

October 2016 – Belgrade: Employment and Social Affairs Platform, Meeting of the PES

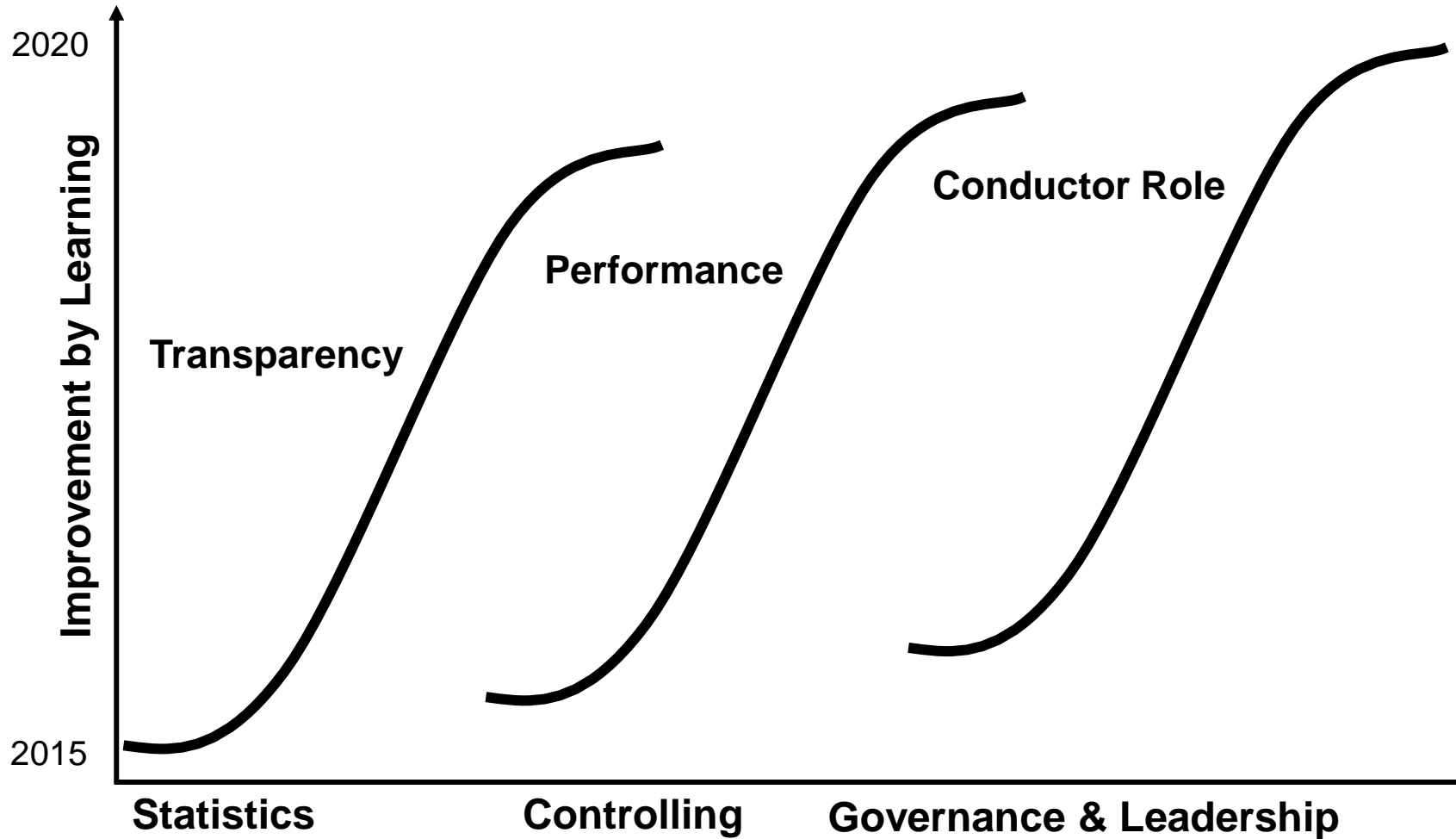
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# Benchlearning within the European Public Employment Services

