



PHS Dialogue

Building an EU Sectoral Social Dialogue and collective bargaining capacity in Personal and Household Services

EU-funded Project 2023/101102302

Webinar “Organising PHS Employers – Identifying capacity building needs”–

October 14th, 2024 - Brussels



**Co-funded by
the European Union**

1. The PHS Dialogue project in a nutshell

- Project partners: **UNI Europa** (Coordinator), **EFFAT** (Beneficiary), **EFFE** (Beneficiary), **EFSI** (Beneficiary)
- Duration of 2 years: **starts 01/07/23 – ends 30/06/2025**
- Project name: PHSDialogue - Building an EU Sectoral Social Dialogue and collective bargaining capacity in Personal and Household Services
- Objectives: **creating the most representative and cooperative form of Social Dialogue**, including national organisations as well as other relevant stakeholders at the EU level. This will ensure that such Social Dialogue can **engender the diversity of service provision** – public, private for-profit and not-for-profit– to **tackle the challenges** of undeclared work, fragmented or missing collective bargaining at the national level.

1. Presentation of WP4 Objectives

- 1) **WP1**: Project management and coordination
- 2) **WP2**: Mapping employer's organisations, unions and working conditions in the PHS sectors
- 3) **WP3**: Developing social dialogue in PHS at EU and national level
- 4) **WP4**: Strengthening Employers organisations in PHS
- 5) **WP5**: Strengthening Union Organisation at the EU-level
- 6) **WP6**: Dissemination and Awareness Raising

1. Presentation of WP4 Objectives

WP4: Strengthening Employers organisations in PHS

- Discuss best practices in PHS employers' organisations
- Identifying capacity building needs
- Writing, researching and designing a capacity-building toolkit for PHS employers
- Discuss opportunities and challenges based on capacity-building initiatives implemented in other sectors
- Arriving for EFFE & EFSI at a common perspectives regarding the way forward in the social dialogue

1. Presentation of WP4 Objectives

WP4: Strengthening Employers organisations in PHS: timeline

Phase 1 :

- Joint EFFE & EFSI desk research phase on capacity building in PHS and employers' need identification
- PHS employers' consultation : Launch of the survey + analysis of the results (May to September 2024)

Phase 2 :

- Based on the outcomes of the webinars and various meetings, EFFE & EFSI will draft the toolkit (October – December 2024)

Phase 3:

- Then toolkit assessment & adoption by members (December to April 2024)
- Publication : April 2024

2. State of play of PHS Employers and Business Organisations

Survey conducted among PHS Employers and Business organisations between September 4 and October 4, 2024.

→ **A snapshot of profile, needs and challenges**

14 respondents

8 countries (Italy, Germany, France, Spain, Malta, Poland, Belgium & Croatia)

2. State of play of PHS Employers and Business Organisations

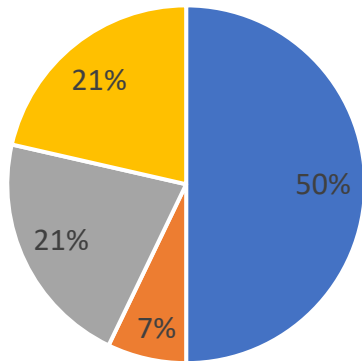
Profile of respondents

- **Well-established organisations** with 50% of respondents operating for more than 20 years, and 27% for more than 10 years. None are operating for less than 5 years.
- Significant difference in Secretariat capacities as 57% of respondents declared being staffed with more than 10 people and 21% with 0 to 1 people.

