emplois de la famille (EFFE)	
	Confederation of Family Organisations in the European Union (COFACE)	
	ESN, European Social Network	
	Think tank européen pour la solidarité	
	EFSI, European Federation for services to individuals	
	CARITAS Europa	
	The Family Watch-International federation for Family development	
	EAHSA, European Associations of Homes and services for the Ageing	
	EUROCARERS	
	Social platform	
EDENRED		
IRCEM		
<b>European agency</b>	EUROFUND	
<b>Trade Union</b>	EPSU, European Public service Union	
	ETUC, European Trade Union confederation	
	TUC, National Trade union centre in the UK	UK
	CEEP, European centre of employers and enterprises providing public services	
	BDA, Confederation of German Employers	DE
	Danish confederation of trade union	DK
Irish Congress Trade Unions	IE	
<b>Governmental and regional representatives</b>	Ministry of Labour and Social Affairs	CZ
	Ministry of welfare of the Republic of Latvia	LV
	Public Employment Service of Cataluña	ES
	French authorities	FR
	Basque Government	ES
	VENETO Region	IT
	Federal chamber of labour	AT
	Local government Denmark	DK
Regione Emilia Romagna	IT	

<b>Others</b>	Mutualité française	FR
	Age UK	UK
	Fédération des particuliers employeurs (FEPEM)	FR
	Groupe Chèque déjeuner	FR
	Individual citizens	FI
	German CARITAS association	DE
	Entreprise CILIOPEE	FR
	Coordinator of the "Vocea Ta" (your voice) Virtual platform for public consultation & legislative alerts of the "academia of Advocacy" association	RO
	EAPN	SI
	IWAK, institute for labour, economics and culture	DE
	Carers UK	UK
	ConcertES, Concertation des organisations représentatives de l'économie sociale ASBL	BE
	SharedLivesPlus, the UK network for small community services	UK
	BH DU, Federal association of household services companies	DE
	Flemish civil society	BE
	Office of the German Association for Public and Private Care	DE
	Local services economy	BE
	LandFrauenverband association which represents the interest of women in rural areas and their families	DE
	IZA, Institute for the study of labour	DE
	Flemish Agency Child and family	BE
BAGFW, Federal Association of Non statutory Welfare Organisations	DE	
EDENRED	IT	
Czech association for care services	CZ	
Confederazione Cooperative Italiane	IT	

We received 69 replies (57 by email + 12 online) coming from 14 countries (BE (4), DE (8), FR (5), IE (1), UK (4), CZ (1), LV (1), ES (1), IT (4), DK (2), FI (1), RO (1), SI (1), AT (1))