PES performance management in the EU



# Strategic Objectives



# Benchlearning

**added value for citizens**

a customer centred approach

linking benchmarking to mutual learning

for continuous and measurable performance improvement

based on trust and mutual support

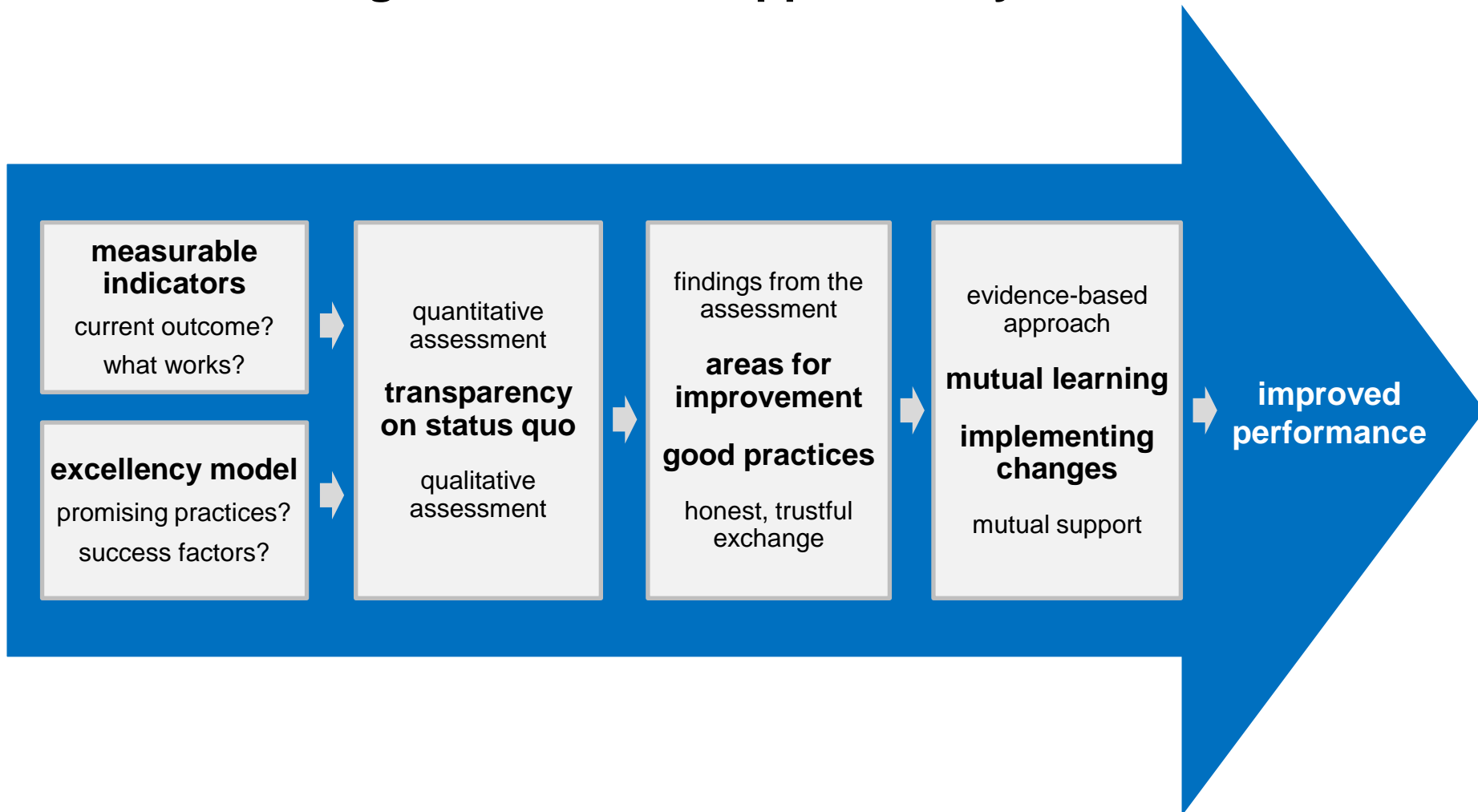


