# European Network of Public Employment Services

# Benchlearning

**Vienna, 28 February 2017, Employment and Social Affairs Platform**

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# EU 2020 strategy
# PES Objectives

European Commission

## EU 2020 targets

PES as fundamental players

- 75% of Europeans in employment – with current 71,1% a big challenge
- fewer than 10% of school-aged children leaving school early and without diploma – good prospects with reduction from 14,8% in 2010 to 11,7% in 2015
- at least 40% of 30 to 34 year-olds receiving a higher education diploma – on the right path with continuous growth to 38,7%



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# Review of the Year

EU 2020 targets

**PES supporting policy implementation**

PES Network - Annual Report 2015/ 2016

| | | |
|---|---|---|
| Youth Guarantee | Long-term unemployed | Refugees |
| Partnerships: PES-PrES Employers´ Day | European Pillar of Social Rights | Skills |

Benchlearning

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# The Network

EMCO: observer

PES from 28 EU Member States: Members

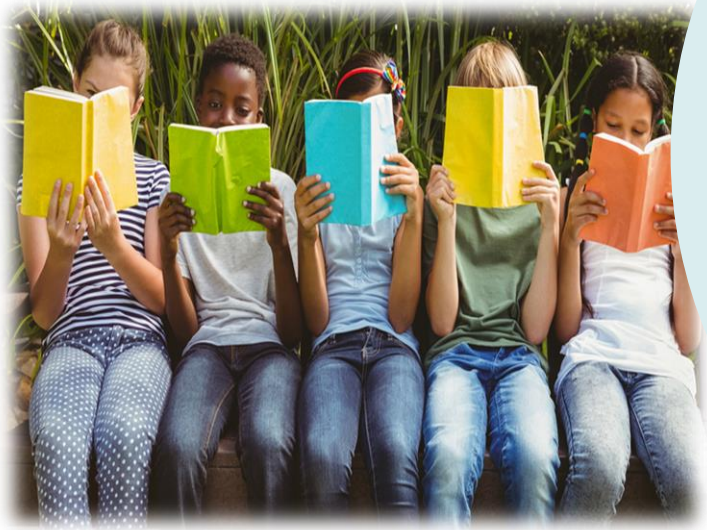
Iceland:
Member

Liechtenstein:
possible Member

Norway:
Member

Member

**How to tackle today´s challenges together?**



**BENCH MARKI NG**

**MUTUAL LEARNI NG**

# First-hand Impression

European Commission

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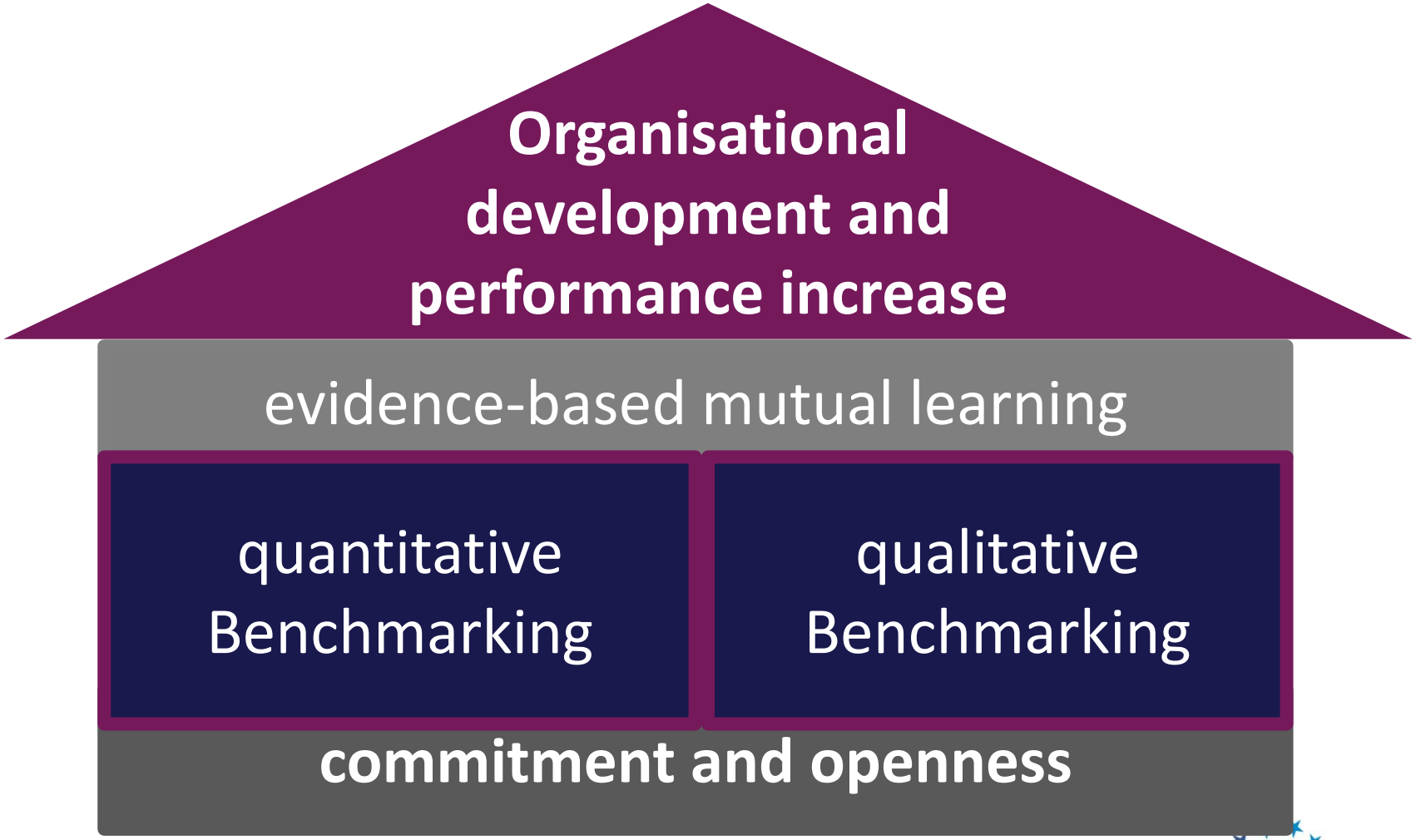
# Benchlearning´s building blocks



# Benchlearning Process

European Commission

**measurable indicators**

current outcome?

what works?

**excellency model**

promising practices?

success factors?

