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**PESSIS Project Recommendations****To the EU level:**

- The wide range of common problems facing all national social services sectors should be addressed through the development of social dialogue at a European level.
- The European Commission (EC) should support the development of social dialogue instruments for the social services sector at EU level.
- The EC should promote further follow-up research to understand how social dialogue is organised across Europe and to identify good practices.
- New opportunities to promote reflection and the building of networks to identify employer responsibilities should be facilitated across Europe.
- Employers and employees must recognise the role of actors at EU level in supporting social dialogue in the social services sector.
- Cooperate with the coming EU Presidencies to promote PESSIS project conclusions and recommendations.
- Social sector employers should be recognised as social dialogue partners.

**To the national level:**

- Support the creation of a new social dialogue pilot project to bring together social partners to create an effective dialogue between employers and employees in the social services sector.
- Commission research to explore how social service delivery could be restructured at local, regional and national level.
- The EC and the Member States need to empower local actors representing employers and employees active in the social field.

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**Promoting Employers' Social Services Organisations in Social Dialogue at the PESSIS Final Conference**

Brussels, 22 June 2012. The partners involved in the project PESSIS, together with stakeholders and representatives of EU institutions, gathered to discuss the results of the project and to assess some recommendation on social dialogue in the social services sector. Representatives from five European countries presented the results of the **analysis of social dialogue systems and models of good practices** during the PESSIS Final Conference at the European Economic and Social Committee. Overall, research was conducted in eleven European countries<sup>1</sup> bringing about the conclusion that setting up instruments for social dialogue in the social services sector should be handled at EU level.

The PESSIS research project is the first step in a process aiming to set up a sectoral committee in European Social Dialogue representing employers and workers in the social services sector. PESSIS' goal was to better understand how social dialogue is organised and structured; and to thus contribute to the development and promotion of social dialogue.



At the PESSIS Final Conference, various stakeholders discussed how to **enhance social dialogue in Europe**, amongst them representatives of social service providers; Jean-Paul Tricart, Head of the Social Dialogue, Industrial Relations Unit of the Directorate General for Employment and Social Inclusion; and Mathias Maucher of the European Federation of Public Service Unions (EPSU). Jean-Paul Tricart summarised some the **obstacles which have to be overcome to realise an EU social dialogue** and stressed the importance of a bottom-up process, starting at national level to launch sectoral social dialogue at European Level.

In the presentations of the country reports from Belgium, Spain, Ireland, France and Austria as well as in the surrounding discussions and debates, the need for social dialogue in the sector was imminent. The **specificities of the social services sector**, however, and the challenges it is facing, need to be considered. Next steps could be to research **what makes existing social dialogue in the social services sector successful** and to build up networks and capacity of employers.

The social services sector is rapidly growing in social and economic terms; whilst the need for social services is increasing because of ageing populations and other factors, severe public spending cuts are reflected in the quality of services provided. **Delivery of services will depend on the future of the social services workforce**: shortcomings in recruitment and retention have to be addressed in due time, and working conditions have to be improved to make the sector more attractive for employees.

**PESSIS European Summary Report**

The European Summary Report provides an introduction and conclusion to the eleven national reports and recommendations for the national level and the EU level (see summary in box). Each report conveys a **picture of how social dialogue is organised at local, regional and national levels**, answering questions on what types of social dialogue and collective agreements exist, what labour issues are dealt with, who is involved and how well the sector is presented.

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Collective bargaining systems are in place in some of the participating countries. **Existing good practices** could be used as models in other countries. A **European level social dialogue committee could facilitate** and work on some of the key problems the sector is facing. [Read the full European Summary Report.](#)

<sup>1</sup> The reports are from Austria, Belgium, Finland, France, Germany, Greece, Ireland, the Netherlands, Scotland, Slovenia and Spain

