

## Workshop One EPSU social services seminar

### •What major changes have been taking place in Social Services?

	Issues	national examples
<b>Workshop 1</b>	Most services provided by private organisations. Role of state not significant. State responsible for training but not satisfactory. LIT and EST difficult to say there is any progress.	<b>Se lit sp ger est</b>
<b>Workshop 2</b>	LAT very recent. More NGOs and home care not residential. Elder care local auth. Elderly 80% of income, means tested. Rehabilitation for prisoners. <b>Business collapse counselling</b> 1 social worker for each 3000 in 2010. Need more primary care.	

	<p>Finland. In law in 80s then crisis. Childcare. National prog. 3 days of sick should be evaluation. 3 weeks doc. Elder right to evaluation inc social work.</p> <p>90s private sector. What co-operation. States plan to give non-profit and use volunteers in work.</p> <p>Denmark: new govt. HSS seen form cost view. Family model changing. Muni restructure. Social care elderly CHOICE. Few choose private sector. Govt separate EMP. Foster care reduction and intro of carer allowance.</p> <p>UK: split between child and adult care. Adult into HEALTH. Enforced privatisation. Growth of home care priv (60% MUST</p>	
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	be by private). 'children trust trend'. Mental health under health. Damage social assessments. Registration of qual social workers.	
<b>Workshop 3</b>	<b>Changes:</b> lib to priv decent cost cut, lower social security.	<b>Swe den cz fin neth</b> <b>Den</b> 1% cut in budget per year. No dramatic cuts. Some centralisation. <b>Swe</b> gen law conflicts with specific groups (comp. Between groups.) <b>Neth</b> integration of laws, comm. Work, 'law for social support'. Gen law for muni <b>CZ</b> different levels of services

•How have workers been affected?

Issues		national difficulties
<b>Workshop 1</b>	<b>Nordic, southern and GER</b>	

	<p>Private sector hard to monitor. In Finland carers are aging as well as cared for. Low level of attraction/ recruitment. EST and LIT migration issues. LIT 50%</p>	
<b>Workshop 2</b>		<p>LAT social workers young women with young families. e4-5 year training (48 hours per year). Social care 3 year (16 per year). Training outside country. Some improvements.</p> <p>FIN training issue. (3-10 days per year).</p> <p>DEN retention issues</p> <p>UK job evaluation as part of pay deal. Equal pay claims. Social care workers UPGRADED. (80% women). Privatisation push.</p>

<b>Workshop 3</b>	Higher workloads New management systems <b>Deflation</b> of qualifications (lower qual personnel due to budget pressure). Less secure jobs – fixed contracts, projects.	<b>DEN</b> decentralisation hand in hand with decent of collective bargaining. The UNION has a role (not work councils). <b>CZ</b> private ask for lower QUAL. <b>SWE</b> high SICK LEAVE.
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•How have users been affected?

	<b>Issues</b>	<b>methods of assessment</b>
<b>Workshop 1</b>	Dissatisfaction with the service. Higher demand requests. Trade unions are trying to transpose the expectations between what the users want	<b>SWE</b> difficult to comply with law
<b>Workshop 2</b>	<b>See first question</b>	
<b>Workshop 3</b>	Increased poverty Lower quality of provisions Users are fed up with LIB issues, appreciate the public providers.	<b>CZ</b> Long waiting lists for elderly leading to hospitalisation. <b>FIN</b> contrasts in quality depending on region or the provider. In some countries personnel budgets have been

		introduced.
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•How did trade unions' deal with these changes?

	tactics	national examples
<b>Workshop 1</b>	<b>No promotion in private sector.</b> Trade unions wherever negotiations they analyse employee participation. Negotiations on collective agreement.	<b>North and South</b> , but collective bargaining is very slowly improving
<b>Workshop 2</b>	<b>Strategy to move to public and private membership.</b>	<b>LAT</b> social care to 35 hours for needs and social housing 38 and increase in pay by 20% <b>FIN</b> lobbying for finance and individual workers. <b>UK</b> registration, growth of membership in private and vol. sector.
<b>Workshop 3</b>	<b>Lobbying and campaigning</b> Monitoring of agreements. On decentralisation role of shop steward is greater.	<b>DEN</b> focussed on worker rights but in case of cutbacks were coop with EMPLOYERS and USER associations

	<p>Coop with ALLIES.  Efforts to influence level of education.  Co-op with user organisations.  SOCIAL BRIGADES (neth) to look at levels of social services.</p>	<p><b>FIN</b> Education  <b>DEN</b> upgrade info through electronic networks to local level.  <b>NETH</b> Union had been on worker rights but now need to look at quality of social services as a whole.</p>
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