

**P R O
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PRODOME
Deliverable 1
**"The state of
the art of
domestic work
in Europe"**



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TABLE OF CONTENTS

DOCUMENT SUMMARY	4
1. PROJECT OVERVIEW	5
1.1. General Objectives	5
1.2. Work packages (WP) and outputs (deliverables)	5
1.3. Domestic work.....	6
2. DOMESTIC WORK IN EUROPE.....	8
1.2. Socio economic factors affecting domestic labour demand	10
2.1.1. Population ageing and changing household structures	10
2.1.2. Work-life balance	10
2.1.3. Availability of flexible, low cost, female labour force	11
3. DOMESTIC WORK LEGAL FRAMEWORK	13
3.1. France and the universal service employment voucher	15
4. EDUCATIONAL FRAMEWORK	17
4.1. Training pathway.....	18
5. RESULTS OF FIELD WORK.....	20
5.1. Desk research	20
5.2. Delphi.....	21
5.3. Semi structured interviews.....	22
5.3.1. Legal framework.....	23
5.1.1. Training and qualifications	24
5.1.2. Certification and recognition.....	25
5.1.3. International context.....	25
5.4. SURVEY	25
REFERENCES.....	27
Annex 1	29
Annex 2	30
Annex 3	32
Annex 4	34

DOCUMENT SUMMARY

The "The state of the art of domestic work in Europe" represents Deliverable 1 and has been prepared within the framework of the "Work Package (WP) 1 "Reference framework definition" of the PRODOME project. This document describes the results of the research developed in France, Italy and Spain, the countries of the consortium.

The document includes a project overview on the objectives and the activities to develop, organized in ten work packages and a brief description of the WP1, where the research for this study has been developed. There is also a definition of what we consider domestic work in the project framework.

The next chapter, domestic work in Europe, includes some facts and figures about the situation in Europe, especially in the countries of the consortium and a reference to the socio-economic factors affecting domestic labour demand.

Chapter three is a view of the legal framework affecting domestic work, focus on the countries of the consortium. Include a brief view on the universal service employment voucher in France.

Chapter four describes the educational framework for domestic workers and the training pathway we consider useful for them.

1. PROJECT OVERVIEW

1.1. GENERAL OBJECTIVES

As general objective, the project aims at contributing to the professionalisation of domestic workers by providing a common European curriculum for the profile of Domestic Housekeeper.

The curriculum will be fully developed, both in terms of learning resources and guidelines for its implementation, and will be delivered in two countries, Italy and Spain, allowing also evaluation in real settings and potential adjustment. The curriculum will be delivered with standards for recognition, and potential pathways for certification.

1.2. WORK PACKAGES (WP) AND OUTPUTS (DELIVERABLES)

The project is being implemented through ten interlocked work packages, the first aimed at preparation activities, the following five at implementation, and finally four transversals to the project, aimed at providing support toward successful results in terms of communication, project management, monitoring evaluation and quality assurance.

WP1 had the aim of setting up a sound and informed ground for the work to be undertaken, in order to be updated and aware about the state of the art, key players, and perceived opportunities, constraints and needs of the sector. This set of activities include desk and field research, and although having a European dimension, will pay attention particularly on national contexts of the countries of the consortium, in order to serve as a basis for the design, development and delivery of the curriculum for domestic housekeepers.

Objectives of this WP are:

- To compare existent frameworks and competence repertoires for the profile across Europe (e.g. NQF, where available, regional standards, etc.);
- To identify and compare existent training provision for the profile development;
- To identify and compare existent qualification, and/or certification processes for the profile;
- To understand legal and contractual frameworks at national levels related to the profile

General approach to WP1 include desk and field work: involvement of stakeholders will be pursued in these preparatory activities, and links established at this stage of work will be then nurtured during the project lifespan, promoting active participation within the project activities.

As regards the set of activities leading to Output 1, the following are done:

- Methodology drafting and collection tools development;
- Desk research, in order to identify at least: (a) running training provisions for domestic housekeepers and similar/related profiles, (b) legal framework for the profiles; (c) available competence frameworks for the profile (NQFs) and comparison of them; (d) potential qualifications, certification processes and recognition of prior learning; (e) emerging trends from the international context that might affect the sector.

- Field research: with the above mentioned aims, the consortium have consulted and collected data from: (a) experts in the field at European level (by means of Delphi technique, at least 20 experts representing national policy makers, social partners beyond those of the consortium, representing workers and employers; (b) VET providers (by means of semi-structured interviews, min 10 per country); (c) units in local/regional public bodies and policy makers, e.g. Councillorships, Departments of Training and Lifelong Learning, etc., dealing with certification issues and other concerned community bodies, e.g. Chambers of Commerce (by means of semi-structured interviews, min 5 per country); (d) domestic workers/housekeepers (by means of questionnaires, min 100 questionnaires in total).
- Data analysis and report writing.

This document is the deliverable 1, the main output of the Work Package 1 "Reference framework definition": "The state of the art of domestic work in Europe: housekeepers and related profiles" is a study including an updated overview of the training offer for the sector of domestic work across Europe and an in-depth analysis of the available competence frameworks, learning offers, certification and recognition pathways, and legal frameworks for the profile of domestic housekeeper in the countries of the consortium.

1.3. DOMESTIC WORK

In the framework of this project and of course in this document, when we talk about domestic housekeepers we refer to the description of domestic workers made by the International Labour Organization (ILO):

Domestic workers comprise a significant part of the global workforce in informal employment and are among the most vulnerable groups of workers. They work for private households, often without clear terms of employment, unregistered in any book, and excluded from the scope of labour legislation. Even though a substantial number of men work in the sector – often as gardeners, drivers or butlers – it remains a highly feminized sector: 83 per cent of all domestic workers are women.

Their work may include tasks such as cleaning the house, cooking, washing and ironing clothes, taking care of children, or elderly or sick members of a family, gardening, guarding the house, driving for the family, and even taking care of household pets.

A domestic worker may work on full-time or part-time basis; may be employed by a single household or by multiple employers; may be residing in the household of the employer (live-in worker) or may be living in his or her own residence (live-out). A domestic worker may be working in a country of which she/he is not a national, thus referred to as a migrant domestic worker.

At present, domestic workers often face very low wages, excessively long hours, have no guaranteed weekly day of rest and at times are vulnerable to physical, mental and sexual abuse or restrictions on freedom of movement. Exploitation of domestic workers can partly be attributed to gaps in national labour and employment legislation, and often reflects discrimination along the lines of sex, race and caste.

The domestic work sector is a paradigm of feminized economic sector, where a high index of informality prevails. In addition, there are polyhedral realities in terms of type of women workers, type of domestic tasks and legal conditions in which works develops. All these elements create a complex scenario. At the same time, however, there are no complete specific statistical studies that allow us a reliable diagnosis.

