



FORTE

Social dialogue for skills, training and
working conditions in social services

Joint seminar on evolving jobs, skills and training needs in social services

25 April 2023



@SocialEmployers
@EPSUnions



With financial support from the European Union

#FORTESocial

Interpretation

English, French, German, Spanish and Portuguese

- ❖ Click on the icon « interpretation »
- ❖ Cliquez sur l'icône « interprétation » .
- ❖ Haga clic en el icono « interpretación »
- ❖ Cliccare sull'icona « interpretazione »
- ❖ Klicken Sie auf die Ikone « Interpretation ».



Interpretation

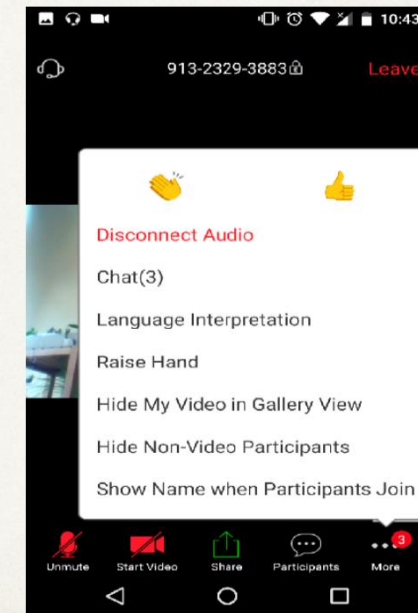
- ❖ Select a language channel
- ❖ Sélectionnez un canal linguistique
- ❖ Seleccione un canal de idioma
- ❖ Selezionare un canale linguistico
- ❖ Wählen Sie einen Sprachenkanal

Desktop - laptop



On phone/tablet

- Click on the 3 dots in the menu bar to open a window. Select «Language interpretation».
- Cliquez sur les 3 points du menu et sélectionnez « interprétation de langue »
- Haga clic en los 3 puntos en la barra de menú para abrir una ventana. Seleccione «Interpretación del idioma».
- Fare clic sui 3 punti nella barra dei menu per aprire una finestra. Seleziona « Interpretazione della lingua »
- Klicken Sie auf die 3 Punkte des Menüs und dann auf « Verdolmetschung »



Other technical details

- Make sure your microphone is muted
- Chat box for comments
- Q&A box for questions



14h00

Welcoming remarks

- Tuscany Bell, Policy Coordinator Social Services and Youth, EPSU

Agenda

14:00 **Opening remarks**

- Tuscany Bell, Policy Coordinator Social Services and Youth, EPSU

14:05 **Presentation of main findings from the draft report on "Evolving jobs, skills, and training needs in the social services sector and the role of social partners in managing changes", Q&A**

Moderator: Tuscany Bell, EPSU

- Magdi Birtha & Sabina Gjylsheni, European Centre for Social Welfare Policy and Research

14:40 **A European perspective on skills: EU Care Strategy and Year of Skills 2023**

Moderator: Tuscany Bell, EPSU

- Flaviana Teodosiu, European Commission DG Employment, Social Affairs and Inclusion, Directorate for Social Policies



Agenda

15:00 Good practices at national level presented by employers' and employees' representatives, Q&A

Moderator: Alina Pavicevac, Social Employers

- Tim Kind, Policy Advisor Labour Market, ActiZ (NL)
- Gertrude Spiteri, Human Resources Manager, Agenzija Sapport (MT)
- Jacqueline Fiorentino, Federal Secretary for social work, CFDT (FR)

15:30 CEDEFOP Skills Forecast in the social services sector, Q&A

Moderator: Sylvain Renouvel, Social Employers

- Ilias Livanos, Expert at the Department for Skills and the Labour Market, European Center for the Development of Vocational Training (CEDEFOP)

16:00 Conclusions and next steps

- Sylvain Renouvel, Director, Social Employers



Presentation of main findings from the draft report on "Evolving jobs, skills, and training needs in the social services sector and the role of social partners in managing changes", Q&A

14h05

- Magdi BIRTHA & Sabina GJYLSHENI, European Centre for Social Welfare Policy and Research



Evolving jobs, skills and training needs in the social services sector and the role of social partners in managing changes

Presentation of main findings

25 April 2023

Sabina Gjylsheni | Dr. Magdi BIRTHA | Dr. Selma Kadi

EUROPEAN CENTRE FOR SOCIAL WELFARE POLICY AND RESEARCH





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Introduction

Research Questions:

- How has social services provision evolved in recent years due to new social care models, evolving needs of service users, and increased use of digital tools and technologies?
- What is the impact of the evolution in the sector on skills needed and how can these new skills be acquired?
- What role does social dialogue play in supporting the changing jobs, skills, and training needs?

This study provides:

- Valuable insights into the current challenges of the social services sector regarding **skills and training needs of workforce**
- Highlights relevant sector-specific challenges and opportunities to **improve the quality of care**
- A **multi-stakeholder perspective**, by gathering data from representatives of service providers (employers), and staff in social services (workers) to explore the role of social dialogue in improving skills

Methodology of the study

1. **Comprehensive literature review** on social services for different target groups, existing challenges, and training needs of the workforce in EU.
2. **Qualitative interviews** with national stakeholders from **8 EU Member States**, including representatives of employers and workers' organizations in social care service sector (Austria, France, Belgium, Germany, Netherlands, Romania, Finland, and Malta)
3. **4 EU-level interviews** with relevant stakeholders from service user groups (European Disability Forum, AGE Platform Europe, Eurochild) and CEDEFOP
4. **20 interviews** (January-March 2023)
5. **Limitations** (small sample, findings not applicable to EU27, reliance in potentially biased self-reported data.

Organisations interviewed

Country	Employers' representatives	Workers Representatives
Austria	SERVICE MENSCH GMBH	Youunion,
Belgium	UNIPSO	CNE, ACV-Puls, SETca
France	ELISFA	CFDT
Germany	AWO	Ver.di
Netherlands	ActiZ	FNV
Romania	FONSS	SANITAS
Finland	HYVINVOINTIALA HALI RY	SuPer
Malta	Aġenzija Sapport	GWU

Main trends and challenges in the social care sector in recent years

Staff shortages and attractiveness of social care sector

- Low salaries; high levels of burnout and turnover; lack of workforce development funding; poor working conditions; significant lack of staff in: DE, AT, RO, FR, MT, BE

Administrative burden and safety at work

- Increase in demand for care documentation; technology (additional burden); safety at work (discrimination and harassment from users)

