

Employment and Social Affairs Platform

**Meeting of Statistics Experts from the Western Balkan PES offices
Skopje, 21 June 2017**



**Nand Shani
ESAP team leader**

Specific RCC Objectives

- *Enhance regional cooperation and establishing of a **structured regional Employment and Social Affairs Platform***
- *Support the **processes of Economic Reform Programmes (ERPs) and Employment and Social Reform Programmes (ESRPs) and enhance the capacities** of the relevant administrations for improved policy outcomes and policy reviews*
- *Strengthen **the capacities of Public Employment Services (PES)***

Employment and Social Affairs Platform

Regional Online Platform

Mutual Learning Activities

Regional LM database
Virtual forum
Analysis and research

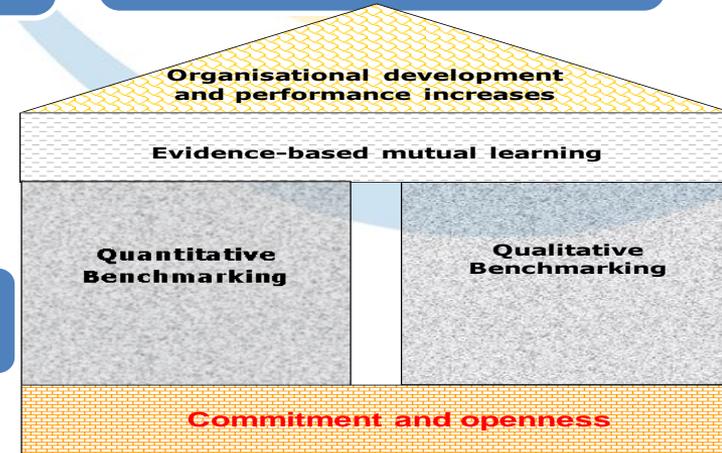
Peer reviews among Ministries of Labour

Benchmarking among Public Employment Services

Self-assessment

Follow up

Peer review



Component 1: Enhancing regional cooperation and establishing of a structured regional Employment and Social Affairs Platform

- **ESAP Interactive Platform**
 - Joint workshop with ILO on finalizing the proposal for the terms of reference and contents of the platform, Sep '16
 - Terms of reference prepared and tender launched
- **Challenges:** Ensure continuous engagement of beneficiaries and enhance the relevance of platform content to common and individual national needs

Component 1: Objectives and Activities for 2017

- **Regional Database:** extended, detailed, comparable and up to date labour market, employment and social data
- **Document repository:** relevant legal, policy, program and action documents
- **Analysis and research:** Annual Employment Report; Other research
 - In depth review of employment and labour market trends, outcomes, and underlying factors

Component 2: Support to ESRPs/ERPs and capacity building

- Analytical work: Analysis of Employment and Social Measures, Nov '16 – Jan '17
- Exchange information, experience and good practice in relation to a specific policy issue - 6 peer reviews on selected employment policies, drawing on the regional analysis
- In-country support during the preparation, monitoring and follow up of employment and social policy measures (Employment and Social Reform Programme conference in Skopje; technical assistance of the development of an integrated information system in the Ministry of Labour in Prishtina, labour law workshop in Montenegro)

ESAP Technical Assistance

- Aim: directly help individual beneficiary organizations, such as ministries in charge of labour and PES strengthen their administrative capacity in the different stages and processes related to the employment and social policy measures.
- Type of assistance:
 - (1) hands-on short term expertise to support the above objective
 - (2) support to organisation of trainings, workshops, conferences or other activities.
 - (3) individual study visits related to a specific area of interest for beneficiary institutions
- Guidelines and application form shared with beneficiaries
- Challenge: under or over-utilization of the instrument

Component 3: Strengthening PES capacities through Bench-learning

- **‘bench-learning’** - the process of creating a systematic and integrated link between the benchmarking and mutual learning activities