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2. DOMESTIC WORK IN EUROPE

States within the EU have taken different legislative and policy approaches to the issue and use the term “domestic work” to refer to a more or less ample list of tasks related to the two broad areas of family care and household maintenance, ranging from caregivers of children to security guards, gardeners, depending on the national context. Nevertheless, at least two common elements seem to recur in all definitions. One is the private character of the workplace, which implies a coincidence between the public sphere normally related to employment relationships and the private nature of family and household dynamics. The other element is the juridical status of the employer, who is normally defined as a private employer, not an enterprise, who would otherwise receive pecuniary gains from the employee’s work. Both factors are keys to determining the peculiarity of the employment relation and the widespread low level of protection guaranteed to the workers of this sector. The connotation of the definition remains very broad and, depending on the national context, it might include a list of more or less specifically detailed tasks that could be performed as part of the responsibilities of a domestic worker.

Despite the poorly defined nature and of the different forms domestic work may take even within Europe, several common and sometimes preoccupying characteristics can be identified, such as:

- It is a growing phenomenon in quantitative terms.
- It is mostly performed and still very much perceived as a “women’s issue”, and it is therefore poorly valued in social and economic terms.
- It is highly personalized, isolated and often emotionally charged.
- It includes a variety of heterogeneous tasks of a domestic nature, ranging from family care to household maintenance and cleaning, all of which are perceived as “low skilled”.
- It entails an “atypical employment relationship”, often falling outside the scope of general labour law.
- It is often carried out within the unregulated area of the informal economy. It is increasingly dominated by migrant workers and implies a combination of gender, social, ethnically and racially determined inequalities and asymmetric power relations

By 2010, some 3.6 million domestic workers lived in the developed countries. This represents a modest increase by 210.000 domestic workers over the previous 15 years. Nonetheless, the sector still accounts for only 0.9% of total wage employment.

Within Europe, the biggest employers of domestic workers are Spain, France and Italy, the countries of this consortium. A common pattern among them – and other Western European countries – is the employment of migrant women, for whom domestic work is a main entry point into the labour market. Data from the 2004 European Community Labour Force Survey show that 36% of all female migrant workers in Spain find work as domestic workers. Similarly, 27.9% and 21.1% of all female migrant workers are hired by private households in Italy and France, respectively.

Spain has seen a particularly rapid increase in the number of domestic workers, from 355.000 in 1995 to 747.000 in 2010. The sector is highly feminized, with women accounting for more than 90% of the total, as a share of total female employment, domestic workers represented 8.4% in 2010. Most female domestic workers are foreign-born, especially from the Spanish-speaking countries of Latin America. Data for the year 2005 indicate that 32% of migrant domestic workers in Spain are from Ecuador and 13% from Colombia (Consejo Económico y Social, 2006).

The domestic work sector in Italy has similar characteristics. Employment of domestic workers has grown significantly in recent years, from 200.000 in 1995 to 419.400 in 2008. Women accounted for the clear majority throughout this time, and in fact the female share increased from 79% to 88%. As in Spain, domestic work is characterized by a large proportion of migrants. According to administrative data on registered domestic workers, 78.4% were foreign-born in 2008. These workers come from three main regions: 61% are from Eastern Europe, 18% from Asia (in particular, Philippines) and 10% from South America.

In France, some 589.900 persons were employed as domestic workers in 2009 (which is a slight decrease from the 650,000 counted in 2003). Of these, 85% were women and the sector accounted for 4.1% of total female employment. Like in Spain and Italy, many domestic workers in France are migrants. They often come from francophone Africa, in particular Algeria, Morocco and Tunisia.

Domestic work is less common in Germany than in the Mediterranean countries, accounting for only 0.5% of total employment. However, there are reasons to believe that the labour force survey undercounts domestic workers. In the United Kingdom, some 138.000 domestic workers were working in private households. Although women are in the majority, the female share of 61% is much lower than in other European countries.

In the Nordic countries it is very uncommon for private households to employ domestic staff. The demand for domestic workers has remained low in these countries and the available data show no significant changes over recent years. This is partly due to the public provision of childcare and elderly care, tasks that are often undertaken by domestic workers in other countries.

Most domestic workers in Europe are migrants, though exact figures are hard to come by. On average, one in one hundred workers in Europe is a domestic worker. In Spain and Italy, about one in twenty women is a domestic worker.

Increasing numbers of people migrate across international borders in search of work. In Europe, a large proportion of these people find work in others' homes. These domestic workers are paid to vacuum and to clean, to do the dishes and to wash clothes, to shop for groceries and to cook, to work in the garden or as a driver, and to take care of children or the elderly, sick, or disabled. They do the work that allows others to work outside the home. Many migrant domestic workers do not find it as easy to lead a fulfilling life in their country of destination, as their work in the household (their workplace) is seldom recognized as work. These factors and more make them very **vulnerable to exploitation and abuse in the workplace**.

Domestic work provides important and essential services to society. For instance, caring for someone's household, child, or other family member is a very intimate job. It requires more than cleaning skills. Being able to adjust to an employer's preferences around the house and to communicate about intimate and emotional issues are just a few examples of how migrant domestic workers integrate in their host country's society. Despite being almost invisible outside their workplace and having little voice in the public sphere, many migrant domestic workers find creative and empowering ways to deal with the challenges facing them at work and in their personal lives.

1.2. SOCIO ECONOMIC FACTORS AFFECTING DOMESTIC LABOUR DEMAND

There are many interrelated factors determining the size and relative relevance of domestic work within national economies. The reasons and implications of this raising demand are complex, multifaceted, of an economic, social and cultural nature, and cannot be analysed without putting the issue in the larger perspective of gender dynamics within the European labour markets.

2.1.1. POPULATION AGEING AND CHANGING HOUSEHOLD STRUCTURES

As a consequence of **low fertility rates**, the European **population is projected to decline** significantly over the next decades, with an increasingly aging structure and a particularly pronounced decline and aging of the working age population. By 2030, Europe will experience one of the highest old age dependency ratios. This puts serious **challenges to the European care provision regimes**.

According to EU sources, Europe could have a population of "very elderly persons (80+)" of nearly 34.7 million people by 2030, compared with the 18.8 million at present. The number of people living alone will also increase consequently, especially women.

Especially in Southern Europe, recent aging demographic trends are accompanied by significant changes of household and family structures, characterized by an increase of single headed households and by the weakening of mutual family and community support networks. As the EU Green Paper on demographic change points out, families (and women within families) will not be able to face this caring challenge alone.

Most EU countries have experienced a massive increase of female participation into the labour market. This is an objective that ranks high in the political agenda of the EU and its Member States as a matter of human rights' principles and as a practical way, among others, to compensate for the forecast decline of the labour force.

Equality of opportunities and treatment in the labour market has been on the policy agenda of the European Union since its inception. Recognizing gender equality in the world of work as a key factor for social and economic development, regional and national policy and regulatory measures have been put in place to promote the employment of women and guarantee a more balanced combination of their professional and private lives. As a result of these and other proactive measures and political will at national and regional level, significant changes of the labour market structure took place over the past decades and the gap in employment rates between women and men has been significantly reduced. In addition, there are persisting patterns of labour market vertical and horizontal segregation, significant discrimination in employment access and treatment, important significant differences in pay for work of equal value (pay gaps) and often increasing difficulties in conciliating family and work responsibilities for women.