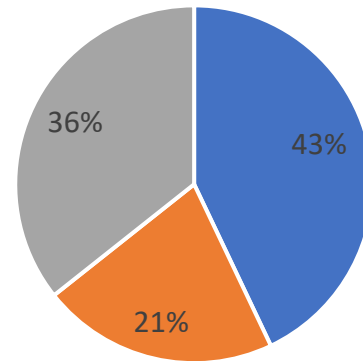
2. State of play of PHS Employers and Business Organisations

Profile of respondents

Nb. of affiliates



Type of affiliates



■ > 1.000 ■ 500 to 1.000 ■ 50 to 200 ■ < 50 ■ User-employers ■ PHS companies ■ Others

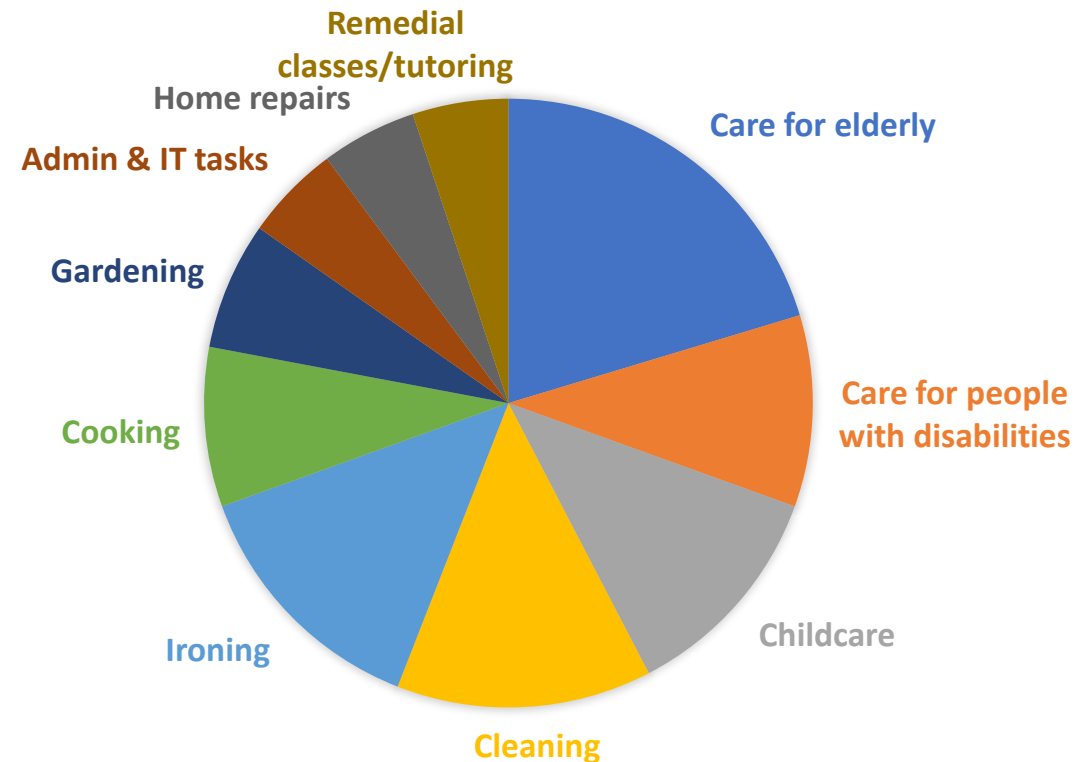
- Fragmentation of the sector is reflected in the profiles of respondents' affiliates. 14% of respondents even declared a mixed membership.
- Not-for-profit and public PHS employers as well as self-employed are not represented in our sample.
- **80% of organisations representing user-employers have more than 1,000 affiliates.**
- 67% of organisations representing PHS companies have between 50 to 200 affiliates.
- 60% of organisations with "others" as affiliates profiles have less than 50 affiliates.

2. State of play of PHS Employers and Business Organisations

PHS Employers and activities representation

- 57% of the respondents' mission is to represent PHS employers (in full or to a great extent) and 75% of them are active in countries in which there is a national social dialogue structure for the PHS sector.
- Respectively 21% and 7% of respondents replied that their mission was "somewhat" or "very little" to represent PHS employers although most of them (75%) are active in countries in which a national social dialogue structure for PHS exists.

