



Report on PES Implementation of the Youth Guarantee

2017

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2017

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EUROPEAN COMMISSION

Report on PES Implementation of the Youth Guarantee

September 2017

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Luxembourg: Publications Office of the European Union, 2017

ISBN: 978-92-79-77354-9

doi: 10.2767/761875

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The European Network of Public Employment Services was created following a Decision of the European Parliament and Council in June 2014¹. Its objective is to reinforce PES capacity, effectiveness and efficiency. This activity has been developed within the work programme of the European PES Network. For further information: <http://ec.europa.eu/social/PESNetwork>.

This publication has received financial support from the European Union Programme for Employment and Social Innovation "EaSI" (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>.

¹ Decision No 573/2014/EU of the European Parliament and of the Council of 15 May 2014 on enhanced cooperation between Public Employment Services (PES)-
http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv%3AOJ.L_.2014.159.01.0032.01.ENG

Table of Contents

EXECUTIVE SUMMARY	5
2. PES ROLE IN THE IMPLEMENTATION OF THE YOUTH GUARANTEE	9
2.1 MAIN AREAS OF PES YG IMPLEMENTATION RESPONSIBILITY.....	9
2.2 TYPES OF PES PARTNERSHIPS FOR YG IMPLEMENTATION	10
2.3 PILOT PROJECTS	14
2.4 PES RESOURCE ALLOCATIONS FOR YG IMPLEMENTATION – STAFFING AND FUNDING	16
2.4.1 Staffing resources	16
2.4.2 Staff training	17
2.4.3 Sources of YG funding	18
3 REACHING OUT TO NEETS	20
3.1 The extent of PES youth outreach.....	20
3.2 Main PES outreach tools for working with NEETs.....	21
3.3 Information Management	27
4. PES SERVICES AND MEASURES IN THE CONTEXT OF THE YOUTH GUARANTEE IMPLEMENTATION.....	29
4.1 Key PES interventions for young job-seekers	29
4.1.1. <i>Key PES services in the context of the YG</i>	29
4.1.2. <i>Key PES ALMPs in the context of the YG</i>	32
4.2 E-service interventions for young job-seekers	33
4.3 Average PES YG intervention timescales	35
4.4 Youth participation in PES YG service design	38
4.5 Monitoring and evaluation of PES YG services.....	39
4.6 Areas for Improvement	43
4.7 Mutual learning and technical assistance	46
5. KEY FINDINGS AND CONCLUSIONS.....	47
ANNEXE A.....	48

List of Tables

<i>Table 2.1 PES responsibilities for YG implementation</i>	<i>9</i>
<i>Table 2.2 Types of PES partnerships for YG implementation</i>	<i>10</i>
<i>Table 2.3 PES that have developed pilot projects targeting youth in the current reporting period.....</i>	<i>14</i>
<i>Table 2.4 PES that have staff exclusively dedicated to YG implementation</i>	<i>16</i>
<i>Table 2.5 Training provided for staff over the current reporting period on specific aspects of work with young people.....</i>	<i>17</i>
<i>Table 2.6 Sources of YG funding.....</i>	<i>19</i>
<i>Table 3.1 PES implementing proactive initiatives to prevent student dropout and/or making contact with young people who have left school but have not yet registered with the PES.....</i>	<i>20</i>
<i>Table 3.2 Main outreach tools used by PES for preventing and working with NEETs</i>	<i>21</i>
<i>Table 3.3 Databases accessible to PES to support YG implementation</i>	<i>28</i>
<i>Table 4.1 Types of services provided by PES for the YG.....</i>	<i>29</i>
<i>Table 4.2 Types of ALMPs provided by PES for the YG</i>	<i>32</i>
<i>Table 4.3 PES e-service interventions for job-seekers</i>	<i>33</i>
<i>Table 4.4 Average PES YG timescale for first meeting and timescale for making a job offer.....</i>	<i>35</i>
<i>Table 4.5 PES involvement of young people and youth organisations in designing the YG services</i>	<i>38</i>
<i>Table 4.6 Monitoring and evaluation processes for YG interventions</i>	<i>40</i>
<i>Table 4.7 The extent to which PES addressed areas for improvement.....</i>	<i>43</i>
<i>Table 4.8 Key areas identified for improvement (addressed/not addressed by the PES)</i>	<i>44</i>
<i>Table 4.9 PES took part in mutual learning or technical assistance activities regarding youth with other Member States.....</i>	<i>46</i>

List of Abbreviations

ALMP	Active Labour Market Policy
BL	Benchlearning
EC	European Commission
EEA	European Economic Area
EFTA	European Free Trade Association
EU	European Union
EURES	European Employment Services
ESF	European Social Fund
FTE	Full-Time Equivalent
GMI	Guaranteed Minimum Income
HoPES	Heads of Public Employment Services
IAP	Individual Action Plan
IB	Intermediate Body
IPA	Instrument for Pre-accession Assistance
LMP	Labour Market Policy
N/A	Not Available
NEET	Young person Not in Employment, Education or Training
NGO	Non-Governmental Organisation
NUTs	Nomenclature of Territorial Units for Statistics
NPIEYG	National Plan for the Implementation of the European Youth Guarantee
OP KED	Operational Programme Knowledge, Education, Development
PES	Public Employment Services
VET	Vocational Education and Training
YEI	Youth Employment Initiative
YG	Youth Guarantee
YGIP	Youth Guarantee Implementation Plan

EXECUTIVE SUMMARY

Since its launch by the European Commission in 2013, the Youth Guarantee (YG) is now a reality throughout the EU. 14 million young people have joined its programmes, and, of these, roughly 9 million have benefited from Youth Guarantee opportunities (most of them job offers) since January 2014².

The EU Network of Public Employment Services has committed to supporting and monitoring the delivery of the YG, and assessment reports on the PES capacity to implement the YG have been published³. These reports have underlined the importance of the PES in the implementation of the YG.

The current report confirms this conclusion as all the PES have a wide range of responsibilities in the YG scheme. Moreover, the PES are not only providers of specific employment services, but almost half of them have responsibilities in the management and coordination of the national and regional YG schemes. The reporting period⁴ saw an increased proportion of the PES involved in the design and maintenance of the YG monitoring system.

The YG scheme is implemented with a “partnership-based approach” through formal and informal agreements. Building up and strengthening the partnerships is the focus for many PES included in this analysis.

As part of their YG implementation activities, nearly half the PES have developed and set up pilot projects addressing different aspects of PES work with young people to continuously improve their YG interventions and results.

Implementation of the YG is supported through national sources (government funds), as well as EU financial instruments – the ESF and the YEI (Youth Employment Initiative). National funding and the ESF seem to be the main sources of funding. Almost half the PES have staff exclusively dedicated to implementing the YG, and, in the other half’s case, YG activities have been incorporated into PES staff functions and roles. A very high proportion (95%) of the staff exclusively dedicated to implementing the YG are client-facing, which shows that direct services to young clients is the focus of PES efforts. PES capacity to implement the YG was reinforced not only with financial support and dedicated staff, but also by improving the specific staff’s knowledge, skills and competencies in working with youth. Almost half the PES provided training for staff working in YG implementation, and this was continued in the last year.

As with the previous year, just over half the PES have access to the apprenticeship and traineeship vacancies databases, so the PES’s access to this relevant information for their young clients remains quite limited. In many cases, this is due to the overall responsibility for such programmes resting with other institutions, mainly in the education sector. However, some initiatives are in place to “inter-connect” different databases or on data exchange/data-sharing between public institutions dealing with NEETs.

Career guidance, face-to-face employment counselling, individual action planning, training and employment incentives (including support for geographical mobility

² [EU-wide factsheet on the Youth Guarantee and the Youth Employment Initiative - three years on](#)

³ European Commission (October 2013) HoPES Assessment Report on PES capacities to implement the Youth Guarantee-<http://ec.europa.eu/social/BlobServlet?docId=11100&langId=en>; European Commission (November 2014) Second Assessment report on PES capacity to implement the Youth Guarantee- <http://ec.europa.eu/social/contentAdmin/BlobServlet?docId=13198&langId=en>.; European Commission (July 2015) Report on PES Implementation of the Youth Guarantee-<http://ec.europa.eu/social/BlobServlet?docId=14322&langId=en>.; European Commission (September 2016) Report on PES Implementation of the Youth Guarantee <http://ec.europa.eu/social/BlobServlet?docId=16966&langId=en>

⁴ Spring 2016-Spring 2017

through the EURES Network) continue to be the core interventions under the YG schemes. An increased number of PES work with schools to re-integrate young people in education, and have a social media presence through Facebook, Twitter, LinkedIn, etc. Initiatives are in place for new digital platforms, providing online services or using youth-specific communication channels, such as email, mobile phone contact, skype etc. However, one third of the PES indicate that they still do not use social media communication tools, or sometimes these channels are mainly used to simply provide information on PES interventions under the YG. E-services are mostly used by PES for the registration of young people, the provision of automated matching tools, the pre-selection of candidates, training (mainly information) and employment incentives (including support for geographical mobility through the EURES Network). It was also noticed that PES extended the use of e-services through providing career guidance.

The current analysis also revealed that around two thirds of the PES are involved in proactive initiatives to prevent an increase in NEETs, through outreach work and by directly working with NEETs. Furthermore, some PES where the outreach work is not their responsibility have various activities directed to NEETs. Proactive work with schools, awareness-raising events or campaigns and cooperation with NGOs and youth organisations are the outreach tools most used by PES. A majority of PES are intervening very early with the young unemployed and inactive people, through an initial meeting with a young person within one month of registration. More than half the PES provide an offer to a jobseeker within a four month period. More than one third of the PES remain unable to provide data on the average time for making an offer to a young jobseeker.

Around half the PES report involvement of young people and youth organisations in designing the YG scheme and initiatives are in place to increase the participation of main beneficiaries in the further design of YG initiatives and monitoring activities.

PES continued to improve their capacity for monitoring and evaluating YG interventions, in particular through setting targets. That said, the capacity for monitoring young people that leave the unemployed register still remains quite limited as only just over half the PES undertake this sort of monitoring. The follow-up of young people once they have entered employment or training is focussed, in many cases, only on those young people who have been in training or in a specific YG measures of active labour market policy (ALMP). Two thirds of the PES conduct satisfaction surveys, but only a few specifically address young people within the YG process. Nevertheless, there is evidence that PES are addressing previously identified weaknesses in YG implementation through focussing on improving communication strategies, cooperation with other relevant institutions and strengthening the evaluation of client satisfaction with services offered.

In conclusion, this analysis shows there are efforts and initiatives in place to improve many aspects of YG implementation and monitoring. Various initiatives that might support the implementation of the YG and contribute to improving the quality of the offers have to be sustained, however, by evidence-based conclusions. PES need to know what works and what does not, why, in what context and for whom. This is the reason, as previous similar analyses also show, why there is a need for regular, continuous monitoring, assessment and evaluation of interventions, new initiatives, processes and results of YG. This also relates to enhancing the capacity of the PES to use the results of monitoring and evaluation for corrective and further improvement actions in a "plan-do-check-act" approach.

1. Introduction

Launched by the European Commission in 2013, the Youth Guarantee is a political commitment undertaken by all EU Member States to give all young people under age 25 a good quality offer of employment, continued education, an apprenticeship or a traineeship within four months of either leaving formal education or becoming unemployed.

Since January 2014, 14 million young people have entered the Youth Guarantee scheme and 9 million have taken up an offer of employment, education, traineeship or apprenticeship⁵. The young people's labour market performance has improved, so the youth unemployment and NEET (young people not in employment, education or training) rates have come down in most Member States. At the EU level⁶, youth unemployment decreased from 23.7% in 2013 to 18.7% in 2016, while the share of 15-24 year olds not in employment, education or training went down from 13% in 2013 to 11.5% in 2016⁷. Nevertheless, youth unemployment remains high and many challenges still need to be addressed by Member States.

As outlined by the European Commission in its "Communication to the European Parliament" (October 2016), the continuation of political commitment to the YG and related issues remains important. More work is required firstly on structural reform to gather the benefits of work done, secondly on better internal cooperation and capacity building of the stakeholders and actors involved (including the PES), and thirdly bringing hard-to-reach groups and those furthest away from the labour market to the Youth Guarantee pathway.⁸

The EU Network of Public Employment Services is committed to supporting and monitoring the delivery of the YG. Four assessment reports on PES capacity to implement the Youth Guarantee have been published to date⁹.