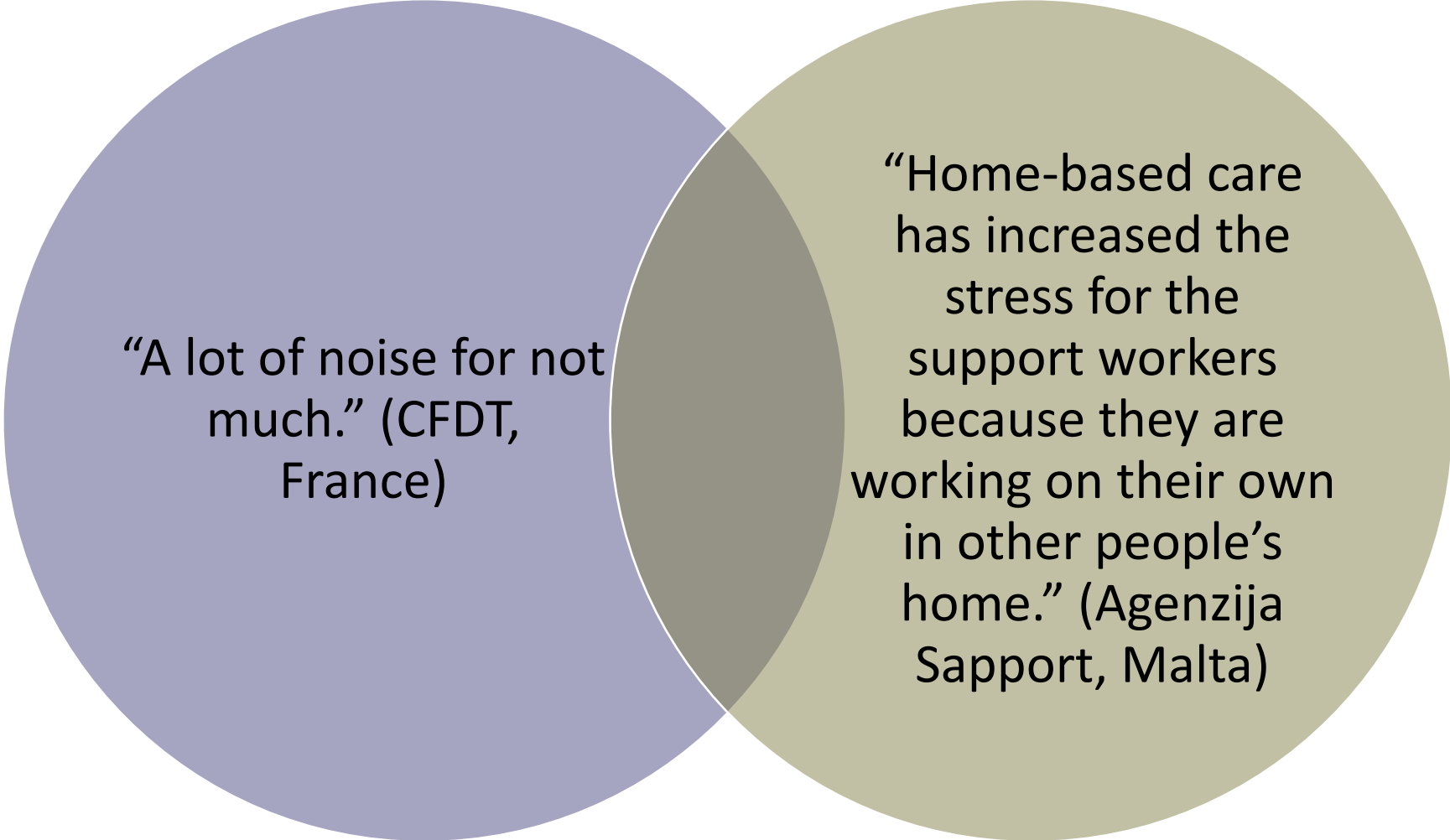
Involvement of the needs of service users

- Person-centered care has increased consideration for needs; low representation of users in public discussions; users represented through employers

Unmet upskilling and training of the care staff

- Lack of soft skills; need for self-defence training

The interviewees said:



“A lot of noise for not much.” (CFDT, France)

“Home-based care has increased the stress for the support workers because they are working on their own in other people’s home.” (Agenzija Sapport, Malta)

Impact of the evolution of jobs on skills needs and ways to acquire new skills

Need for new skills and training	<ul style="list-style-type: none">• Skills for rights-based approach; need for human interaction skills; intercultural communication skills; interprofessional cooperation; skills for specific groups; digital skills
Education	<ul style="list-style-type: none">• Mostly nursing degrees; need for tailored university modules; formal education should focus on rights based approach
Training for skills development for social care workers	<ul style="list-style-type: none">• Responsibility falls under the employer; difficult to foster workers participation in trainings
Impact of digitalisation on skills and workload	<ul style="list-style-type: none">• Helps with administrative burden; use of digital tools is not promoted; digital divide between older/younger care workers
Skills needed	<ul style="list-style-type: none">• In e-health; electronic beds; robot assistants

Zooming in on existing training programmes



The interviewees said:

“Workers need to have more soft skills, to speak with people from different cultures and learn how to respect clients in their house and respect their culture.” (UNIPSO, BE)

“Formal nursing university education does not prepare nurses well for home-care, it is mostly just for hospitals.” (Volkshilfe, AT)

“We see that there's a need for education for informal care providers. So how can we make sure that they can manage themselves as an informal care provider? How can you protect your own barriers?” (ActiZ, Netherlands)

Technology in the care sector

- Care workers should be involved in the decision making process when implementing technological tools
- The use of digital tools and technologies is not widespread in the social care sector yet
- Technological tools should not replace individual contact as it can cause professional isolation
- There is a need to balance the benefits of technology with data protection and privacy concerns
- Technology should be affordable and accessible
- There is a need for thorough training to support workers' use of technology (so it's not a burden, but a useful tool)

Role of social dialogue in handling changing jobs, skills and training needs

- Well-established in some countries, including AT, BE, NL, FI, MT
- Improves working conditions (AT, BE, FI, MT)
- Fosters education and training programmes
 - ActiZ (NL); ACV (BE); Agenzija Sapport (MT)
- Workers and employers' organisations advocate for equal working conditions
 - Advocate for funding opportunities
 - Lobby for salary increase
 - Lobby for rights to training and provide training (employers)
 - Advocate for workers rights to have a say in policies that relate to their day to day work



Challenges in social dialogue and in representation of care workers

Lack of close collaboration between employers' representatives and workers' representatives is a common challenge to social dialogue in the studied countries.

- Employers organisations resistant to making agreements with workers organisations (Ver.di)
 - Employers want to keep salaries low for workers
- Lack of diversity in representation
- Representation in social care sector is generally low
 - Lack of interest of workers to participate in social dialogue
- Trade unions challenge to gain recognition
- Administrative workload reduces social intervention time
- Representation of foreign care workers
 - Cultural barriers
 - Language barriers

Country specific examples

Germany: worker representation in the care sector is not particularly high, which hinders effective social dialogue. Employers' representatives in the care sector have been resistant to making agreements and collective bargaining with workers' representatives, according to trade union Ver.di.

Finland: The lack of collaboration between workers' and employers' organizations, where SuPer reports little collaboration from employers who want to keep salaries low for workers.

Belgium: ACV emphasizes the importance of diversity in representation, taking into account various professions, cultural backgrounds, and roles involved in the care sector.

France: ELISFA highlights a lack of interest among social workers in participating in social dialogue.

Romania: FONSS identifies weak representation of social care in unions, groups, or employer associations, as a reason for the lack of improvement in the country's social care system.

Policy Recommendations 1/2

"What would we need to address and respond to the new needs in terms of skills and how?"

