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

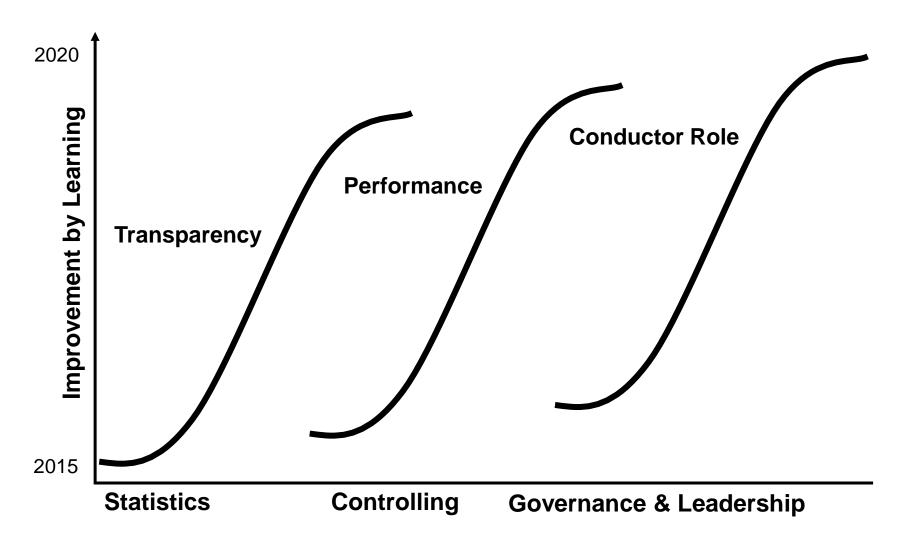
Benchlearning within the European Public Employment Services

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



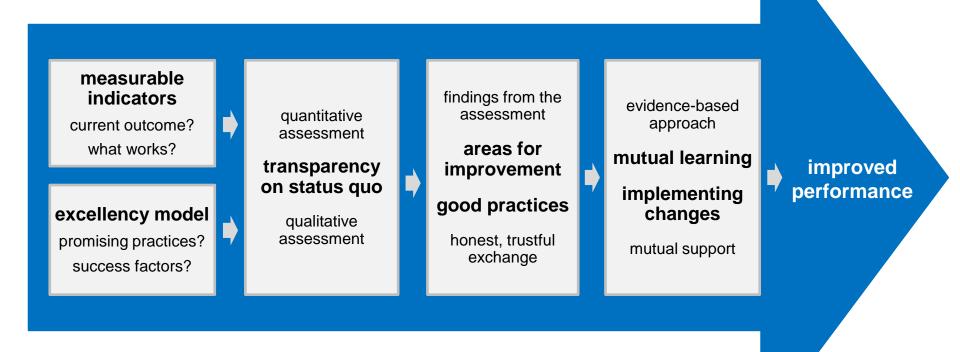






Benchlearning Process

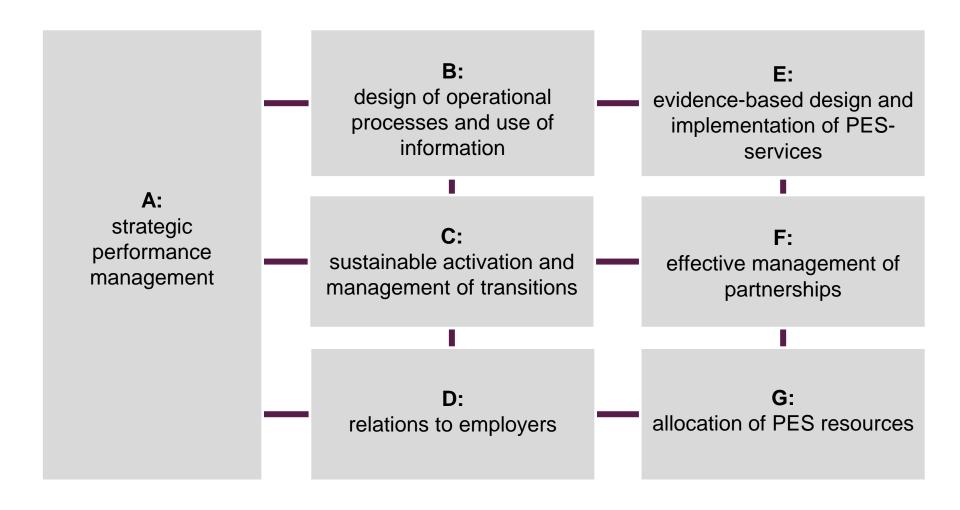
trustful exchange and mutual support is key





Performance Dimensions

analysing performance based on seven sections





Looking deeper into Assessments

assessment process is core of Benchlearning

- self evaluation, internal discussion (along the 7 dimensions)
- reflecting "Plan-Do-Check-Act"

self-assessment



external assessment

- interviews on-site along the 7 dimensions
- visit of a local office
- discussion with the management