quantitative assessment

**transparency on status quo**

qualitative assessment

findings from the assessment

**areas for improvement**

**good practices**

honest, trustful exchange

evidence-based approach

**mutual learning**

**implementing changes**

mutual support

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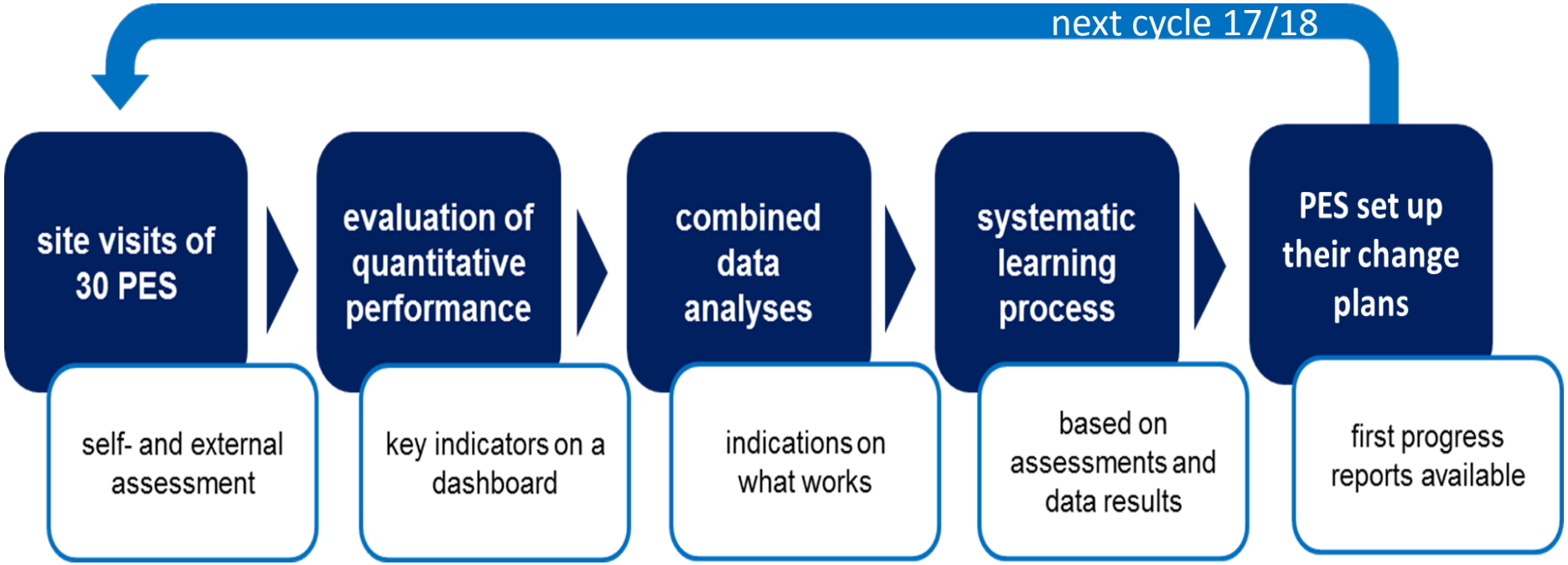