PHS activities represented by respondents



2. State of play of PHS Employers and Business Organisations

Services provided

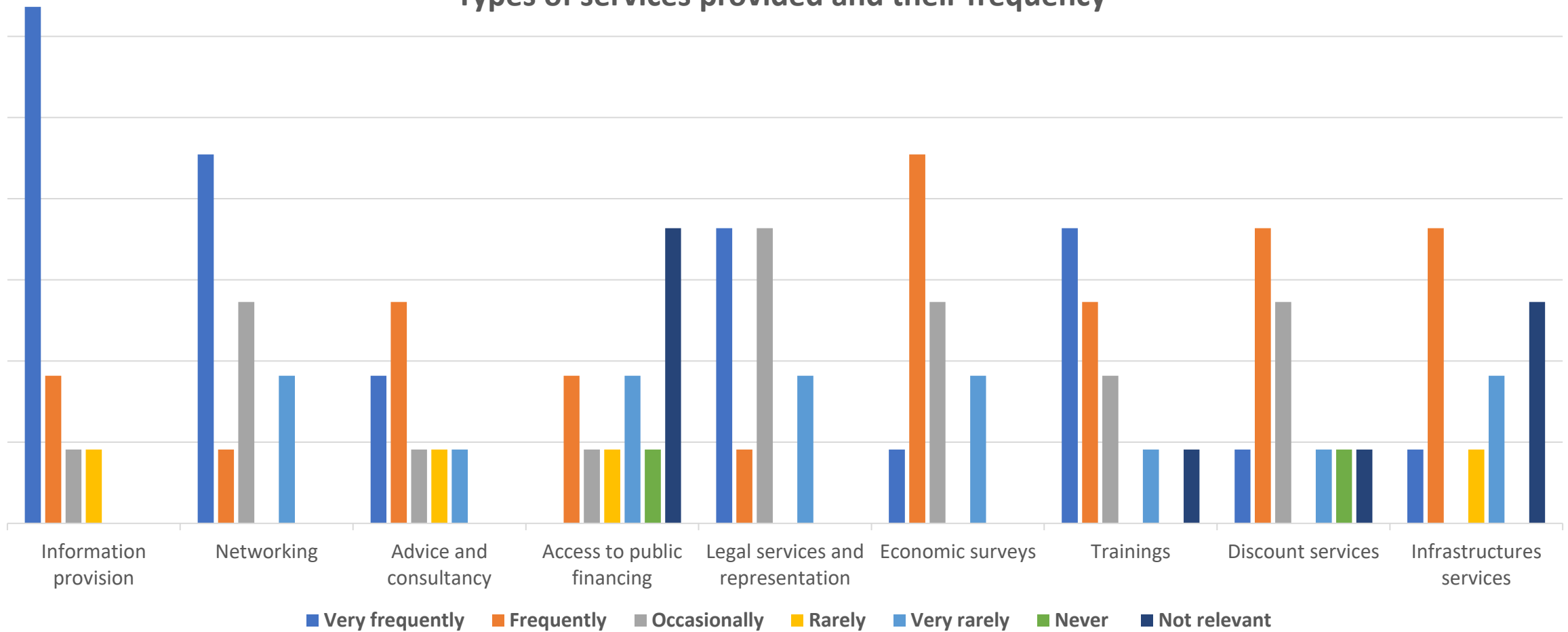
A large majority (79%) provide services to their affiliates, and all organizations whose mission is to represent employers do so.

On average, respondents provide **4,8 different services to their affiliates** (a slightly higher average of 5,25 for organisations representing employers)

Information provision (82%), training (67%), networking and economic surveys (54%) are the most frequently provided services.

The less relevant or frequent services provided are access to public funding (45%) followed by infrastructure services (27%).