2.1.2. WORK-LIFE BALANCE

The massive entry of European women into the paid workforce has not been accompanied by a corresponding, more equal **redistribution of household work among the sexes**. There are persisting differences in the use of time between women and men, especially with respect to the time dedicated to domestic work, therefore generally leaving less free time to women as compared to men.

Disparities among sexes continue to persist and even increase both in the public and private spheres and women face great difficulties in reconciling their professional and family responsibilities.

Availability of childcare services together with other family friendly policies such as parental leave, flexible working time arrangements and financial allowances clearly impact both the rate of women's participation in paid work, and the extent to which they recur to domestic workers as a strategy to balance private and professional responsibilities.

There seems to be a certain dichotomy between policy approaches to the issue. On the one hand the EU is strongly advocating for increased women's participation in the labour market as a way, among others, to ensure the sustainability of the social protection systems threatened by demographic change. On the other hand, at the national level, progressive cuts in social expenditure and in provision of social services, especially for pre-school aged children and elderly people, have - with significant sub-regional and national differences - de facto reduced the public coverage of care services and undermined some of the funding principles of the traditional Western European welfare states. This trend is likely to be persisting or aggravated due to the current 2008 financial crisis. A growing market of private enterprises and individual workers is, therefore, been picking up the demand for these services.

As a result of the combination of the mentioned factors, namely the progressive insertion of EU women into the labour market, the growing caring needs of an aging population, the changing structure of family and household structures, the persistence of gender roles and responsibilities within household and society and the insufficient availability of domestic services, women's time hitherto dedicated to care, and household related activities has therefore considerably squeezed.

Therefore, in many European countries, **"a different kind of redistribution of domestic work has occurred, namely outsourcing the work to another woman"**, mostly of another social and ethnic background. Demand for "low skilled" and low status jobs in this sector are, therefore, very likely to increase as this demand cannot be exported or outsourced to countries where labour is cheaper.

It becomes clear that the growing insertion of native born women into the European labour force has been facilitated by an increasing participation of migrant women as domestic and care workers. Despite the scarce acknowledgement of this phenomenon, migrant women often de facto replace national women in their traditional care and domestic roles (substituting the decreasing institutional and family support). Yet, migrant women seem to be mostly excluded or marginalized from the European policy agendas on gender equality.

2.1.3. AVAILABILITY OF FLEXIBLE, LOW COST, FEMALE LABOUR FORCE

In addition to the factors influencing the demand for domestic workers in European countries, there is another element, which largely determines the size and relevance of the sector: the availability of a flexible, relatively low-cost labour force, mainly migrant women, to perform these tasks. Socio-economics, as well as gender inequalities, are some of the reasons pushing more and more women to leave their families behind in search for employment opportunities abroad. Economic inequalities, family responsibilities back home, lack of information and of network support, as well as the perception of temporariness of the migration experience, are all factors that influence in many ways the availability and flexibility of migrant women to accept working often below their level of qualification, with difficult working conditions. They represent a flexible and available working force which becomes, therefore, vulnerable to exploitation and abuse.

European countries have very different welfare, care and migration regimes and their policy approaches - codified by their normative frameworks- influence differently how these interact among each other. Similarly, **domestic work is not regulated equally across Europe**. In some cases, it falls under general labour law. In other cases, it is regulated under specific normative regimes.

The demand for foreign labour within this sector is also dealt with in very different ways. For example, while some countries have adopted specific regulations to allow recruitment of migrants in this sector (see Italy and Spain), others do not contemplate this possibility.

Welfare regimes are also greatly heterogeneous across Europe. While certain countries, mostly Nordic countries, opted for the provision of extensive care services, others have severely cut back on their public provision. These policies have led to the privatization of the sector, as well as the increasing of individual informal arrangements. In some cases, States provide subsidies to individuals and families to support them to afford private care services.

3. DOMESTIC WORK LEGAL FRAMEWORK

Historically, the relationship between a domestic worker and their employer has often relied on a paternalistic model, rather than on an explicit employment contact under which the worker and the employer each has clearly defined rights and obligations.

The extreme dependency on an employer, combined with the lack of rights and the isolated and unprotected nature of domestic work, can render domestic workers vulnerable to exploitation and abuse. In the case of migrant domestic workers, in particular, their often-precarious legal status in the destination country, and their lack of knowledge of the local language and laws, make them especially vulnerable to abusive practices.

Legal minimum standards for working conditions can help to overcome this imbalance. They facilitate the conclusion and formalization of employment relationships for domestic workers and can simplify negotiations by providing a binding reference, thus lowering transaction costs and addressing the power imbalance between the parties. This makes them useful for both domestic workers and their employers, who are usually private households, and as such generally need guidance in defining the terms of the employment relationship and lack the sophistication to draft elaborate employment contracts from scratch.

European countries' lack a common approach to the subject and the specificity of the employment relationship in this area of work are reflected by the various ways domestic work is regulated under national legislations. While generally specifying that the work performed has a domestic nature, European countries legal definitions differ mostly with regard to the specific tasks or activities domestic work can entail. Some countries, for example, explicitly distinguish between domestic workers and care-givers, while some others regulate these two categories under the same provisions.

The "specificity" attributed to domestic employment is linked to gendered factors, as well as to the **private character of the workplace**, which is historically considered the realm of domesticity and privacy, and therefore to be excluded from any type of state interference or regulation. For these social and historical reasons, in general terms, the employment relationship in domestic work is considered "atypical" and therefore is subject to special provisions. Whether or not domestic workers are included or specifically excluded from the scope of general labour laws, **they are usually granted a lower protection than other categories of workers**. While there are different degrees of legislative protection of this category of workers across Europe, European legislations still largely reflect these gendered perceptions and generally insufficiently regulate the subject or scarcely enforce the existing regulations, leaving space for informality, exploitation and abuse.

At present, domestic workers remain one of the least protected groups of workers under national labour legislation. National laws regulating domestic work provide for lower levels of protections than those available to other workers. Gaps in national legislation were particularly frequent with regard to the coverage of domestic workers by minimum wages, limitation of working hours, inclusion in social security schemes and measures to ensure occupational safety and health. While some countries have introduced labour law protections for domestic workers at various points in time, domestic workers have benefited to a much lesser degree than other workers from advances in labour and social laws. In Western Europe and Scandinavian countries, the working conditions of domestic workers tend to be regulated by special labour laws, with only a few countries, such as France and Italy, having collective agreements on domestic work.

In France, Italy and Spain, the legal framework is similar:

- Domestic workers are covered in part by the general labour laws and in part by subordinate regulations or specific labour laws.
- The limitation of normal weekly hours is the same than for other workers.
- Entitlement to weekly rest is the same or more favourable than for other workers
- Annual leave is the same than for other employees
- Statutory minimum wage for domestic workers is the same than for other workers
- Maternity leave entitlements are the same than for other workers
- Entitlement to maternity cash benefits is the same than for other workers
- In Spain minimum wage can be paid in cash payment only, while in France and Italy part of the minimum wage can be paid in-kind.

Domestic workers are mostly not covered in regard to unemployment benefits. An exception, among others, is the Italian Collective Agreement, that recognizes the right of the worker who was dismissed (not those who left their job by their own choice), unless this was for a "just cause" to receive unemployment benefits.

