Short introduction to the project

How to create & manage employer's organisations in social services (WP3)

- Build capacities of employers' organisations across EU countries

- Facilitate mutual learning by implementing study visits to employers' organisations in six countries

- Produce a guide with practical tips and examples on how to build and manage effective employers' organisations in social services

Improving working conditions (WP2)

- Develop recommendations on 10 priority topics impacting the sector's working conditions

- Academic input on each topic: Research Institute for Work and Society (HIVA), KU LEUVEN

- 10 recommendations developed in working groups

- 1 report summarising all recommendations

- Further use in the framework of EU sectoral social dialogue

Agenda

13:00 **Opening remarks**
Sylvain Renouvel, Director, Social Employers

13:10 **European Agency for Safety and Health at Work (EU-OSHA): Presentation of OSH figures in health and social care**
Lorenzo Munar, Project Manager, Prevention and Research Unit

13:30 **The IWorCon research process**
Dr. Anne Guisset, Research Institute for Work and Society (HIVA), KU Leuven

13:40 **Presentation of IWorCon recommendations: Focus on risk prevention**

14:10 **Break**

14:20 **Presentation of IWorCon recommendations: Focus on wellbeing at work**

14:50 **Conclusions and next steps**
Samantha Howe, Policy Assistant – Social Services, EPSU

Co-funded by
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Health and Social Care - OSH overview

IWorCon Dissemination Event - 22/10
Lorenzo Munar

European Agency for Safety and Health at Work

Agenda

- **Update on EU-OSHA´s research project on the Health and Social care (HeSCare) sector**
- **OSH in figures report**
  - Introduction
  - OSH risks
  - OSH outcomes
  - OSH management
  - Drivers and obstacles – OSH Management
  - Worker participation

Research projects finalised – publications available

- **Research project 1 – OSH in figures in the health and social care sector (statistical report)**
  - To be published on 31/10

- **Research project 2 – Mental health challenges in the EU health and social care sector during COVID-19: strategies for prevention and management (report)**
  - Publication available at: https://osha.europa.eu/en/publications/mental-health-challenges-eu-health-and-social-care-sector-during-covid-19-strategies-prevention-and-management

- **Research project 3 – Digital platform work in the health and social care sector: implications for OSH (discussion paper)**
  - Publication available at: https://osha.europa.eu/en/publications/digital-platform-work-health-and-social-care-sector-implications-occupational-safety-and-health

- **Research project 4 – Automatisation of (cognitive & physical) tasks in the HeSCare sector: implications for safety and health (report)**
  - Publication available at: Automation of cognitive and physical tasks in health and social care sector: implications for safety and health

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Ongoing Research projects

- Research project – Musculoskeletal Health (focus on primary prevention)(report)

- Research area project – Mental Health (focus on primary prevention) (report)

- Research area project – OSH in home care sector (report)

- Research area project – "EU-OSHA´s Workers´ exposure survey on cancer risk factors in Europe" data related to HeSCare sector

- Research area project – Work-related accidents in the HeSCare – Why are they so prevalent (and have increased in such a way over the last 10 years? (report)

Research projects planned for next year

- Research area project – Mental Health II (focus on secondary and tertiary prevention) (report)

- Research area project – Musculoskeletal Health II (focus on secondary and tertiary prevention) (report)

- Research area project – OSH in the residential (long-term) care sector (report)

- Research area project – OSH in the Healthcare sector (report)

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OSH in figures in the HeSCare sector

- **Ambitious research project**
  - Review of studies and literature
  - Data processing and analysis
  - Key informant interviews

- **It includes**
  - Around 200 figures
  - Around 30 tables
  - Policy pointers

- **It will be published on 31/10/2024**

- **Six PPTs (including the figures, tables from the report) will be available soon**

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OSH in figures
in the health and social care sector

Report

European Agency
for Safety and Health
at Work

Safety and health at work is everyone's concern. It's good for you. It's good for business.

Introduction – Data sources / surveys

- European Survey of Enterprises on New and Emerging Risks (ESENER);
- European Working Conditions Telephone Survey (EWCTS);
- EU Labour Force Survey (LFS);
- EU-OSHA – OSH Pulse survey 2022; and
- European Statistics on Accidents at Work (ESAW).

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Main subsectors comprising health and social care (HeSCare) activities
(NACE rev 2)

Data presented at:
- Q (NACE code) sector level (Human health & social work activities)
- Subsector. Q.86, Q.87 and Q.88
- At country level by sector (Q. sector level).
- By company size
- By gender, by age, …
- …

| Q86 - Human health activities (Referred to as: *Healthcare*) | Q86.1 | Hospital activities. |
	Q86.2	Medical and dental practice activities.
	Q86.2.1	General medical practice activities.
	Q86.2.2	Specialist medical practice activities.
	Q86.2.3	Dental practice activities.
	Q86.9	Other human health activities.
Q87 - Residential care activities (Referred to as: *Residential care*)	Q87.1	Residential nursing care activities.
	Q87.2	Residential care activities for mental retardation, mental health and substance abuse.
	Q87.3	Residential care activities for the elderly and disabled.
	Q87.9	Other residential care activities.
Q88 - Social work activities without accommodation (Referred to as: *Social Work*)	Q88.1	Social work activities without accommodation for the elderly and disabled.
	Q88.9	Other social work activities without accommodation.
	Q88.9.1	Child day-care activities.
	Q88.9.9	Other social work activities without accommodation n.e.c..

Source: Eurostat's NACE classification

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Percentage of HeSCare workers working sometimes/often/always exposed to musculoskeletal risks, by subsector, EU-27, 2021 (%)
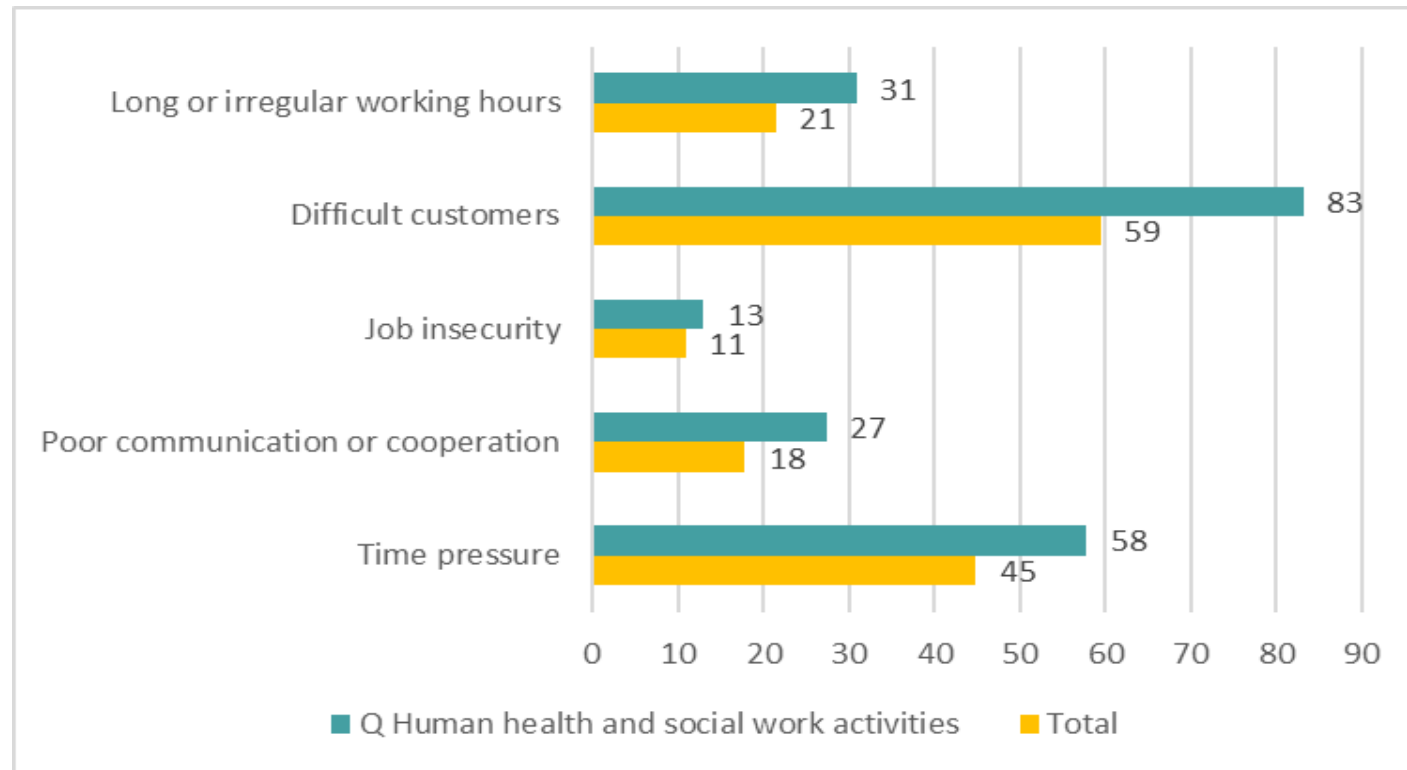
OSH risk
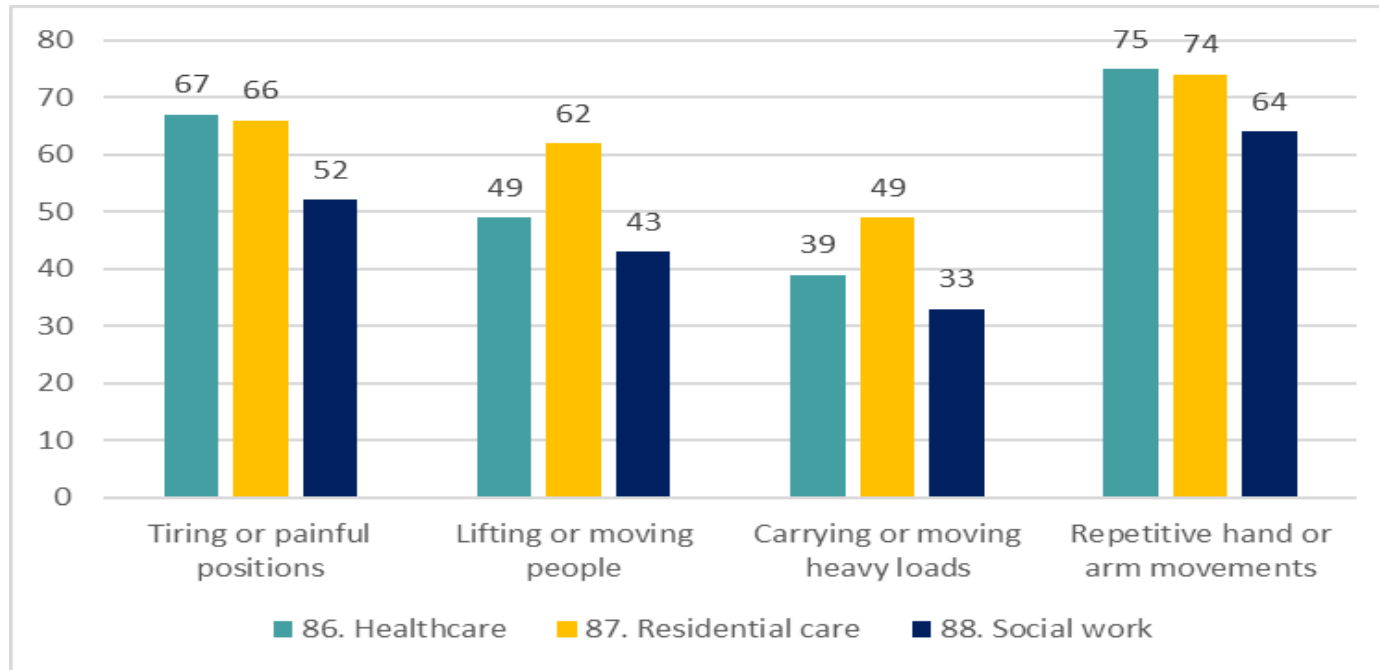
Source: TNO based on the EWCTS-2021
Base: All HeSCare workers in the EU-27.