This document, which is an updated version of the 2016 "Report on PES Implementation of the Youth Guarantee", is a synthesis of PES YG implementation patterns among Member States and the main types of YG interventions, covering the spring 2016 to spring 2017 reporting period. This report also examines, where possible, the main interventions targeted to tackle youth unemployment in countries with policies in place slightly different¹⁰ from the EU YG Scheme, as defined by the Council Recommendation on Establishing a Youth Guarantee of 22 April 2013. The findings in this report are based on responses provided by 32 PES¹¹ from 28 EU Member States, Norway and Iceland (both members of the PES

⁵ EU-wide factsheet on the Youth Guarantee and the Youth Employment Initiative - three years on 28 countries

⁶ <http://ec.europa.eu/eurostat/data/database>

⁷ <http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1477901398883&uri=CELEX:52016DC0646>
<http://ec.europa.eu/social/main.jsp?catId=1036>

⁸ <http://ec.europa.eu/social/BlobServlet?docId=11100&langId=en>; European Commission (November 2014) Second Assessment report on PES capacity to implement the Youth Guarantee - <http://ec.europa.eu/social/contentAdmin/BlobServlet?docId=13198&langId=en>; European Commission (July 2015) Report on PES Implementation of the Youth Guarantee - <http://ec.europa.eu/social/BlobServlet?docId=14322&langId=en>; European Commission (September 2016) Report on PES Implementation of the Youth Guarantee <http://ec.europa.eu/social/BlobServlet?docId=16966&langId=en>

⁹ IS – "national interventions in place with emphasis on activation and services for young people, not a YG as such"; SE – "90 day YG: all young job-seekers that shall have an offer will get it within 90days";

NO - "national YG is a political decision that prioritises certain groups of youth and not a statutory right"; UK-"has not established a YG scheme as suggested in the Council Recommendation of 2013, but continued with its existing plans in place (the Youth Contract)"

¹¹ AT, BE-ACTIRIS, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, HR, HU, IE, IT, IS, LT, LU, LV, NL, MT, PT, PL, RO, SE, SI, SK, UK(most information from Country Fiche 2016)

Network¹²), to an email questionnaire sent out by the European Commission; the data was collected in May-July 2017.

¹² <http://ec.europa.eu/social/main.jsp?catId=1100&langId=en>

2. PES Role in the implementation of the Youth Guarantee

2.1 Main areas of PES YG implementation responsibility

The current report confirms that PES continue to be central players in the implementation of the Youth Guarantee with a wide range of responsibilities in YG

PES have a variety of responsibilities in YG management, coordination and direct service provision. An increase in PES involvement in the design and maintenance of the YG monitoring system was evident in the reporting period.

management, coordination and direct service provision. As Table 2.1 shows, almost half the PES (14 out of 32) play a role in the overall management of the national or regional¹³ YG scheme. Almost all PES (31 out of 32) are responsible for the

registration of unemployed young people and for the provision of employment services.

The majority of the PES (26 out of 32) are one of many different agencies involved in the implementation of the YG scheme and they follow up on young people who received related support measures (23 of 32).

More than half the PES (21 out of 32) outreach to NEETs and play a role in the coordination of partners to implement the YG.

Compared to 2016, the number of PES with responsibilities in the design and maintenance of the YG monitoring system increased (13 out of 31 in 2016¹⁴ – compared to 16 out of 32 in 2017).

Table 2.1 PES responsibilities for YG implementation

YG Responsibilities	No. of PES	PES
Managing and coordinating the national/regional YG scheme	14	AT, BE–Le Forem, BE-VDAB, CY, CZ, DK, HU, IE, MT, NO, PL, PT, SE, UK
One of the implementers of the national YG scheme	26	AT, BE-Actiris, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, IE, IT, LV, LT, LU, MT, NL, NO, PL, RO, SK, SI
Registration of unemployed young people	31	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, UK
Provision of PES services, including YG services to young unemployed people	31	AT, BE-Actiris, BE–Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, UK
Coordination of partners	19	AT, BE-Actiris, BE- Le Forem, BE-VDAB, BG, CY, DE, DK, IS, FR, HU, IT, LT, MT, NL, NO, PL, PT, SE,
Outreach to NEETs	21	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, EL, FI ¹⁵ , FR, HR, HU, IT, LT, LU, MT,

¹³ BE-Le Forem, BE-VDAB

¹⁴ European Commission (September 2016) Report on PES Implementation of the Youth Guarantee <http://ec.europa.eu/social/BlobServlet?docId=16966&langId=en>

YG Responsibilities	No. of PES	PES
		NL, PL, PT, RO, UK
Follow-up of all young people who received YG services	23	BE-Actiris, BE-VDAB, BG, CY, CZ ¹⁶ , DE, DK, EL ¹⁷ , FR, HR, HU, IE, IT, LT, LU, LV, MT, NO, PL, PT, SE, SI ¹⁸ , SK
Design and maintenance of the YG monitoring system (including indicators)	16	BE-Actiris, BE-VDAB, BG, CY, CZ, DK, IE, FI, FR, HR, LT, LU, MT, NO, PT, SI
Other	5	EL, LU, MT, PL, SI

Source: PES questionnaires

Note: N¹⁹=32

Other responsibilities, as reported by PES, related to: “data collection and analysis regarding YG services provided by the PES” (EL), “the reorganisation of the YG services to extend the YG scheme to young people up to age 30” (LU), “reporting on YG Implementation-Intermediate Body under the ESF (European Social Fund) Operational Programme Knowledge Education, Development (OP KED) 2014-2020” (PL), “outreach with employers to encourage them to offer a work placement to YG participants” (MT) or “participating in the YG Working group and reporting on work with the young unemployed to the Ministry of Labour, Family, Social Affairs and Equal opportunities” (SI).

2.2 Types of PES partnerships for YG implementation

Within this reporting period, building up and strengthening the partnership-based approach was the focus for many PES.

The 2015 and 2016 Reports on PES Implementation of the Youth Guarantee indicated that in implementing the YG “most PES facilitate and participate in a range of partnerships with a variety of

differing objectives”²⁰. The current analysis once again confirms this pattern (outlined in Table 2.2).

Table 2.2 Types of PES partnerships for YG implementation

Partnership type/aims	PES with partnership in place	No partnership
	29	3
Partnerships to ensure that young people have full information and support available	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, SE, SI, SK, UK	ES (but agreements and consultation arrangements in place on the exchange of information, the operation of information systems, and the YG database) IE (under development), RO (planned)
	27	5

¹⁵ Ministry of Education and Culture is responsible for NEETs (not PES); however, the Finnish PES cooperates with other actors in delivering outreach activities targeted to unregistered NEETs

¹⁶ Statistics only for those who accepted ‘quality offer’.

¹⁷ Some follow-up takes place 6, 12 and 18 months after the quality offer has been made

¹⁸ Only of those who participated in ALMPs

¹⁹ N = number of PES providing information/answers to the related question

²⁰ European Commission (July 2015) Report on PES Implementation of the Youth Guarantee- <http://ec.europa.eu/social/BlobServlet?docId=14322&langId=en>.; European Commission (September 2016) Report on PES Implementation of the Youth Guarantee <http://ec.europa.eu/social/BlobServlet?docId=16966&langId=en>

Partnership type/aims	PES with partnership in place	No partnership
Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, SE, UK	ES (idem), IE (idem), RO (idem), SI (partnership issues related to apprenticeships and traineeships within the YG scheme are under the responsibility of the Ministry of Labour/MoLFSA and the Ministry of Education but also ad hoc partnerships in place at municipal level), SK
	27	5
Partnerships aimed at supporting transitions from unemployment, inactivity or education into work	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IS, IT, LT, LU, LV, NL, NO, PL, PT, SE, SI, UK	ES (idem), IE (idem), MT, RO (idem), SK

Source: PES questionnaires

Note: N=32

The majority of PES (29 out of 32) work in partnerships with educational institutions, NGOs, youth centres etc. to make sure that relevant information and support is available for young people. In some cases, these partnerships are facilitated through national YG coordination groups, the municipalities, regional and local youth and education bodies, regional chambers of commerce etc.

Also, initiatives for partnership development are piloted or planned, or there are agreements on the exchange of relevant information, even in countries where PES have reported "no partnerships in place".

Some significant developments to partnerships of this nature have been mentioned by PES, as illustrated in Box 1.

Box 1

PES BE-VDAB continued the "train-the-trainer programmes" to share its specific expertise and information with "education professionals" who work on career guidance in schools or other education institutions. VDAB also developed its cooperation, especially at the regional level, with three main education networks: the "Education of Flemish Community" ("Gemeenschapsonderwijs-GO!" - <http://www.g-o.be/partners/>), the "Catholic Education" (<http://www.flanderstoday.eu/education/catholic-education-network-co-operate-vdab>) and the "Provincial Education Flanders" ("Provinciaal Onderwijs Vlaanderen- POV" <http://www.pov.be/site/>). Career guidance and labour market information are the main areas of cooperation. The partnership with "the Ambrassade"²¹ (<https://ambrassade.be>) focussing on sharing expertise and joint communication was renewed.

The **Danish PES** took further steps in implementing the "Building a Bridge to Education"²² measures by enabling municipalities to apply for funds to set-up local "Bridge Building" projects. In total, 35 municipalities applied and received "Bridge Building" funds. The aim of the projects is to support youth finishing their regular education through an enhanced cooperation between local municipalities, education institutions, businesses etc.

In **Croatia**, the "Lifelong Career Guidance Centres" (structures of PES- CISOKs- <http://www.cisok.hr>) based on a partnership approach, have signed 146 agreements on cooperation, at local and regional levels, with different education institutions or organisations. At the same time, on the basis of an agreement signed in 2015 between relevant institutions at the central level (the Ministry of Labour and Pension System, the

²¹ "The Ambrassade" is an organisation, subsidised by the Flemish Government, that works together with the Flemish Youth Council and various partners in the field of the Flemish youth and children's rights policy-(<https://ambrassade.be>)

²²<http://www.nordiclabourjournal.org/i-fokus/in-focus-2015/theme-april/article.2015-04-10.5447715354>

Ministry of Science, Education and Sports, PES Croatia-HZZ and the Croatian Pension Insurance Institute) the data bases will be “inter-connected” between the above-mentioned institutions. The access to a wide range of information will serve as a basis for developing target-oriented measures for the activation of NEETs.

A new partnership with the “Agence France Entrepreneur (AFE)” was concluded by **PES France** in 2016. This partnership enables counsellors to have access to specific information on entrepreneurship.

In a programme designed to complement the services provided by PES **Hungary**, service providers in each county are able to apply (between March 2017 and March 2019) for a grant to provide labour market services to the most disadvantaged job-seekers, including young people below 25. The projects will also promote an increased cooperation between different services providers and information sharing.

In Ireland, “Regional Skills Fora” (<http://www.regionalskills.ie/>), created as part of the Government’s National Skills Strategy, are now in place in nine regions. The fora bring together key stakeholders from enterprises, education and training sectors, including officials from PES, to improve labour market relevance of further education and training provision, especially at the regional level.

In other countries such as Lithuania, Poland, Portugal etc., the PES extended their partners’ network including new ones that provide relevant information for young people.

The key PES partners in increasing employment, apprenticeship and traineeship opportunities for young people are employers and employers’ organisations (including the chambers of commerce), relevant ministries, education and training providers/institutions, social partners, local authorities and sector bodies, NGOs and other equivalent organisations, social assistance or similar centres, etc.

Box 2 shows some of the recent developments in partnerships of this type.

Box 2

The objective of the “FIND-MIND-BIND” project implemented by **PES BE-Actiris**, in close cooperation with **PES BE-VDAB**, is to coach and accompany young NEETs (aged 18 to 30) to a training or a traineeship position. The project also aims to build a partnership with organisations that are able to provide programmes/packages of measures for the target group according to the “FIND-MIND-BIND”²³ outreach method.

PES BE-VDAB also cooperates with the “House of Professions” (an independent association acting in the field of career guidance) in supporting future graduates of secondary education in their transition from school to work.

Drawing on results of the “Bridge Building” project, **the Danish PES** continued their “randomised controlled trial” targeted towards vulnerable young people in education. This initiative includes mentor support, and practical work training etc., through an enhanced cooperation between local municipalities and education institutions.

The partnership between **PES France** and “Nos quartiers ont du talent” is ongoing. “Nos quartiers ont du talent” (<http://www.nqt.fr/>) is a well-known French association which fights against discrimination in the employment of young graduates under 30 coming from disadvantaged suburbs. Young job-seekers can benefit from a developed mentors’ network aimed at improving their social skills, and their abilities communicating with employers.

Career offices of the “Apprenticeship Vocational Schools” (EPAS - under the Greek PES

²³ European Commission, (March 2015) PES practices for the outreach and activation of NEETs

A contribution of the Network of Public Employment Services

<http://ec.europa.eu/social/BlobServlet?docId=13728&langId=en>.

“The FIND-MIND-BIND outreach method builds on partnerships with associations and community organisations to ‘FIND’ young people by going out to meet them in the streets, sports clubs, music events etc. An outreach worker spends time with the young person building up a trusting relationship (‘MIND’) so that the young individual becomes confident and willing to develop a career plan with the help of the outreach worker. The young person is finally supported by the outreach worker and other partner organisations in achieving his/her career plan (‘BIND’).

authority) organise annual discussions with companies, social partners, chamber of commerce representatives and other local stakeholders for the selection of EPAS VET programmes/specialities in line with labour market needs.

The Employer Relations section within the Department of Social Protection in **Ireland** continues to build partnerships and is especially focused on improving the quality of partners' involvement.