# Experiences



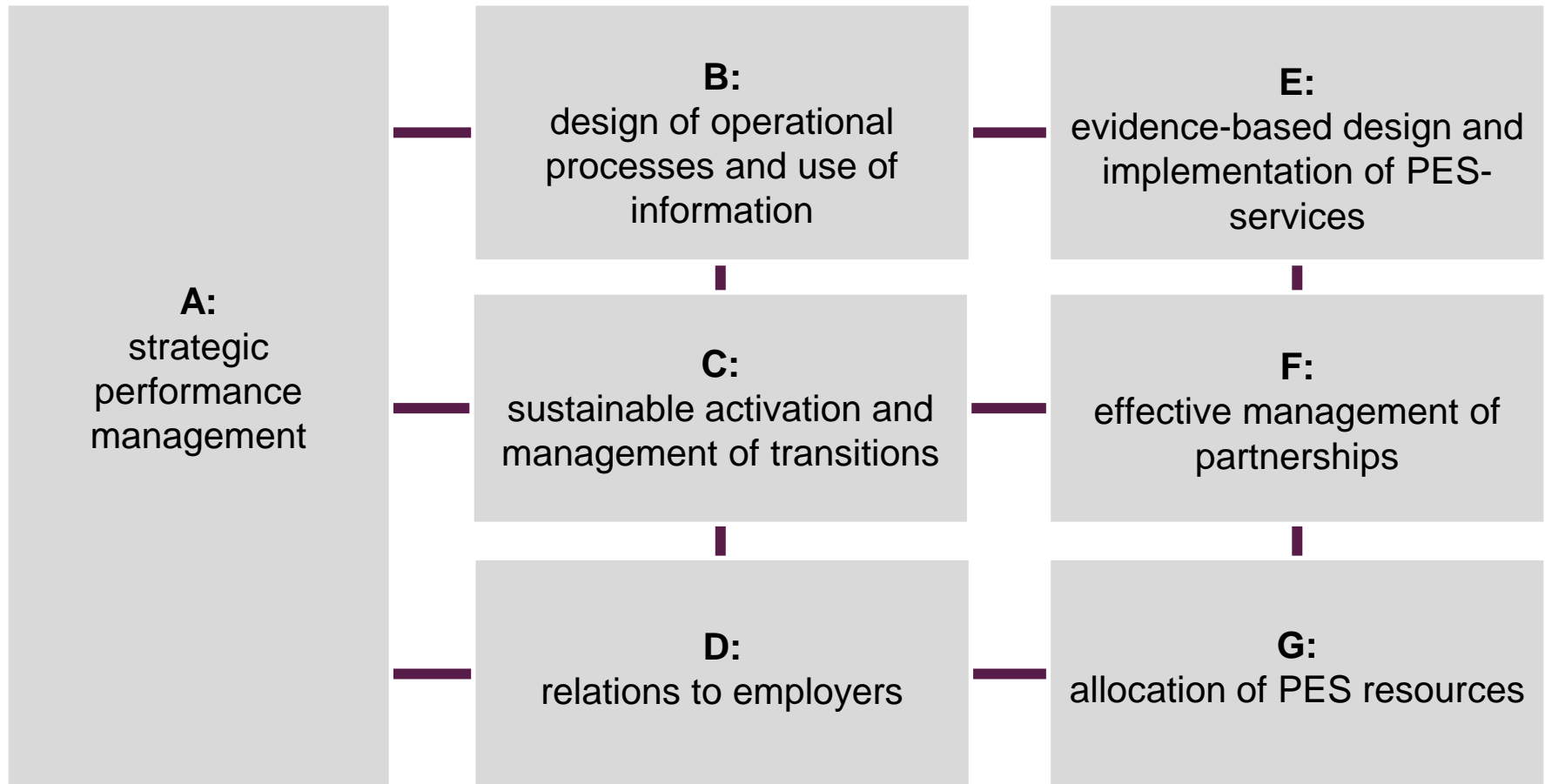
# Benchlearning Process

trustful exchange and mutual support is key



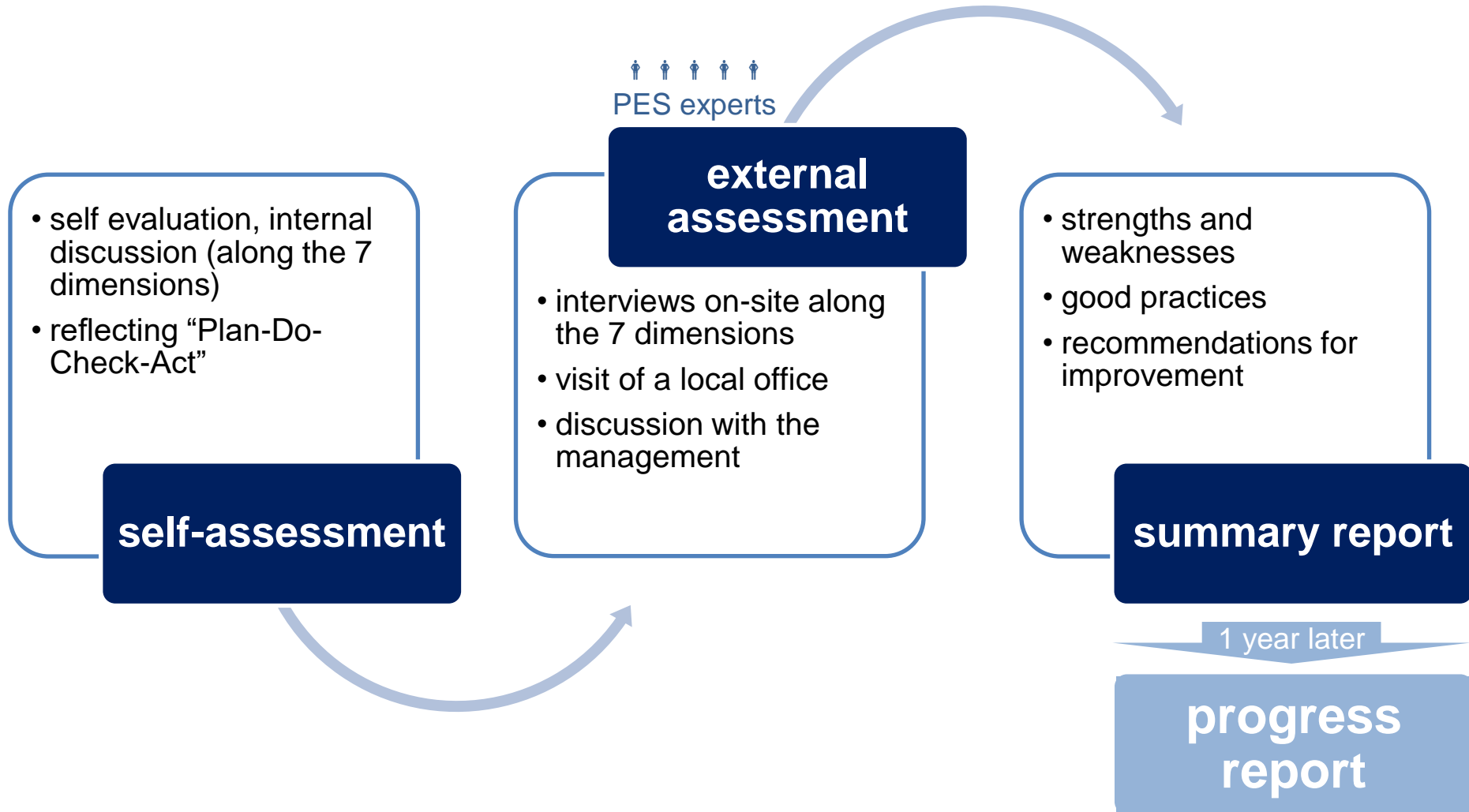
# Performance Dimensions

analysing performance based on seven sections



# Looking deeper into Assessments

assessment process is core of Benchlearning