Percentage of establishments indicating psychosocial risk factors,
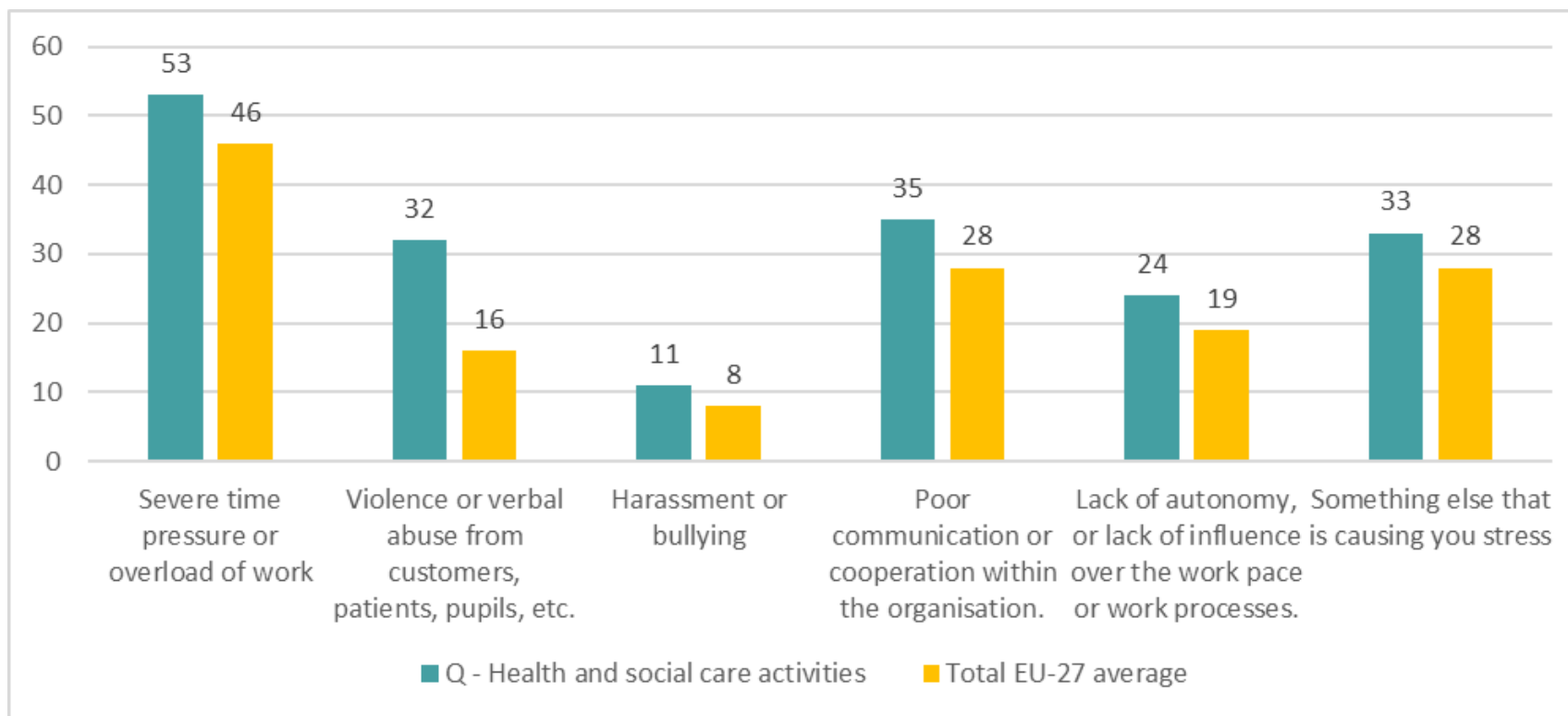## by sector, EU-27, 2019 (% indicating yes)

OSH risk

Source: Panteia based on ESENER-2019

Base: All establishments in the EU-27.

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Percentage of workers exposed to a selection of psychosocial risk factors at work, by sector, EU-27, 2022 (%)
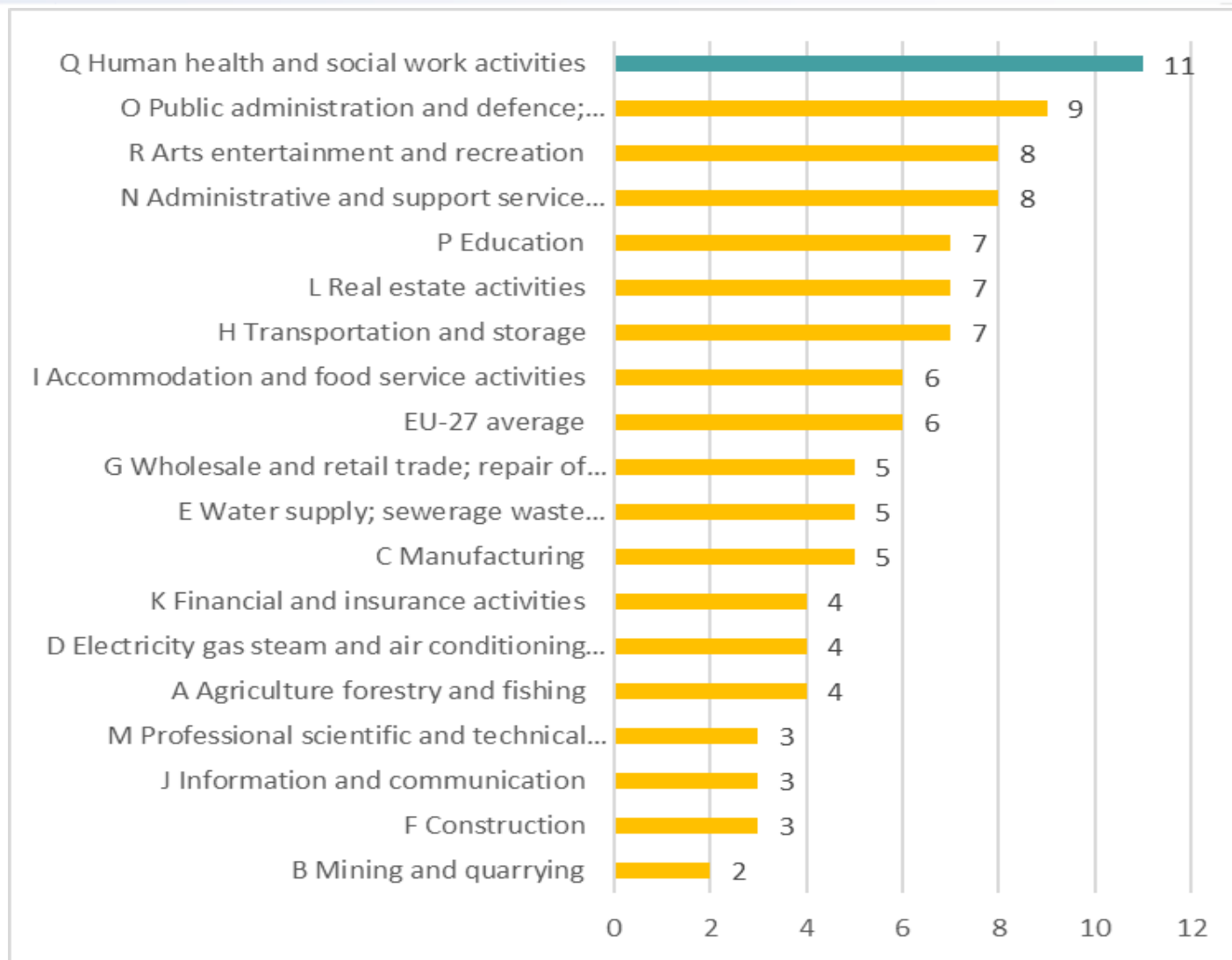
OSH risk

Source: Panteia, based on 'OSH Pulse 2022 – Occupational safety and health in post-pandemic workplaces'

Base: All respondents.