1

New types of person-centred community-based care services require different skills than institutional care. In order to improve the skills of care workers, we need:

- **realistic plans regarding digital skills**, assessment of the advantages and risks of increasing the role of digital technology in care provision (much training is needed, hesitancy to train if different technologies need different skills),
- **a balance to avoid excessive administrative burdens** on care staff,
- **well defined career paths** (possibility to move on in one's career as a support worker without becoming directly a manager, e.g. 'senior support worker'),
- more **research on the impact of technology** on clients and care work.

Policy Recommendations 2/2

2

Policies needed to improve the training and education of care staff to prepare them for working in community-based care services:

- Incorporate **specialised soft-skills training and a human rights-based approach** into the formal curricula for nurses, social workers (e.g diversity sensitive care for different target groups);
- Make **attractive training course offers** for people who are looking for work to train and work in social care professions (e.g. offer scholarships, or grants for students);
- Provide **continuous training opportunities** for social care workforce on the job, esp. to those shifting from institutional to community-based care (e.g. short courses integrated in daily work, financing for training) and allow them to build a better career path.

3

Importance of recognising the role of different stakeholders (employers, workers, users) and strengthen the cooperation among their representative organisations through:

- a more **structured way to involve the voice of services users** in service planning;
- **enhanced social dialogue** with a reinforced capacity to address vocational education and training in social services (+ trade unions should attract more members from the social care sector);
- **recognition of Social Partners** (employers organisations and trade unions) as interlocutors at all levels.

Conclusions

Based on the results of our study, the new models of care require a range of skills:

- **project management** skills
- **intercultural communication** skills
- **interprofessional collaboration** skills
- **group-specific** skills
- **digital literacy and communication** skills.

Workers need:

- training in **human rights-based approaches**, detailed knowledge about users' wellbeing, **mental health support**, and **recognition of qualifications** gained in foreign countries
- **familiarity with digital technologies and tools**
 - *(such as tablets, smartphones, and robotics and tools such as online software allowing to manage and share users data and files or to improve the communication)*
- **strong collaboration** between trade unions and employers' organisations to create more equitable and sustainable working conditions in the care sector.



Thank you!



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14h40

A European perspective on skills: EU Care Strategy and Year of Skills 2023

- Flaviana Teodosiu, European Commission DG Employment, Social Affairs and Inclusion, Directorate for Social Policies



European
Commission

A European perspective on skills: European Care Strategy and the European Year of Skills



#EUCareStrategy

*Flaviana TEODOSIU,
Team Leader for Long-Term Care, DG EMPL*

Employment,
Social Affairs
and Inclusion

Care strategy: EU-level actions

Services

- LTC recommendation
- Technical assistance (TSI)
- International cooperation (WHO, OECD)
- Innovation (Horizon Europe)
- Digitalization (Digital Europe)

1

Workforce

- Working conditions
- Attracting more workforce
- Skills
- Work-life balance

2

Funding

- Social investment approach
- EU funding

3

Evidence and monitoring

- Improving data, task force on LTC statistics
- Projections on demand for care
- Research (Horizon Europe)
- Policy monitoring (European Semester)
- Mutual exchanges and learning

4

Care strategy: zoom into workforce actions

Working conditions

- Social dialogue at EU and national levels
- Reviewing the application of EU standards on working conditions
- Analysis of occupational safety and health issues in the health and LTC sector

1

Skills

- Skills partnership under the Pact for Skills for the long-term care sector
- Policy brief on skills intelligence on skills needs and trends for the long-term care sector (CEDEFOP)

2

Attracting more workers

- Study mapping admission conditions and rights of non-EU long-term care workers
- Talent Partnerships
- Talent Pool
- Recognition of Qualifications and Validation of Skills of third country nationals

3

Work-life balance

- Work-Life Balance Directive
- Combatting gender stereotypes
- Citizens, Equality, Rights and Values programme (CERV) programme
- Support for informal carers (with WHO)

4

LTC Recommendation

Affordability

- timely,
- comprehensive,
- adequate

social protection

1

Availability

- more services & more options
- home care & community-base care
- territorial gaps
- innovative & digital solutions
- accessibility

2

Quality

- quality principles
- quality assurance elements

3

Carers

- formal (working conditions, skills needs and worker shortages, social dialogue)
- informal (mapping carers, support, e.g. training, counselling, respite care)

4

#EuropeanYearOfSkills

The Year would promote a mindset of reskilling and upskilling, boosting competitiveness of companies (in particular SMEs), realising the digital and green transitions in a socially fair, inclusive and just manner.



Investment

Increased, more effective and inclusive investment



Skills relevance

Strengthening skills relevance by close cooperation



Matching aspirations

Matching people's aspirations and skills-set with labour market opportunities



Attracting people

Attracting people from third countries with the skills needed by the Union

Thank you



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Social Europe



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#EUCareStrategy

15h00

Good practices at national level presented by employers' and employees' representatives, Q&A

- Tim Kind, Policy Advisor Labour Market, ActiZ (NL)
- Gertrude Spiteri, Human Resources Manager, Agenzija Sapport (MT)
- Jacqueline Fiorentino, Federal Secretary for social work, CFDT (FR)



The shift towards informal care in LTC policies in the Netherlands

Tim Kind
Policy Advisor at ActiZ

Wednesday 24th april 2023

The Dutch context

Some numbers concerning the Dutch context

- 17 million citizens
- > 75 years old: 1.450.000
- 1.2 million clients in LTC
 - Nursing homes (135.000)
 - Home care (593.000)
 - Household assistance (467.000)
- Labour market: 470.000 workers in LTC (1/6 of the total Dutch labour force)
- Labour market shortage in LTC (2022): 48.300 workers

Major policy changes

Recently two major policies were introduced

- Availability of nursing homes is 'fixed' at 135.000 places (current number)
- The number of workers in LTC is 'fixed' at 1/6 of the total Dutch labour force

Consequences

- 'Care gap'
- Increasing number of clients in Home care (instead of nursing homes)
- Increasing labour market shortages (137.000 workers in 2032)

Major policy changes

The logo for 'actiz' is located in the top right corner. It consists of the word 'actiz' in a white, lowercase, sans-serif font, set against a dark blue, tilted rectangular background.

Focus of LTC policies in the Netherlands

- Digitalisation, e-health and innovation
- Prevention
- 'Tailored care'
- Self-reliance/positive health
- Community care / inclusion
- Flexibility in the LTC labour market ('skills based')
- **More emphasis on informal care/kinship support (care by family member/social network)**

Informal care/kinship support

- Informal care has long been a corner stone of the Dutch LTC system
- Due to professionalization of the sector, the LTC sector is increasingly built around a medical/professional framework
- Due to the ageing of society and labour market shortages, this model is under pressure ('care barriers')
- Recent reports state that the balance between formal (professional) care and informal care/kinship support in the Netherlands needs to be strengthened
- 5 million informal carers/volunteers
- This has an impact on the concept of 'skills' and education

Five implications



1. Professionals require skills to better cooperate with informal carers
2. Professionals require skills to balance their own informal care tasks with their work as a care professional
3. Informal carers require skills to better cooperate with care professionals
4. Informal carers require skills in order to fulfill (technical) care tasks
5. Informal carers require skills in order to balance their work with informal care tasks

National structure around informal care

The logo for 'actiz' is located in the top right corner. It consists of the word 'actiz' in a white, lowercase, sans-serif font, set against a dark blue, tilted square background.