Despite improved labour protections, domestic workers still struggle to claim these rights. Even in the EU, where laws are in place, the **unequal bargaining position of domestic workers** in the employment relationship and conditions of poverty compel them to accept unfair labour practices, including unduly low wages, late payments, underpayment or non-payment of wages, extremely long hours, and sometimes more extreme forms of abuse and exploitation. These unacceptable forms of work are perpetuated by conditions that are particular to the sector: domestic workers work in isolation, behind closed doors, and their unequal bargaining position in the home disables them from claiming rights that may be provided by law, bargaining for better conditions, and, worse, unable to refuse exploitative work. Domestic workers are also the subject of multiple discriminations, which further reduces their bargaining power and confidence to realize their rights: 83% of them are women, often from socially marginalized communities, and often with low levels of education and literacy.

The decentralization and isolation of the workers in homes creates practical barriers to forming trade unions, and low worker to employer ratios make workplace bargaining practically impossible. Moreover, withholding labour is not an effective source of bargaining power for domestic workers: if a domestic worker "strikes", the employer can simply hire another who is sufficiently eager to escape poverty and willing to endure unfair labour practices.

Representative, independent, sustainable organizations of employers and workers are fundamental to effective policy dialogue and implementation. To make decent work a reality for domestic workers, each employer and each domestic worker must be aware of their rights and responsibilities, and domestic work must be recognized as real work.

The **high level of informality** is a symptom of existing limitations in the application of the law due to insufficiently effective law enforcement mechanisms. There are many reasons why law enforcement is particularly difficult with regard to this sector. Mainly, this has to do with the collision between the need to implement control measures to guarantee the rights of domestic workers and the principle of inviolability of the privacy of the employer's household. While labour inspector's regulations are normally applicable to domestic workers as well, labour inspectors are usually de facto limited in their supervisory functions, as they cannot freely enter in private households.

These difficulties, of course, have serious consequences on the degree of effectiveness of law enforcement and clearly contribute to the high incidence of informality in the sector. On the other hand, the possibility in many countries to establish an employment relationship through an oral contract further complicates the effective role of law enforcement mechanisms. Formality in domestic work is measured by the extent to which domestic workers are covered by labour and social protection, effective social security, and the use of formal arrangements, such as the use of written contracts.

Given the significant economic importance of the sector, there is an urgent need to promote the public acceptance of domestic work as “real” work and make sure that employers are interested in the formalization of the employment of the workers. General awareness-raising along with specific education and training programmes for workers could help tackle the issue.

The French experience addressing informality and formalizing domestic work through model contracts and service employment voucher is a good practice that is starting to be applied also in Italy and could be interesting for Spain.

Domestic workers enjoy comprehensive rights in France through the labour law and through three collective agreements. In Italy, new provisions of a renewed collective agreement include a minimum wage increase, regulation of remuneration for holidays and paid annual leave, the right to paid leave to pursue training and the right to be informed about any health and safety risks. In Spain there are currently no collective agreements for domestic workers.

3.1. FRANCE AND THE UNIVERSAL SERVICE EMPLOYMENT VOUCHER

In 2006, France introduced the universal service employment voucher (“Chèque emploi service universel” or “CESU”), a scheme that makes it easier for private citizens to pay for services to individuals (“services à la personne”).

Very varied occupations fall within the scope of the 21 services to individuals covered by this scheme. Housework and domestic tasks are among them. Others include small-scale gardening and maintenance, child-minding, help with school homework, preparing meals, assisting older people or others needing personal assistance at home (except for medical services), assisting people with disabilities, caring for pets, helping with home-based administrative tasks etc.

In principle, these services are provided at the home of the individual concerned, but they may also take place outside the home, provided they are an extension of home-based services. Thus, the CESU may be used to pay for child-minding outside the home by an approved childcare assistant, a care structure (a “crèche”, drop-in care centre or kindergarten) or out-of-hours care in schools.

In the second quarter of 2010, almost 1.5 million employees were working inside private individuals’ homes. If child-minders who work in their own homes are included, the individual services sector employed almost 1.8 million people in the second quarter of 2010.

One of the key advantages of the CESU is that it simplifies the administrative formalities for private individuals:

- They do not need to register with the body that collects employee and employer social security contributions, nor do they have to issue pay slips. Just one declaration and one deduction are required for all contributions.
- They do not have to draw up an employment contract if the employee works less than eight hours per week or less than four weeks in succession.

- They do not have to calculate the employee's paid leave (as it is included in the 10% paid on top of the employee's wages).

The CESU can be used to employ workers at home either in a direct employment relationship or via firms or associations that provide services to the individual. For workers, one of the great advantages of a scheme like the CESU is that it permits the regularization of undocumented work and facilitates access to social security.

4. EDUCATIONAL FRAMEWORK

The domestic sector has a high capacity for labour absorption as the unpaid, reproductive tasks of women in the household tend more and more to be delegated to female domestic workers. This high demand is fuelled by the absence of adequate institutional care of the young and elderly that is the duty of the government to provide. Even in Europe where investment in the care of the elderly is considerable, there are not enough places for the estimated 50 million aged in need of care and day care for children is in short supply. Domestic work should not be considered a substitute for the provision of institutional care. There is certainly a need for greater public investment in the care economy so that families can choose between institutional care and provision of the necessary services through qualified household employees.

A combination of push and pull factors contribute to women entering domestic work, either in their own countries or abroad. Rural poverty has increased in many countries occasioned by structural adjustment programmes, devastation of the agricultural sector and economic crises. This has pushed many women into the domestic labour market. With few formal jobs available and facing gender discrimination, often coupled with discrimination based on caste or class, race or ethnicity, their options for decent work are few. And, as most are from poor households, they generally have low levels of education and few marketable skills, other than their skills in keeping house and caring for others. Cleaning and cooking, looking after children and the elderly is almost universally regarded as women's work, which means that men rarely compete with women in this job market. Domestic work is therefore one of the few employment opportunities open to poor women.

The home is generally considered a secure place for women to work in and the tasks assigned to them are said not to require any particular skills or training. Domestic work is an avenue of employment to poor, rural women who have had little access to education, often from marginalized ethnic groups - those with otherwise low employability.

For many women, domestic work is a unique opportunity to earn in a socially acceptable manner and gain some control over economic resources. The sector attracts women that enter the labour market for the first time as well as women who return to work after child rearing. If treated humanely, the independence and exposure to other lifestyles that domestic work offers are often a source of empowerment for women. In countries that have initiated certified skills training and professionalization of domestic work, the empowering role of it is further enhanced by the resulting occupational mobility within the hospitality sector.

Many enter domestic work as a temporary strategy for survival. However, given the average low level of education of domestic workers and their lack of other alternatives in the labour market, they remain trapped in the circle of domesticity and in a situation of social immobility. Horizontal mobility is a common trend, as domestic workers often change their place of work. Many women move from live-in to live-out work thus acquiring a certain degree of freedom. However, upward mobility to other jobs in the hospitality sector or institutional care is limited by the lack of certified skills training for these occupations.