Percentage of workers subjected to bullying, harassment, … by sector, EU-27, 2021 (%)

OSH risk

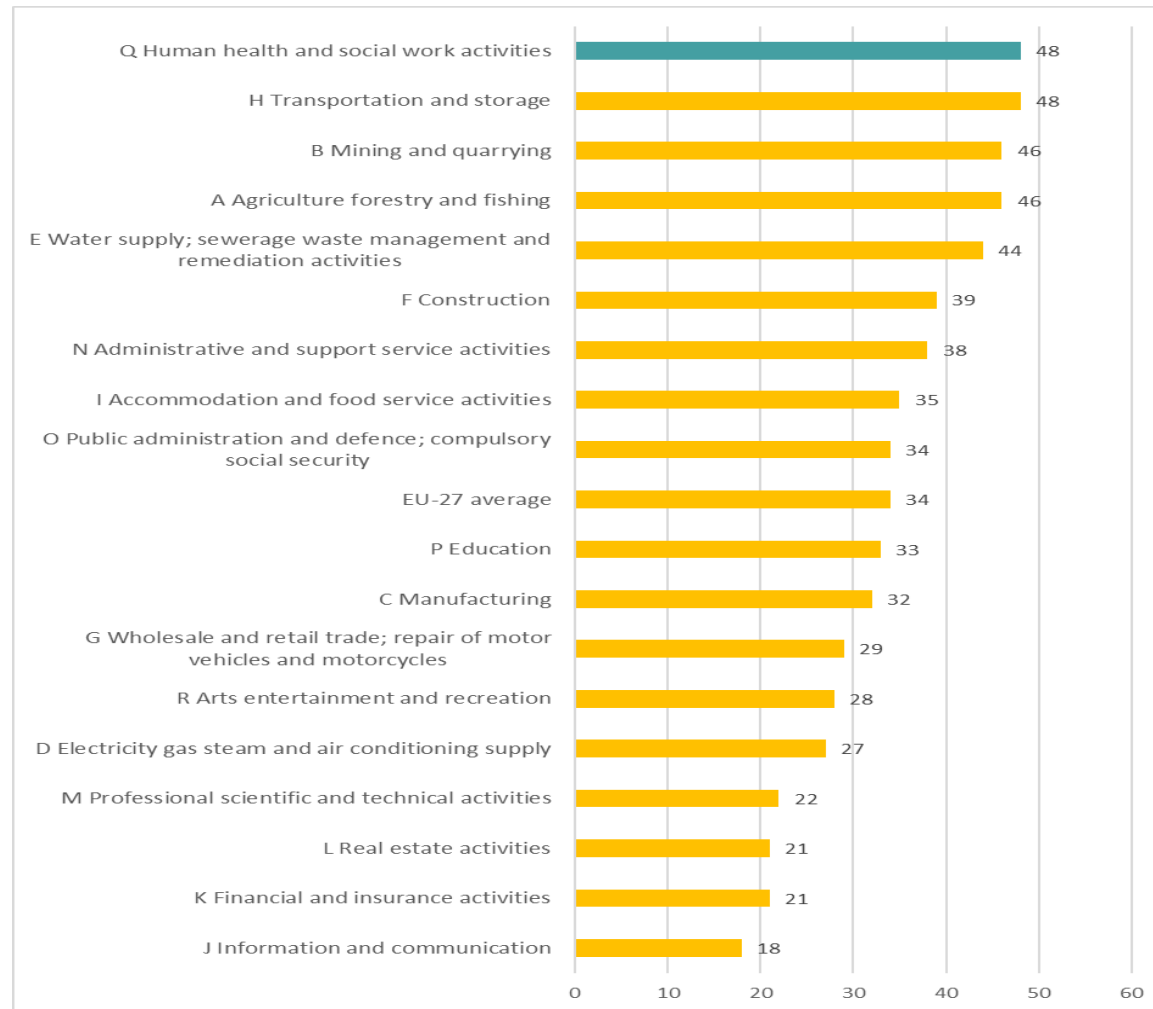| Sector	%
Q Human health and social work activities	11
O Public administration and defence;…	9
R Arts entertainment and recreation	8
N Administrative and support service…	8
P Education	7
L Real estate activities	7
H Transportation and storage	7
I Accommodation and food service activities	6
EU-27 average	6
G Wholesale and retail trade; repair of…	5
E Water supply; sewerage waste…	5
C Manufacturing	5
K Financial and insurance activities	4
D Electricity gas steam and air conditioning…	4
A Agriculture forestry and fishing	4
M Professional scientific and technical…	3
J Information and communication	3
F Construction	3
B Mining and quarrying	2

Source: TNO based on the EWCTS-2021

Base: All workers in the EU-27.

Percentage of workers reporting that their health or safety is at risk because of work, by sector, EU-27, 2021 (%)

Sector	%
Q Human health and social work activities	48
H Transportation and storage	48
B Mining and quarrying	46
A Agriculture forestry and fishing	46
E Water supply; sewerage waste management and remediation activities	44
F Construction	39
N Administrative and support service activities	38
I Accommodation and food service activities	35
O Public administration and defence; compulsory social security	34
EU-27 average	34
P Education	33
C Manufacturing	32
G Wholesale and retail trade; repair of motor vehicles and motorcycles	29
R Arts entertainment and recreation	28
D Electricity gas steam and air conditioning supply	27
M Professional scientific and technical activities	22
L Real estate activities	21
K Financial and insurance activities	21
J Information and communication	18

Source: TNO based on the EWCTS-2021

Base: All workers in the EU-27.

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Percentage of HeSCare workers reporting that their health or safety is at risk because of work, by country (+ CH and NO), EU-27, 2021 (%)
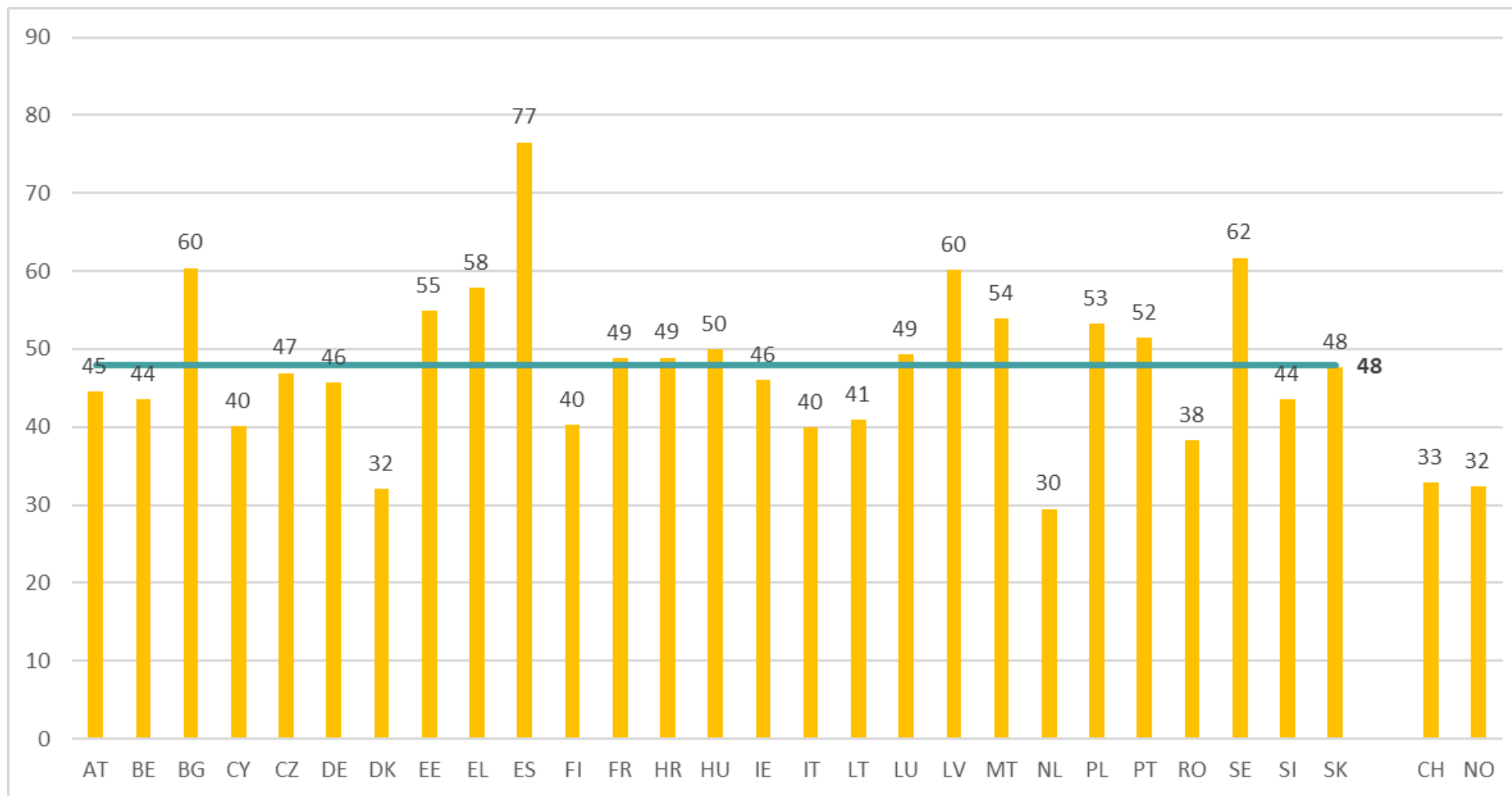
Source: TNO based on the EWCTS-2021

