Innovation in the PHS sector

Results overview of the survey conducted by EFSI

Aurélie Decker
EFSI

- The **voice of Personal and Household Services industry** to the EU Institutions since 2006. Brings national federations and associations as well as private companies together.

- Through its members, EFSI is present in **22 EU Member States** and promotes exchange of practices.
A survey on innovation – what for?

PHS a sector facing many challenges. A sector for which the potential for innovation might appear to be rather limited.

- What about in reality?
- How innovation is perceived?
- What innovations are successfully implemented?

⇒ To grasp PHS actors’ vision and experience of innovation.
A survey on innovation – how?

Innovations defined as any ideas, products, services or models which:
- are **new** or applied in new contexts,
- are designed to **satisfy a specific need**, and
- must be **replicable**.

- **Online survey.**
- **Conducted between Oct. 2017 & March 2018.**
- **Available in 4 languages.**
- **75 replies from 12 Member States.**
Is innovation important for the sustainability & future development of PHS?

- Not important: 0%
- Of low importance: 8%
- Of medium importance: 27%
- Crucial/very important: 65%
Which areas are under the most intensive processes of innovation?

Figure 2: how significant are the following innovation areas in the PHS sector?
What are the incentives to the implementation of innovative practices?
What are the barriers to the implementation of innovative practices?
Past and future innovative practices

**Figure 8:** Innovation pace in several PHS areas as perceived in the last three years compared to expectations in the next three years

- The way in which PHS providers inter-relate with each other’s?
- The way in which PHS providers communicate with their customers?
- The organizational structure of PHS providers?
- The skills of the workforce used to deliver PHS?
- The technologies used to provide PHS?
- The ways in which PHS are provided?
- The services provided in the PHS sector?
Thank you for your attention

Download the report on bit.ly/InnovationPHS