Bench-learning

Benchmarking

Data collection
Data validation
Data assessment

Mutual learning

Identification of good practices

Evidence based mutual
learning activities

PES Benchlearning: Objectives and Activities

- Set up a working group to discuss and propose performance indicators

Planned activities:

- First round of data collection for quantitative benchmarking
- Identification of context-adjusted valid performance outcomes
- Collection of information on performance enablers by combined self-assessment-external-assessment exercise
- Identification of good practices

1. Quantitative benchmarking

1.1 Agreement on the set of quantitative data to be collected for the analysis

- Indicators proposed in the methodological note
 - Transition rate from unemployment to employment
 - Speed of transition
 - PES market share in hirings
- Other relevant indicators proposed by the beneficiaries

1. Quantitative benchmarking (cont.)

1.2. Coordination of the collection of data with a time series starting in 2010, while benefiting from external technical and methodological advice and clarification

1.3. The development of a methodology and the preparation of a thorough analysis and validation of data in order to generate context-adjusted valid performance indicators, that are comparative over time and among PES offices.

1.4. Preparation of a comparative analytical report on WB PES performance

2. Qualitative Assessment

2.1. Develop an assessment framework for collecting PES data on performance enablers (comprehensive)

2.2. Self-assessment

2.3. 6 multilateral peer reviews that will take place over in each participating PES

2.4. External assessment report

PES performance enablers

- Strategic performance management
 - *Establishing the fundamentals of performance management by target-setting*
 - *Translation of targets into (key) performance indicators and measurement*
 - *Following up performance measurement*
 - *Making use of the results of performance management*

PES performance enablers (cont.)

- Design of operational processes
 - *Process definition and standardisation*
 - *Implementation of support structure*
 - *Quality management*
 - *Channel management and blended services*

PES performance enablers (cont.)

- Sustainable activation and management of transitions
 - *Holistic Profiling*
 - *Segmentation*
 - *Individual action plan and ALMP-measures*
 - *Early intervention to avoid unemployment, and implementation of Youth Guarantee*
 - *Early engagement to reduce the duration of unemployment*
 - *Implementation of service and activation strategy*

PES performance enablers (cont.)

- Relations with Employers
 - *Employer strategy and management*
 - *Specialised unit for employer services*
 - *Matching vacancies and jobseekers*

PES performance enablers (cont.)

- Evidence-based design and implementation of PES services
 - *Ex-ante and ex-post evaluation*
 - *Pilot projects*
 - *Communication of evaluation results*
 - *Management of change and innovation*

PES performance enablers (cont.)

- Management of partnerships and stakeholders
 - *Identification and structuring of relevant stakeholders*
 - *Partnership building*
 - *Management of partnerships with supervising authorities*
 - *Management of partnerships with social partners*
 - *Management of partnerships with service providers*
 - *Management of partnerships with institutions involved in the implementation of the Youth Guarantee*

PES performance enablers (cont.)

- Allocation of PES Resources
 - *Human Resource Management*
 - *Budget allocation and use*

3. Mutual learning activities and update

- 3.1. The good practices identified and agreed under the second activity above will constitute the potential topics of mutual learning events
- 3.2. Develop practitioner's guides or toolkits
- 3.3. A second round of data collection for quantitative benchmarking will take place, followed by an update of the context-adjusted valid performance outcomes and proposal for good practices.
- 3.4. Prepare an *updated comparative analytical report on WB PES performance*

Key actors

- **Host country team:** officials from the hosting institution
- **Peer review team,** composed of officials from peer countries, and external experts
- **ESAP project team**
- **European Commission and EU member peer institutions,** for guidance and sharing of experience

Timeline: Peer review programme planning

Stage	Period	Actions
Preparation	March – June 2017	Collect quantitative indicators Prepare self assessment Agree on timeline for peer review visits
Peer review visits	Sep 2017 – Mar 2018	6 peer review visits take place
Peer review reports	Oct 2017 – Apr 2018	Draft the report Provide comments Finalize the report
Follow up actions	2018	Mutual learning events Guides/toolkits Update of exercise

Thank you for your attention!

