

EiforPHS



# EMPLOYEE INVOLVEMENT IN PERSONAL AND HOUSEHOLD SERVICE SECTOR

## Main findings and ..... the *three horizons* scenario

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# public enemy n°1: Undeclared work

- High in the sector
- Impacts negatively on
  - the economy
  - the working conditions of the workers
  - the quality of the services

**PHS** could give a possible answer to:

1-Better **work-life balance**

2-Creation of **job opportunities** for the relatively low-skilled people (+ 7 million new jobs forecasted)

3-Improvement in the **quality of care**

**could Employee ICP help the process?**

# PHS Purchasing system in EU

1. **Public direct purchasing:** where Public entities should respect the European Public Procurement directives
2. **Mixed with accreditation:** it's a public accreditation system with partial payment, where the client will choose and pay the balance
3. **Direct grant:** where public give a partial payment/grant, and the client freely chooses and pays the balance
4. **Company welfare systems:** funds generated within the work system (from specific work agreements/contract) that would benefit the worker and family also with health care services (work package system)
5. **Private Social Insurance:** client private savings for Health Care and PHS
6. **Client direct purchasing:** the client should only respect the service provider contracts.

# The actors within the 'scene': 13 characters in search of an author

1. **Parents and relatives:** the PHS market demand side (and the offer side as 'care givers')
2. **Home/Family Professional Carers** '*personal care assistants*'.
3. **The State and the other big rulers and big financiers**
4. **Public Administrations at Regional and Municipal level – Rulers, Financers and deliverers**
5. **Social Enterprises:** the new entry.
6. **Social Co-operatives:** well rooted, resilient, and Natural-Born Employee-Involved.
7. **Sociedad laborales:** Employee financial participation (EFP) in Spain largely takes the form of Sociedades Laborales (Worker- Owned Companies)
8. **For Profit Companies:** coming from the Care Homes system, now entering the PHS market
9. **Voluntary Associations:** mainly they act as voluntary, but some of them are accepted in some public tendering.
10. **Co-operatives and/or Associations) of parents and relatives** for people with special needs
11. **Community Co-operatives and/or Associations:** made up of small communities of receivers and deliverers, where the offer and demand side co-exist (geographical level based)
12. **Trade Unions**
13. **Consumers and Citizens Associations**

## 9 (producers) way to 'deliver' PHS

1. Home/Family Professional Carers
2. Public Administrations at Regional and Municipal level
3. Social Enterprises:
4. Social Co-operatives:
5. Sociedad laborales
6. For Profit Companies
7. Voluntary Associations
8. Co-operatives and/or Associations) of parents and relatives
9. **Community Co-operatives** and/or **Associations**: made up of small communities of receivers and deliverers, where the offer and demand side co-exist (geographical level based)

### Employee ICP

**mainly found in Co-operatives and Laborales  
on the governace of the enterprises  
and on the improvement of the services**

## Temporary recommendations PHS and I&C (+ training together?)

1. In **public procurement**, contracting entities should promote the European Public Procurement Directives, and in particular art. 20 relative to **reserved contract for enterprise** whose **mission** is the **work integration of disadvantaged or disabled** persons, and art. 77 regarding a series of services of **general interest**.
2. **Public procurement**, in applying the EU Directives, should avoid areas in service provision that are not clearly defined (such as those acquired by voluntary associations) and should **request the full application of national labour contracts** and **awarding eligible enterprises with clear ICP rights**.
3. In order to add value to ICP employee rights, the transposition of **Art. 77** (on tendering procedures for cultural, social and health services) of **the Public Procurement Directive within the Spanish** legislation (law N. 9/2017) **should be considered as a model**: indeed, according to this law, the public administrations can also use awarding criteria for enterprises adopting employee participation schemes or employee ownership.
4. The **accreditation systems** should be applied for single professionals and for companies/firms.
5. When **direct grants are provided**, the traceability of the contracts should be assured with **free choice by the final client linked to the accreditation system**.
6. **Company welfare systems** should allow workers the possibility to have **an option for PHS too**.
7. The **cooperative model**, and in particular multi-stakeholder cooperatives, **should be actively promoted in the field of PHS**

## 13 characters in search of an author

1. Parents and relatives
2. Home/Family Professional Carers
3. The State
4. Public Administrations at Regional and Municipal level
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6. Social Co-operatives:
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## Temporary ecommendations PHS and I&C (+Training Together ?)