By introducing the exchange of services for a wage in the private household, **domestic workers help to make visible the economic value of domestic tasks**, traditionally considered as not having any value. Having regard to the considerable increase in demand for domestic services in Europe, it is necessary to recognize the outstanding importance of the sector and its contribution to the socio-economic well-being of the host societies.

Having acknowledged that upskilled workers deliver better quality services, the EU countries should facilitate the integration of the domestic workers by putting in place professionalization policies for domestic workers, whilst ensuring their equal access to flexible vocational and professional training programmes and language courses and establishing comprehensive and rapid procedures for recognition of foreign diploma and acquired skills.

The increased participation of national women into the labour markets seems to also influence the tasks assigned to domestic workers, to whom more and more responsibilities linked to the education of children and the care of the elderly and disabled are entrusted. Given the availability of labour supply, employers tend to select increasingly qualified workers who not only show the "social competences" required to be able to handle the delicate dynamics within a household, but also hold specific skills.

It is necessary to adapt professionalization policies for domestic workers, putting a special focus on migrants' needs. Enhancing such mechanisms would allow domestic workers with high degrees of professional and educational attainment to have their skills and diplomas recognized. Policy measures guaranteeing domestic workers' equal access to specific vocational and professional training programmes, as well as language courses, should be put in place.

In fact, when looking at the landscape of national educational opportunities in the domestic sector, an obvious imbalance in favour of care workers emerges, to the extent that it is generally believed that domestic employees are exclusively care workers. Domestic workers and baby sitters are seen as marginal figures or as a luxury service that few families can afford.

4.1. TRAINING PATHWAY

Usually there are different training pathways for housework and for caring. Ideally, they are different activities made by different professionals. This could be true in care institutions, nursing homes and in general in the public assistance services, but not in family homes where the boundaries between housework and caring are not clear. Nowadays domestic housekeepers have to do the housework, of course, but also to provide assistance according to the level of self-sufficiency of the people living in the family home.

A European Training Pathway for Domestic Housekeeper needs to include contents relating to both areas – housework and caring- excluding the attention to dependents, which must be carried out by specialized professionals.

The members of the household can change, as well as the family's needs, and the domestic workers shall be able to adapt to these changes. This means that not only can new people be incorporated into the family, but also that with the passage of time the needs of each member of the household can change: children grow up, older people lose independence, adults change their employment status...

This means that domestic workers of course need hard skills such as cleaning, ironing or cooking, but **core competencies (soft skills) are increasingly important.**

Core competencies are capabilities that are important for success in employment and in life. They are transferable, can be used in other contexts or jobs. Other terms used for core competencies can be key competencies, essential skills, transferable competencies, employability skills, core skills or soft skills. They are increasingly highly prized and sought by employers. Core employability skills are built through basic education, such as reading and writing, acquiring the technical skills needed to perform specific duties, and professional/personal attributes such as honesty, reliability, punctuality, adaptability, attendance or loyalty.

Core competencies enable an individual's potential to be realized in all aspects of life. They are required to perform all kinds of tasks, at various levels, depending on the task. They are transferable from context to context and they are developed over a lifetime.

Domestic worker also needs green skills to contribute to the developing of a sustainable, green economy: environmentally-sustainable work practices and the use of green products at home; apply appropriate techniques for selective sorting of household waste according to its type in order to safely dispose cleaning product containers; conscientious use of energy...

5. RESULTS OF FIELD WORK

The previous chapters are also results of field work, but here we include the most relevant findings obtained with each research technique we have applied during the work package 1.

5.1. DESK RESEARCH

A desk research has been developed in every country of the consortium: France, Italy and Spain.

The main objectives of the desk research were identifying at least:

- running training provisions for domestic housekeepers and similar/related profiles
- legal framework for the profiles
- available competence frameworks for the profile (NQFs) and comparison of them
- potential qualifications, certification processes and recognition of prior learning
- emerging trends from the international context that might affect the sector

Desk research has been carried out according to the principles of realist review (Parsons). Realist review is a relatively new approach to synthesizing research that seeks an explanatory focus. At its core, realist reviews unpack the mechanism(s) of how and why complex interventions thrive or fail, in particular setting(s).

In systematic reviews, the basic evaluative question is: 'what works?', whereas in realist reviews, the question changes to: "what is it about this programme that works, for whom, and in what circumstances?"

In our project, we had to look for the answers to these questions when we analyse the situation in each country and at European level:

- What is the legal framework for domestic housekeepers and similar/related profiles in my country, what is it about that works, for whom and in what circumstances?
- What are the running training provisions for domestic housekeepers in my country, which ones work best, what is about that work, for whom and in what circumstances?
- What are the available competence frameworks for the profile (NQFs) in my country, which ones work best, what is about that work, for whom and in what circumstances?
- What are the potential qualifications, certification processes and recognition of prior learning, what is about that work, for whom and in what circumstances?
- What are the emerging trends from the international context that might affect the sector, what is about that work, for whom and in what circumstances?

Although there are some significant differences between the three countries, **the reality of domestic work and the needs of the workers are largely comparable**, and it is therefore possible to achieve the objectives of the project since the results obtained can be used in France, Italy, Spain and the rest of the countries of the EU, carrying out if necessary small adaptations to the situation in each country.

The differences between the tasks that a domestic worker has to do and the competencies they need to do so are not related to the country they work, they rather depend on the type of labour relation they have and the needs of the family where they work.

A domestic worker may work on full-time or part-time basis; may be employed by a single household or by multiple employers; may be residing in the household of the employer (live-in worker) or may be living in his or her own residence (live-out). These circumstances are more relevant in the tasks they do and the competencies they need than the country where they live.

When they work for multiplier employers usually their tasks are more focus on housework than in caring, although they can sometimes perform care tasks such as picking up children from school and look after them for short periods of time. There are much more possibilities that the worker has to deal with caring activities when they work fulltime for a single household, especially if they are live-in workers.

However, the country of residence can influence the type of contractual relationship the worker has with the employer. While regular work is more widespread in France, largely thanks to the CESU, **in Italy and especially in Spain, irregular work relationships are much more common**. This fact maybe does not affect especially the tasks, but it can be relevant for the working conditions.

Irregular work relationships are more extended when the worker has multiplier employers and they work in part-time basis, because this could mean than the employer is not responsible of the contractual and legal status of the worker. When they work for a single employer in fulltime basis the employer has the responsibility on the contractual and legal issues and the irregular situations are less frequent.

In the case that the workers have regular contractual relationship with the employer, their rights are similar in the three countries, although, of course, with the same salary and labour conditions differences that affect the rest of the workers.

There are more differences regarding collective agreements, because there are in France and Italy, but not in Spain. Italy is the only of three countries that have ratified the 189 Convention of ILO.

The desk research has been very useful to know the competences framework and the recognition process in each country. In both exist qualifications more linked to housework and other more links to caring, and even though there are differences between their contents in each country, the in-depth analysis of all of them will facilitate the work of developing our own common training itinerary for the three countries.

5.2. DELPHI

The consortium has consulted and collected data from experts in the field at European level using Delphi technique.