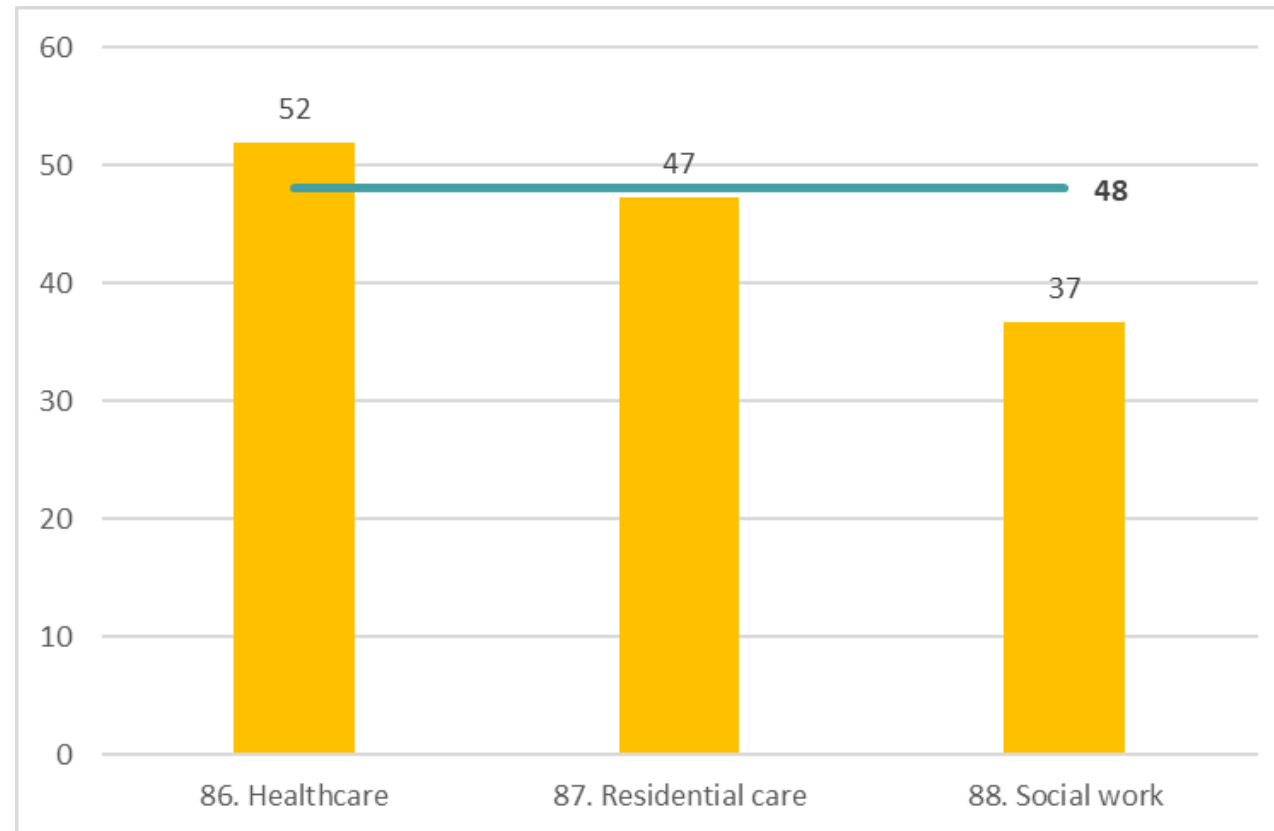Base: All HeSCare workers in the EU-27, Switzerland and Norway.

The horizontal line indicates the HeSCare (NACE Q) EU-27 average.

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Percentage of workers reporting that their health or safety is at risk because of work, by subsector, EU-27, 2021 (%)

Source: TNO based on the EWCTS-2021

Base: All HeSCare workers in the EU-27.

The horizontal line indicates the HeSCare (NACE Q) EU-27 average.

Persons reporting a work-related health problem by type of problem in the HeSCare sector, EU-27, 2020 (%)
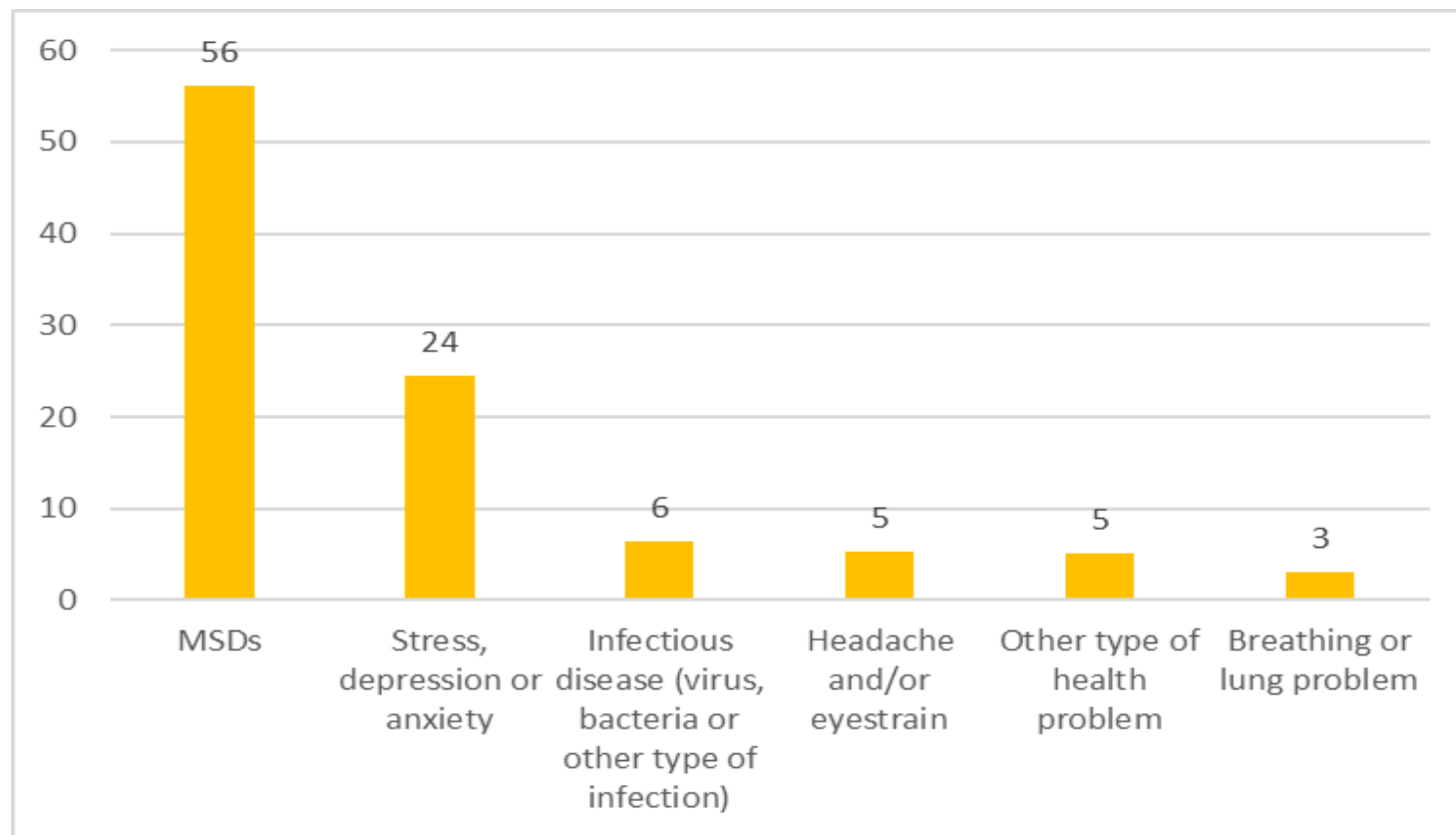
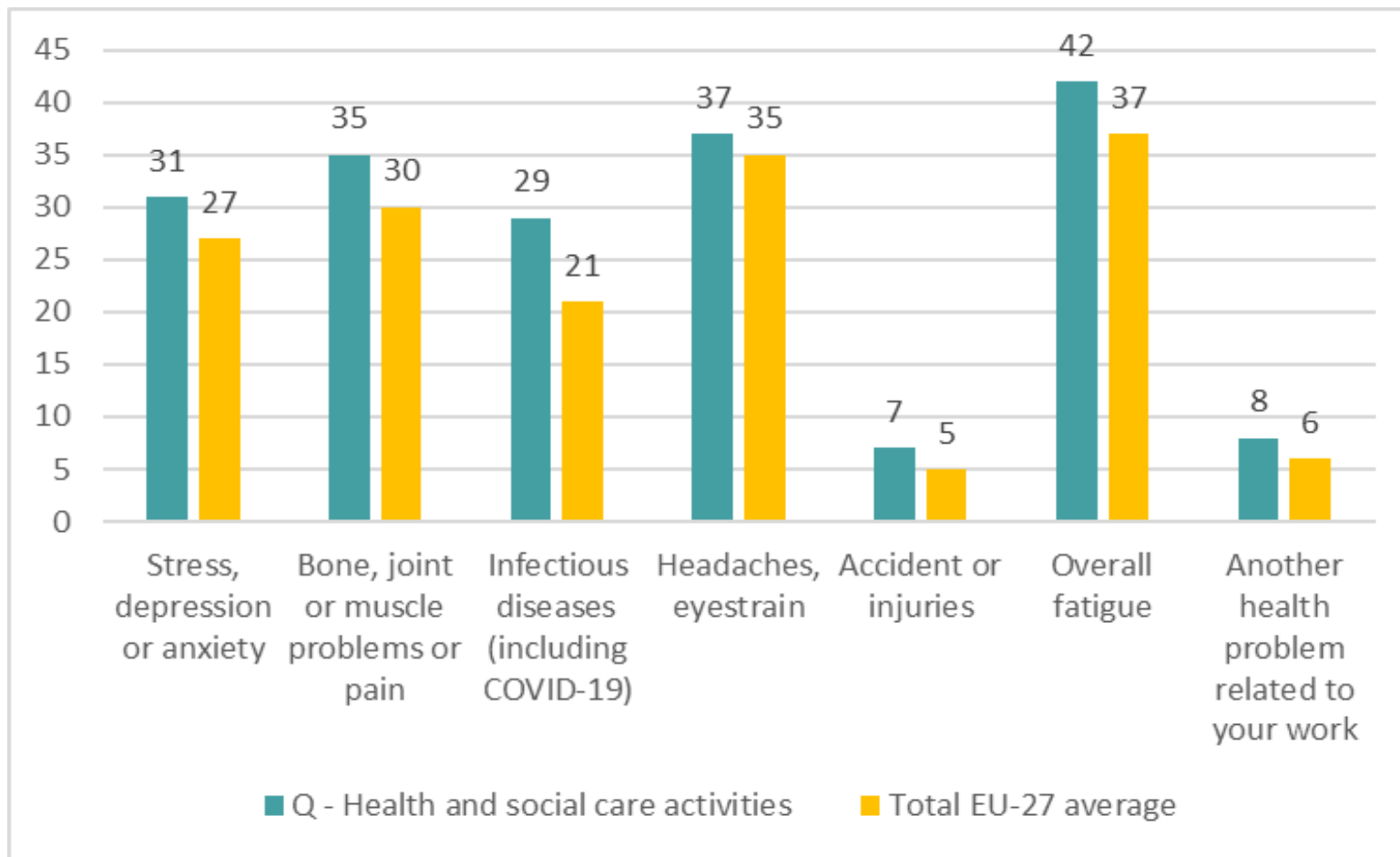Source: EU Labour Force Survey, 2020

Base: % of total employed in the HeSCare sector, age group 15-64.

Percentage of workers indicating health problems caused or made worse by work in the past 12 months, by sector, EU-27, 2022 (% indicating yes)

Source: Panteia, based on 'OSH Pulse 2022 – Occupational safety and health in post-pandemic workplaces'

Base: All respondents.