### PHS Purchasing system

1. Public direct purchasing:
2. Mixed with accreditation:
3. Direct Public grant
4. Company welfare systems
5. Private Social Insurance
6. Client direct purchasing:

1. public procurement ....reserved contract for social enterprise
2. Public procurement ...request the full application of national labour contracts and awarding eligible enterprises with clear ICP rights.
3. the Spanish Public Procurement Directive ..a model:
4. The accreditation systems for single professionals and for companies/firms.
5. ..direct grants are provided... free choice .. linked to the accreditation system.
6. Company welfare systems - an option for PHS too.
7. Promoting of the cooperative model

## PHS Purchasing system

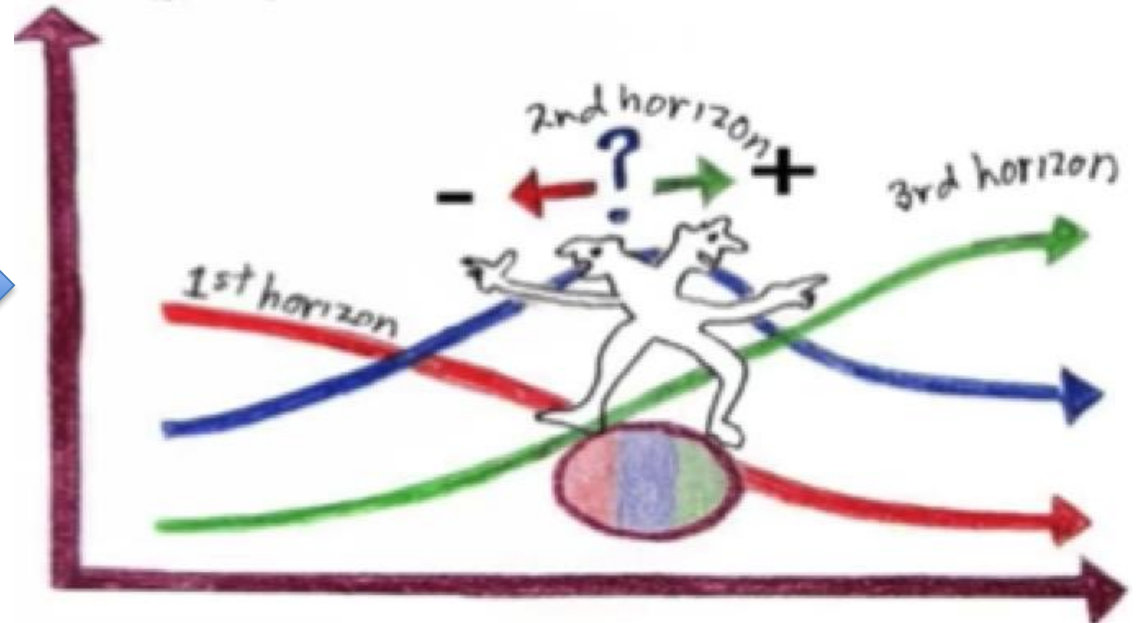
7 + 1  
Recommendations PHS  
and I&C  
+Training Together ?