# Examples of Mutual Learning

findings from the assessment are subject for mutual learning

2015

PES Expert Workshop: **Profiling**

PES Network **stakeholder conference**

Workshop: **Performance management**

Workshop/ Toolkit: **Customer satisfaction**

Seminar: **Implementation of Youth Guarantee**

2016

Analytical Paper: **Combining active and passive labour market measures**

Conference: **Long-term unemployment**

Workshop: **Databases and powerful IT-systems**

Workshop/ Toolkit: **Sustainability of integrations**

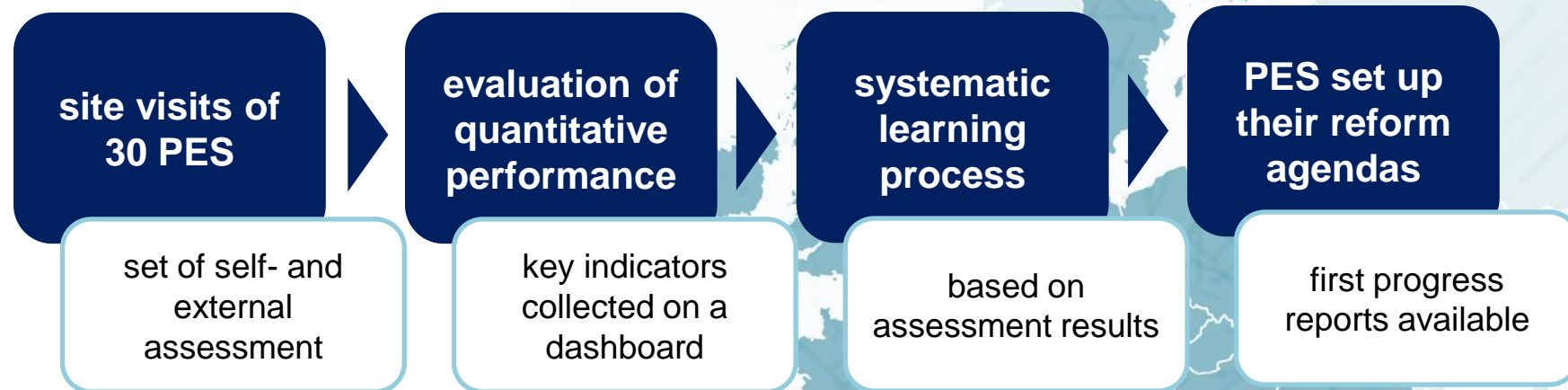
Seminar: **Change management**, quality management, risk management and CIP (11/16)

Conference/ Toolkit: **Business case** (11/16)