Types of services provided and their frequency



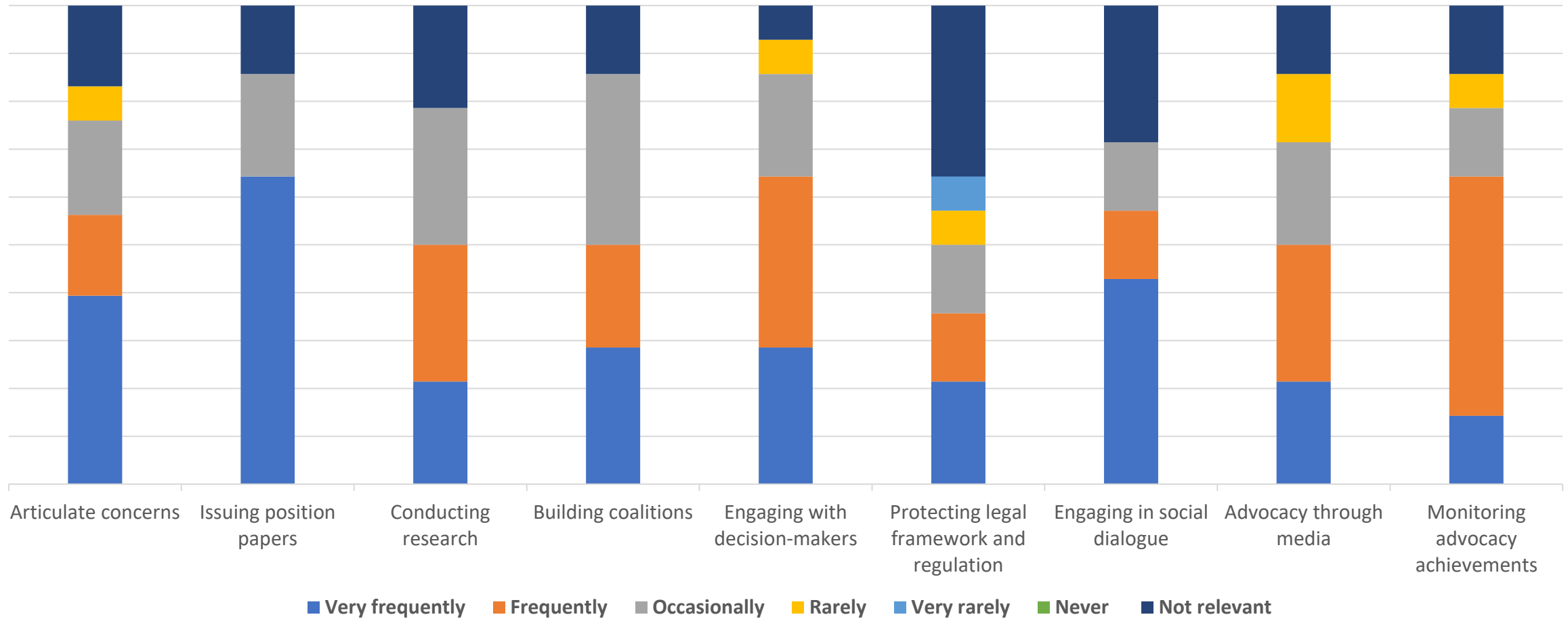
2. State of play of PHS Employers and Business Organisations

Collective interest representation

The most conducted activities to represent the PHS sector's collective interest are **articulating concerns (71%)**, **engaging with decision-makers (65%)**, **issuing position papers** and **monitoring advocacy achievements (64%)**.

National discrepancies? 35% of respondents are actively acting to protect the legal and regulatory framework whereas conversely, 36% consider it irrelevant.