Percentage of HeSCare workers reporting health problems over the last 12 months, by subsector, EU-27, 2021 (% indicating yes)
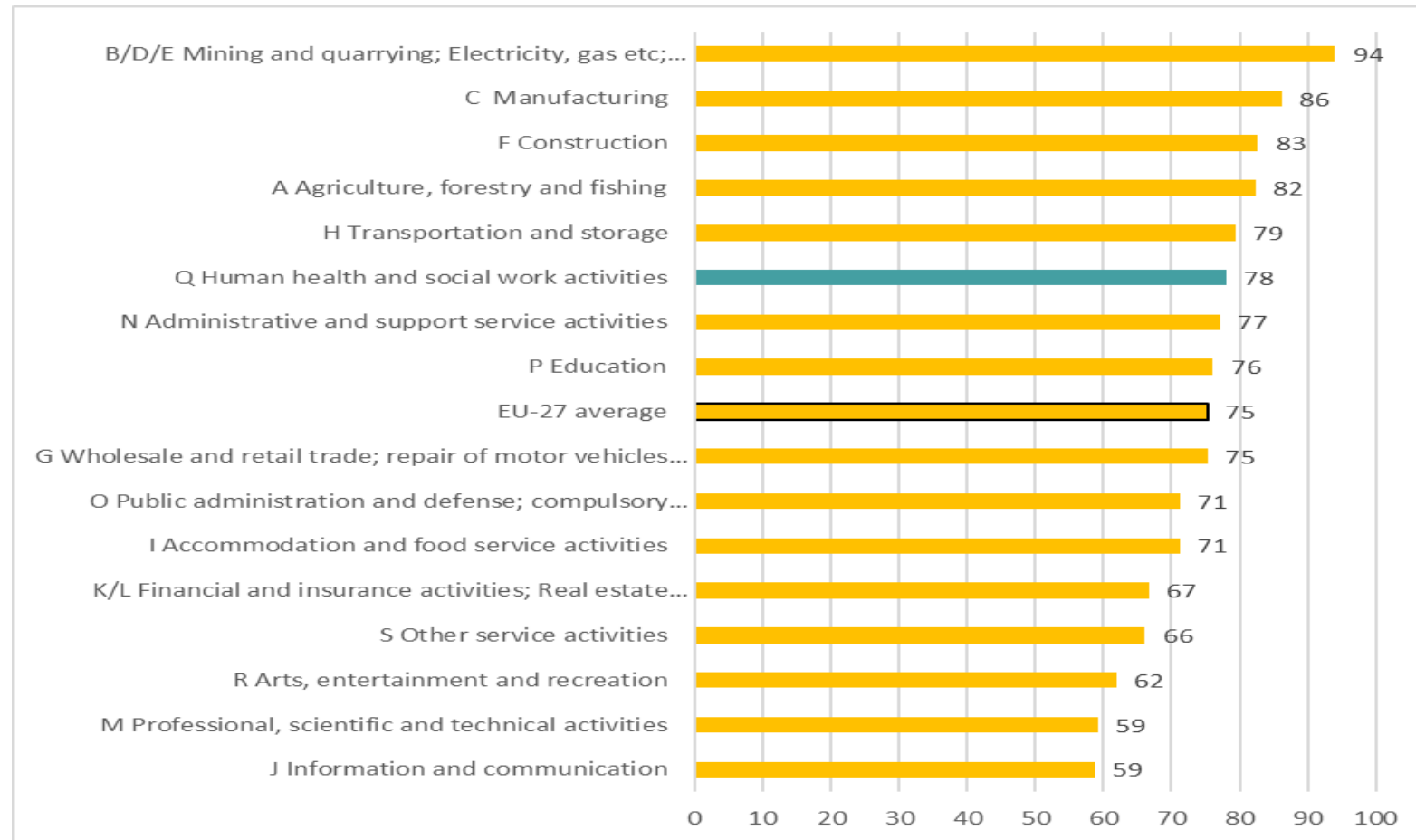
	Backache	Muscular pains upper limbs	Muscular pains lower limbs	Headaches, eyestrain	Anxiety
Healthcare	61	69	37	56	36
Residential care	60	66	41	52	40
Social work	56	64	41	58	42
Total HeSCare sector	60	64	39	55	38

Source: TNO based on the EWCTS-2021

Base: All HeSCare workers in the EU-27.

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Percentage of establishments that regularly carry out workplace risk assessments, by sector, EU-27, 2019 (%)
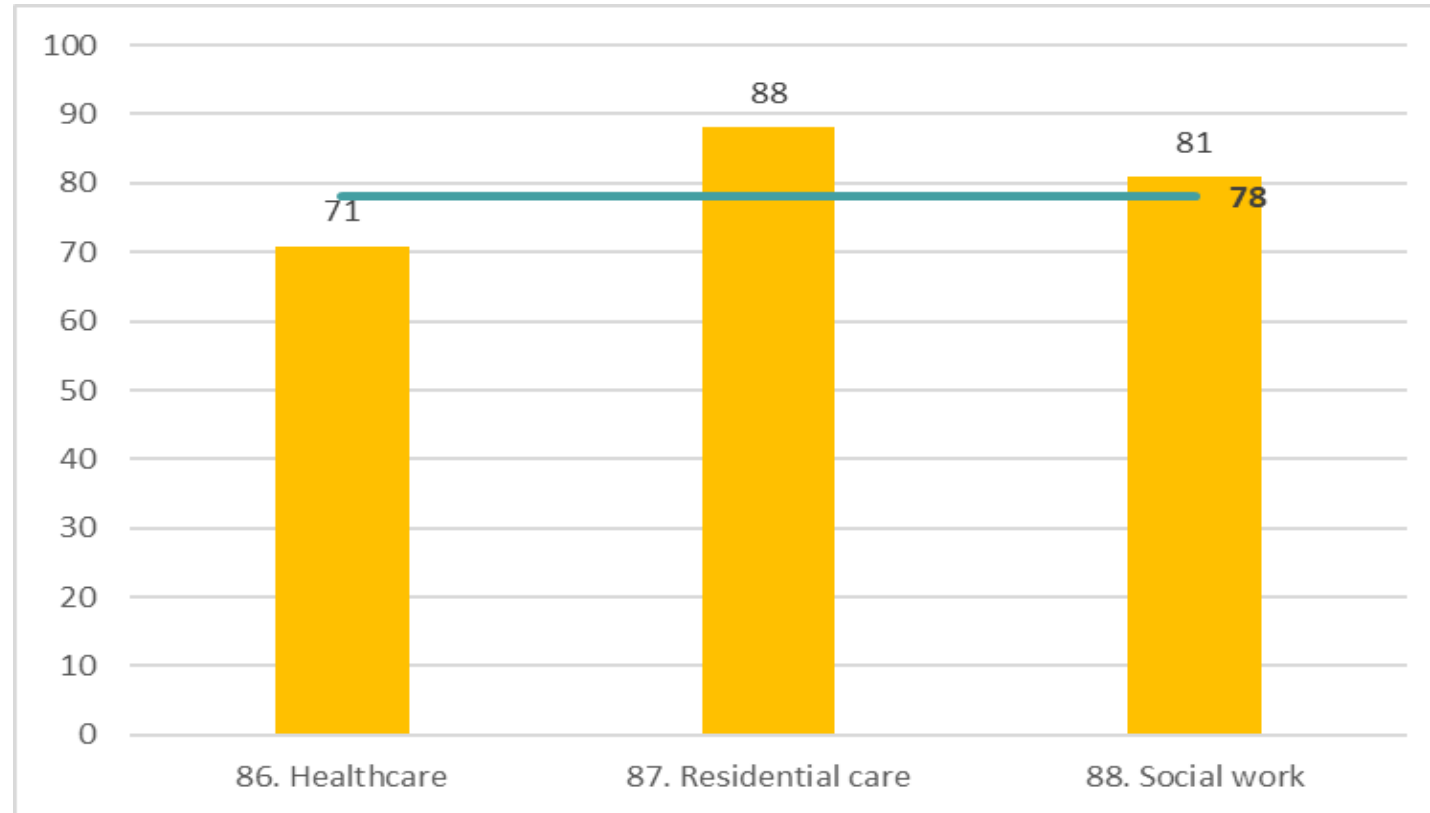
Sector	%
B/D/E Mining and quarrying; Electricity, gas etc;...	94
C Manufacturing	86
F Construction	83
A Agriculture, forestry and fishing	82
H Transportation and storage	79
Q Human health and social work activities	78
N Administrative and support service activities	77
P Education	76
EU-27 average	75
G Wholesale and retail trade; repair of motor vehicles...	75
O Public administration and defense; compulsory...	71
I Accommodation and food service activities	71
K/L Financial and insurance activities; Real estate...	67
S Other service activities	66
R Arts, entertainment and recreation	62
M Professional, scientific and technical activities	59
J Information and communication	59

Source: Panteia based on ESENER-2019

Base: All establishments in the EU-27.