# Achievements

high commitment, transparency and active mutual learning



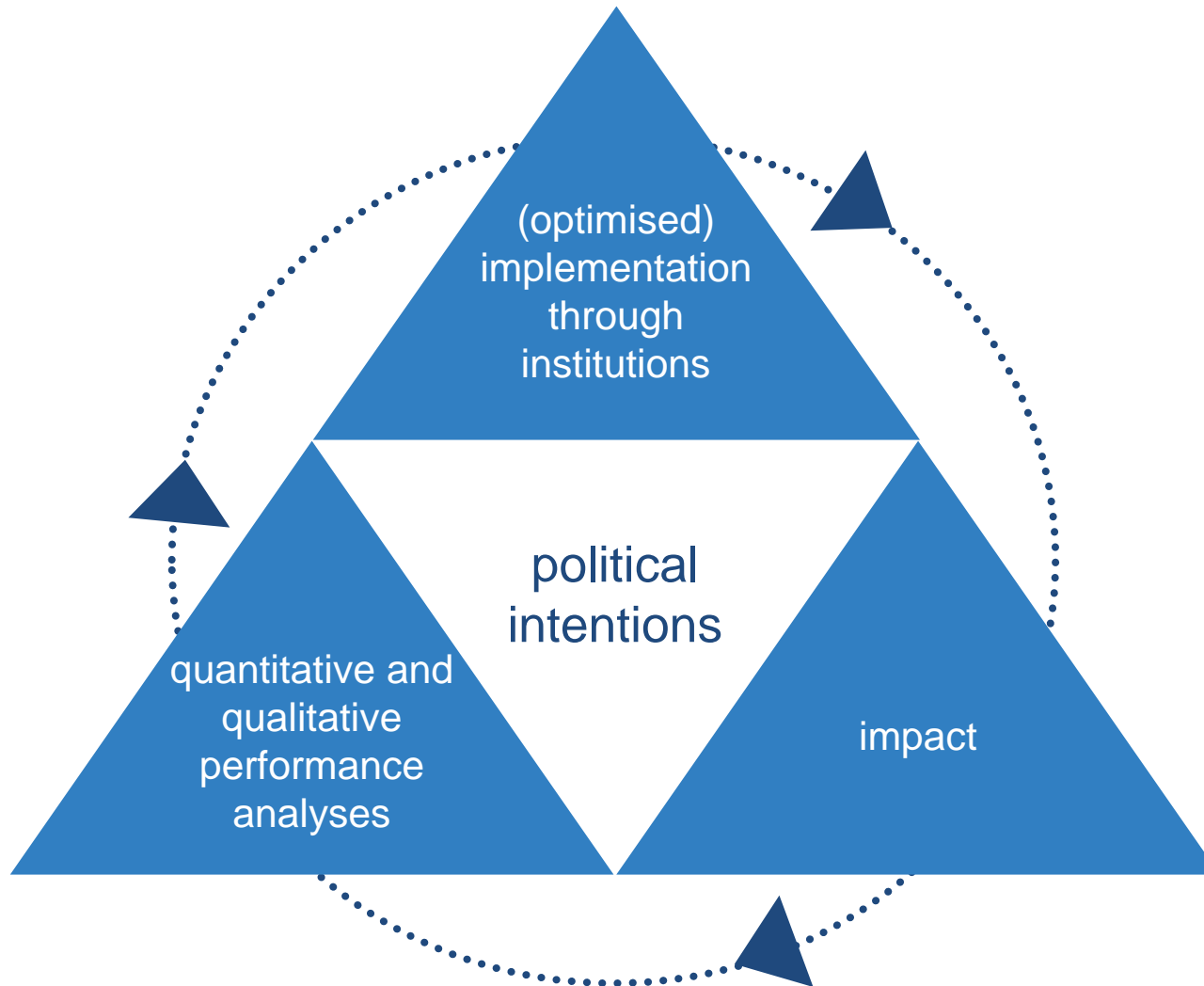
# Next steps

**executing changes, better services for citizens**



# Measurable Success

result-oriented implementation and sustainability of changes



# Conclusions

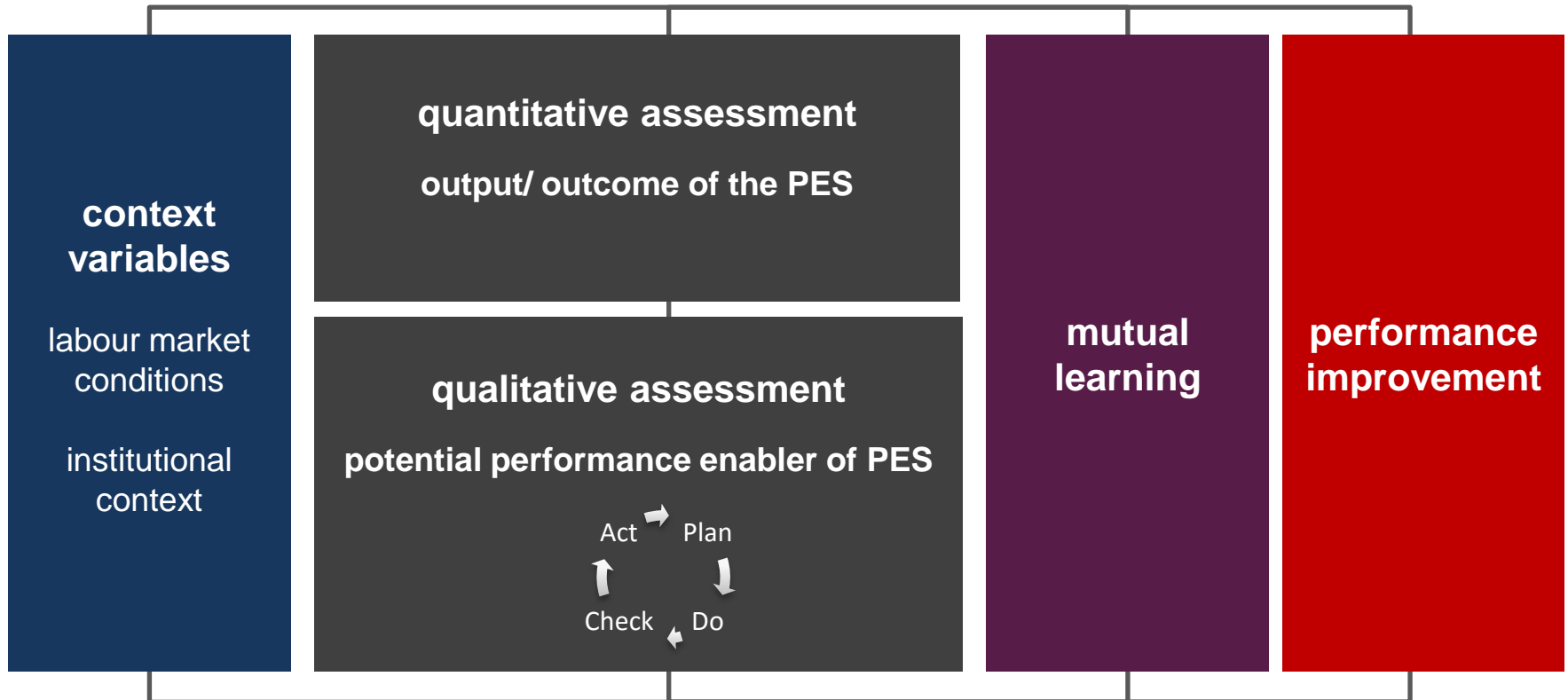
- Benchlearning **drives the PES reform** across Europe.
- For an **added value for citizens**.
- Benchlearning supports PES **developing better services**.
- **What counts is what works** – evidence-based approach.
- It encourages **PES to improve their performance**.
- By their **own strengths** and with **peer support**.
- Trustful exchange and **mutual learning** is key.
- **Change** needs **commitment from the top**.
- Benchlearning is a **long-term project**.
- **Benchlearning** is not an event, but a **mindset**.

