

Employment and Social Affairs Platform Meeting of the Public Employment Services

26 - 27 October 2016
Belgrade, Serbia

Introduction and Objectives

This event is organized in the framework of the Employment and Social Affairs Platform (ESAP) regional project, which aims to strengthen regional cooperation and institutional capacities of national administrations in the areas of labour market and social policy reform.

Participants in the event will be representatives of Public Employment Services (PES) of the Western Balkan economies, and representatives of Ministries of Labour, responsible for their institution's contribution in the Economic Reform Programmes (ERP). Additionally, representatives of RCC and ILO as implementing partners of the project will participate. An invitation will be extended to representatives of DG Employment, Social Affairs and Inclusion of the European Commission.

The aim of the event is to discuss performance management and measurement practices in the Western Balkan economies, agree on a proposed methodology for bench-learning among PES offices, and set forth a regional assessment of selected active labour market policies.

Background

The regional project 'Employment and Social Affairs Platform', which began its implementation in March 2016 and will last for 3 years, is a regional project financed by the European Commission and jointly implemented by RCC and ILO in the Western Balkan economies (Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, Serbia and The Former Yugoslav Republic of Macedonia). The project aims to strengthen regional cooperation and institutional capacities of national administrations, employers' and workers' organizations, enabling them to develop and effectively implement labour market and social policy reforms in their EU accession process.

One of the project goals is to contribute to enhanced cooperation and strengthened capacities of Western Balkan Public Employment Services for improved performance. All PES offices provide information, placement and active support services to match supply and demand on the labour market. With limited resources, there is an increasing need for PES offices to demonstrate the value-for-money of their interventions and to strengthen evidence based systems for policy making. Comparing the performance of public employment services against relevant benchmarks can help identify good practices and foster mutual learning. Inspired by the EU countries experience in this area, such a regional bench-learning exercise for PES offices can help them in assessing and

improving their performance. This will entail a systematic comparison of business models, processes, practices and tools among different employment services on the basis of quantitative and qualitative indicators to assess performance and identify good practices. The aim of this event is to build consensus among Western Balkan PES offices to implement a bench-learning exercise.

In this context, the first initiative under ESAP is to map and assess current practices of performance management conducted by PES offices in the Western Balkans. Draft findings of the analysis conducted to that end will be presented and discussed with the participants at this event.

A draft proposal for a bench-learning exercise among PES offices will be presented to the participants, which will include a conceptual framework and a methodology for bench-learning, clearly indicating how the proposed bench-learning exercise will improve PES performance and governance.

Additionally, participants will discuss the scope, objectives and contents of a regional assessment of active labour market policies with a view to identifying and sharing good practices. Participants will agree on the modality for this initiative.

Draft Agenda

Wednesday, 26 October 2016

Venue: Hotel Zira, 35, Ruzveltova, Belgrade

Arrival of Participants to Belgrade

14.00 – 14.30 Registration of the Participants

14.30 – 15.00 Welcome and opening remarks

Nenad Ivanisevic, State Secretary, Ministry of Labour, Employment, Veteran and Social Policy, Serbia (TBC)

Zoran Martinovic, Director, National Employment Service, Serbia

Vanja Ivosevic, Senior Expert on Smart Growth, RCC

15.00 – 15.45 PES performance management in the EU

Representatives of DG Employment, Social Affairs & Inclusion of the European Commission will present its role and contribution in the enlargement process, and the work of the European Network of Public Employment Services on performance benchmarking, the identification of good practices and mutual learning practices

Christiane Westphal, Policy Officer, International Issues Unit, DG EMPL, European Commission

Ralf Holtzwardt, Senior Advisor on Benchlearning, DG EMPL, European Commission

Questions and Answers

15.45 – 16.30 Key findings of the regional analysis: Performance management and measurement practices in the Western Balkan PES offices

The analysis aims to map current practices of performance management conducted by PES offices in the Western Balkans, highlighting commonalities and differences and identifying challenges and good practice examples.

Representative of ICON INSTITUT

Questions and Answers

16.30 – 17.30 Brief update on RCC activities

An overview of current RCC activities, *Vanja Ivosevic, Senior Expert on Smart Growth*

An overview of the Roma Integration 2020 project, *Orhan Usein, Team Leader*

An overview of current and planned activities of ESAP, *Nand Shani, RCC Team Leader;*
Susanne M. Nielsen, ILO Chief Technical Advisor

Questions and Answers

19.00 Dinner

Venue: TBC

Thursday, 27 October 2016

Venue: Hotel Zira, 35, Ruzveltova, Belgrade

09.00 – 09.15 Recap of Day 1 and Introduction to Day 2

09.15 – 11.00 Policy discussion on performance management

Beneficiary representatives will present their perspectives on existing performance management and monitoring practices with a focus on identifying challenges and good practices

National representatives (15' each delegation)

11.00 – 11.20 Coffee break

11.20 – 12.30 Proposed Methodology and Terms of Reference for a Regional Bench-learning Exercise

The expert team will propose a conceptual framework for a comparative bench-learning exercise between the six PES offices in the Western Balkans and a methodology of instruments and tools to be used in the process, to be discussed and agreed with participants.

Representative of ICON INSTITUT and RCC



Discussion

12.30 – 14.00 Lunch

14.00 – 14.30 ESAP Plan of activities: Regional Study on ALMPs

A presentation of a proposed concept, scope and terms of reference for a regional analysis of selected active labour market measures

Nand Shani, ESAP Team Leader, RCC

14.30 – 16.00 Roundtable Discussion

16.00 – 16.30 Conclusions and Next Steps

Departure of Participants