PES Lithuania enlarged the partnership with vocational schools to disseminate information on VET programmes, and on apprenticeship and traineeship opportunities, to pupils in 'general education'.

In the framework of the convention with the "Luxembourg Employers' Association"²⁴, **PES Luxembourg** has intensified its cooperation with employers that are willing to train and hire young job-seekers. Also, the PES organised, in cooperation with the national radio/TV station "RTL", two "apprenticeship-days". These events gathered youth support services providers, employers and young people looking for an apprenticeship placement.

In **Poland**, a number of surveys providing relevant information for designing specific interventions in line with young clients' needs were carried-out under the "Local Partnerships for the Development of the Regional Labour Market". PES Poland was also involved, at the regional/local level²⁵, in an initiative of introduction of a compulsory comprehensive module of educational and career counselling in VET schools.

To support young people in their transition from unemployment, inactivity or education into employment, PES work in close cooperation with a wide range of institutions and organisations, e.g. employers and employers' organisations, including chambers of commerce; different relevant ministries; education and training providers/institutions; career guidance centres; local authorities and local sectoral bodies; NGOs and other relevant youth organisations and institutions; private employment agencies, etc.

PES also reported on initiatives to strengthen, widen or build up partnerships of this nature, of which some are presented in Box 3.

Box 3

PES Bulgaria continued the implementation of the partnership with Ministry of Labour and Social Protection under the "Raising Awareness among youth about the Youth Guarantee in Bulgaria" project. Direct youth contact with employers, training and educational institutions where an active exchange of practices or proposals to improve the activity of youth mediators is part of this project.

In April 2017, **PES France** ("Pôle emploi") signed a partnership with APEC (their public employment service dedicated exclusively to managers - <https://www.apec.fr>) to facilitate the access of young graduates who are looking for managerial level jobs to online information and services. A new partnership was concluded with the Ministry of Defence through their experimental "Voluntary Military Service" ("Service Militaire Volontaire" – SMV, <http://www.defense.gouv.fr/smv>). The aim of this cooperation is to support, through training and other activities, young people (18-25) who are in great difficulty getting employment.

The dissemination of information on the YG, and guiding young people to PES for adequate support, is the aim of the cooperation between **PES Hungary** and the "New Generation Contact Points" (NGCPs - an institution founded by the Ministry for Human Capacities providing youth-oriented programmes).

PES Lithuania signed a cooperation agreement with the private employment agency "Alliance for Recruitment" (<http://www.afr.lt/en>). Another example of cooperation is the one under the ESF (European Social Fund) project "Discover Yourself". 10 PES local offices,

²⁴ The objective of the convention is to facilitate the employment of specific target groups, including young people

²⁵ e.g. Voivodeship Labour Office in Szczecin

the Department of Youth Affairs under the Ministry of Social Security and Labour, and 57 organisations working with youth cooperate to activate and support them in the transition from inactivity to work.

In **Ireland**, the consolidation of reforms and continued prioritisation of youth and long-term unemployed is covered in their "Pathways to Work"²⁶ strategy for 2016-2018. Partnership approaches to support transitions of these target groups to employment are currently in a "testing period". Pilot activities are also implemented by PES Ireland, in cooperation with relevant partners, to reach and work with those young people with special needs (people with disabilities) wishing to benefit the PES services.

In **Poland**, new local agreements and local partnerships have been concluded, e.g. the "Local agreement of the Poviab Labour Office in Kościerzyna", and the "Lublin Partnership for Activation of the Most Disadvantaged Young People on the Labour Market". Also, the Labour Office in Kielce, in cooperation with "Biurex" Company, organised the first edition of the game "TAXMANIA 2016" which aimed to give relevant information on how to start-up a business.

Some PES also report other agreements or partnerships aimed to support implementation of the YG scheme. For example:

- Partnerships between relevant institutions for a better exchange of data, for establishing a NEET tracking system for inactive NEETs (HR, LV)
- Partnership aimed to pilot new procedures/approaches in the referral and assessment of young persons with disabilities (HR)
- Partnership aimed at developing a new communication and cooperation model for better information about the YG (LT)
- Transnational partnerships for exchanging methods and tools used in entrepreneurship education, including methods aimed at young people (PL)

2.3 Pilot projects

Efforts made to increase the relevance of YG interventions including through new projects focussing on young people.

Almost half the PES (15 out of 31) developed pilot projects in the reporting period focussing on different aspects of PES work with youth. These projects aimed

to enhance the relevance of the support provided as part of the YG implementation (Table 2.3). Many of the new projects announced during the last year are currently under implementation, so the efforts of PES and other relevant actors to improve YG implementation should be seen in this light.

Table 2.3 PES that have developed pilot projects targeting youth in the current reporting period

Yes	BE-Actiris, BE-VDAB, BG, CY, DK, EL, FR, HR, IS, IT, LU, PL, PT, RO, SI (15)
No or N/A²⁷	AT, BE-Le Forem, CZ, DE, EE, ES, FI, HU, IE, LT, LV, MT, NL, NO, SE, SK(16)

Source: PES questionnaires

Note: N=31²⁸

Some examples of these new projects are illustrated in Box 4:

²⁶ <https://www.welfare.ie/en/downloads/PathwaysToWork2016-2020.pdf>

²⁷ PES ES - N/A

²⁸ PES UK- no information provided

Box 4

The "Contrat d'insertion" (integration contract) implemented by **PES BE-Actiris** provides an opportunity for young people (low qualified, with a qualification not in demand on the Brussels labour market or facing discrimination in employment) to obtain a first professional experience (<http://www.actiris.be/emp/tabid/957/language/fr-BE/Contrat-d-insertion.aspx>).

In **Bulgaria**, the "Training and employment of young people" project provides subsidised employment and mentoring to young people registered with PES aged up to 29 years old. The "Ready-to-Work" project launched in April 2017 foresees activities to identify inactive youth, and to activate and motivate them to start training or work.

Two new projects "Active Youth" - "Youth Guarantee to ACTIVate and Empower YOUTH in Cyprus: an integrated communications campaign" and "Youth Entrepreneurship" target the youth in **Cyprus**. "ActiveYouth" is a complete communication strategy aiming to activate NEETs and young people in general (<http://eryica.org/news/active-youth-new-european-project-youth-board-cyprus>).

In **Denmark**, the new "building a bridge to education" initiative aims to enhance the employment opportunities of vulnerable young people receiving an education, through mentor support, practical work training etc.

In **Greece**, a four month "Work Experience Programme" in private sector companies and social cooperative enterprises ("KOINΣEΠ"), targeting young people aged 18-24, has been set up.

Negotiations are in place for a new project aimed at lowering the number of young NEETs in **Finland**. The Ministry of Economic Affairs and Employment is planning a project that will use the Social Impact Bond²⁹ (SIB) mechanism.

The aim of the "500,000 Training Plan" (part of the national strategy to reduce unemployment) in **France**, announced in 2016, is to train young and low-skilled job-seekers in line with labour market needs.

PES Iceland puts a lot of effort into partnerships with accredited vocational educational providers and with enterprises willing to offer workplace training and/or work experience placement. One example of new project is a course with 180 hours on its curriculum named "Stökkpallur" (Springboard) which aims to increase the skills of participants and their awareness of their own strengths.

New projects are under implementation in **Italy**. Examples include the "Your First EURES Job" Project (financed by the EU programme for Employment and Social Innovation - EaSI - programme), which aims to support the "professional mobility" of young people and the "Meet the NEET" project, also financed by EaSI, which is piloting an innovative instrument to reach the most vulnerable young NEETs and to support them moving towards ordinary outreach activities promoted by public and private employment services.

PES Luxembourg has introduced a new guidance tool for young job-seekers who have not yet defined their professional career path. Also, it participates in a new project, "Start & Code" (<http://www.adem.public.lu/fr/temoignages/StartCode/index.html>), co-financed by the ESF, which aims to introduce young job-seekers without professional experience to ICT and coding. The project provides basic training and allows access to further intensive training measures such as "Fit4Coding" (<http://www.adem.public.lu/fr/publications/demandeurs-emploi/2016/Fit4-Coding/index.html>).

The regional/local labour offices in **Poland** are implementing a number of new ESF-funded projects³⁰ under the Operational Programme Knowledge, Education, Development (OP KED)

²⁹ SIBs improve the social outcomes of publicly funded services by making funding conditional on achieving results.

³⁰ "Mother, Work and I" (Warsaw), "Work for the Young" and the "Activation of Young Unemployed People" (II, III) in the Kalisz Powiat, "Support under the Initiative for Employing Young People" Voivodeship Łódź, "Activating young people without work in Mrągowski Powiat (III)", "Activating young people without work in Nidzicki Powiat", "Graduate on the Labour Market – Open Days of the Powiat

scheme, in partnership with other relevant institutions or organisations³¹. These projects aim to activate the most disadvantaged young people on the local labour market, and to support their employment through employment incentives, business start-up grants etc.

The project entitled "Make the future...today! Accelerate implementation of the Youth Guarantee" in **Portugal** is focussed on increasing the number of young NEETs registered in the system, on improving the partnership's efficiency, and on getting young people to have confidence in services provided by the public institutions (specifically PES services).

A new project- "INTESPO – the Registration of Youth with Public Employment Service" was submitted for contracting (under the Operational Programme Human Capital 2014-2020) by **PES Romania** in cooperation with the Ministry of Labour and Social Justice, the Ministry of Education and the National Agency for Payments and Social Inspection. The overall objective of the project is to increase the number of NEETs registered with the PES and to provide them personalised support measures. At the same time, the relevant legislation in Romania was amended to promote new support measures and increase the employment of young people.

A new subsidy for the sustainable employment of youth under 30 years old is being implemented in **Slovenia**. Priority has been given to long-term unemployed youth, and the unemployed facing multiple obstacles in the labour market and society.

2.4 PES resource allocations for YG implementation – staffing and funding

2.4.1 Staffing resources

Half the PES have strengthened their capacity to implement the YG by allocating staff that exclusively and directly work with young people. Some of the other PES, where the YG activities are incorporated into staff functions and roles, have specialised youth teams, or counsellors, advisers, mentors etc..

Almost half the PES (15 out of 31) reported having 'FTE' (Full Time Equivalent) staff who are solely responsible for the implementation of the YG. Most of these (95%) are client-facing (front-line), directly and exclusively servicing young clients under the YG. This shows that PES attention and effort is being given to direct services, putting the administrative side in second place. For a further PES (13, again around half), YG activities are

incorporated into PES staff functions and roles (Table 2.4).

Table 2.4 PES that have staff exclusively dedicated to YG implementation

Yes	BE-Actiris, BE-VDAB, BG, CZ, DE, EE, FI, FR, HR, HU, LV, LT, LU, MT, SI (15)
No, N/A³², or not the case³³	AT, BE-Le Forem, CY, DK, EL, ES, IE, IS, IT, NL, NO, PL, PT, RO, SE, SK (16)

Source: PES questionnaires

Note: N=31³⁴

Labour Office in Chojni", "Young Entrepreneurs" project- Poviati Labour Office in Lębork, etc.

³¹ E.g. the "Caritas Archdiocese of Gdansk (CAG)" is a catholic church organisation, supported by employees, volunteers, church-goers and schools, to provide support to people through various activities "<http://europa.eu/youth/volunteering/organisation/949193792>.

³² PES DK, ES – N/A

³³ PES IS - not the case

In some cases, such as PES Germany and Bulgaria, staff reported as exclusively dedicated to work with young customers “may work, in exceptional cases/when needed, with other clients”. In other cases, such as Lithuania, the staff exclusively dedicated to YG implementation includes the staff working in ESF projects.

YG activities are incorporated into PES staff functions and roles in the other half of the PES (16). However, even in such cases, PES have specialised youth counsellors, advisers, mentors, job-coaches, or “YG interlocutors”, “youth – contact person” or a “youth-team” etc., but usually these staff members also work with other clients, e.g. PES Iceland, Portugal, Norway, Sweden, Poland (only in 5 local offices³⁵). In Denmark, all staff at the job centres are employed by the municipalities that “hold all responsibility in relation to human resources management”. PES ES also mentioned that information is not available as the YG is the responsibility of the Ministry of Employment and Social Security (Directorate General of Self-Employment, Social Economy and Corporate Social Responsibility).

More information on the PES staff working for the implementation of the YG is provided in the Annexe, Table A1.

2.4.2 Staff training

Institutional capacity plays an important role in implementing any policy. Current

PES capacity to implement the YG was also reinforced by improving the staff specific knowledge and competencies in working with young clients

reports show that PES capacity to implement the YG was reinforced not only with dedicated staff (see the above chapter) but also by improving or acquiring specific knowledge and competencies in working with young clients. Over the current reporting period,

training for staff working in YG implementation was provided in almost half the PES (14 out of 30)(Table 2.5).