# Backup

- CAF Model +
- Key Performance Indicators
- Dashboard

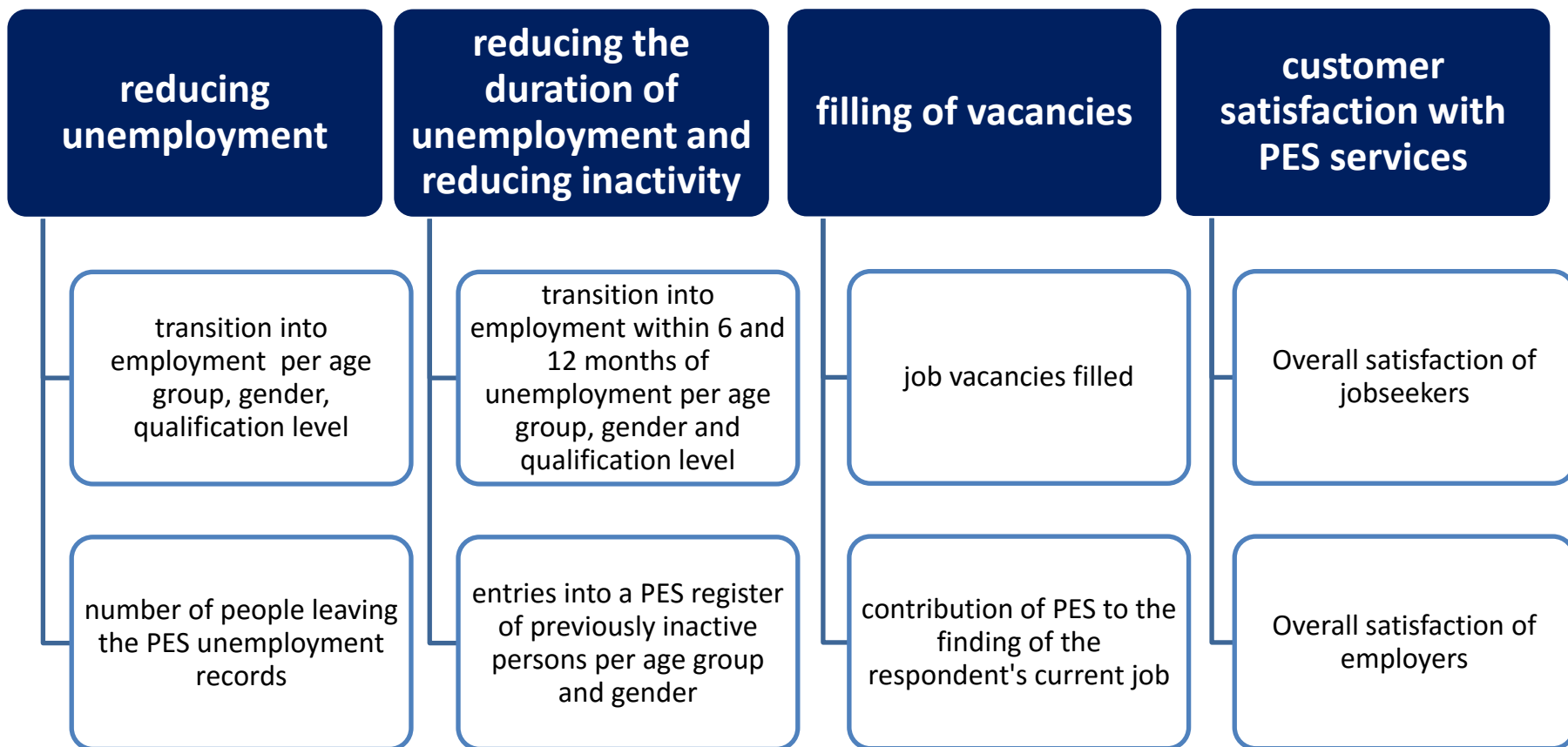
# CAF Model „+“

linking benchmarking to mutual learning  
for evidence-based performance improvements



# Key Performance Indicators

set of common 8 key indicators, collected year by year



# Dashboard

transparency is achieved