# Successful Implementation



# A deeper Look into Assessments

- self evaluation, internal discussion along performance dimensions
- reflecting “Plan-Do-Check-Act”

**self-assessment**

PES experts

**external assessment**

- interviews on-site along performance 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

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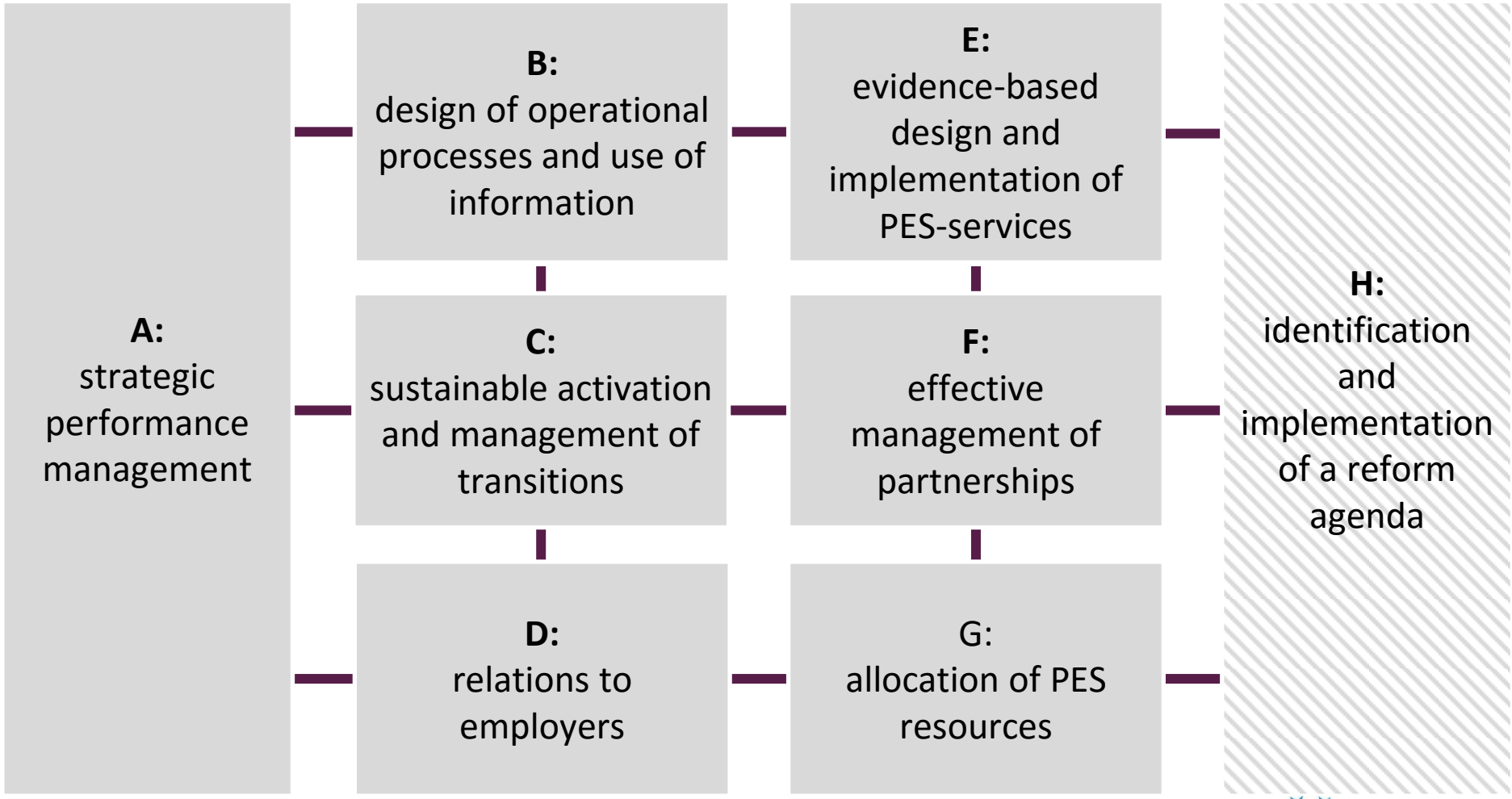
# Performance Dimensions