The Delphi method consists on the selection of a group of experts who are asked their opinion on issues regarding future events. It is based on the results of questionnaires sent to the panel of experts. Two rounds of questionnaires (include as annex 1 and 2) were sent out, and the anonymous responses were aggregated and shared with the group in the next round. The experts were allowed to adjust their answers in the subsequent round. Its unique contribution is the 'boiling down' of differing expert opinions or other stakeholders into consensus for decision making – without creating direct confrontation or allowing strong individuals to dominate the process (as often happens in face-to-face discussions).

The general objective in our Delphi study was to know how the profession of domestic housekeepers and similar/related profiles are expected to evolve over the next five years in Europe and what will be the most demanded competences/skills for these workers.

The experts who have participated in the Delphi were: national and regional policy makers, social partners representing workers and employers and other profiles interesting for the objective of the study. They have been selected according to the predetermined objective and attending to criteria of experience, position, responsibility, access to information and availability.

Each partner selected at least 8 experts, using its own networks, to participate in the Delphi in their own country.

It was not very difficult to reach consensus because although there were, of course, some differences in the opinions of the experts, especially when the questions asked to specify some issues related to the specific tasks and competences of the domestic workers, in the substantive issues there was a high coincidence in their views.

These are the most relevant consensus opinions:

- The number of domestic workers will increase in the next years especially because the population ageing and the increasing role of women in the labour market.
- The boundaries between housework and caring are not clear and many times the same worker does the housekeeping and takes care of the people (children, old people...).
- Caring activities will increase, especially care of elderly and dependent people.
- As a result of the increasingly important weight of care tasks, domestic workers will need to gain new competences to adapt to the new needs of the employers.
- The most important competences according to the expert's views will be: care competences, soft skills, IT skills, green skills and occupational safety and health skills to reduce hazards and accidents for the workers and the family members.
- Due to the large proportion of foreign workers, it is also very important to improve the knowledge of the language, culture and customs of the host country.
- The legal framework should be improved in all countries to equalize the conditions of domestic workers with other workers.
- Measures to reduce informal jobs in order to improve the working condition and clarified the rights and obligations both workers and employers will be especially relevant in Italy and Spain.
- The increasement of regular domestic work is good for the countries, because it reduces the unemployment rate and increases the incomes through taxes and social security contributions.
- Sometimes it is very difficult to reconcile the economic possibilities of the households and their needs with decent working conditions for the workers.
- Professionalizing domestic work will ensure the workers career path, it will also contribute to make these jobs more attractive and to make easier cover the households needs.
- There are usually different training pathways for domestic work and for caring people when in most families both task and responsibilities are assumed by the same worker.
- A common training pathway had to include both, housework and caring, excluding the specialized care for dependent people more linked to health profiles.

5.3. SEMI STRUCTURED INTERVIEWS

The interview plan (include as annex 3) adapted to the context of PRODOM project was simple and to be used in a flexible manner. It could be adapted, if necessary, to the topics the interviewer seeks to explore, the type of informant being interviewed, and so forth.

The proposed plan begun with a section entitled "Introduction of the interviewer," which can easily be adapted. The important thing is that the interviewer introduced him or herself and reminded the respondent of the topics to be discussed during the interview, so the respondent knew exactly what the interviewer's expectations were.

The second section was the main part of the interview plan. It indicated which topics were to be discussed and suggested possible questions. Four series of questions were proposed, one on Legal Framework, other on Training and Qualifications, other on the Certification and Recognition and the other in International Context.

Unlike closed questionnaires, interviewers did not have to ask all the questions proposed in the interview plan. They merely had to follow the general outline. And of course, they could include same questions relevant in their country.

The questions could be formulated in different ways depending on whether the person being interviewed was a VET provider, units in local/regional public bodies and policy makers, e.g. Councillorships, Departments of Training and Lifelong Learning, etc., dealing with certification issues and other concerned community bodies, e.g. Chambers of Commerce.

The third section of the sample plan was aimed at concluding the interview and suggests two questions for this purpose. The goal was to enable interviewers to make sure that the topics they wished to explore had been covered as completely as possible. Obviously, not all key informants were able to talk about all the topics. Therefore, it was important to decide what topics are pertinent when the interview was being prepared. However, interviewers had try to cover as many topics as possible when the informants had a general knowledge of the area under study.

In every country 15 interviews were made. Its main findings are described below.

5.3.1. LEGAL FRAMEWORK

In this part of the interviews, the questions concerned the interviewees knowledge of the legal framework for domestic workers in each country. It was also about describing the job, as well as the circumstances in which domestic workers work and for whom. Lastly, the changes observed in the profession over the last few years were mentioned.

There were more differences between countries in this part of the interview. Also, there were significant differences between the answers given by the institutional delegates and those given by the VET providers (or associated organisations) and social partners.

Usually, the institutional delegates know the legal framework well because they, directly or indirectly, have participated in its development. In any case, there are significant differences related to the administration they represent and their scope of action.

An appropriated legal framework seems to be an absolute necessity to clarify the responsibilities of employers and recognize the rights and obligations of workers. It could be the best way to reduce the undeclared work and enables the definition of the profession's limits. It brings the advantage of knowing what is allowed and what is not. Hence, it is about protecting not only the workers but also the employers. This enables the creation of a work contract in due form and an understanding on private and professional spaces, as well as an agreement on salary and legal working hours.

Regarding the questions "what do they do?" or "what circumstances are they working under?" the answers are very diverse. However, a consensus emerges, and it is an obvious one: domestic workers work in a

household and never in a community. There are diverse answers regarding the circumstances in which domestic housekeepers work, as we already know: some work part-time, for one or several employers; some work full time but has different employers and some work full-time for one employer and can live in the employer house or in their own home.

According to the interviewees, the profession has changed these last few years, especially with regards to responsibility as a lookout for elderly people's health. We have thus observed that domestic workers are becoming more and more attentive to possible loss of independence of the elderly.

5.1.1. TRAINING AND QUALIFICATIONS

In France the interviewees have perfect knowledge of the qualifications necessary to practice this profession. Either because they passed one of these diplomas or because they deal with the administrative and/or formative aspects of them. Hence, the diploma of domestic housekeeper delivered by the professional branches is well-known. Nonetheless, it is the diploma of the Ministry of Labour, the so called "DEAVS – Diplôme d'Etat d'Auxiliaire de Vie Sociale" (State diploma for homecare assistant) which is particularly known and recognised. Some say it is the one that enables working both in communities and households.

But every respondent insisted on the fact that to work in a household, one must have specific competencies, and as such, only the diploma of domestic housekeeper ("Employé familial", a "titre de branche", branch diploma) enables this, because it is tailored to the context of the household.

The observation is made that, in any case, the diplomas to access this profession are not well-known by the public or by people looking for a job. Therefore, the diplomas suffer from a lack of recognition and should benefit from more "publicity", particularly from the professional branches.

In Italy the interviewers point the training offer is very limited and often completely absent. The courses financed by the bilateral organizations are designed to respond to the needs of those already working with families and need to refine their skills, but initial training is not available.