13 characters in search of  
an author

9 (producers)  
way to 'deliver' PHS

## Action !



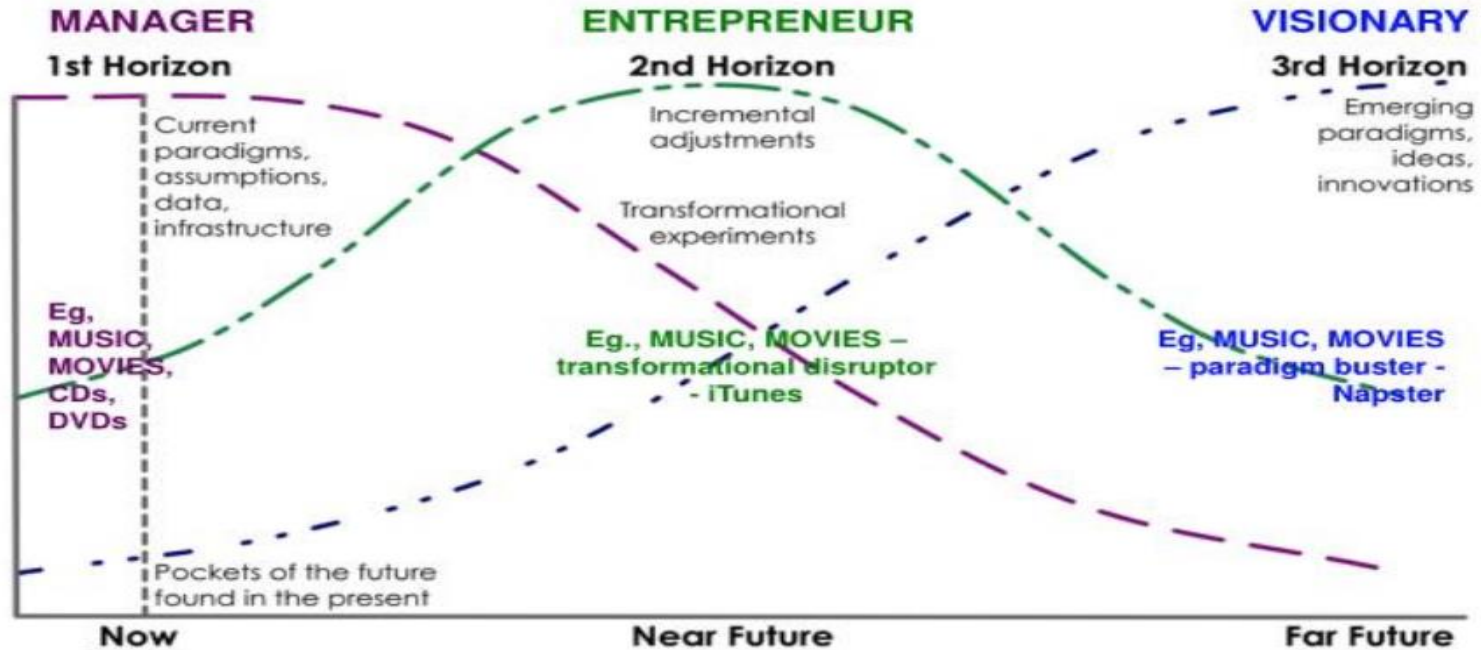


# Three Horizons: Mindsets

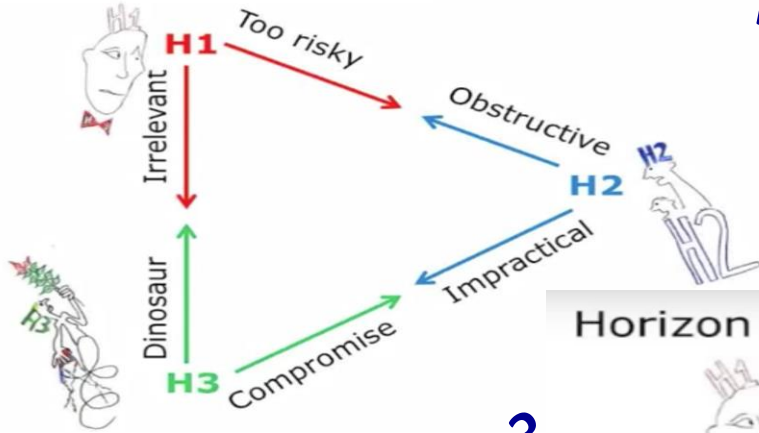
Robust decisions in uncertain times

## The THREE HORIZONS FRAMEWORK

Wendy L Schultz (from Sharp, Curry & Hodgson)