# Usability of Data

European Commission

Performance indicators

Low compliance with definition and plausible values

Full compliance

Indicator not available

| Country | Exits to work | Total exits | Fast exits to work | Medium-term exits to work | Entries into RU from inactivity | Vacancies filled | PES share in finding job | Jobseeker satisfaction | Employer satisfaction |
|---|---|---|---|---|---|---|---|---|---|
| Austria | ★ | ★ | ★ | ★ | ★ | ☆ | ★ | ★ | ★ |
| Belgium - OREM | ☆ | ☆ | ☆ | ☆ | ★ | ★ | ★ | ⊗ | ⊗ |
| Belgium - VDAB | ☆ | ☆ | ☆ | ☆ | ⊗ | ☆ | ★ | ★ | ★ |
| Bulgaria | ☆ | ☆ | ☆ | ☆ | ★ | ★ | ★ | ★ | ★ |
| Croatia | ☆ | ☆ | ★ | ★ | ★ | ★ | ★ | ★ | ★ |
| Cyprus | ☆ | ★ | ☆ | ☆ | ★ | ⊗ | ★ | ⊗ | ★ |
| Czech Republic | ☆ | ☆ | ☆ | ☆ | ★ | ★ | ★ | ⊗ | ⊗ |
| | ★ | ★ | ★ | ★ | ★ | ★ | ★ | ⊗ | ⊗ |