Table 2.5 Training provided for staff over the current reporting period on specific aspects of work with young people

Yes	BE-Actiris, BE-Le Forem, BE-VDAB, BG, DE, EE, FI, HR, LT, LU, LV, SE ³⁶ , SI, PL (14)
No, N/A³⁷, or not the case³⁸	AT, CY, CZ, DK, EL, ES, FR, IE, IS, IT, HU, MT, NL, NO, PT, RO, SK (17)

Source: PES questionnaires

Note: N=31³⁹

The proportion of trained staff varies:

- Up to 25%- PES BE-Forem, BE-VDAB, LT, PL
- 26-50%- PES BG, DE, HR, LU
- 51-75%- PES BE-Actiris
- over 75%- PES EE, FI, LV, SI

Eight PES mentioned that no training was provided during the reporting period, but, in the cases of PES Czech Republic, Greece, Malta and Portugal for example, training was provided last year. PES EL also mentioned that “PES staff are highly

³⁴ PES UK - no information provided

³⁵ Lublin, Szczecin Toruń, Poznań, Białystok

³⁶ No estimation of total staff working for the implementation of the YG that has been trained.

³⁷ PES AT, DK, ES, FR, IE, IT, NL - N/A,

³⁸ PES IS - not the case

³⁹ PES UK - no information provided

trained in working with the unemployed. There is a specific (initial) training only for those employees who work with youngsters under 18 years of age”.

“Although the relative proportions are not clear within the current information system and the data gathering on training, it is more than likely that the AIJ⁴⁰ (Accompagnement Intensif des Jeunes) counsellors benefited from training”, as PES France specified. In Ireland, “training is provided to staff in relation to the integrated service provided for all job seekers” as the Irish PES does not segment its service provision and access to ALMPs by sub-groups of job-seekers. The PES staff in Iceland “working with young people all have university degrees as career guidance counsellors, or they are social workers or they have education in psychology. Counsellors maintain their skills by attending various courses on their own initiative”.

The main issues covered in training, in the order of frequency in the survey, were: counselling, career guidance, how to work with youth, the activation of youth, specific services and ALMPs for youth, communication, working with marginalised youth and drafting individual action plans.

Other types of staff-training focussed on topics such as: methodology update, job-searching on the web and through social networks, how to coach urban youth in a volunteer project, encouraging employment among young people at risk on the labour market, the role of labour mediators in providing efficient services to unemployed people, networking, how to work in a multi-professional environment, integrated service provided for all job seekers, coaching methods, difficult customers – the reasons for their problems and ways of dealing with them, diagnosing customers’ needs and support in education and professional career planning, business planning, profiling, the motivation to work or study, the exchange of good practices, etc.

Detailed information is provided in the Annexe, Table A.2.

2.4.3 Sources of YG funding

Implementation of YG is supported through national sources as well as EU financial instruments - ESF and the YEI; the “government funds” and the ESF seem to be the main sources of YG funding.

The effective implementation of any policies or measures mostly requires a strong capacity in a variety of policy areas, including adequate financial support. The current analysis shows that countries put a lot of effort into allocating national funds and attracting specific EU financial

instruments for the implementation of the YG (Table 2.6).

Government funds are used for the implementation of the YG by more than two thirds of the PES (25 out of 32). Just over half of these 25 PES said that government funds were the main source of YG funding.

Substantial EU financial support to Youth Guarantee’s implementation is also used through ESF and the YEI (Youth Employment Initiative). More than half the PES (21 out of 32) mentioned the use of the ESF, and more than half (17 of 32) receive YEI financial support. The ESF is also cited as the main source of funding by 12 PES (out of the 21).

⁴⁰ “Accompagnement intensif des jeunes”, which is one part of the national YG scheme.

Table 2.6 Sources of YG funding

Government Funds	ESF	YEI
25 AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, FI, FR, HR, HU, IE, IS, IT, LT, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK	21 BE-Actiris, BE-Le Forem, BE VDAB, BG, CY, CZ, EE, EL, FI, FR, HR, HU, IT, LT, LV, MT, PL, PT, RO, SI, SK	17 BE-Actiris, BE-Le Forem, BG, CY, CZ, EL, FR, HR, HU, IT, LT, LV, PL, PT, RO, SI, SK

Source: PES questionnaires

Note: N=32⁴¹

Other sources, as reported by the PES, are municipalities' funds (IS), private providers' funds (LV), and the 'labour fund'⁴² (PL).

Specific information was not available for five PES. In some cases, this is due to the fact that implementation of the YG is fully integrated into the service portfolio of the PES, so there are no specific YG budget lines. In other cases, the PES have no overall information as other institutions are responsible for the management of the entire YG scheme. More detailed information on the sources of funding is illustrated in the Annexe, Table A.3.

⁴¹ PES DE, DK, ES, LU, UK - N/A

⁴² Labour fund - social security/employers' contributions

3 Reaching out to NEETs

3.1 The extent of PES youth outreach

Around two thirds of the PES are engaged in proactive initiatives to prevent student dropout, outreach activities and working with NEETs.

Around two-thirds of the PES (21 out of 32) reported they were involved in proactive initiatives to prevent the “NEETs phenomenon”, reaching out and working with NEETs (Table 3.1 and Annexe, Table A.4). Only one third of the

PES (11) do not engage in proactive work with NEETs. This is because, as mentioned by several PES, responsibility for outreach falls primarily upon other institutions or authorities (e.g. the municipalities, the ministry of education or other institutions under its authority etc.)

Table 3.1 PES implementing proactive initiatives to prevent student dropout and/or making contact with young people who have left school but have not yet registered with the PES

Yes	BE-Actiris, BE-Forem, BE-VDAB, BG, CZ, DE, EE, EL, FI, FR ⁴³ , HR, HU, IS, IT ⁴⁴ , LU, MT, NL, PL, PT, SI, UK (21)
No	AT, CY, DK ⁴⁵ , ES, IE, LT ⁴⁶ , LV, NO ⁴⁷ , RO ⁴⁸ , SE ⁴⁹ , SK (11)

Source: PES questionnaires

Note: N=32

However, in practice, some of the PES, where the outreach work is not their specific remit or responsibility, are involved in specific proactive initiatives. This is the case, for example, in Denmark, where the outreach work to young people falls under the responsibility of the Youth Guidance Centres under the Ministry of Education. Even so, some job centres/employment offices do proactive work with schools, but “it is up to the municipalities to decide on the type of services and cooperation between different actors”.

A more or less similar situation can be found in Romania, Slovakia, Lithuania where PES do some proactive work with schools, although they are not directly responsible for working with NEETs. In Lithuania, this is assigned to the Department of Youth Affairs under the authority of the Ministry of Social Security and Labour. Nevertheless, the Lithuanian PES, in partnership with the Department of Youth Affairs, implement the Youth Initiative Project “Discover Yourself”. In this project, there are “unified” services for both active and inactive NEETs.

In Sweden, the outreach work is the responsibility of municipalities, but the local PES cooperate with them at the local level and do proactive work with schools.

In Norway, the PES work with schools to find the youth who are in danger of dropping out.

So, in fact, more than three quarters the PES (26 out of 32), whether they are specifically charged with the responsibility or not, are engaged in proactive

⁴³ Other bodies are responsible for the outreach work in France, but with its “Emploi Store” platform, the French PES (Pôle emploi) can reach out to young people through an appropriate channel.

⁴⁴ Indirectly

⁴⁵ Not PES responsibilities, but some job centres/employment offices do proactive work with schools

⁴⁶ Not PES tasks, but “unified” services for both active and inactive NEETs are carried-out in a project

⁴⁷ But PES work with schools to find youth in danger of dropping out

⁴⁸ Not PES tasks, but involved in proactive work with schools

⁴⁹ Outreach work is the responsibility of the municipalities but the PES cooperates with them locally.

initiatives to prevent the dropout of students, and/or making contact with young people who have left school, but have not yet registered with the PES. This confirms that PES have put a lot of efforts into pro-active work with NEETs.

3.2 Main PES outreach tools for working with NEETs

Proactive work with schools, awareness-raising events or campaigns and cooperation with NGOs and youth organisations are the outreach tools most used by PES. All PES engaged in these interventions work in close cooperation with a wide range of partners.

Most of the PES that engage in prevention and outreach work with NEETs within the context of the YG use a combination of specific tools. As shown in Table 3.2 and the Annexe, Table A4, "proactive work with schools", "awareness-raising

events or campaigns" and "cooperation with NGOs and youth organisations" are the outreach tools most frequently used by PES.

Table 3.2 Main outreach tools used by PES for preventing and working with NEETs

Type of tool	PES
Proactive work with schools ⁵⁰	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DE, EE, EL, FR, HR, HU, IS, LT, LU, MT, NL, PL, RO, SI, SK, UK (21)
Cooperation with NGOs, youth organisations	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DE, EE, EL, FI, FR, HR, HU, LT, LU, MT, PL, PT, SI, UK (19)
Employing or working with designated youth outreach workers	BE-Actiris, BE-Le Forem, BE-VDAB, BG, DE, EE, FI, HR, HU, LT, LU, MT, PL, UK(14)
Providing new points of YG entry: internet and social media services	BE-Actiris, BE-Le Forem, BE-VDAB, BG, DE, EL, FR, HU, LT, LU, MT, NL, PL, PT, SI (15)
Single point services/one-stop shops	BE-Actiris, BE-VDAB, BG, DE, EL, FI, HR, IT, LT, LU, MT, NL, PL, UK (14)
Mobile PES services	BE-VDAB, BG, DE, EE, EL, FI, FR, LT, NL, PL UK, (11)
Awareness-raising events or campaigns	BE-Le Forem, BE-VDAB, BG, CZ, DE, EE, EL, FI, FR, HR, HU, LT, LU, MT, NL, PL, SI, UK (18)
Follow-up on young people who drop out from activation schemes/who no longer access benefits	BE-Actiris, BE-Le Forem, BE-VDAB, BG, DK, FR, HU, IS, LT, LU, MT, PL, UK (13)

Source: PES questionnaires

Note: N=32⁵¹

21 PES (up from 18 in 2016) reported having "proactive work with schools" in place. This outreach intervention includes the provision of information to pupils/students on the available PES services, and also information on the labour market situation, occupations/professions, jobs in demand, different educational paths, as well as career guidance and counselling services. Specific activities also

⁵⁰ Proactive work with schools includes also activities to prevent drop-outs of students, as reported by PES

⁵¹ PES ES - N/A

aim to identify those at risk of becoming NEETs, and provide personalised support to prevent dropping out of the education system or, in other words, to prevent the "NEET phenomenon".

Proactive work with schools, which is one of the outreach tools most frequently used by PES, is implemented in close cooperation mainly with education institutions and or authorities (relevant ministries, schools, school inspectorate, universities etc.) - PES BE-Actiris, BE-Le Forem, BE-VDAB, BG, HR, EE, EL, CZ, HU, MT, RO, the UK etc.

As shown in Box 5, other relevant actors are also involved in this sort of outreach activity:

Box 5

PES France, for example, works in close cooperation with "Second Chance Schools", under the Ministry of Education (<https://reseau-e2c.fr/qui-sommes-nous> ; <https://reseau-e2c.fr/cartographie-des-e2c>). Youth likely to drop out are identified and, with a "very open teaching/outreaching method", support is provided to bring them towards the most relevant pathway: training, "Pôle emploi" or "Missions locales"⁵². A national agreement with universities was also signed by PES France to better inform students about their career paths.

Information and advice for young people is provided by **PES Luxembourg**, through close cooperation with partner organisations of the "National Guidance Centre-Maison de l'orientation", an important actor involved in vocational and career guidance (<https://portal.education.lu/mo/>).

PES Poland cooperates with careers centres of the "Voluntary Labour Corps" (https://ohp.pl/?page_id=434), which are state budget units involved in employment support and tackling youth marginalisation and social exclusion.

Trade unions and municipalities are other actors involved in this sort of cooperation with PES (e.g. **PES BE-VDAB**).

In **Denmark**, some PES job centres do proactive work with schools, but it is up to the local municipalities to decide on the approach. Similarly, proactive assistance towards young people, under age 29, who are excluded from education and working life, is provided by **PES Finland**, working together with municipalities offering "outreach youth work" (<http://minedu.fi/en/workshop-activities-and-outreach-youth-work>).

PES Netherlands also work in close cooperation with municipalities, knowledge centres and business communities.

Proactive work with schools is implemented through formal and informal agreements, or is defined in specific regulation, as illustrated below:

Box 6

Germany for example has a "framework agreement". Based on this agreement, the PES cooperates with many relevant actors in the field of education: firstly, the "Standing Conference of the Ministers of Education and Cultural Affairs of the Länder in the Federal Republic of Germany" (<https://www.kmk.org/kmk/information-in-english/standing-conference.html>), which is a consortium of the ministers or senators of the federal states responsible for education and schooling, secondly the Institutes of Higher Education, research and cultural affairs and finally the "German Rectors' Conference (HRK)" (<https://www.hrk.de/hrk-at-a-glance/>) - the association of public and government-

⁵² The 450 Local Missions (MLs) in France carry out a public service mission with an essential objective: accompanying young people aged 16 to 25 in their professional and social integration paths. The MLs take a holistic approach, taking into consideration "work, education, guidance, mobility, housing, health, and access to culture and leisure". They are based on a cooperation between different actors to meet the young people's needs. The funding is split between the national government, the regions, the departments and the local communities - <http://www.mission-locale.fr/annuaire> <http://www.unml.info/les-missions-locales/presentation-du-reseau.html>

recognised universities and other higher education institutions. In contrast, **PES Greece** disseminates specific information about its "Apprenticeship Vocational Schools" (EPAS⁵³ - <http://www.oaed.gr/giati-mathiteia>; http://prev.oaed.gr/index.php?option=com_content&view=article&id=755&Itemid=695&lang=en#A0) and their related VET programmes to schools graduates on the basis of informal agreements.