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Percentage of HeSCare sector establishments that regularly carry out workplace risk assessments, by subsector, EU-27, 2019 (%)
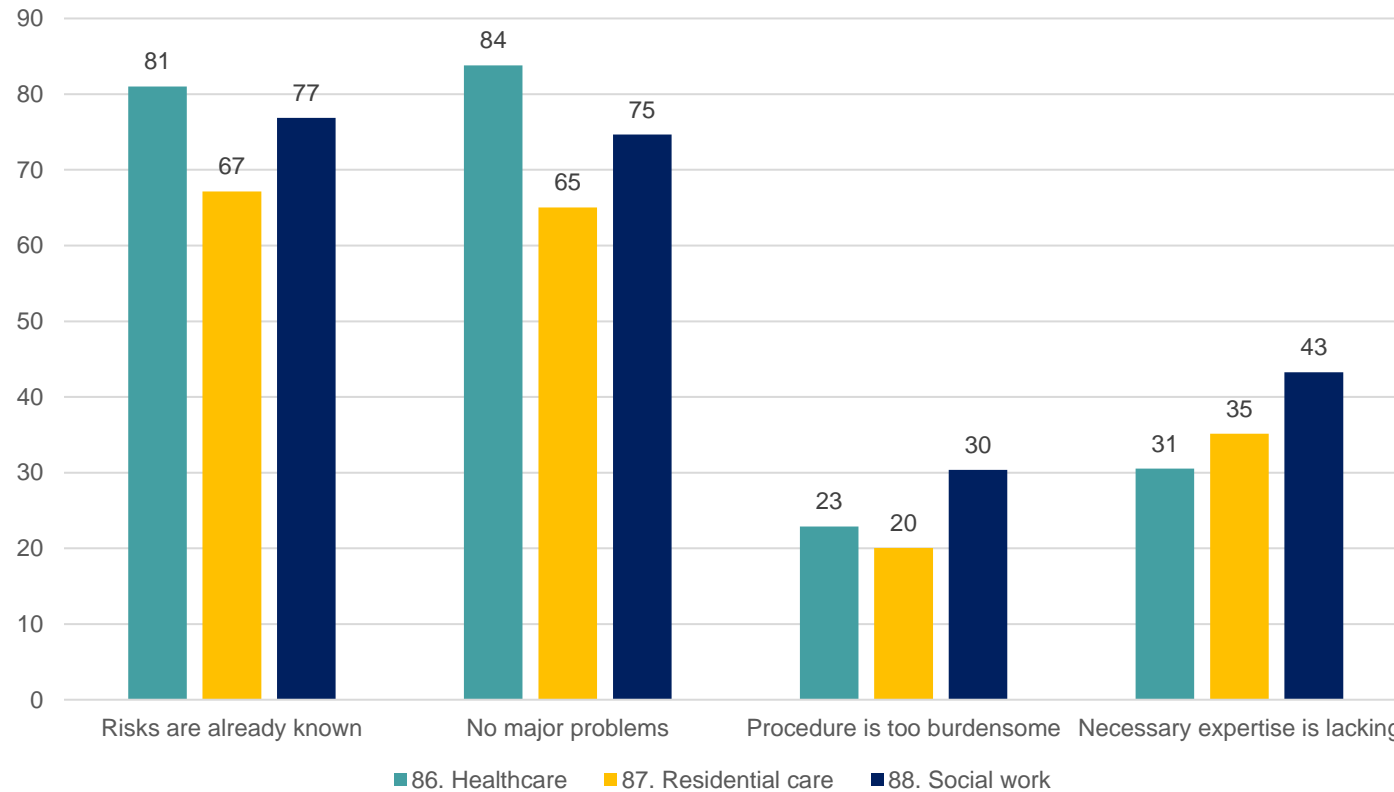
OSH management

Source: Panteia based on ESENER-2019

Base: All HeSCare sector establishments in the EU-27.

The horizontal line indicates the HeSCare (NACE Q) EU-27 average.

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Reasons why workplace risk assessments are not regularly carried out, by subsector, EU-27, 2019 (%)
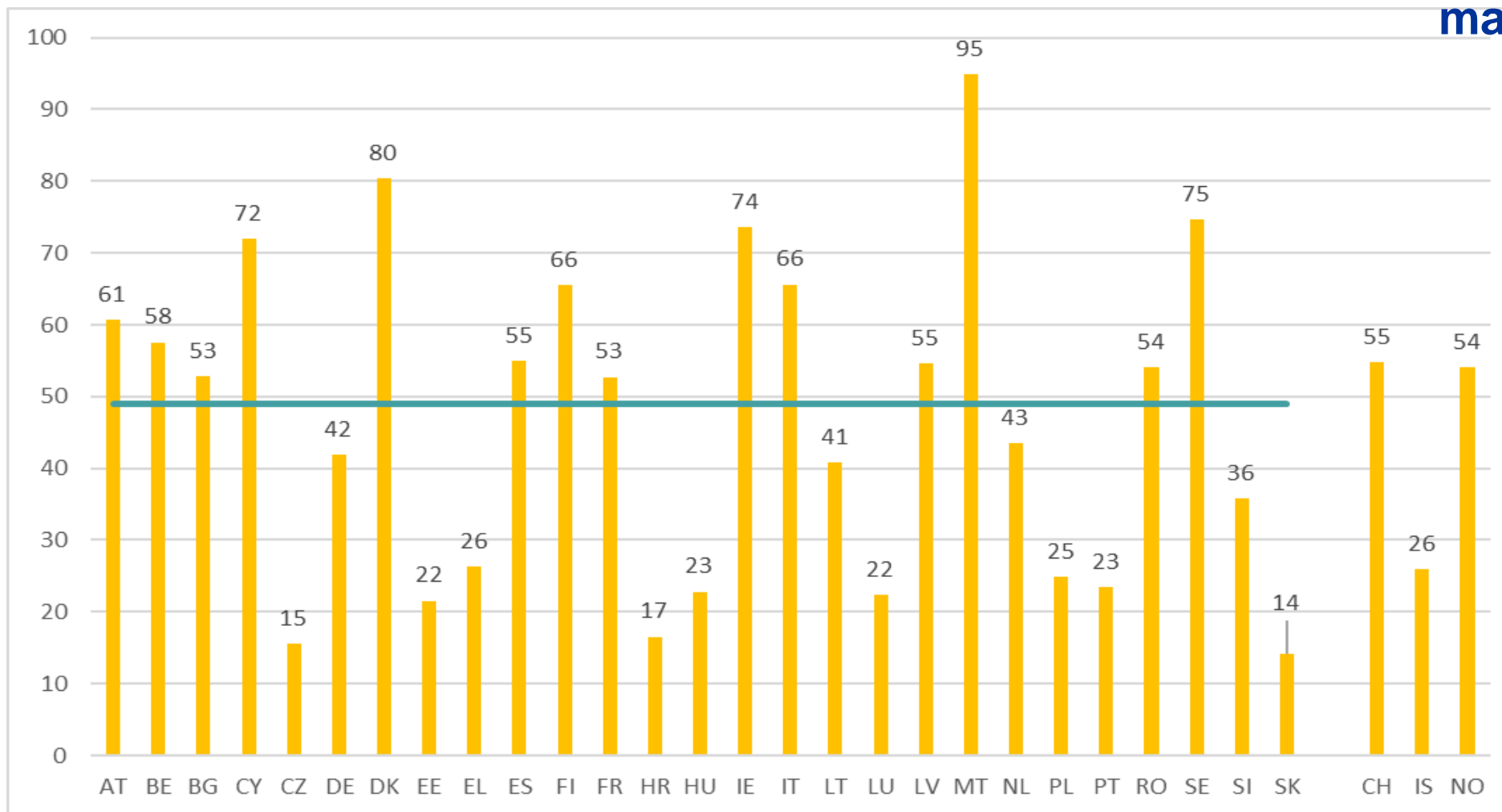
OSH management

Source: Panteia based on ESENER-2019

Base: Responses only of those HeSCare sector establishments that do not carry out regularly workplace risk assessments.

Percentage of HeSCare sector establishments with a presence of a plan to prevent work-related stress, by country, EU-27 (+ CH, IS and NO), 2019 (%)

OSH management

Source: Panteia based on ESENER-19
Base: HeSCare sector establishments with 20 or more employees in the EU-27, Switzerland, Iceland and Norway.
The horizontal line indicates the HeSCare (NACE Q) EU-27 average.

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Reasons given by HeSCare sector establishments for addressing health and safety, by subsector, EU-27, 2019 (% indicating major reason)
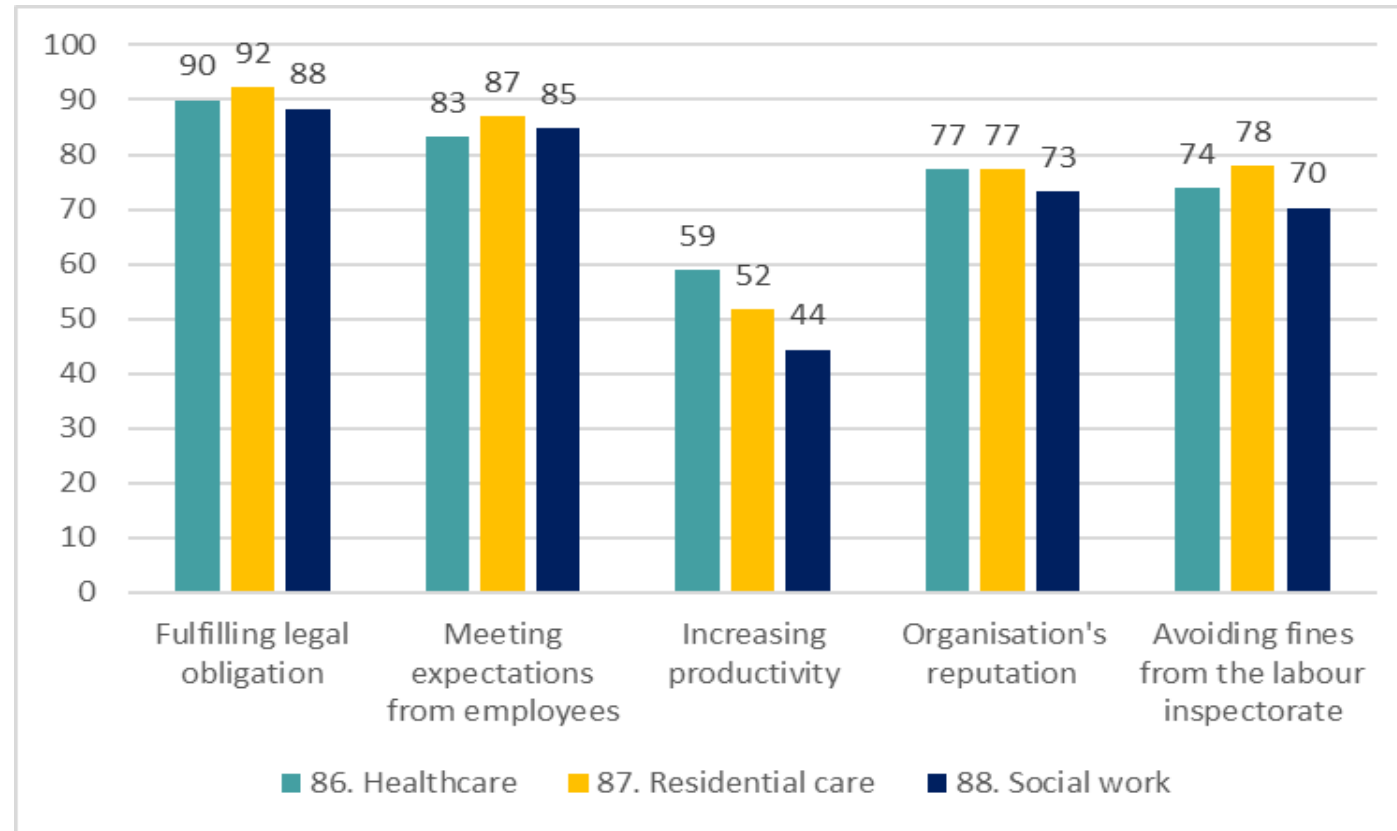
Source: Panteia based on ESENER-2019

Base: All HeSCare sector establishments in the EU-27.