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# Transparency Dashboard

European Commission

Country: Belgium - VDAB

Specific labour force sub-groups: All

year: 2010 – 2015

## Entries into RU from inactivity
Usability: ★
25.2% ↓

## PES share in finding job
Usability: ★
8.9% ↓

## Total exits
Usability: ☆
13.3% ↓

## Vacancies filled
Usability: ★
78.8% ↓

## Exits to work
Usability: ☆
9.3% ↑

## Satisfaction
Usability: ★ Employers
?
69.0%

Usability: ★ Jobseekers
?
80.0%

## Fast exits to work
Usability: ☆
51.4% ↓

## Medium-term exits to work
Usability: ☆
73.0% ↓

Glossary | Guidelines | Usability index

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# Development of PES

European Commission

Country: Germany

Comparing: Gender | Age | ISCED

Exits to work, 2010 - 2015, by age groups

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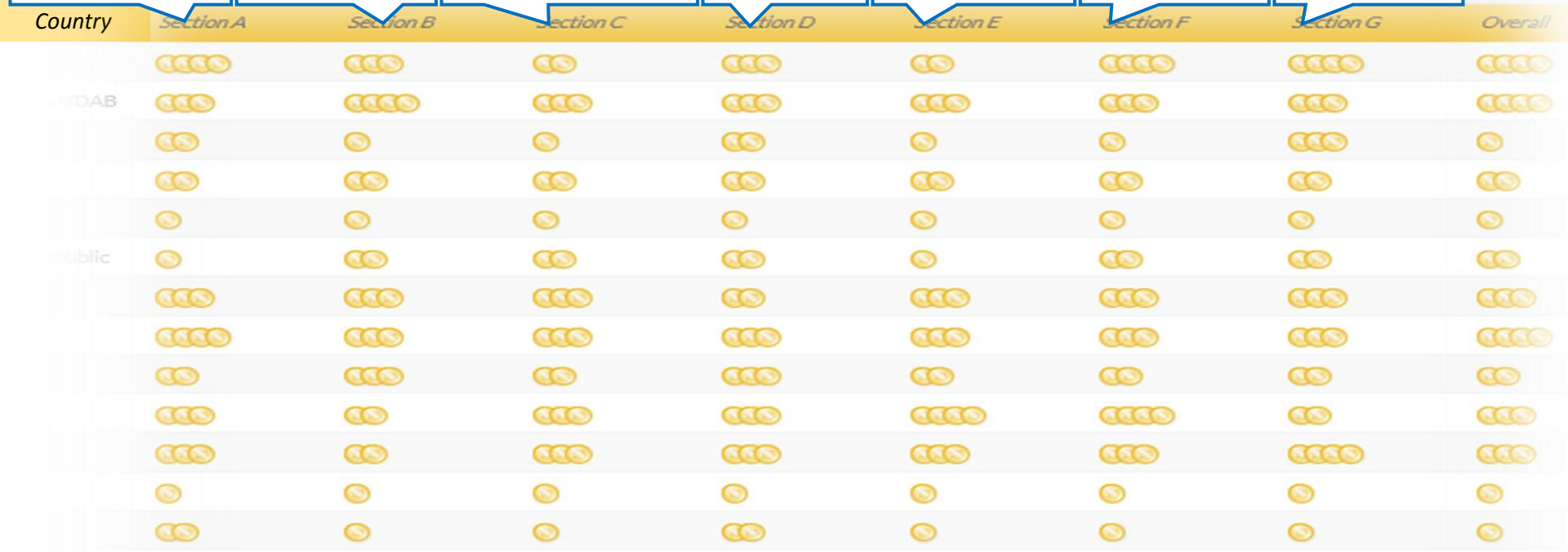
# Maturity Overview

European Commission

| Performance Management | Operational Processes | Activation, transition | Employer mgmt. | Evidence-base | Partnership mgmt. | Budget, Ressources |
|---|---|---|---|---|---|---|




Gold medals:

4: „mature“

3: „well-developed“

2: „developing“

1: „developable“

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# Key Results
# Data Analysis

European Commission

**Indications on what works**

↓

Relation between several enablers and outcomes

↓

**Investing**
in organisational model, structures and processes
**is well worth**

**Transparency**
Various good solutions despite different backgrounds

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# Mutual Learning Examples 2016

- Network Conference: **Long-term unemployment**
- Analytical Paper: **Disability, labour market inclusion**
- Workshop/ Toolkit: **Sustainability of integrations**
- Workshop/ Toolkit: **Powerful IT-systems**
- PES Network Seminar: **Change Management**

PES Knowledge Center

# Conclusions

- Ultimate aim is the added value for citizens
- Benchlearning drives continous improvement by collegial advice and learning
- Investment into the organisational maturity of a PES pays off
- Huge learning potential for PES` challenges in 2017, e.g.: Integration of refugees, LTU, use of Big Data, exploiting partnerships etc.
- Benchlearning – a mindset, not an event
- Benchlearning is applicable for other policy areas and issues

# Collaboration – a Success itself

European Commission

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