In other cases, as already mentioned, work with schools is defined in specific regulation, legislation, and activity plans, etc. In **Croatia**, specific activities are regulated by legislation and written agreements on cooperation. More or less in the same way, the proactive work with schools is "designated" by YG legal instruments in **Portugal**, while in **Slovenia** the content of cooperation is defined in the PES annual plan.

"Cooperation with NGOs and youth organisations" is another outreach tool used by 19 PES (up from 17 in 2016). Examples of such cooperation are provided in Box 7:

Box 7

PES cooperate with NGOs specifically working with non-registered young people, youth organisations, cultural centres, social services, municipalities, etc., to share information, identify youth at risk, promote specific services and publicise YG opportunities, etc. (**PES BE-Actiris, BE-VDAB, CZ, FI, HR, HU, LU, PT, PL, SI** etc.).

Other actors involved in this type of intervention are trade union confederations for youth and national youth councils. For example, in outreaching to NEETs and their activation, **PES BE-Le Forem** cooperates with trade unions through the GEF ("European Globalisation Adjustment Fund") while **PES Germany** works with welfare organisations and the "German Trade Union Confederation for Youth" (http://jugend.dgb.de/dgb_jugend/ueber-uns/wer-wir-sind) etc.

Many regional agreements have been signed by **PES France** (at the regional/local level) with "EPIDE" (<http://www.epide.fr/>) which is a public actor, under the authority of the Ministry of Defence, helping young drop-outs to develop their basic and social skills.

In **Malta**, although no specific partnership agreements are in place, the main actors involved in outreaching to NEETs, together with PES, are the "Agenzija Zghazagh" (the National Youth Agency in Malta - <http://www.agenzijazghazagh.gov.mt/>), the "Appogg" (National Agency for Children, Families and the Community - <https://www.gov.mt/en/Communities/Parents/Pages/Government-Agencies-related-to-Children.aspx>) and youth centres.

These types of initiative are also supported by different "youth working groups", or specific projects. For example, the dissemination of information on YG interventions is carried out by **PES Greece** in the framework of the "Hellenic National Youth Council", while in **Slovenia** the "YG Working Group" is chaired by MoLFSA (the Ministry of Labour).

Cooperation of PES with NGOs dealing with youth as well as municipalities, social services, and other organisations is also implemented by **PES Croatia, Luxembourg, Estonia** etc., and in some cases this cooperation takes place under specific common projects.

14 PES are also engaged in "Employing or working with designated youth outreach workers" interventions. As stated above, in implementing this sort of outreach work, PES work in close cooperation with NGOs specifically dealing with young people not registered (with PES), youth welfare centres, cultural centres, local authorities, career guidance centres etc. Some of the PES (see Box 8) work with designated outreach workers, known as "youth workers"/"youth counsellors"/"street workers" to engage with NEETs:

⁵³ EPAS, under the authority of the PES, aim to help young people (16-23 year olds) acquire professional experience in real work conditions, and to facilitate their subsequent integration into the labour market.

Box 8

"Youth workers"/"street workers" are staff from PES or other institutions/organisations/local authorities (e.g. municipalities) who have to meet, engage with and build up a relationship with young clients, to motivate them and to find solutions to their problems and barriers to labour market integration⁵⁴. An example of this sort of "designated youth workers" can be found in **Bulgaria**, where, based on local agreements, PES work with NGOs to reach inactive young people through the work of "Roma mediators", "employment counsellors" from local labour offices, and "youth counsellors" employed by municipalities under the nationwide "activation of inactive persons" programme. "Youth counsellors" have been selected among youths under age 29, registered as job-seekers with PES. They have a social, teaching, humanitarian, economic or legal sciences educational background. The majority of these people have been qualified as "Assistants for social activities". PES Bulgaria is involved not only in reaching-out to NEETs, but also in mentoring programmes to support young people at risk of dropping out of school, or in providing different support to motivate and integrate/reintegrate them into education system or labour market.

PES Finland also cooperates with "youth workers" (also employed by municipalities) and PES BE-VDAB with "street workers" ("counsellors of the street") from partner organisations. They act as intermediaries between economically inactive young people and institutions, employers, schools and other welfare organisations who provide appropriate social, health and educational interventions that can complement the PES services.

Estonia also has informal cooperation between PES and "mobile youth workers" or "NEET outreach workers". The key idea behind "mobile youth workers was youth workers taking their activities where the youth congregate, instead of expecting all the youth to come and find them at youth centres".⁵⁵

It is well known that internet services and social networks currently play a major role in the youth employment field. These networks can provide accessible tools for PES and their partners to promote specific interventions available to all young people, especially NEETs. PES can also use them to provide some basic services online. Being aware of these circumstances, 15 of the PES surveyed use "the internet and social media services as new YG entry points" (one more than in 2016). The new YG web-sites or digital platforms include a broader range of promotional features and digital tools aimed at sharing information in different ways between the PES and their users, partners, staff and other interested members of the public. Below are some examples of some specific websites or digital platforms developed especially as new YG entry points:

Box 9

PES BE-Actiris: "Be Youth" (<http://www.actiris.be/jeunes/tabid/834/language/fr-BE/Pourquoi--.aspx>); "Act4work" (<http://www.act4work.brussels/fr/#home>)

PES BE-Le Forem: "Jeunes Leforem" (<https://jeunes.leforem.be/>)

PES BE-VDAB: "Vick" (<https://vick.vlaanderen/#/apps>)

PES Germany: "Planet-beruf.de" (occupations planet) - <http://planet-beruf.de/schuelerinnen/meine-bewerbung/bewerbungstraining>; "Abi.de" (high school graduation) <http://www.abi.de/index.htm>; "BERUFE.TV" (video clips showing different jobs) - <http://www.berufe.tv/>; "Studienwahl.de" (choice of courses of study) - <http://www.studienwahl.de/de/chnews.htm>

PES France : "Emploi Store"- <https://www.emploi-store.fr/portail/accueil>; "100% Web"- <http://www.pole-emploi.fr/informations/accompagnement-100-web-->

⁵⁴EC, 2015, PES practices for the outreach and activation of NEETs, <http://ec.europa.eu/social/BlobServlet?docId=13728&langId=en>.

⁵⁵ <https://ank.ee/youth-prop-up-programme-description/>

[@/article.jspz?id=61635](#)

PES Netherlands: "*Lerenenwerken.nl*"- <https://www.lerenenwerken.nl/>

"Single-point services", or "one-stop-shops" that bring together a wide range of services into one place are now provided by 14 PES (in 2016 only 12). They offer young people the advantage of "visiting" or contacting only one organisation/institution or even getting in touch with only one office/clerk support person to obtain a wide range of information. Different approaches in organising single-point services are illustrated in Box 10:

Box 10

As reported by some PES, "single point services" or "one-stop-shops" or "self-services" (individual access of clients to a wide range of information and employment online tools) are provided by the local network of PES offices/employment agencies and other structures under their authorities (**BE-Actiris, BE-VDAB, DE, EL, HR, FI, MT, PL**, etc.).

In **France**, there are many providers dealing with young people: the Ministry of Education with its 535 "Information and Guidance Centres" (CIO), 383 platforms for young drop outs, 905 "Pôle emploi" agencies, and 450 "Missions locales" within the municipalities. PES France has a close cooperation for example with "Missions Locales" (<http://www.mission-locale.fr/annuaire>) to accompany young people aged 16 to 25 in their professional and social integration paths.

218 "Youth Employment Agencies"⁵⁶ (<https://www.jba-berlin.de/home/>) were set up (nationwide, by the end of July 2015) in **Germany** to offer services for young people in their transition from school to work from "one single" source/place, through a model of integrated support.

In-house services/structures of **PES Croatia** such as "Lifelong Career Guidance Centres" (CISOKs - <http://www.cisok.hr/>) and Youth Centres provide a wide range of services to youth in only one place.

The "National Guidance Centre" (the Maison de l'orientation) in **Luxembourg** (<https://portal.education.lu/mo/>) is a "one-stop-shop" as it combines the service offers of different stakeholders (PES, relevant ministries, youth organisations).

In **UK**, the majority of PES work coaches utilise local authority "youth drop-in hubs" (youth centres) to offer holistic support to NEETs.

Through "*mobile PES services*", PES can provide their services to young clients in certain remote areas, e.g. rural areas, to Roma communities etc. Services can also be provided in places where they can reach a large number of people (job fairs, schools, Roma communities, etc.) so mobile services can let PES more easily reach out to NEETs who are not yet registered. Taking the advantages on both sides into consideration, an increased number of PES (11 compared to 9 in 2016) reported they were using this type of outreach tools, of which some examples in Box 11:

Box 11

In **Bulgaria**, PES concluded agreements with municipalities for the implementation of the "remote-offices".

PES Poland provides services on a "remote basis", more specifically by phone, skype, email, newsletter, text messages and "infokiosks" at municipal offices. For example, career counselling services can now be provided by skype (<http://wupwarszawa.praca.gov.pl/>-

⁵⁶ The Youth Employment Agency operates as a partnership with the Employment Agency, the Job Centre and Youth Welfare services

/4671968-konsultacje-z-doradca-zawodowym-przez-skype).

Many actors are involved in providing this type of outreach tool in **Germany**: schools, universities, provider institutions, and PES through its information centres e.g. - BiZ-MOBIL Schulen, Hochschulen, Trägereinrichtungen, BiZ-MOBIL⁵⁷.

The "Emploi Store" platform in **France** (<https://www.emploi-store.fr/portail/services/rechercher/jeune>) set up by the French PES (Pôle emploi), is considered a "mobile service" as it can be accessed by clients from different parts of country. The platform currently provides 240 online services (sandwich courses, traineeships, job offers for young graduates etc.) from 150 private and public partners targeting youths and it is also available on mobile phones. A client survey for all age categories, released in November 2015, showed a satisfaction rate of around 88%.

18 PES (compared to 16 in 2016) currently use "awareness-raising events or campaigns". These include outreach tools and outlets such as job fairs, education fairs, "open doors" in the labour offices, information stands, holding a "career guidance week", radio and media campaigns or other similar events. During these events, PES and their partners present the services or specific support that is available, they disseminate information about the labour market and education paths, and they bring together youth and employers etc.

The "follow-up on young people who drop out of activation schemes, or who no longer access benefits" continued to be an increased concern for PES. 13 PES report that they currently use this tool, compared to 11 in 2016. Follow-up is done either "in-house" (through PES special services and responsibilities) or in cooperation with social services, municipalities, or other actors with relevant responsibilities, as well via "tracer studies", labour market research, an exchange of relevant information between institutions, or through mentor support to young people in their transition to education or employment etc.

Box 12

PES BE-Actiris, for example, use an in-house service called "LINK" to follow-up drop outs from activation schemes, while **BE-Le Forem** work closely together with "CPAS- Public Centres for Social Actions⁵⁸" when they trace young persons who have dropped out of activation schemes.

In **Bulgaria**, follow-up is done through monitoring the implementation of the YG, and the PES has agreements in place with Ministry of Education and Science and the National Insurance Institute for providing related information. Some other PES (**PES FI, BE-VDAB**) cooperate with municipalities in implementing specific monitoring actions.

PES France pursues the young jobseeker as long as he/she is registered at "Pôle emploi" and in cooperation with "historical partners" such as "Missions Locales" or "Cap emploi" (a national network of specialised organisations acting for suitable employment and skills acquiring by persons with disabilities-<http://www.capemploi.com/>). The "Accompagnement Intensif des Jeunes" (AIJ) ensures a follow-up of young beneficiaries into work or training beyond their initial period of accompaniment. This lasts until the end of their 'work trial' period, or during their first two months of business creation or training. In case of social difficulties, young people may be referred to social assistance delivered in partnership with the "Department Councils"⁵⁹. This service called "Global support" can be provided to all job-seekers.

⁵⁷<https://www.arbeitsagentur.de/web/content/DE/dienststellen/rdn/stralsund/Agentur/BuergerinnenundBuerger/Berufsinformationszentrum/Detail/index.htm?dfContentId=L6019022DSTBAI495898>.

⁵⁸ https://fr.wikipedia.org/wiki/Centre_public_d%27action_sociale

⁵⁹ The department ("département") in France is one of the three levels of government below the national level ("territorial collectivities"), between the administrative regions and the commune. There are 97 departments in metropolitan France, and 5 overseas departments, which are also classified as regions. Each department is administered by an elected body called a departmental council-https://en.wikipedia.org/wiki/Departments_of_France

Ireland has a universal means-tested payment for job-seekers from the age of 18 which covers virtually all the young unemployed and/or those actively seeking work. As part of the social contract, the payment of benefits is conditional upon participation in agreed appropriate activation measures.