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Difficulties for HeSCare sector establishments to address health and safety, by size EU-27, 2019 (% indicating major reason)
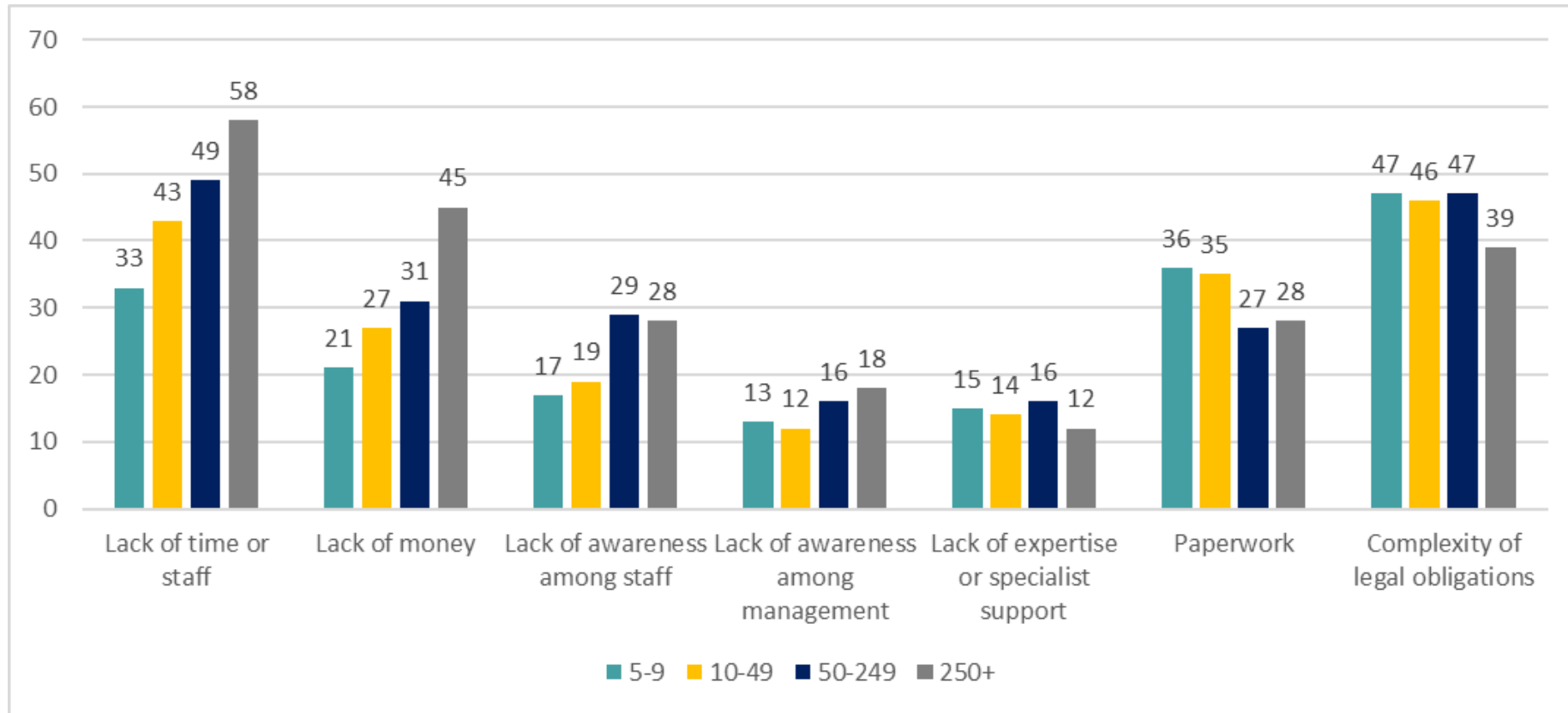
Source: Panteia based on ESENER-2019

Base: All HeSCare sector establishments in the EU-27.

Percentage of HeSCare sector establishments indicating forms of employee participation, by subsector, EU-27, 2019 (%)

Worker participation
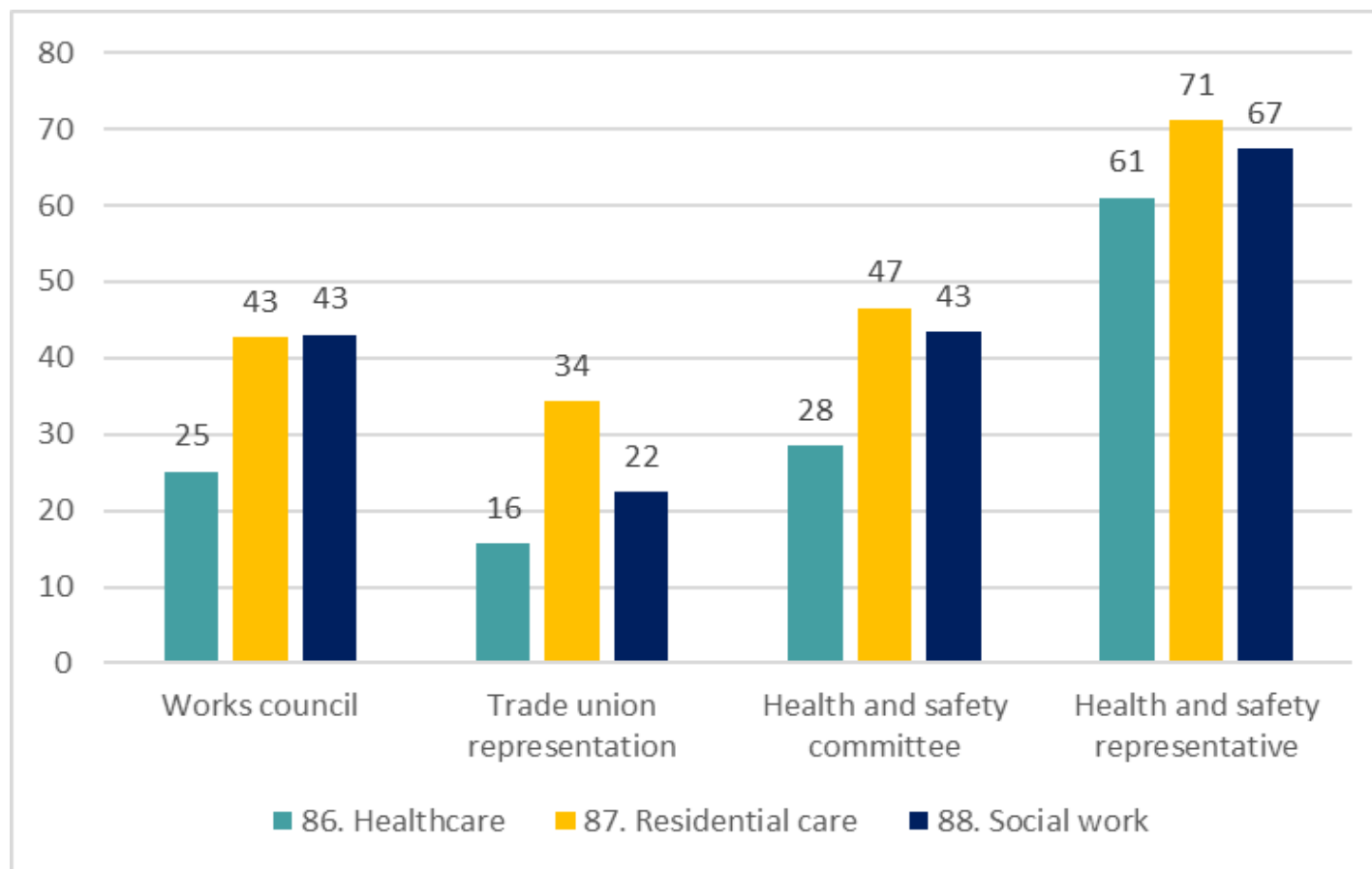
Source: Panteia based on ESENER-2019

Base: All HeSCare sector establishments in the EU-27.

https://osha.europa.eu

THANK YOU!

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European Agency for Safety and Health at Work (EU-OSHA)