- In the Netherlands we are building an educational structure around informal care
- 'Everyone who wants to be skilled can enroll'
- Central development (National Care class) and distributed/opened-up to municipalities, care providers and care insurers
- Mix between virtual classes, e-learning and learning communities

Training and upskilling initiatives by Agenzija Sapport

FORTE Project

Brief Introduction

Agency has 606 employees

399 – Support Workers (frontliners)

130 Professionals (working directly with Service Users and also offering support to frontliners)

Upskilling of the workforce has been a main item on the agenda

Upskilling of workforce Initiatives

- Collaborations with Educational Institutions
- Move to a competency-based approach - Review of job descriptions
- Invite lecturers for our team days



Collaboration with Educational Institutions

University of Malta

- Master of Arts in Disability Studies
- BA Disability Studies and Psychology
- BA Disability, Gender and Sexuality
- Diploma in Community access for Disabled People - fully sponsored 4 employees (2 have completed the course and another 2 are currently reading for this qualification)

- Collaborate with University - Sharing our expertise in the area
- We have 3 Managers who lecture these modules
- Offer student placements
- Encourage our employees to enroll on these courses through study leave, CPD allowance

Collaboration with Educational Institutions

Other Institutions

- MCAST
- Diploma in Health and Social Care – most of our new Support Workers have this qualification
- Collaborate by offering student placements
- Presently we are in discussions with elderly organization that delivers a courseand we are including a module on disability for our employees
- The intention is that this will be attended by all our frontliners to ensure standardisation

Other initiatives:

- NAPPI Training - This is a programme to teach frontliners how to deal with Challenging Behaviour
- We have our own in-house trainers and this is suggested for all our employees
- Newly created unit - Preventive and Advisory Intervention Team, created to advise and mentor our employees in challenging behaviour, profiling and giving skills to our employees to deal with challenging behavior.

Other initiatives by Human Resources Team

Competency based framework

- We have organised all our recruitment strategies to focus on competencies
- This led to the need to review our job descriptions
- We have started an exercise in job evaluations by conducting Cognitive Task Analysis interviews from stakeholders involved in a particular role including our service users
- This will enable us to have roles targeted towards the needs of the service users and the mission and values of the Agency

▪ **Collective Agreement**

- Presently we are negotiating a new Collective Agreement for the Agency which will focus on upskilling of our workforce through offering career progression initiatives linked with Continuous Professional Development.

GRAZZI

15h30

CEDEFOP Skills Forecast in the social services sector, Q&A

- Ilias Livanos, Expert at the Department for Skills and the Labour Market, European Center for the Development of Vocational Training (CEDEFOP)



Cedefop 2023 Skills Forecast

Evolving jobs, skills and training needs in social services – online seminar
Tuesday, 25 April 2023

Implications for the Care sector

Ilias Livanos, Expert, Skills forecast leader

Department for VET and skills



CEDEFOP

European Centre for the Development
of Vocational Training

What is the skills forecast?

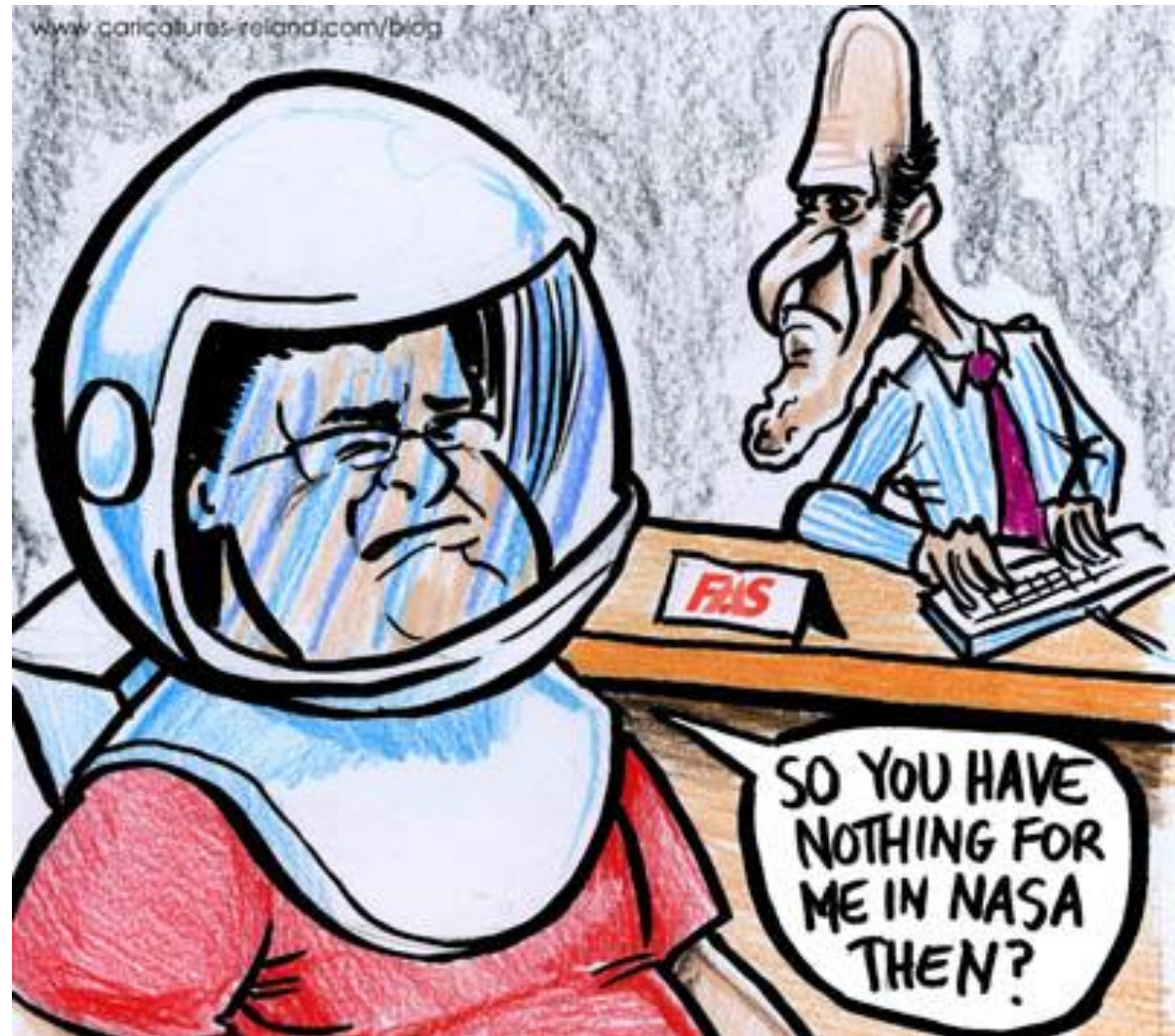
- 01 A unique database
- 02 A single methodology - harmonised and comparable data
- 03 Skills: proxied by occupations and qualifications
- 04 Supply: qualifications of working-age population/labour force
- 05 Demand: employment by sector, occupation, qualification
- 06 42 sectors 41 occupations 3 levels of qualifications
- 07 Projections for 10-15 years, EU-27+

Why do we need a skills forecast?