A written agreement was concluded between the Directorate of Labour and the municipalities in **Iceland**, saying that social workers should refer any young people who have dropped out of school or activation schemes and who are receiving financial assistance from the municipality to the PES.

In the framework of the pilot project "Outreach", the **PES Luxembourg** has started to closely cooperate with the local authority youth services ("maisons des jeunes") to better organise individual help and follow-up of young people who dropped out of the YG activation scheme provided by the PES.

Tracer studies have been developed by **PES Malta** in cooperation with state post-secondary education institutions to find out the situation of different beneficiaries in their support actions. Similar labour market research is also implemented in **Poland**. In addition, within three months of completion of participation in various forms of support, young people in Poland are followed up to assess their employment sustainability. Moreover, the situation for young people participating in projects under OP KED⁶⁰ is assessed within four weeks of completion of their participation in the projects in terms of employment, learning or training, acquiring qualifications or skills.

In the **UK**, local authorities have a statutory responsibility to track and monitor their NEETs and so the only role for the PES supporting them is by keeping abreast of pilot schemes to help NEETs.

3.3 Information Management

Just above half the PES reported having access to information on⁶¹ apprenticeship

PES access to the apprenticeship and traineeship vacancies remains quite limited, but in many cases this is due to overall responsibility for these programmes resting with other, usually educational institutions.

(17 PES out of 32) and traineeship vacancies (19 PES out of 32). Compared to the previous year, it could be said that situation has not changed. In fact, in many cases, this is because overall responsibility for apprenticeship and traineeship programmes falls under the authority of other

institutions, mainly in the education sector (e.g. in Croatia, Hungary, Ireland etc.) PES BE-Le Forem also explained that the "work involved in collecting and recording apprenticeship vacancies is managed by an external institution (IFAPME)." PES Iceland, Latvia, Sweden all specified that "apprenticeship schemes" are not their responsibility. PES Malta is also "no longer responsible for the administration of apprenticeship schemes". In Italy, the PES wrote "there is no common framework of data to support YG implementation, but, some databases may be available/accessible at regional level, depending on the regional systems". In other countries, such as France, the PES does not deal directly with traineeship ('stage') vacancies though their private partners may choose to publish this type of vacancy on the PES website "Emploi Store".

Many PES described the same situation in relation to a database on traineeships. In many cases, traineeship programmes are under the authority of other institutions, mainly within the educational sector, while PES only deal with job-

⁶⁰ Operational Programme Knowledge, Education, Development

⁶¹ Internal or external database

vacancies and other relevant information on services and ALMPs, including related databases.

Table 3.3 Databases accessible to PES to support YG implementation

Type of database	Database accessible to PES (internal and external databases)	Database not accessible to PES (internal and external databases) or information not available
Database of apprenticeship vacancies	AT, BE-Actiris, BE-VDAB, BG, CZ, DE, EL, FI, FR, LT, LU, NL, PL, PT, RO, SI ⁶² , UK (17)	BE-Le Forem, CY, DK, EE, HR, HU, IE, IS, ES, IT, LV, MT, NO, SE, SK (15)
Database of traineeship vacancies	BE-Actiris, BE-VDAB, BE-Le Forem, BG, CY, CZ, DE, FI, HR, IE, IS, LT, MT, NL, PL, PT, RO, SI, UK (19)	AT, DK, EE, EL, ES(N/A), FR, HU, IT, LU, LV, NO, SE, SK (13)
Other databases	AT, CY, DE, EE, EL, FI, HR, HU, IT, LT, LU, LV, MT, NL, PL, PT, RO (17)	

Source: PES questionnaires

Note: N=32⁶³

17 PES also report using other sources of information to implement specific YG activities. These include databases of:

- Registered job-seekers/CVs (AT, CY, FI, IT, LU, LV, MT, NL, RO)
- Employment/employed population (HR, HU, MT)
- Vacancies (AT, CY, DE, EL, MT, PL, PT)
- NEETs (EL, IT)
- Beneficiaries of GMI, etc. (CY)

Additional information is also available from other sources, such as databases of:

- Educational and training institutions/providers (DE, LT, PL)
- The classification of trades and professions (DE, PL)
- Vocational qualification standards and training programmes or modules (LT, PL)
- Private employment agencies, etc. (PL)

⁶² In the process of establishing a database for apprenticeships, following the adoption of the apprenticeship legislation.

⁶³ PES ES- N/A

4. PES Services and Measures in the context of the Youth Guarantee implementation

4.1 Key PES interventions for young job-seekers

Similar to the previous analyses (2015 and 2016), the current report sought information on the range of interventions that are being used by PES to implement the YG, and on whether the interventions are available as an e-service. For a clearer picture, the various types of interventions used are presented under two main categories, "Services/Labour Market Policies Service" and "Active Labour Market Policies (ALMPs)/Labour Market Policies Measures", in line with Eurostat LMP statistics methodology.⁶⁴

4.1.1. Key PES services in the context of the YG

In general, there are no major changes for this chapter of analysis compared to the previous year. Twelve types of PES services are provided as part of YG implementation as shown in Table 4.1.

Career guidance, face-to-face employment counselling and individual action planning continue to be the core services provided by almost all PES. An increased number of PES are on social media through Facebook, Twitter, LinkedIn, blogging, etc. and work with schools to re-integrate young people in education.

This study confirms once again that "career guidance", "face-to-face employment counselling" and "individual action planning" are core services provided by all PES (31 of 32⁶⁵).

As illustrated in Table 4.1 and Annexe Table A5, most PES "register young people in the YG scheme/with PES" (30 out of 32) and perform "pre-selection of young candidates for employers" (28 out of 32). In some countries (such as Iceland, Poland, Slovenia etc.), the "registration of young people is done in the same way as other categories of job-seekers".

Table 4.1 Types of services provided by PES for the YG

Type of services	PES
Registration of young people in the YG scheme/with PES	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, UK (30)
Career guidance	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, UK (31)
Career guidance for young people who are still at school	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DE, EE, EL, FI, FR, HR, HU, IT, LT, LU, MT, NL, NO, PL, RO, SI, SK (23)
Specialised career guidance for young people with disabilities	AT, BE-Actiris, BE-Le Forem, BE-VDAB, DE, DK, EE, EL, FI, FR, HR, IE, IS, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, UK (24)
Skills assessment or validation of prior learning	AT, BE-Le Forem, BE-VDAB, DE, DK, EL, FR, HR, IT, LT, LU, LV, MT, NL, PL, PT, RO, SE, SK, UK

⁶⁴<http://ec.europa.eu/eurostat/documents/3859598/5935673/KS-GQ-13-002-EN.PDF/bc4d9da7-b375-4eb3-97c7-766ebf7b4aa0?version=1.0>

⁶⁵ PES ES- N/A

Type of services	PES
	(20)
Face-to-face employment counselling	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, UK (31)
Presence on social media (Facebook, Twitter, LinkedIn, etc.)	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, MT, NL, NO, PL, RO, SE, SI, SK, UK (25)
Provision of automated matching tools	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, DE, DK, EE, EL, FR, HR, HU, IE, IT, LT, LU, LV, MT, NL, NO, PL, RO, SE, SI, SK (26)
Pre-selection of young candidates for employers	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, PL, PT, RO, SI, SK, UK (28)
Individual action planning	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, UK (31)
Working with schools to re-integrate young people in education	BE-VDAB, BG, CZ, DE, DK, EL, FI, HR, HU, IS, IT, LT, LU, MT, NL, NO, PL, SE (18)
Other	BE-VDAB, DE, LV, NL (4)

Source: PES questionnaires

Note: N=32⁶⁶

"Preselection" can be done "face-to-face" but also online, giving employers the opportunity to "select" potential candidates for vacancies, directly, on PES websites (e.g. PES FR, HR, LU, etc.)

More than three-quarters of the PES (26 of 32) have "automated matching tools". Some PES introduced these tools through projects, while for other PES the tools currently in place are in the process of modernisation. In Greece, "automated matching application" has been used for the first time in the "Work Experience Programme", while in Malta a "job matching" system, based on competencies, was launched in July 2016. Profiling for all job-seekers was introduced in January 2016 by PES Hungary. In order to provide better services, and to better activate the job-seekers, PES France is in process of developing a "digital programme" aimed at designing an analytical tool called "assistant personnel du conseiller" that will centralise all job-seekers' relevant and personal information. In Croatia, the PES matching system is semi-automated, but plans are in place to improve and to transform it into a "competence-based" one. The new "JobsIreland.ie" website is under development and it will also include matching tools. The "SYRIUSZ" system, used by PES Poland, automatically matches job offers with job-seekers on the basis of qualifications and/or skills and the automatic selection is then verified by a job counsellor.

Almost three quarters of the PES (23) provide "career guidance for young people who are still at school" and "specialised career guidance for young disabled people" (24 of 32).

⁶⁶ PES ES- N/A

In some countries, “*career guidance for young people in school*” is provided by PES, while in other countries it is provided by partner institutions or organisations. In Denmark, these services are provided by the Youth Guidance Centres under the Ministry of Education, and in the UK by schools and colleges, although the UK PES offered some complimentary support in 10 pathfinder areas beginning in 2015⁶⁷. In Croatia, the specific activities are implemented by CISOK centres (part of PES HR) and consist of individual and group information and counselling as well as “self-help services” through web-based tools. Career guidance counsellors from PES Iceland and Poland work in schools. A “National Career Week” is also organised by PES Poland, including workshops, meetings and consultations addressed to school and university students.

Similarly, in some countries, “*specialised career guidance for young people with disabilities*” is provided by PES through the local structures, while in others by different institutions/organisations or PES partners. In France, for example, all services delivered to people with disabilities may go through the PES partner “Cap emploi” - a national network of specialist organisations offering suitable employment and skills development for the disabled.

An increased number (25 in 2017, 23 in 2016) of PES are present on *social media* through Facebook, Twitter, LinkedIn, Blogging, etc.

Less than two-thirds of the PES (20 out of 32) provide “*skills assessments and validation of prior learning*” for young people, so this situation is again similar to the previous year. In some cases, Ireland for example, the PES report that conducting a skills assessment is not a PES responsibility. In other cases, for example in Croatia, this service is partially in place - the skills assessment there is done by the e-guidance platform, as well as on CISOK’s (the Croatian PES) portal. PES France, through its “Emploi Store” website provides many services either to test or identify skills. In addition, “Pôle emploi” is currently developing a “repository (database) of competencies” to better address employers’ needs and in particular any changes in the labour market. This will improve the match between job-seekers’ CVs and employers’ vacancies.

Skills assessments are carried out in the framework of training measures (PES LU, PES MT) or before considering appropriate support measures through an in-depth analysis of skills, aptitudes and occupational problems of the unemployed (PES PL). In Sweden, validation tools are available for all job-seekers on the PES website.

More than half the PES (18 of 32) “*work with schools to re-integrate young people into education*”. Although this service is not as extensively used as YG intervention, an increase in the number of PES using it was noticed when compared to the previous reporting period (14 PES in 2016). In Bulgaria, this is done through young mediators and case managers. PES Greece, Malta and Poland cooperate with schools/educational institutions in providing such intervention. PES Ireland reported that this is “not a PES role”, while in France the intervention is provided by other providers of the YG.

Other services mentioned by the PES are:

- Information campaigns for specific services – e.g. the “experience works” campaign implemented by Belgian VDAB PES
- Strategies for communication to encourage young people/groups that are hard to reach, e.g. through initiatives implemented in cooperation with different stakeholders, like municipalities or other local actors (PES DE)

⁶⁷ Information from Country Fiche 2016

An online game called "Expedition Work", made up of five elements that support young people in their job search (PES NL)

4.1.2. Key PES ALMPs in the context of the YG

In implementing the YG, the vast majority of PES also provide ALMPs (Active Labour Market Policies) to help the

Training and employment incentives are the core ALMPs provided by PES under the YG scheme. The promotion of entrepreneurship through business advice, training, start-up grants etc. is also provided by many PES.

YG. The current analysis shows that, as with last year, "training" and "employment incentives" are the core ALMPs provided by the PES. "Training" is provided through work experience, work trials, institutional training, workplace

training, 'alternate' training (alternating training and work experience) as well as special support for apprenticeships. In the "employment incentives" category, which is also provided by the majority of PES (30 of 32), the most used interventions are support for geographical mobility and subsidies paid to employers. The high level of positive responses about the provision of such support for geographical mobility can be seen in the context of the EURES Network, which is available in all countries.