Regions and Municipalities have done occasional and impromptu activities regarding training; in some cases, a Register of Caregivers has been created. In particular, the Regions have organized courses for caregivers and family assistants, but everything has happened without national coordination.

The design and investment to professionalize the domestic work has involved many public resources without having the desired effects and without regulating and recognizing a common professional profile at national level.

The structured professional training with certification and qualification proposed by training institutions recognized by the Region concerns in particular the professional figure of the Healthcare Professional Operator.

In Spain the Professional Certificate "Social and health care for people at home" is well known and usually required to work in companies that offer the service under institutional coverage. However, it is not usually required by families when they are going to directly hire a worker.

There is also a Professional Certificates called "Domestic work", with lower level than the previous one, but is almost unknown, useless and difficult to get. This certificates not include caring competencies.

In all countries the outputs of the PRODOM project regarding training and professional profile could be very useful.

5.1.2. CERTIFICATION AND RECOGNITION

In all three countries, it is necessary to advance in the professionalization of domestic work and in the recognition of the skills of workers. In this way it would contribute to dignify the profession and make it more attractive for workers who could also obtain more social recognition.

It could also contribute to increase the domestic work in legal basis, since qualified workers would be more attractive to employers, who would have a guarantee regarding their abilities.

This way domestic work would be a "real profession" and could let to be considered an odd and temporary job, where you only work until you find something better.

5.1.3. INTERNATIONAL CONTEXT

This last part was designed to find out about the point of view of the on the international context, and especially on emerging tendencies that could affect the work of those concerned.

In general terms, most interviewees do not have much about the international context.

The representatives of social partners are concern about the possibility that in the underground labour market there could be real problems surrounding illegal hiring of migrants for these jobs which do not require a diploma.

Most interviewees admitted not knowing whether diplomas, laws, etc. regulating this profession exist in other countries. However, they agreed that this project between three European countries can first enable the uncovering of gateways between all the different trainings and legal frameworks.

5.4. SURVEY

Around 100 domestic workers/housekeepers (35 per country) have been consulted using an ad-hoc questionnaire.

The questions included in the questionnaire were agreed by partners when the first results of the previous research were available.

Our research aims were to collect and measure the attitudes and opinions of domestic workers/housekeepers in France, Italy and Spain about:

- Their working conditions.
- The legal and social recognition of their profession.
- The competences they need to make their job properly.
- The training they would need to improve their competences.
- The kind of qualifications/certifications they have.
- Changes in the situation over the past few years.
- Changes in their profession in the next years.

To facilitate the analysis of the information, closed-ended questions were used (the respondents were given a list of predetermined responses from which to choose their answer).

The main conclusions are as follows:

- The first finding, that confirms what we expected, is that the majority of workers are women. Just four men in France and one in Italy participated in the survey.
- We do not have answers of workers less than 25 years, and just 10 of worker less than 35 so we can say that, according to our sample, the profession is not interesting for young people.
- Most of the workers are in the interval between 45 to 55 years while there are few workers older than 55, probably because the hardness of the job.
- In France a significant number of participants (16) were born in the country. In Spain just four people and no one in Italy.
- Most of the workers were born in non-EU countries and those from other EU countries are less than 10%.
- The educational level declared by the participants is higher than expected, with a significant presence of workers with high education. The educational level of the foreigners is usually higher than the nationals. Just three people in Spain declared they do not have studies.
- In some cases, the educational level that workers declared and the age until they say went to the school are not compatible, maybe because in their countries the education systems are different or maybe because some of them tend to overrate their educational level.
- Just 3 workers in France and 2 in Italy had incomes between 1.500€ and 1.999€.
- In Italy and Spain most workers income was less than 1.000€.
- More than a half of the participants do some caring activities.
- In France and Italy just one of the participants live in the household where they work, while in Spain there are three people living in the employer home.
- Just 3 workers in Italy, 8 in France and 7 in Spain work in one household.
- While in Italy and Spain there are very few people who work for 5 or more families in France they are more than the half.
- Even in the cases, most frequent in Italy and Spain, where workers also perform other types of jobs, their main source of income is usually domestic work.
- In Italy and Spain all workers had been hired directly by the families for whom they worked, while in France about half had been hired through an agency.
- Domestic work is the main job for most participants.
- Very few participants started as domestic workers when they were less than 20 years. The majority started when they were between 20 and 30 years old although it highlights the significant proportion of workers who started with more than 35 years in France.
- Just a few workers in France had a diploma related to domestic work, none in Spain and only one in Italy.
- In France, more than a half of the workers have participated in training course for domestic work while in Italy and Spain there are an exception.
- The core competencies (soft skills) are essential for most workers rather than the importance of housework and caring competencies.
- Approximately half of the participants consider that they have training needs, and these are very varied.
- Most workers consider they can acquire most competencies through experience.
- There are very few workers who believe that the products they use can be dangerous to their health.
- Most of the participants consider domestic work is their profession.

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ANNEX 1

PRODOME DELPHI STUDY

Questionnaire for the first round

The general objective in this Delphi study is to know how the profession of domestic housekeepers and similar/related profiles are expected to evolve over the next five years in Europe and what will be the most demanded competences/skills for these workers. In the questions, when we talk about domestic housekeepers we are including also any similar/related profiles in the question.

1. E-mail
2. Name
3. Surname
4. Country
5. Company/Organization
6. Position
7. Telephone number
8. Do you think the number of domestic housekeepers will increase or decrease in the next five years in Europe? Why do you think that?
9. Will be the situation in your country the same? Why do you think that?
10. What kind of duties or tasks do you think the domestic housekeepers in Europe will have to do in 5 years?
11. What competences do you think domestic housekeepers will need in five years?
12. Which of these competences will be more important?
13. Do you think the existing legal framework of domestic housekeepers in Europe is appropriated?
14. Is it necessary to make changes in the legal framework? What kind of changes?
15. Do you think that there will be only one profile for domestic housekeepers or that they will be specializing in function of the tasks that they play?
16. Do you think is necessary to professionalize the profile of domestic housekeepers? Why do you think that?
17. Do you have anything else to say relating the domestic work?

ANNEX 2

PRODOME DELPHI STUDY

Questionnaire for the second round

The objective of this second round is to reduce the dispersion and to specify the average consensus opinion. In the second submission of the questionnaire, the experts are informed of the results of the first consultation and must give a new answer.

General information

Expert name:
Country:
Company:
Position:
Email address:
Telephone number:

Questions

There is agreement among participating experts that the number of employees will increase in the coming years and that the most important cause of this increase will be the aging of the population.

The boundaries between caring for the house and caring for the people are not clear and many times the same worker does the housekeeping and takes care of the people (children, old people...).

That forecast raises new questions:

- Do you consider that the professional profile of people who care for the house and those who care for people is different? Why?
- Do you think that it would be realistic in relation to family income to have one employee to keep the house and another to care for the people? Why do you think that?
- If you consider that they are two different professional profiles, do you think they would have to have different working conditions? Why do you think that?
- Which competencies do you think should be a priority for house care? Please, explain it.
- Which competencies do you think should be a priority for people care? Please, explain it.
- If you think the same person could care for the house and the people, what do you think should be their most important competencies? Why do you think that?