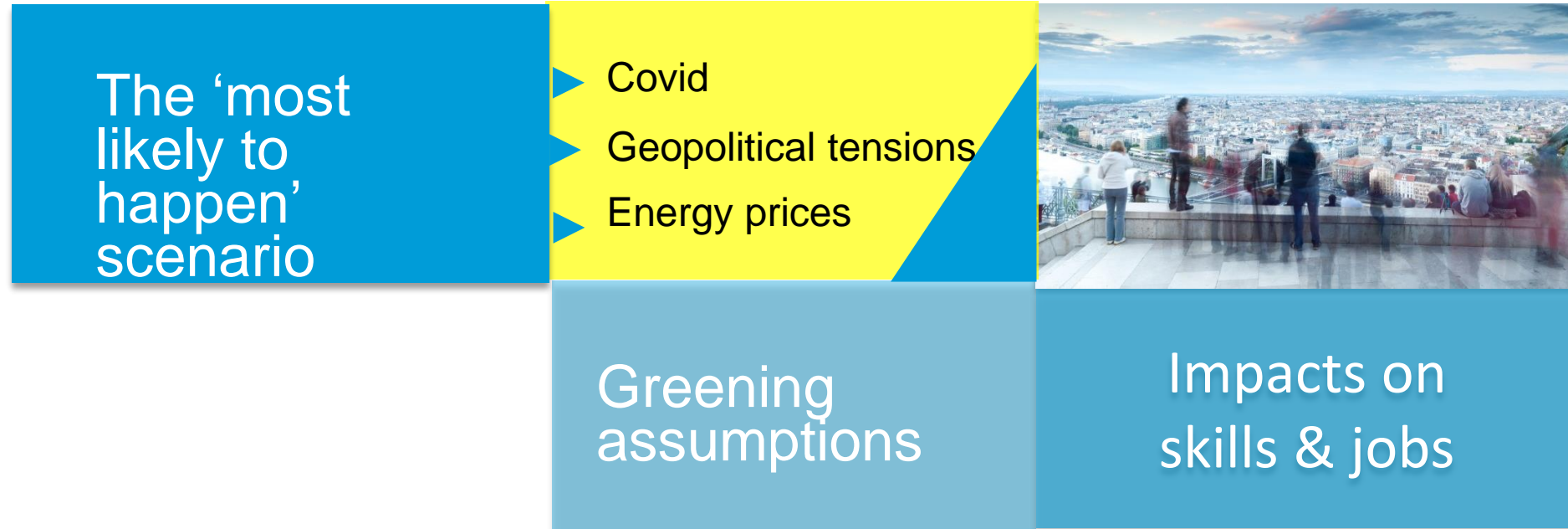
‘The skills mix is like a Rubik’s cube. It has multiple facets, you need to twist it to get it right.’



Why do we
need a skills
forecast?



Foundations of the forecast





Employment change by sector, EU27, 2022-35

GROWTH

- Information and communication
- Real estate, professional, scientific activities
- Human health and social work
- Accommodation and food services
- Education

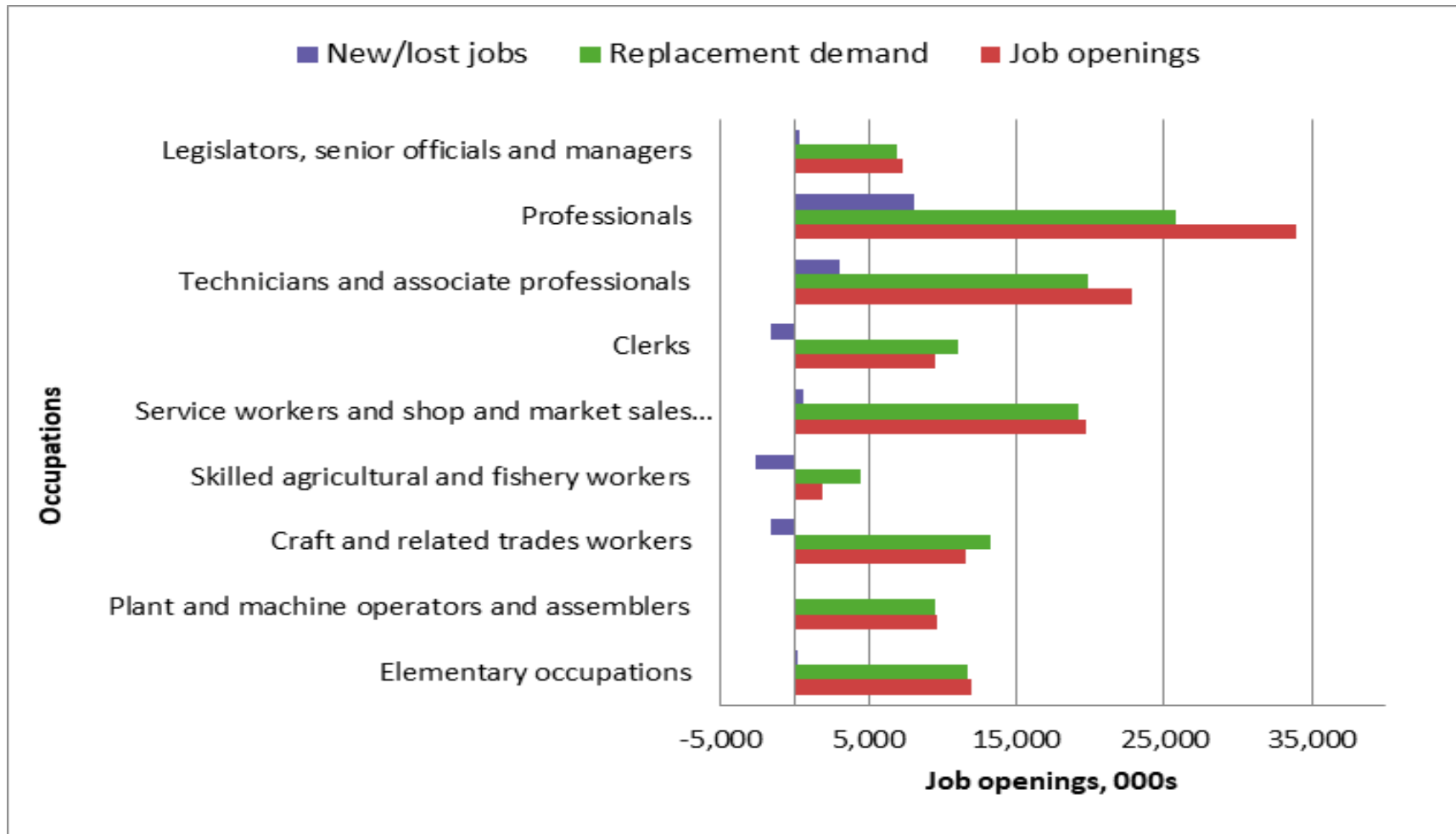
SLIGHT GROWTH

- Electricity, gas, steam and air conditioning
- Financial and insurance
- Wholesale and retail
- Administrative and support service activities
- Transport and storage