Table 4.2 Types of ALMPs provided by PES for the YG

Types of ALMPs	PES
Training (work experience, work trials, institutional training, workplace training, alternate training and special support for apprenticeships)	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, UK (31)
Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, NL, NO, PL, PT, RO, SE, SI, SK, UK (30)
Sheltered and supported employment and rehabilitation	BE-VDAB, BG, CZ, DE, EE, EL, FR, HR, IE, IS, IT, LU, NL, PL, SE, SI, SK (17)
Direct job creation	BG, CY, CZ, EE, EL, FI, HR, IS, IT, LT, LU, SI (12)
Start-up incentives (the promotion of entrepreneurship through business advice/training, cash benefits/loans, the provision of facilities etc.)	AT, BE-Actiris, BE-VDAB, BG, CZ, DE, EE, EL, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, NL, PL, PT, RO, SE, SI, SK, UK (26)

Source: PES questionnaires

Note: N=32⁶⁸

The "promotion of entrepreneurship" through business advice, training, business start-up grants etc. is also provided by more than two thirds of the PES (26 of 31).

"Supported employment and rehabilitation" measures are offered by more than half the PES (17 of 32), through a wide range of tools or instruments such as: "screening and guidance towards sheltered employment" (PES BE-VDAB); "ergonomic arrangements" for new jobs for disabled persons (PES EL); "specialised counselling/other measures" (PES DE); "the assessment of working abilities, counselling and the assessment of professional/employment opportunities" (PES HR); "supported job-coaching and work-experience over a phased period" (PES IE); "jobs funded by the State Fund for the Rehabilitation of

⁶⁸ PES ES – N/A, PES UK - information from Country Fiche 2016

People with Disabilities” (PES PL) etc. In France, on the basis of a national agreement signed in 2015, PES (local offices) work in close cooperation with “Economic Integration Structures” (“Structures d’Insertion par l’Activité Economique”) to deliver intensive support for job-seekers (both young and other job-seekers) a long way from the labour market by offering them sheltered employment (employment in a specialist setting for the disabled).

The less frequently employed measure is “*direct job creation*” (12 of 32). Nevertheless, the number of PES providing the three last ALMPs, mentioned in the above paragraphs, slightly increased compared to the previous reporting period.

More details on specific ALMPs provided by PES under the YG scheme are illustrated in the Annexe, Table A6 and Table A7.

4.2 E-service interventions for young job-seekers

As in the previous year, e-services are mostly used by PES for “*the registration of young people*”, “*presence on the social media*” (21 out of 32) and “*the provision of automated matching tools*” (20 out of 32) (Table 4.3). It seems that PES extended the use of e-services providing “*career guidance*” in the current reporting period

E-services are used most frequently by PES for the registration of young people, promoting their services through social media, and the provision of ‘automated matching’ tools. The use of e-services to provide career guidance increased in the current reporting period.

(19 out of 32) compared to the previous one (15). For example, the PES in Croatia offer career guidance for young people in all regional/local offices and CISOK centres, but also online using different web-based tools, such as the e-guidance portal (<https://e-usmjeravanje.hzz.hr/>) and the CISOK portal (<http://www.cisok.hr/>). In some PES (e.g. Poland), labour offices offer one-to-one career guidance online, by email or skype. In Iceland, useful information and career guidance is provided on the PES web page, while in Slovenia self-service guidance tools are also available to job-seekers.

In Italy, the Youth Guarantee web portal (www.garanziagiovani.gov.it) provides information and access to specific projects, activities and instruments within the Youth Guarantee.

Other PES YG interventions that are offered both face-to-face and as e-services are the “*pre-selection of candidates for employers*” (16 out of 32), “*training*” (18 out of 32), “*employment incentives*” (including support for geographical mobility through EURES network - 16 out of 32) and “*individual action planning*” (12 out of 32). In some cases, for example training, interventions are reported as e-services but this refers mainly to different information available online.

Around two-thirds of PES (21 out of 32) reported a “*presence on social media*”, such as Blogging, Facebook, Twitter and LinkedIn. Comments made by some PES indicate that PES use such social media sites primarily to provide information on their overall services and interventions for youth (e.g. FR, HR, IT).

Table 4.3 PES e-service interventions for job-seekers

Type of intervention	PES providing interventions as e-services
Services:	
Registration of young people in the YG scheme	BE-Actiris, BE-Le Forem, BE-VDAB, DE, DK, EE, EL, FI, FR, HU, IE, IS, IT, LT, LV, NL,

Type of intervention	PES providing interventions as e-services
	NO, PL, PT, SE, SI (21)
Career guidance	BE-Actiris, BE-Le Forem, BE-VDAB, CZ, DK, EE, FI, FR, HR, IE, IS, MT, NL, NO, PL, PT, SE ⁶⁹ , SI, UK (19)
Career guidance for young people who are still at school	BE-VDAB, CZ, EE, FI, FR, HR, IS, MT, NL, NO, PL, SI (12)
Specialised career guidance for young people with disabilities	DK, EE, FR, HR, IS, NL (6)
Skills assessment or validation of prior learning	BE-VDAB, DK, FR, HR, IT, LU, NL, SE, SI (9)
Face-to-face employment counselling	BE-VDAB, DE, DK, FI, FR IE (6)
Presence on social media (Facebook, Twitter, LinkedIn etc.)	BE-Actiris, BE-Le Forem, BE-VDAB, EL, FI, FR, HU, IE, IS, IT, LT, LU, MT, NL, NO, PL, RO, SE, SI, SK, UK (21)
Provision of automated matching tools	AT, BE-Actiris, BE-Le Forem, BE-VDAB, DE, DK, EL, FR, IE, HR, LT, LU, MT, NL, NO, PL, RO, SE, SI, SK (20)
Pre-selection of young candidates for employers	BE-Actiris, BE-VDAB, DE, EE, FI, FR, HR, IE, IS, LU, LT, NL, PL, PT, RO, SK (16)
Individual action planning	BE-VDAB, CY, DK, EE, EL, FI, FR, IE, LT, NL, PT, SI (12)
Working with schools to re-integrate young people in education	BE-VDAB, DK, FI, IS, NL (5)
ALMPs:	
Training	AT, BE-Actiris, BE-Le Forem, BE-VDAB, CY, DE, DK, EE, FI, FR, IE, IT, IS, NL, PT, RO, SK, UK (18)
Employment incentives	AT, BE-Actiris, BE-VDAB, DK, EE, EL, FI, FR, IE, IS, IT, LT, NL, PT, SI, SK (16)
Direct job creation	EE, FI, IS, IT, SI (5)
Sheltered and supported employment and rehabilitation	FR, HR, IS, IT (4)
Start-up incentives - support to entrepreneurship	BE-Actiris, BE-VDAB, EE, FI, FR, IS, IT, NL (8)

Source: PES questionnaires

Note: N=32⁷⁰

More information on interventions provided as e-services is presented in the Annexe, Tables A5, A6, and A7.

⁶⁹ Some career guidance available for all job-seekers on the PES web-site

⁷⁰ PES ES – N/A, PES UK - information from Country Fiche 2016

4.3 Average PES YG intervention timescales

PES are intervening early with young people, and for half of the PES the first interview takes place within two weeks of registration; however, data on average timescales for offers is still not widely available.

Early intervention is an integral element of the Youth Guarantee. Half the PES (16 out of 32) have the first “one to one” discussion with a young person within two weeks of their registration in the YG Scheme or as job-seekers. In six PES, the average timescale for a first interview is within a month

(Table 4.4), while for five PES it is within the first two months of registration. However, one eighth of the PES (4 out of 32) still do not have information on the average timescale for a first meeting with a young person within the YG context.

Table 4.4 Average PES YG timescale for first meeting and timescale for making a job offer

Timescale	Average time between registration and first meeting	Average time for jobseeker to receive an offer
Within 2 weeks	AT ⁷¹ , BG, CZ ⁷² , DE, DK (young unemployed under 30 without an education), EE, EL, IE, HU, LT, LU, LV, PL, PT, SI, UK (16)	AT (regular apprenticeship), BE-VDAB, NL (3)
Within 1 month	BE-Actiris, BE-VDAB (young people low-skilled), FI, FR (first face-to-face interview for diagnosis), HR, MT (6)	DK (educational offer for young people who lack an education) (1)
Within 2 months	BE-Le Forem, FR (interview with personal counsellor), IS, IT, NO (youth 20-24 with moderate follow-up needs) (5)	EE ⁷³ , EL ⁷⁴ and PT (apprenticeship), NO (youth under 30, with moderate follow-up needs) (4)
Within 3 months	BE-VDAB (young people highly skilled), DK (young under 30 with an education), NO (youth under 30 with extensive follow-up needs)(3)	AT ⁷⁵ , BE-Actiris (training),DK (young persons with an education and “ready for job”), IS, LU, LV, MT (7)
Within 4 months	NL, SK ⁷⁶ (2)	BE-Le Forem, IE, IT, LT, PL, SE, SK ⁷⁷ (7)
Within 6 months		BE-Actiris (job/work placement), PT (for employment and traineeship) (2)
Over 6 months		DK (young person under 30

⁷¹ First interview - within 10 days (maximum deadline), the IAP- within 3 weeks (maximum deadline)

⁷² Commonly around 2 weeks, in some regions with high caseloads it can be up to 1 month

⁷³ An Individual Action Plan (IAP) - within 30 days from registration.

⁷⁴ No available measurement for other offers than apprenticeship, but the aim is to make an offer within 4 months

⁷⁵ The training guarantee (set out in the Public Employment Act) ensures that every young person who wants to take up an apprenticeship will get a training place as promised by the Training Guarantee within 3 months

⁷⁶ Between 1 and 4 months

⁷⁷ Between 2 to 4 months

Timescale	Average time between registration and first meeting	Average time for jobseeker to receive an offer
		"ready for activation"), NO, PT (education or training) (3)
Information not available	CY, ES, RO, SE (4)	BG, CY, CZ ⁷⁸ , DE, ES, EL ⁷⁹ , FI, FR, HR, HU, RO, SI, UK (13)

Source: PES questionnaires

Note: N=32

Organising the first meeting/interview varies among PES, as shown in the following box:

Box 13

PES Bulgaria, Latvia, Poland and Portugal organise the first meeting on the day of registration. In the **UK**, all young people are eligible for the "Youth Contract", and most claimants are booked to be interviewed within 3 days of making a new claim to the PES.

In **Estonia**, registration can be made in person following an initial first face-to-face meeting, or online via the PES self-service portal. After the online registration, the first appointment with a PES counsellor is usually within 3-5 working days following registration.

Other PES organise the first meeting in relation to the young clients' situation on the labour market, the intensity of support needed, and the prioritisation of clients etc. Young jobseekers registered with **PES BE-VDAB** receive a "digital start communication" with links to e-services immediately after registration. After that, the first meeting for low/medium skilled young job-seekers is organised within one month, while the highly skilled get an interview within three months. A more or less similar approach is applied by **PES Denmark**, where all the young unemployed below 30 years of age and without an education who register at the job centre have their first interview after one week of unemployment at the latest. Young persons under 30 with an education will have to go to three meetings within the first three months of registering at the job centre.

In **Norway**, the first interview with 20-24 year olds with moderate follow-up needs is within 2 months (33 days). Youth under 30 years old with extensive follow-up needs have their first meeting with the PES within 3 months (43 days).

PES France has the first face-to-face discussion for diagnosis between 2 weeks and 1 month. After this, the first interview with the personal counsellor ("conseiller referent") is organised within two months.

PES Netherlands organises the first face-to-face conversation with young people within 4 months if, based on the profiling system, early intervention is needed.

Other PES only have an estimation of the average time for a first interview. PES Germany estimates that the average time is within two weeks (eight working days). But as PES Germany says, this is only a "theoretical estimate which needs to be interpreted with caution as currently it is not possible to provide a precise indication of the average length of time between registration and the first appointment".

In Sweden, job-seekers' registration can be made online, and PES "doesn't primarily measure the average time for the first meeting".

It is well known that the aim of the Youth Guarantee is to ensure that all registered young people receive an offer of education, training or employment

⁷⁸ Generally, an offer is made as soon as possible, with the target of 3 months maximum waiting time.
⁷⁹ No timescale available, except for apprenticeships, but the aim is to make an offer within four months.

within four months. That said, 13 PES out of 32 still do not have data available on the average time for making an offer, or their information does not tell the full story.

More than half the PES (20 out of 32) provide an offer to a jobseeker within a four-month period.

In three PES (AT, BE-VDAB and NL), the offer is given within the first two weeks of registration. One of the Belgian PES, VDAB, for example, makes an offer immediately after registration. Their young job-seekers automatically receive vacancies that match their online skills portfolio ("Mijn loopbaan") and a digital start package with information about rights, responsibilities, the labour market, etc. In Austria, placement (into a regular apprenticeship) can start on the date of registration, but no later than within the first 10 days. In the Netherlands, every jobseeker, including the young unemployed, are sent relevant vacancies immediately after registration. Moreover, depending on the jobseeker's profile, he or she will be recommended tasks or given "tips/counselling/advice" on finding themselves a job, subscribing to an e-learning module on how to write a CV, prepare for a job interview etc. Moreover, the "Expedition Work" (<https://www.expeditiework.nl/>) which is an online game, provides youngsters with five online elements that support them in job-seeking: "your CV, your vacancies, your interview, your network, your future."