Experts agree that domestic work is often done as black or non-legal work.

- How do you think this activity could be regularized to combine the flexibility that families need with "decent" working conditions for workers? Why do you think that?
- What do you think would be the most appropriate way to get black work out and done legally?

Many experts point out among the skills of the housekeepers the knowledge of the language and culture of the environment in which they work, implying that many of these workers are foreigners.

- Do you believe that working conditions are different between foreign and national housekeepers? Why do you think that?

Many experts argue that soft skills will be increasingly in demand

- Which kind of soft skills will be the most important? Why do you think that?

Many experts have also pointed out that among the competencies that housekeepers should have are technological ones.

- What technological competencies are needed for household tasks?
What technological competencies are needed for care tasks?

ANNEX 3

SEMI-STRUCTURED INTERVIEWS

Introduction of the interviewer		
Hello, my name is _____, and I have been asked to make this interview.		
During the interview, I would like to discuss the following topics: running training provisions for domestic housekeepers and similar/related profiles; available competence frameworks for the profile (NQFs) and comparison of them; potential qualifications, certification processes and recognition of prior learning. With these topics in mind...		
Domestic Housekeepers: legal framework		
Main questions	Additional questions	Clarifying questions
What is the legal framework for domestic housekeepers and similar/related profiles in France/Italy/Spain?	What is it about that works? Under what circumstances does works? For whom that works? Have you noticed any changes in the situation over the past few years?	Can you expand a little on this? Can you tell me anything else? Can you give me some examples?
Domestic Housekeepers: training and qualifications		
Main questions	Additional questions	Clarifying questions
What are the running training provisions for domestic housekeepers and similar/relating profile in France/Italy/Spain? OR What training offer is available for domestic housekeepers and similar/relating profiles in France/Italy/Spain?	Which ones work best? What is it about that works? Under what circumstances does works? For whom that works? Have you noticed any changes in the situation over the past few years?	Can you expand a little on this? Can you tell me anything else? Can you give me some examples?
What are the available competence frameworks for these profiles in your National Qualifications Framework? OR Are there any qualifications in your NQF that fits these profiles?	Which ones work best? What is about that work? For whom and in what circumstances? Have you noticed any changes in the situation over the past few years?	

Domestic Housekeepers: certification and recognition		
Main questions	Additional questions	Clarifying questions
<p>What are the potential qualifications, certification processes and recognition of prior learning in your country? OR Is there in your country any certification processes and recognition of prior learning?</p>	<p>How do they work? What is it about that works? Under what circumstances does works? For whom that works? Have you noticed any changes in the situation over the past few years?</p>	<p>Can you expand a little on this? Can you tell me anything else? Can you give me some examples?</p>
<p>What are the available competence frameworks for these profiles in you National Qualifications Framework? OR Are there any qualifications in your NQF that fits these profiles?</p>	<p>Which ones work best? What is about that work? For whom and in what circumstances? Have you noticed any changes in the situation over the past few years?</p>	
<p>In your opinion, the processes available are satisfactory?</p>	<p>How can be improve?</p>	
Domestic Housekeepers: international context		
Main questions	Additional questions	Clarifying questions
<p>What are the emerging trends from the international context that might affect the sector, what is about that work, for whom and in what circumstances? OR Have you noticed any changes in the international situation over the past few years?</p>	<p>What is it about that works? Under what circumstances does works? For whom that works?</p>	<p>Can you expand a little on this? Can you tell me anything else? Can you give me some examples?</p>
<p>Conclusion of interview</p>		
<p>Are there any questions that we have not discussed and that you find worrisome? OR Do you want to add anything</p>		

ANNEX 4

QUESTIONNAIRE FOR DOMESTIC HOUSEKEEPERS

1.- Gender (single answer)

1. Male
2. Female
3. Prefer not to say

2.- Age (single answer)

1. Less than 25
2. 25 to 34
3. 35 to 44
4. 45 to 54
5. 55 or more

3.- Country of birth (single answer)

1. France/Italy/Spain
2. Other EU country
3. Non EU country

4.- Education level (single answer)

1. No studies
2. Primary Education
3. Secondary Education
4. Vocational Training
5. Higher education
6. Others

5.- Until what age did you go to school (open answer)

6.- Last month income (single answer)

1. Less than 500€
2. 500 to 999€
3. 1.000 to 1.499€
4. 1.500 to 1.999€
5. 2.000 or more euros

7.- Generally speaking, during the week, within your professional activities, which of the following task do you do? (select all that apply)

8.- If you do other tasks, please describe them (open answer)

9.- Do you live with the family you work for? (single answer)

1. Yes
2. No

10.- Generally speaking, during the week, in how many different households/families do you work? (single answer)

1. 1
2. 2
3. 3
4. 4
5. 5 or more

11.- During the week, do you also provide cleaning services for a company, a community or another type of organisation (office maintenance, school or public building maintenance, hotel maintenance...) . (single answer)

1. Yes
2. No

12.- During the week, do you practice another type of professional activity (salesperson, water/waitress, administrative work...) . (single answer)

1. Yes
2. No
3. Sometimes

13.- Is domestic work your main source of income? (single answer)

1. Yes
2. No

14.- If you have a different source of income, state the nature of the main professional activity (open answer)

15.- How many of the individuals/families whose you work at during the week employ you directly? (open answer)

16.- How many of the individuals/families whose you work at during the week use your services via an organisation? (open answer)

17.- On average, how many hours a week do you work as domestic housekeeper (all categories of employers included)? . (single answer)

1. Less than 5
2. Between 5 and 14
3. Between 15 and 24
4. Between 25 and 40
5. More than 40

18.- How old were you when you started this job? (open answer)

19.- Do you have a diploma related to your profession as domestic housekeeper? . (single answer)

1. Yes
2. No

20.- If yes, which one? (open answer)

21.- Have you already participated in a training programme to improve your competences as domestic housekeeper? (single answer)

1. Yes
2. No

22.- If yes, which one? (open answer)

23.- According to you, how important are the following competences to do your job? (single answer)

Use a scale of 1 to 5, being 1= unimportant and 5=essential

24.- If you think there are other competencies that are important, please tell us which ones are (open answer)

25.- Do you think you have training needs for your work as a domestic housekeeper? (single answer)

1. Yes
2. No

26.- If yes, of the following competencies, which do you think you need to acquire o reinforce? (select all that apply)

27.- If you think there are other competencies you need to acquire o reinforce, please tell us which ones are: (open answer)

28.- In your opinion, it is possible to acquire the following competences through experience (single answer)

1. Yes
2. No
3. Maybe

29.- If you think there are other competencies you can acquire through experience, please tell us which ones are (open answer)

30.- In your work as domestic housekeeper do you use products which are dangerous for your health (single answer)

1. Yes
2. No
3. I do not know

31.- Do you consider your activity as domestic housekeeper is your profession? . (single answer)

1. Yes
2. No

32.- On a scale of 1 to 5, how hard do you consider the work of domestic housekeeper? (single answer)

Use a scale of 1 to 5, being 1= not hard and 5= extremely hard.

33.- Thank you very much for your answers. Do you have anything to add? (open answer)