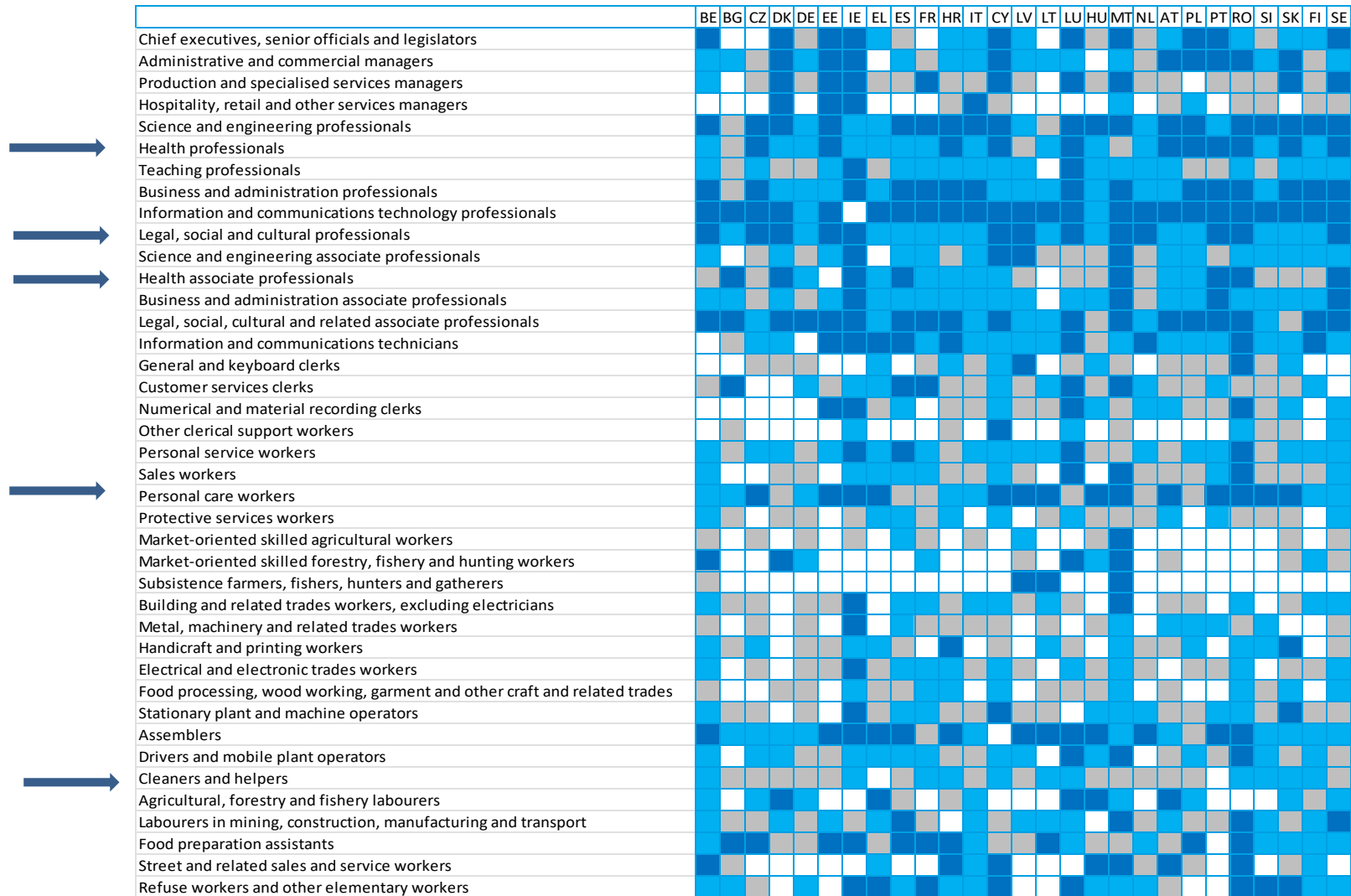
DECLINE

- Agriculture etc.
- Mining & quarrying
- Construction

Total job openings to 2035



Employment growth by occupation to 2035



High shares, high demand

Large differences across countries

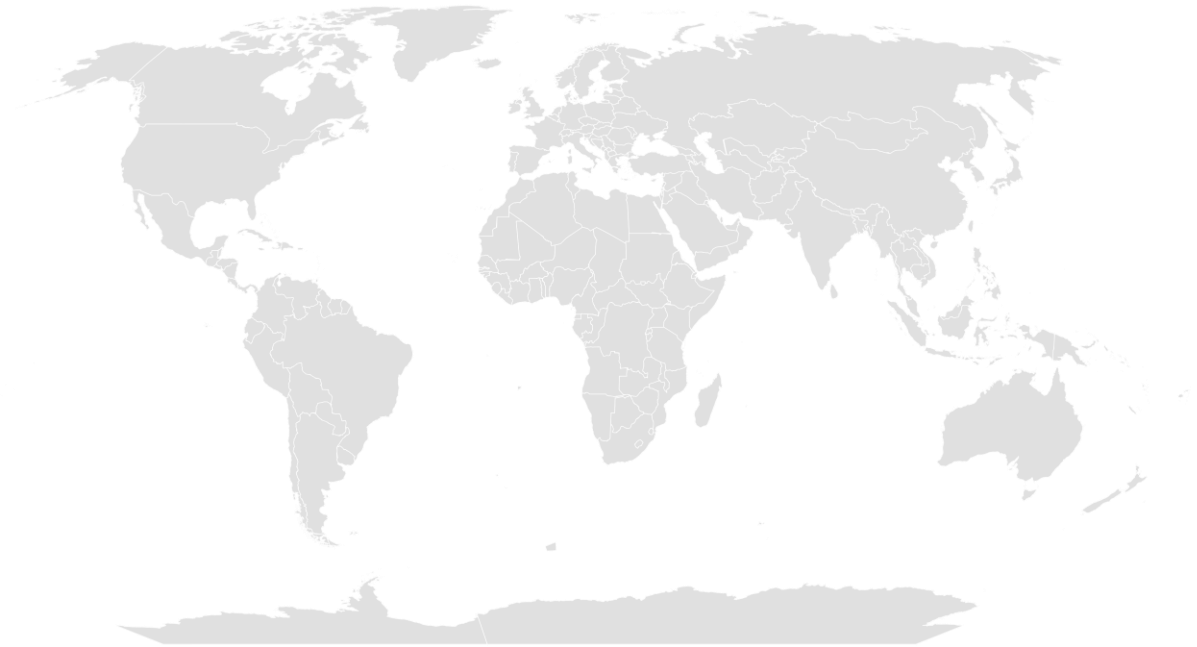
Challenging in South and East Europe

20% employment growth in 2011-2021

1.5 million new jobs in that period

Additional 800k new jobs until 2035

Care sector as a share of total employment by country, 2021



*NACE 87 Residential care activities and 88 Social work activities without accommodation

Source: [Cedefop Skills Forecast](#)

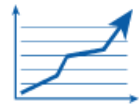
Qualification level of people employed in the industry.