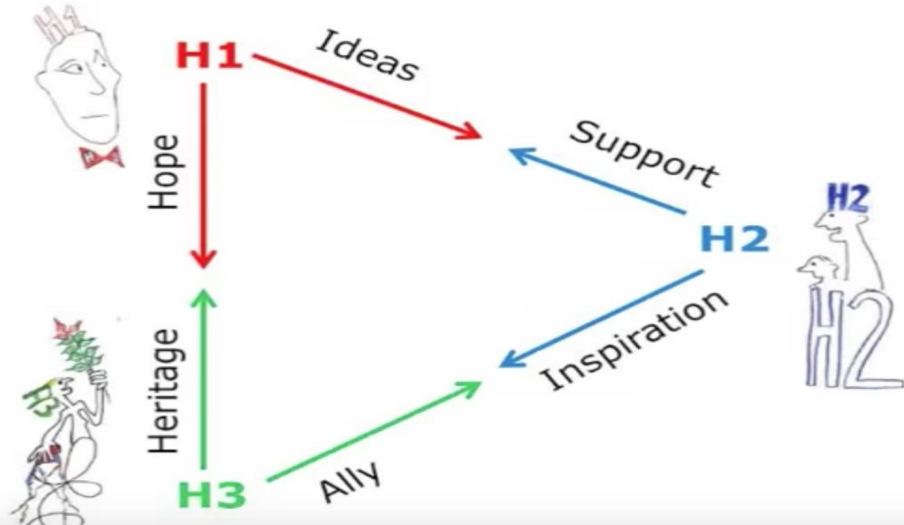
## Horizon Negative Mindsets



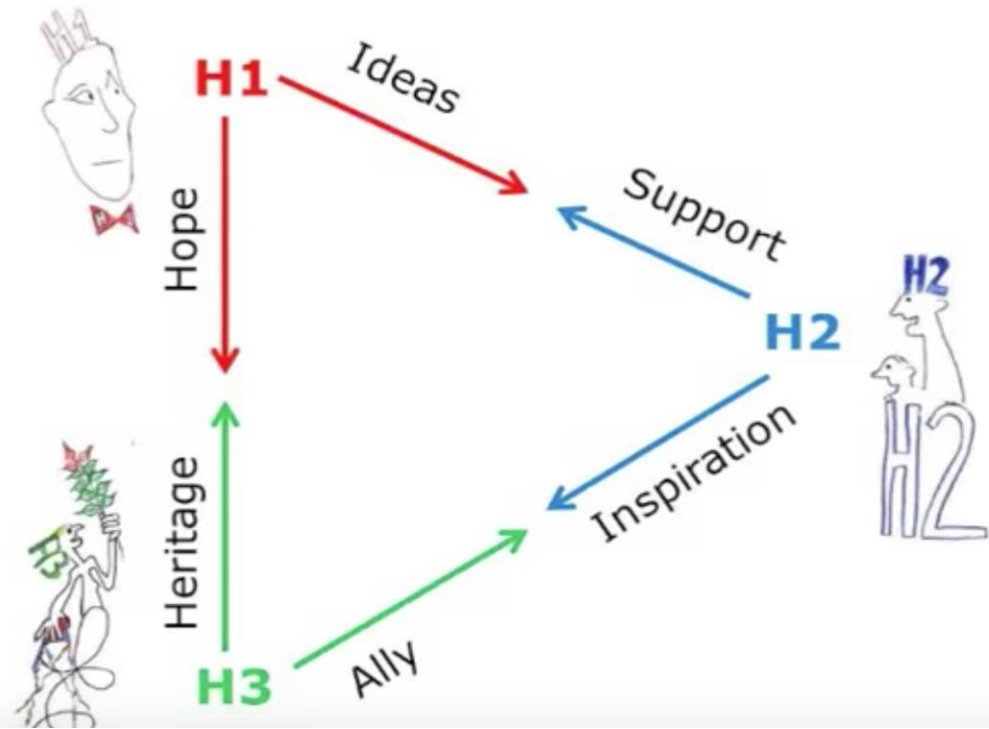
# Fear, Passion, Power and Hope

**Seeds for the future  
through Pilot Projects ?  
e.g. Umbria Region**

## Horizon Positive Perspectives



# Horizon Positive Perspectives



With a positive mindset perspective and Employee ICP implementation

- The actors operating within PHS could give a possible answer to
- 1-Better **work-life balance**
  - 2-Creation of **job opportunities** for the relatively low-skilled people
  - 3-Improvement in the **quality of care**

**And defeat the public enemy !**

## Many thanks

Scuola Nazionale Servizi Foundation

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