- strengths and weaknesses
- good practices
- recommendations for improvement

summary report

1 year later

progress report



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

site visits of 30 PES

set of self- and external assessment evaluation of quantitative performance

key indicators collected on a dashboard systematic learning process

based on assessment results

PES set up their reform agendas

first progress reports available



Next steps

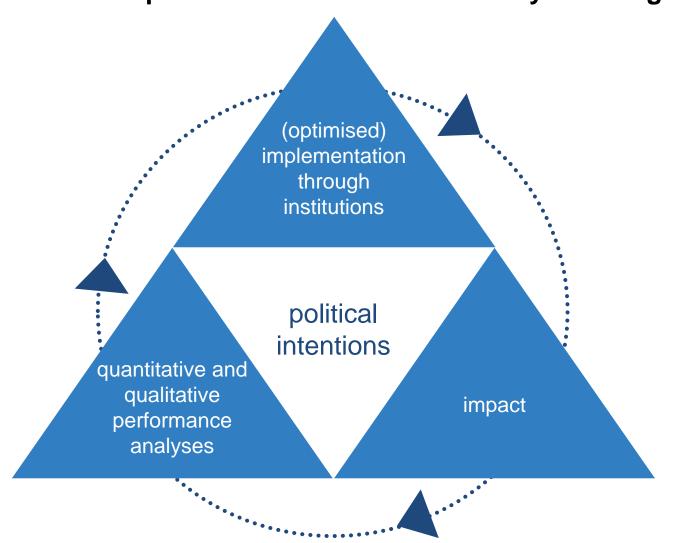
executing changes, better services for citizens





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

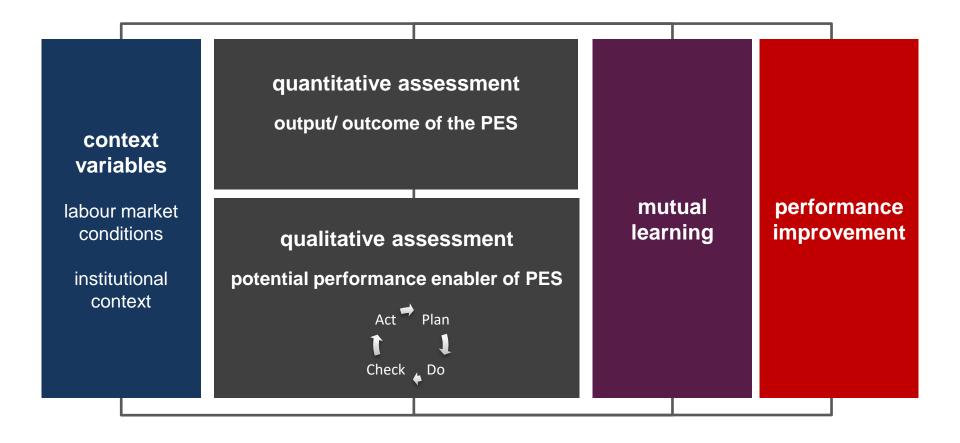


- CAF Model +
- Key Performance Indicators
- Dashboard



CAF Model "+"

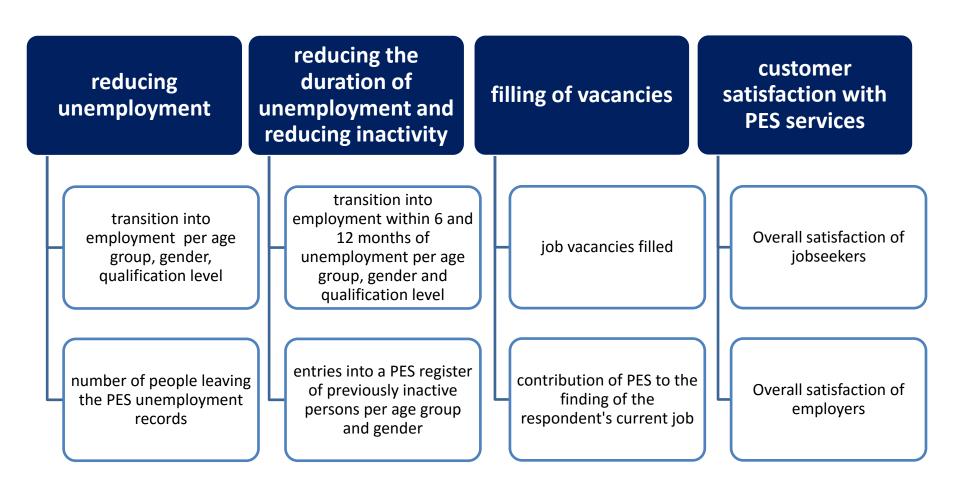
linking benchmarking to mutual learning for evidence-based performance improvements





Key Performance Indicators

set of common 8 key indicators, collected year by year







transparency is achieved