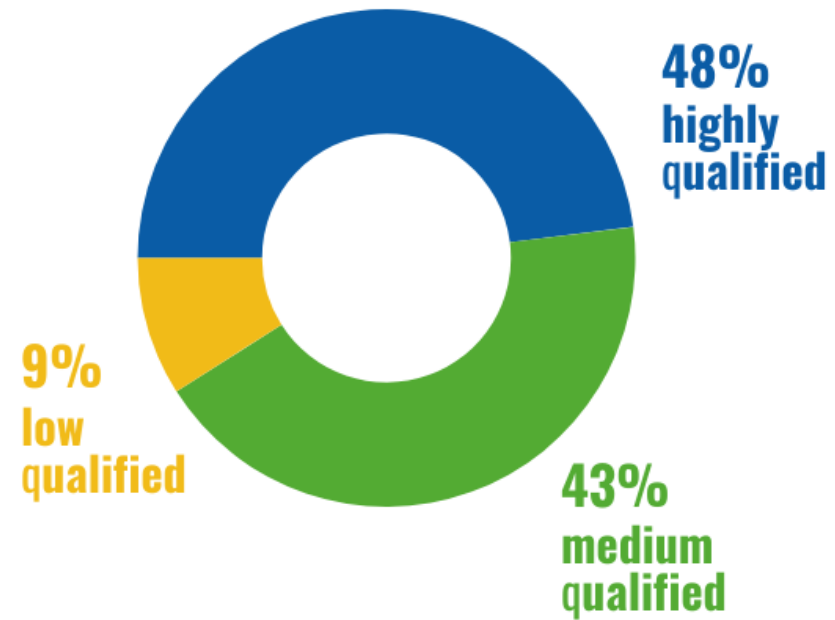
10 300 643
jobs in 2035



4.8%
of total jobs share
in 2035



7.3%
growth until 2035





Residential care and social work CEDEFOP 2023 SKILLS FORECAST

EU-27

EMPLOYMENT FORECAST 2022-2035

▲ **36%**



Greece will have the highest growth

▼ **-21%**



Spain will experience a sharp decline

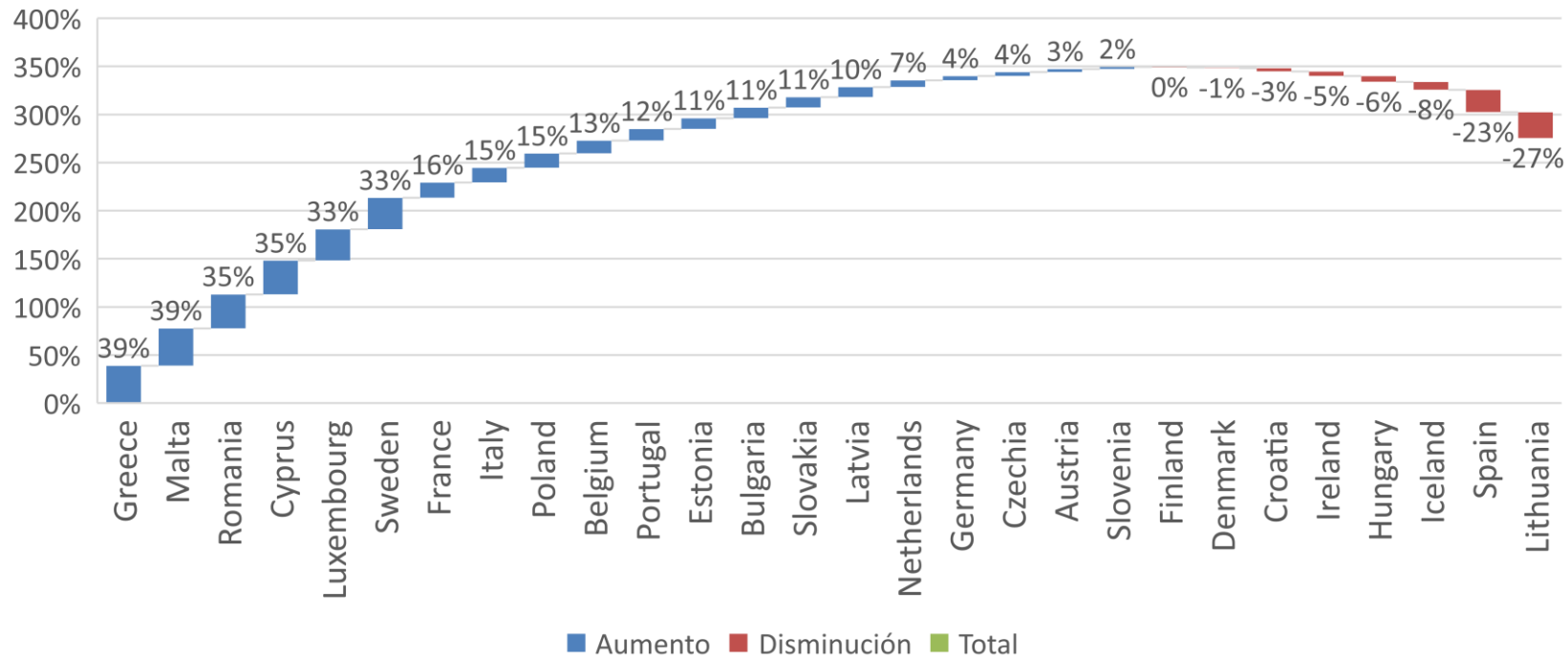


Look at the growth rate of your country



% change in employment

Future employment trends to 2021-2035



Source: [Cedefop Skills Forecast](#)

