

**Quality employment and quality public services**

**EPSU Conference 10-11 January 2017**

**Quality employment:  
recent developments in  
public services**



# Developments monitored by EPSU

- Working time
- Temporary/permanent contracts
- Impact of outsourcing
- Collective bargaining and social dialogue
- Pay in sectors dominated by women
- European social dialogue: well-being, training, continuing professional development, information and consultation

# Working Time 1

Much action is defensive

- **Portugal**: best example of successful strategy – hundreds of local agreements negotiated to retain 35-hour week
- **Norway**: electricity sector strike to protect rest periods
- **Spain**: return to 35-hour week now on bargaining agenda
- **France/Belgium**: threats to 35-hour/38-hour week
- **Lithuania**: changes to labour code relax limits on working week
- **Italy**: long working hours and understaffing in prisons



# Working Time 2

Some more positive:

- **Austria** – negotiations in [private health and social care](#) – aim to establish 35-hour week, reduce irregular working time, more opportunities to move from part-time to full-time work
- [Netherlands](#) – measures to tackle excessive flexibility and abuse of on-call/zero-hours contracts on bargaining agenda
- [Sweden](#) – agreement in private care that takes full-time work as the norm



# Temporary/permanent contracts

## More job security – moving from temporary to permanent contracts

- Collective agreement for ambulance workers with provision for shift from temporary to permanent contracts ([Netherlands](#))
- Call for employers to justify use of temporary contracts ([Sweden](#))
- European court ruling against repeat and long-term temporary contracts ([Spain](#))
- Action at [European Central Bank](#) to defend over 200 temporary staff
- Regional negotiations aim to restrict use of temporary contracts ([Germany](#))



# Outsourcing and privatisation

Even where there is strong collective bargaining outsourcing can undermine jobs and services:

- *Survey evidence of impact of privatisation cuts to jobs, hours and trained staff ([Finland](#))*



Action to protect pay and conditions of outsourced workers:

- *Industrial action at hospital in Cardiff ([UK](#))*
- *Guarantees for outsourced workers ([Malta](#))*

And in contrast benefits of remunicipalisation

- *Large pay increase for care workers ([Norway](#))*

# Collective bargaining and social dialogue

- Italy – public sector negotiations restart after seven years
- Ireland – first steps to pay restoration
- Portugal – collective bargaining demands focus on regaining lost pay, benefits
- Armenia – no consultation over job cuts





# Pay in sectors dominated by women

Care sector, in particular, characterised by low pay and undervaluing of work

- Higher pay increases for specific occupations – nursing assistants (Sweden: [public](#) and [private](#))
- Broad campaign against unfair wages ([Denmark](#))
- Key demand for higher pay for jobs dominated by women ([France](#))
- Calls for higher pay for childcare workers ([Ireland](#) and [France](#))





# Well-being at work

- Action plan agreed in local and regional government social dialogue December 2016

*Involvement of workers and trade unions in the development of services organisation of their workplaces and work processes will have a positive effect on health and well-being at work.*



*In addition, better working conditions could contribute to increasing the quality of the services.*

# Quality framework for traineeships

**Agreement signed in electricity sector in June 2016 and covers:**

- working conditions
- educational objectives
- the role of supervisors
- duration of traineeships
- compensation
- proper recognition and validation of the knowledge, skills and competences acquired



# Continuing professional development

**Joint declaration signed in hospitals sector in June 2016**

- Sets out framework conditions for provision of continuing professional development and lifelong learning for all healthworkers



# Information and consultation

## Agreement signed in Central Government Administration sector in December 2015:

- Common minimum requirements for information and consultation rights
- important workplace issues including restructuring, work/life balance, working time and health and safety.



We aim to keep you up to date with regular news on collective bargaining, social dialogue and pay and conditions in public services:

- [epsucob@NEWS](mailto:epsucob@NEWS)

But it helps if you keep us informed:

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