Actions and activities conducted to represent collective interest

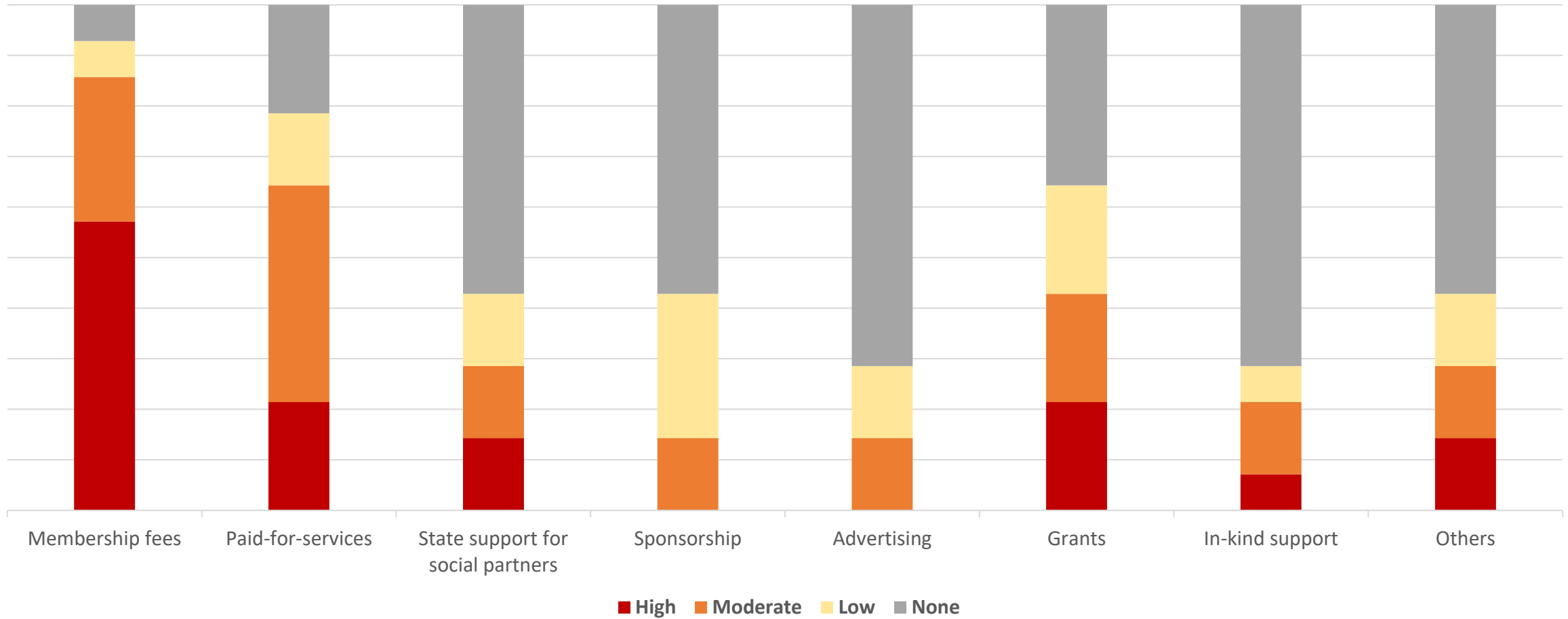


2. State of play of PHS Employers and Business Organisations

Revenue streams

- The **main revenue stream** for PHS Employers and Business Organisations is **membership fees**, followed by **paid-for-services** and **grants**.
- The least common revenue streams are in-kind support and advertising, followed by sponsorship and state support for social partners.
- 4 out of the 6 respondents who indicated being recognised social partners indicated that they do not benefit from any State support as social partners.