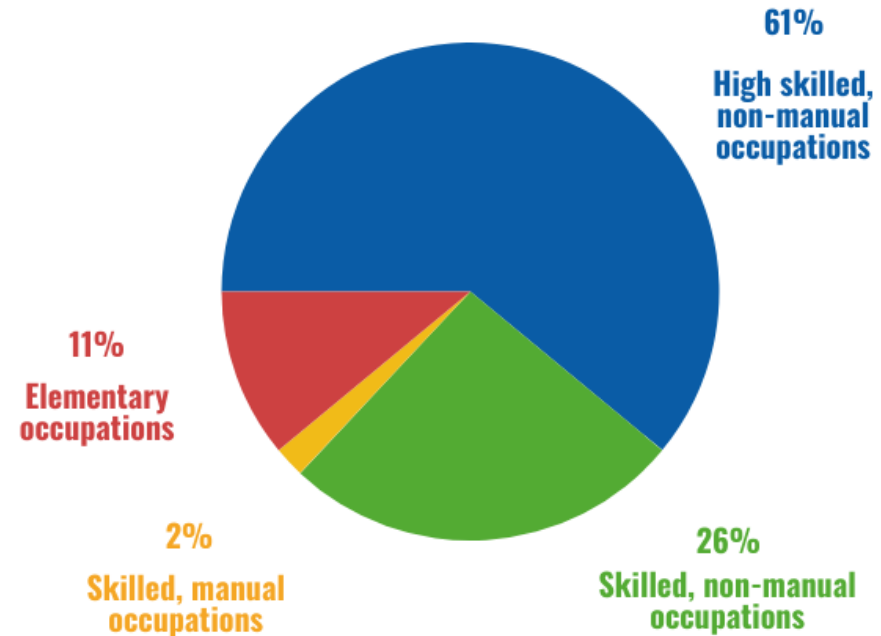


Top 3 occupations in 2035

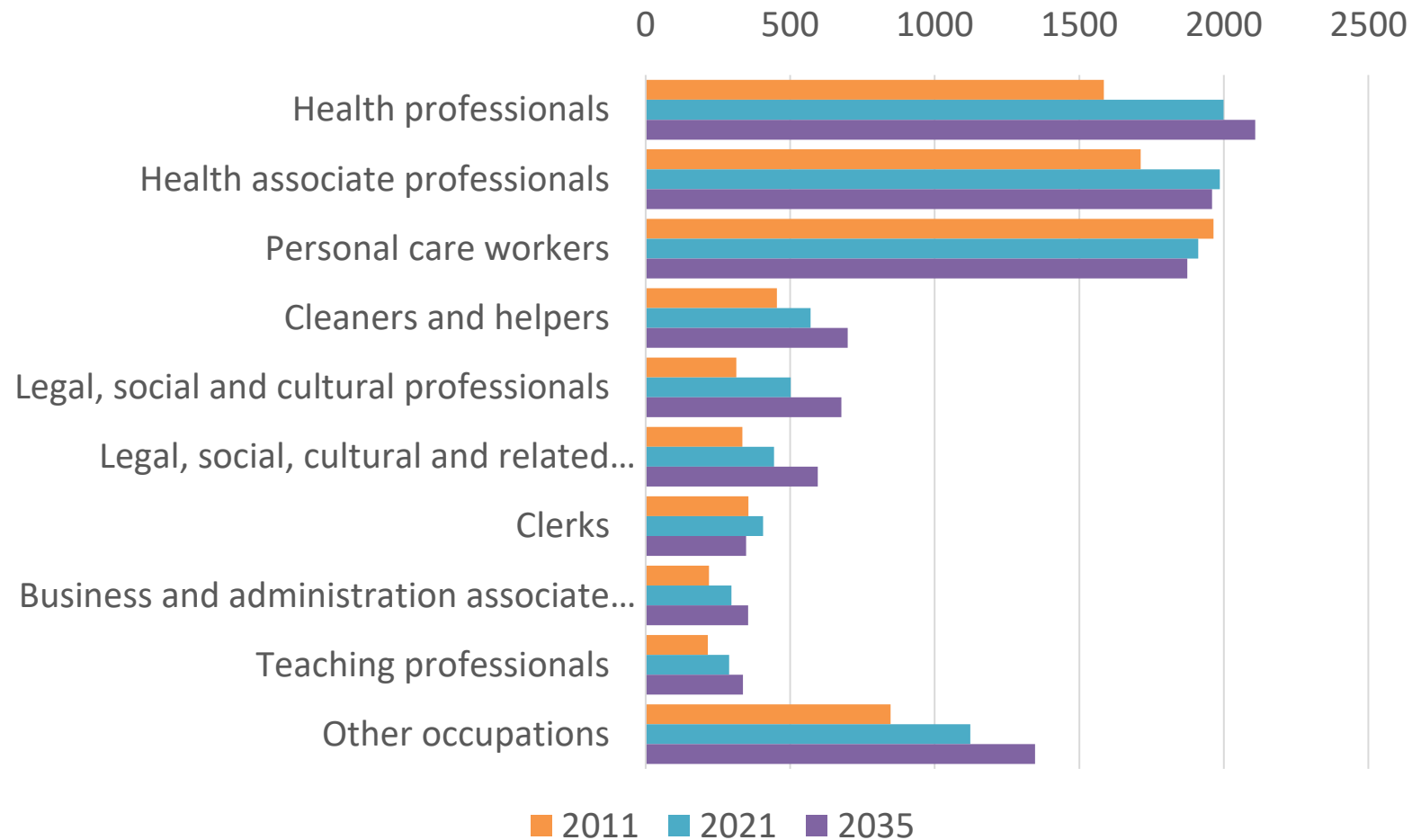
Health professionals	20,5%
Health ass. professionals	19%
Personal care workers	18%



Employment by skill level in 2035



Employment by occupational group



Source: [Cedefop Skills Forecast](#)

Future Shortage Indicator & Care sector occupations

Cedefop Skills Forecast 2023	Individual indicators			Future Shortage indicator
	Demand	Supply	Imbalance	
	Expansion	Replacement		
High-skilled non-manual occupations				
11. Chief executives, senior officials and legislators	2	4	2	2.7
12. Administrative and commercial managers	2	2	2	2.0
13. Production and specialised services managers	2	3	3	2.7
14. Hospitality, retail and other services managers	1	3	4	2.7
21. Science and engineering professionals	4	3	2	3.0
22. Health professionals	3	4	1	2.7
23. Teaching professionals	3	3	2	2.7
24. Business and administration professionals	4	2	2	2.7
25. Information and communications technology professionals	4	1	2	2.3
26. Legal, social and cultural professionals	3	3	2	2.7
31. Science and engineering associate professionals	2	2	3	2.3
32. Health associate professionals	2	2	3	2.3
33. Business and administration associate professionals	2	3	3	2.7
34. Legal, social, cultural and related associate professionals	4	3	3	3.3
35. Information and communications technicians	2	1	3	2.0

Source: author's estimations based on Cedefop 2023 Skills Forecast

Cedefop Skills Forecast 2023	Individual indicators			Future Shortage indicator
	Demand	Supply	Imbalance	
	Expansion	Replacement		
Skilled non-manual occupations				
41. General and keyboard clerks	2	3	1	2.0
42. Customer services clerks	4	3	1	2.7
43. Numerical and material recording clerks	1	2	2	1.7
44. Other clerical support workers	1	1	2	1.3
51. Personal service workers	3	3	4	3.3
52. Sales workers	2	2	4	2.7
53. Personal care workers	3	4	2	3.0
54. Protective services workers	2	3	2	2.3

Source: author's estimations based on Cedefop 2023 Skills Forecast

Future Shortage Indicator & Care sector occupations

Cedefop Skills Forecast 2023	Individual indicators			Future Shortage indicator
	Demand	Supply	Imbalance	
	Expansion	Replacement		
Elementary occupations				
91. Cleaners and helpers	2	4	2	2.7
92. Agricultural, forestry and fishery labourers	2	1	4	2.3
93. Labourers in mining, construction, manufacturing and transport	3	2	1	2.0
94. Food preparation assistants	4	2	2	2.7
95. Street and related sales and service workers	2	3	4	3.0
96. Refuse workers and other elementary workers	3	3	2	2.7

Source: author's estimations based on Cedefop 2023 Skills Forecast



Thank you

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16h00

Conclusions and next steps

- Sylvain Renouvel, Director, Social Employers



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Social dialogue for skills, training and
working conditions in social services

Thank you !



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