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European Agency
for Safety and Health
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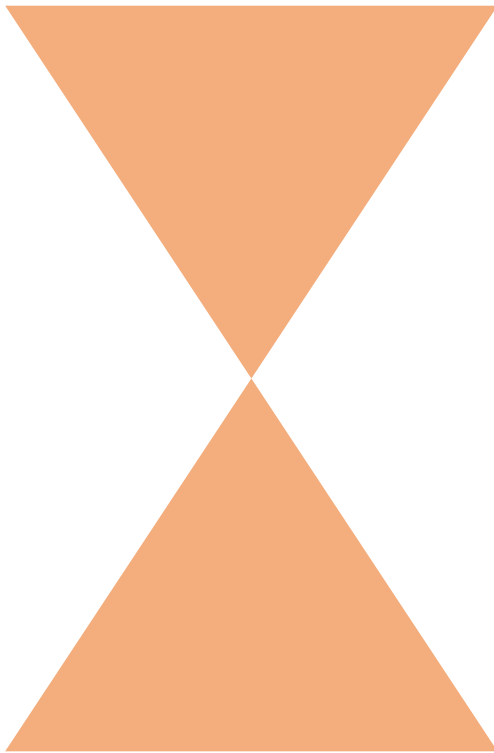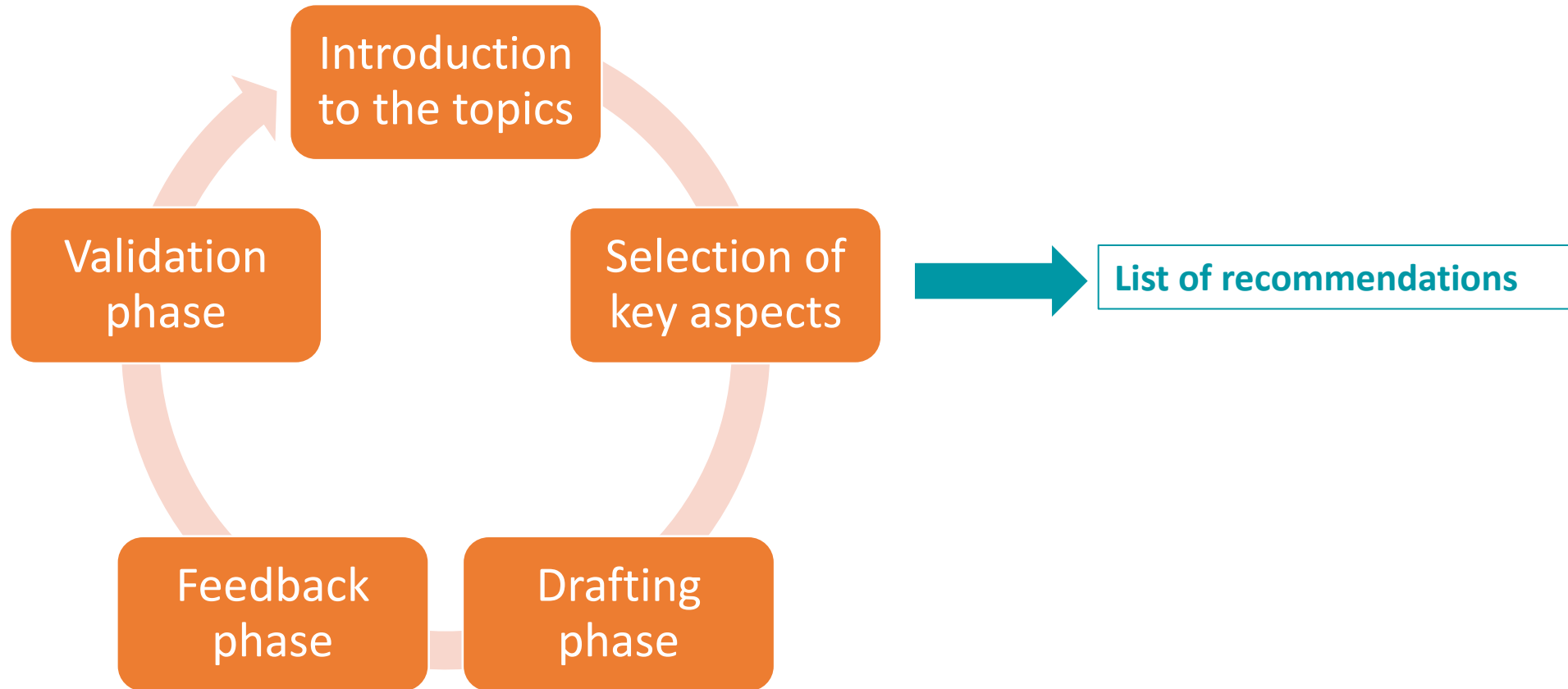
1. Ordered list of topics

1. Skills and better jobs
2. Diversity management and gender perspective
3. Prevention of occupational de-integration and on job reintegration
4. Ageing at the workplace
5. Managing change and impact on the workforce

6. OSH risks assessment at organisation level
7. Physical health risks prevention (including MSDs)
8. Psychological health risks prevention
9. Work-life balance
10. Management's training on OSH risks prevention

2. Research Process

Introduction to the topics

Selection of key aspects

Drafting phase

Feedback phase

Validation phase

List of recommendations

3. Success factors

- **Iterative**: The process involves multiple cycles of feedback and revision.
- **Participative**: Project partners are actively involved in all stages of the research.
- **Hands-on**: The goal is to deliver practical recommendations.

Presentation of IWorCon recommendations: Focus on risk prevention

Risk assessment and prevention

- OSH risks assessment at organisation level
- Improving physical health at work
- Improving mental health at work
- Management training on OSH risk prevention
- Managing change and impact on workforce
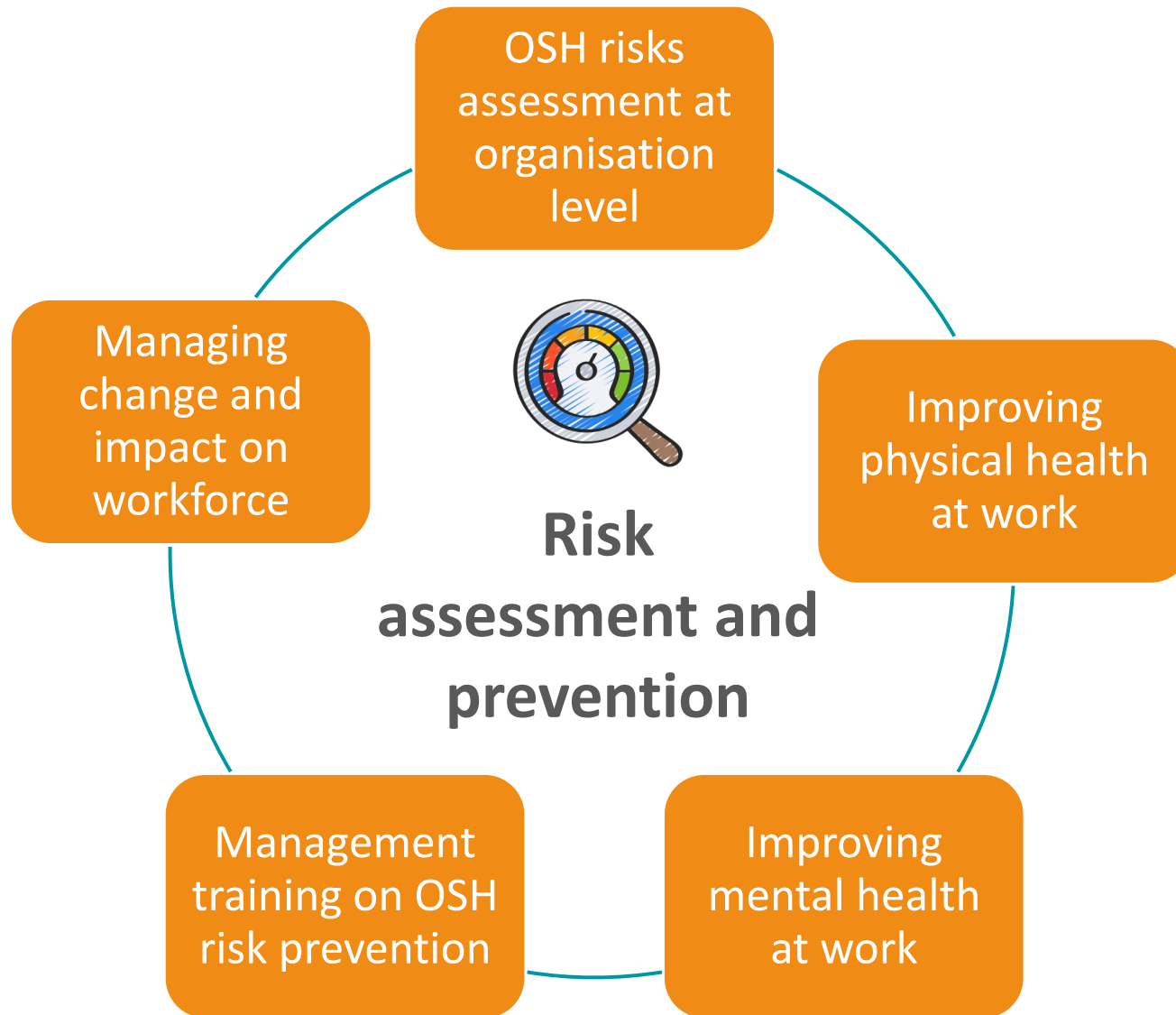
Recommendation 1: OSH risks assessment at organisation level

- Risk assessment is not an option

- Risk assessment is a collaborative work

- Objective assessment for work units but taking into account some workers categories in a particular situation

- Ongoing process

Recommendation 2: Improving physical health at work

- Many kinds of risk factors

- Prevention measures according to the Directive

- Focus on work organisation

- Adaptation of the workplace to the worker

- Training and prevention culture

- Communication

Recommendation 3: Improving mental health at work

- Risks assessment

- Awareness

- Work-life balance

- Social support

- Use technology

- Wellbeing culture

- Address barriers (reluctance)

- Bullying prevention

- Health check ups

Recommendation 4: Management's training on OSH risk prevention

- Content:

  - OSH specific skills; legislation – risks specific to social services-risks prevention process

  - Leadership skills; work organisation, social dialogue, prevention culture for all employees, spotting weak signals, change management

Recommendation 5: Managing change

- In social services, adaptation to change is the most requested skill according to CEDEFOP.

- Change must be managed, there are tools for this with 3 phases:
  - Unfreezing phase: address the fears
  - Change phase: workers concerned are taken on board in trainings / workshops…
  - Consolidation phase: make the new process a habit
  - Illustration: green and digital transition

Break

Wellbeing at work
- Preventing occupational disintegration and job reintegration
- Work-life balance
- Managing diversity and gender
- Ageing at the workplace
- Improving skills leading to better jobs

Co-funded by the European Union

Recommendation 6: Preventing occupational disintegration and job reintegration

Preventing disintegration

- proactive HR measures (inform about health risks, detect early signs, manage conflicts, etc.)

- Organisational measures (restructuring work, staffing plans, open communication, etc.)

- Individual measures (job reviews, monitoring disengagement, etc.)

Reintegration

- Exit interviews, support during absence, individualised return planning, etc.

Recommendation 7: Work-life balance

- Building a work-life balance strategy
  - Clear policies to establish boundaries between work and personal life (re. working hours, breaks, right to disconnect)
  - Flexible work arrangements
  - Support for transitions (return from sick leave, maternity leave, etc.)
  - Time management training

Recommendation 8: Managing diversity and gender

- Addressing stereotypes and bias, communication barriers, resistance to change, etc.

- Diversity Action Plan

  - Analysis of workforce data, communication practices, management representation, recruitment practices, etc.

  - Define clear, measurable goals + actions to take

- HR measures: inclusive recruitment process, diversity in leadership, equal access to training, flexible work arrangements, etc.

Recommendation 9: Ageing at the workplace

- Improving working conditions for older workers

  - Work schedules, assistive devices, training, etc.

- Organisation of work

  - Autonomy, small teams, user-centred care…

- Age-related motivational elements

- Tackling age discrimination

- Age management

Recommendation 10: Improving skills leading to better Jobs

- Skills intelligence
  - Develop skills strategy
  - Partnerships with training providers
  - Monitoring systems
  - Feedback networks
- Training policies
  - Supportive learning culture
  - Minimum number of training hours per year
  - Cost-covering mechanisms
  - In-house training, mentoring, etc.