Main revenue streams

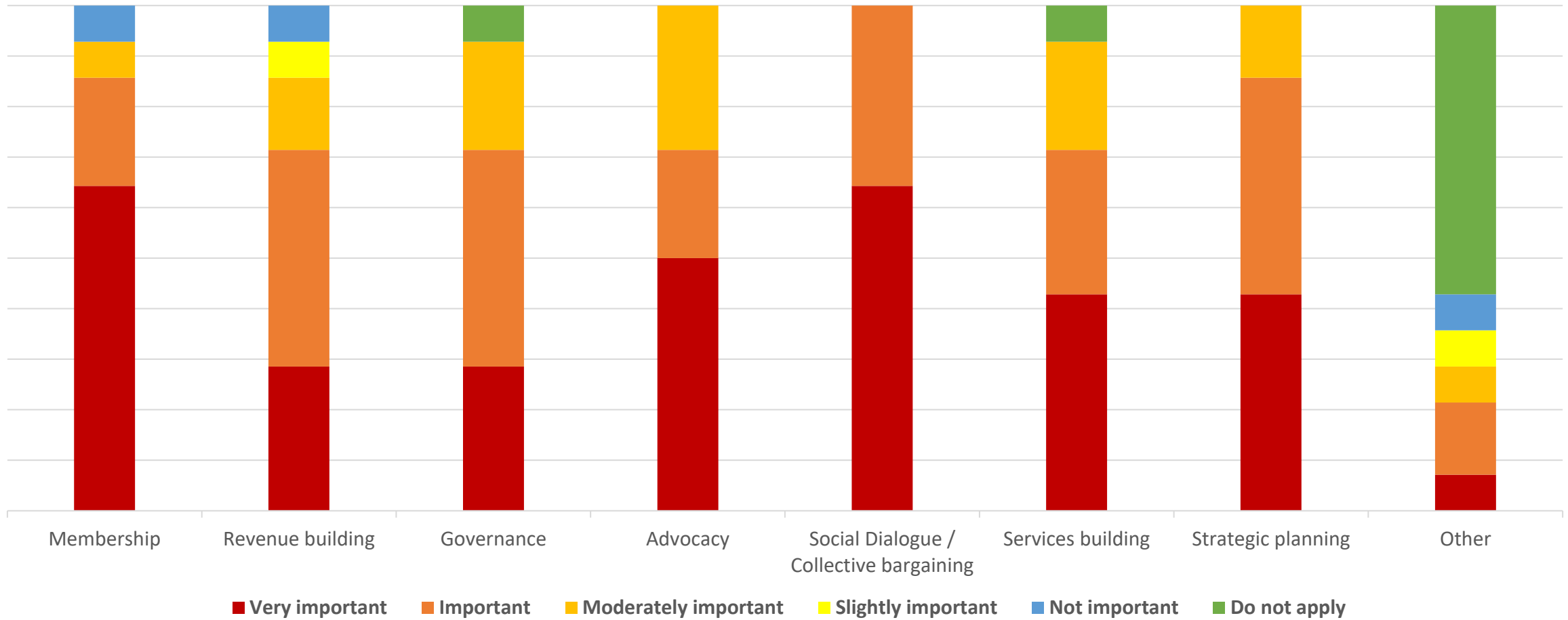


2. State of play of PHS Employers and Business Organisations

Priority areas for capacity building

- **Social dialogue and collective bargaining** are listed as **the most important** priority for the next 3-5 years, followed by **advocacy** and **strategic planning**.
- Various and numerous priority areas among all respondents highlighting the pressing capacity-building needs of PHS Employers and Business Organisations.

Priority areas for actions in the next 3-5 years



7. Capacity Building Toolkit for PHS Sector

- **To help PHS Employers and Business organisations to:**
 - participate in the decision-making process defining employment relationships,
 - pursue efficiency and equity,
 - reinforce their abilities and power to engage in an institutional context of stable and sustainable industrial relations of good quality.
- **Content:**
 - 1) Identification of PHS Employers and Business organisations' capacity-building needs at the national level,
 - 2) Understanding the best ways in which PHS Employers and Business organisations' capacity can be reinforced,
 - 3) Practical advice, tools and links to external resources.
- **Target Audience:** well-established PHS Employers, Business organisations, and newer organisations. It will only focus on their capacities at the national level.
- **Publication:** April 2025

7. Toolkit Structure

1. Capacity Building

What does capacity-building mean? Why is it important?

2. Social Dialogue

What is social dialogue and how to develop it?

- What is social dialogue;
- Bipartite Consultations;
- Preparation of negotiations;
- The negotiations;
- Member Communication;

3. Identified Capacity Building gaps in PHS

Analysis of the PHS sector's features and how it impacts PHS Employers and Business organisations organisations.

E.g. : fragmented Policy Landscape; Role of State Intervention; Lack of Social Dialogue; Lack of Capacity Building Initiatives; Lack of Independence and Trust among Social Partners, etc.

4. Toolkit

Practical advice and tools on 4 topics:

- Good governance
- Advocacy
- Membership Development
- Services