The average times also vary according to the type of intervention required, special arrangements within the YG scheme as well the workload of staff in some cases, as commented by PES (see Box 14):

Box 14

Actiris, another Belgian PES, reported the average time for receiving an offer varies between three and six months: a young person will receive an offer of training after three months, while a job/work placement offer is made after between three and six months.

In **Denmark**, the period of providing an offer varies according to the level of the job-seekers' education and their "readiness to work". People who receive educational help (former cash benefits) will have a right to an educational offer no later than 1 month from the first interview. Young persons with an education will get an 'active' offer within 3 months (12 weeks) of unemployment, if they are "ready to work", while young persons with an education and "ready for activation" will receive an active offer over 6 months (26 weeks). In **Norway**, youth aged 20-24 years "with moderate follow-up needs" receive an offer within two months (25 days) of registration, while those under 30 years old "with extensive follow-up needs" get an offer over 6 months (133 days).

In **Portugal** the average time for an apprenticeship offer is within 2 months (61.6 days), and for employment (140.3 days) or a traineeship (156.1 days) – i.e. within 6 months, and for education or training it will be over 6 months (225.5 days).

In **Slovakia**, an offer is made between 2 and 4 months, while in the UK the average time depends on the assessment of the claimant and their requirements.

In 2017, **PES Sweden** has started to implement a new "90 day youth guarantee" which means that all young job-seekers, if they are entitled to it, will get an offer within 90 days of registration.

As already mentioned, specific information was not available for a number of PES.

The PES in Croatia and Estonia reported that the time for making an offer differs from person to person and depends on their educational level and occupation, skills, motivation, as well as on their willingness to engage with an intervention. In Croatia, the offer can be made on the day of registration so in 2016 55,2% of young Croatians entered into "positive activity" (job, training, traineeship) within four months of registering with their PES.

In Estonia, an Individual Action Plan (IAP), which determines which activities the young job-seekers need to undertake to find employment, is issued to each unemployed young person within 30 days of registration.

The Czech PES reports that it is very difficult to estimate the average time as the situation differs significantly across regions and they do not keep any statistics in this sense. In general, an offer is made as soon as possible with the target of a maximum wait of three months. PES Germany also mentioned that the indication of a specific period of time is not possible “because young people are already supported before they are incorporated into the Youth Guarantee plan. Therefore, in most of the cases, they have already received appropriate offers”.

PES Romania has no information available on the average time youth have to wait for an offer, but it monitors progress against a performance indicator set out under the Managerial Performance Contract concluded with the Ministry of Labour. This Contract refers to the “share of young people aged under 25 (out of the total number of registered young people aged under 25) who, in the first four months following registration, take up employment, participate in a vocational training course, or conclude an in-work apprenticeship contract or an internship contract”.

4.4 Youth participation in PES YG service design

Sharing more information on the YG to better involve youth organisations and young people in further development of the YG was the focus for many PES.

In general, no completely new YG interventions/measures were developed during the reporting period. As the previous year’s (similar) analysis⁸⁰ revealed, formal PES partnership structures facilitated youth

participation in the YG service design. Less than half the PES (13 out of 32) report that young people were involved in designing the YG scheme. Around half the PES (15 out of 32) indicated that youth organisations were involved in designing the organisation’s YG services (Table 4.5).

Table 4.5 PES involvement of young people and youth organisations in designing the YG services

	PES has involved youth in designing the YG services	PES has involved youth organisations in designing the YG services
Yes	BE-Actiris, BE-Le Forem, BE-VDAB, BG, FI, FR, HR, IE, LT, LU, MT, NL, NO (13)	BE-Le Forem, BE-VDAB, BG, CY, FI, IE, HR, IT, LU, LT, MT, NO, PL, PT, SI (15)
No/not the case	AT, CY, CZ, DE, DK, EE, EL, ES, HU, IT, IS ('not the case'), LV, PL, PT, RO, SK, SE, SI, UK (19)	AT, BE-Actiris, CZ, DE, DK, EE, EL, ES, FR, HU, IS ('not the case'), LV, NL, RO, SE, SK, UK (17)

Source: PES questionnaires

Note: N=32

PES vary in the methods and approaches used to involve young people in the YG service design. The main methods are through formal structures (e.g. working groups or partnerships) established in setting up the YG, which included public and non-governmental youth organisations (e.g. BE-Le Forem, BE-VDAB, CY, FI, IT, HR, LU, PL, PT, SI).

⁸⁰ 2016 Report on PES Implementation of Young Guarantee

However, there have been concerns that the information on the YG should be better disseminated, that youth organisations should be more involved, and that young people themselves should be involved in the further elaboration of the YG:

Box 15

For example, different stakeholders and youth union organisations are active in a “Flemish learning network on the YG” which is led by the **PES BE–VDAB**. In this learning network, knowledge is shared to improve cooperation and get greater youth involvement in all phases of YG implementation.

In **Bulgaria**, youth organisations included in the “National Agreement for the Youth Guarantee” participate in the definition of policies and tools for youth.

At the end of 2016 and in the first quarter of 2017, a new YG Implementation Plan was developed in **Croatia** with involvement of youth organisations. Moreover, PES Croatia and youth organisations regularly cooperate and they are partners in various projects where the services for youth are being designed.

PES Luxembourg has regular meetings and working groups with youth organisations on a regional level. Following the organisation of the “Luxembourg Youth Roundtable” (‘Jugenddösch’) in October 2016, which involved all the Luxembourg youth organisations, the PES revised several services that are offered under the YG scheme.

In **Malta**, a “Youth Guarantee Committee” was set up to serve as a consultative body. It is made up of a number of youth organisations including the National Youth Council. The “committee” is responsible for reviewing the efficiency of YG policies and schemes and for related proposals, and new ideas to achieve the main goal of the YG.

The “Youth Guarantee Monitoring Board”, established in 2015 in **Poland**, continues its mission. During the meetings of the “Board”, the youth side (youth organisations and youth divisions of the social partners) had the opportunity to discuss and make proposals for the YG delivery scheme, particularly in the field of the ESF projects.

Another example of such involvement is the “Youth Council” in **Slovenia** that has carried out youth satisfaction survey and proposed some minor changes relating to YG measures.

4.5 Monitoring and evaluation of PES YG services

Having processes in place for monitoring and following up with young people was

PES continue to improve their capacity for monitoring and evaluating YG interventions, in particular through the setting of targets for YG implementation and monitoring.

foreseen as an integral element of the Youth Guarantee.⁸¹ The 2015 and 2016 ‘Reports on PES Capacity to Implement YG’ indicated some level of improvement in this area, which continued, as resulted from the current analysis. Special attention was paid, during the

current reporting period, to setting targets for the implementation and monitoring of the YG. According to table 4.6, a majority of the PES, 26 out of 31⁸²(compared to 22 in 2016), report having some targets in place, and only five either do not have or have not provided information on specific targets.

Examples of the main categories/types of targets (as defined by the “Assessment Report on PES Capacity”⁸³) used by PES in implementing and monitoring the YG interventions, are:

- **Time-bound targets** in general “specify that a service or an activity needs to be completed within a given time period,” e.g. “receiving an offer

⁸¹ Council Recommendation on Youth Guarantee (2013), Journal of the European Union, p5

⁸² PES ES - N/A, PES UK- no information provided

⁸³ <http://ec.europa.eu/social/main.jsp?catId=1100&langId=en>

within 4 months," "preparing an Individual Action Plan within a month," "first interview within 2 months," etc. Such types of targets are used by BE-VDAB, BG, DE, IT, LT, LU, NL, NO, PL, RO, SE, SI etc.

- **Proportionate targets** usually "state that PES need to reach an agreed proportion of clients", e.g. "an IAP for all job-seekers -100%", "individual counselling for everyone -100%," etc. Other targets used by some PES include: the "percentage of persons who found employment after leaving the programme"; the "percentage of youth who continued their education or became self-employed"; measuring the "decrease in the share of long-term youth unemployed,"; and finally "increase the share of young people, who are ready for activation, and receive a company-oriented measure (outcomes/result indicators)". This sort of target has been set up by PES including BE-VDAB, BG, CY, FR, HR, IT, LT, LU, NO, PL and RO.
- **Numerical targets** are used where "a policy has stated that a number of clients will receive a service or will flow out from it." Input and output/result indicators are usually used as numerical targets. For example, "the number of youth participating in different YG interventions," "the number of activities (e.g. counselling sessions, training courses, apprenticeships, subsidised employment, etc.) implemented" (input indicators)," the "number of youth who started employment or became self-employed," or the "decrease in the average length of youth unemployment" (outcomes/result indicators) are some of the main targets of this type used by PES (e.g. BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, EL, FR, HR, IT, LT, LV, PT, RO, SI, etc.).
- **Combined targets** "bring together two or more of the previous types of targets". Examples include: "preparing an individual action plan within one month of registration for all newly registered job-seekers"; "the rate of entry to employment, education or labour market training or work practice of new unemployed young people aged 16-29 within six months of registration"; "individual counselling to all registered young people within 15 days of entering the unemployment register"; "first counselling interview for 100% of the new entrants/new job-seekers within 14 days of registration" etc. This type of target are used by EE, HR, HU, IS, MT and LU.

Table 4.6 Monitoring and evaluation processes for YG interventions

Monitoring Processes	Yes- monitoring and evaluation process in place	Monitoring and evaluation process not in place/ information not available
PES uses specific targets for youth-oriented services	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FR, HR, HU, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI (26)	AT, FI, ES (N/A), IE, SK (5)
Satisfaction surveys for young people	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, DK, EE, FI, FR, HR, IE, IT, LT, LV, MT, NL, PL, PT, SE, SI, UK (21)	CY ⁸⁴ , CZ ⁸⁵ , DE, EL, ES (N/A) HU, IS, LU, NO, RO, SK (11)

⁸⁴ The monitoring and evaluation system will be in place by Q3 2017 (for all tools)

⁸⁵ Planned

Monitoring Processes	Yes- monitoring and evaluation process in place	Monitoring and evaluation process not in place/ information not available
Satisfaction surveys for employers	AT, BE-Actiris, BE-VDAB, BG, EE, FI, FR, HR, IE, IS, LT, LU, LV, NL, PL, SE, SI, SK, UK (19)	BE-Le Forem, CY, CZ ⁸⁶ , DE, DK, EL, ES (N/A), HU, IS, IT, NO, PT, RO (13)
Monitoring of young people who leave the register of unemployed	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, DK, FR, HR, HU, IE, IS, IT, LU, NO, PL, SI, SK, UK (18)	CY, CZ, DE, EE, EL, ES (N/A), FI, LT, LV, MT, NL, PT, RO, SE (14)
Monitoring how many young people receive an offer within 4 months	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DK, EL, FI, FR, HR, HU, IE, IS, IT, LU, LT, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK (27)	DE, CY, EE, ES (N/A), UK (5)
Follow-up of young people once they have entered employment or training	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DK, EE, EL, FI, FR, HR, HU, IE, IS, LU, LV, MT, NL, NO, PL, PT, RO, SI (24)	CY, DE, ES (N/A), IT, LT, SE, SK, UK (8)
Follow-up of young people referred to education and training providers	AT, BE-Le Forem, BE-VDAB, BG, CZ, DK, EE, EL, FI, FR, HR, HU, IE, IS, LU, LV, LT, NL, NO, PL, RO, SI, SK (23)	BE-Actiris, CY, DE, ES (N/A), IT, MT, PT, SE, UK (9)
Other monitoring tools introduced or piloted	BG, DK, FI, IT, LT, LU, PL, SE (8)	

Source: PES questionnaires

Note: N=32⁸⁷

Different tools and instruments are used by PES to monitor and evaluate YG implementation. The majority of the PES (27 out of 32) indicated having instruments in place such as data warehouses, IT systems, statistics etc. to "monitor how many young people receive an offer within four months". PES BE-VDAB, for example, has a system of "blinking lights" - a software system integrated in VDAB's online "cliëntmanagementsystem" that alerts counsellors to reach out to different groups of clients within defined periods of time, i.e. a youngster must absolutely be reached within four months after registration as unemployed, if not, the blinking light then turns "red" on their computer.

The recent modifications to Poland's "SYRIUSZ ICT" system enables identification of people who have not been granted support within four months and it analyses the reasons for this. In the case of projects funded by the ESF, the monitoring of young people who have been provided with a job offer within four months is done by the "SL 2014 ICT" system which verifies the young person's situation, e.g. whether they have taken up a job, are seeking a job, or have acquired qualifications or skills etc.

⁸⁶ Planned

⁸⁷ PES UK-no information related to the use of targets, for monitoring - information from Country Fiche 2016

PES Romania monitor data on a quarterly basis, through various statistics: the number of young people employed following job-matching, young people enrolled in vocational training programmes, young people certified following skills' assessment, young apprentices employed, the number of young internships etc.

A majority of the PES (24 out of 32) "*follow up those young people once they have entered employment or training*" (or other ALMPs). Follow-up processes, measurement tools, and time periods differ among PES. For example, PES BE-Actiris has a service called "LINK" which is in charge of the follow-up of young people at the end of the vocational training while the "SYG" (Service Youth Guarantee) is in charge of the follow up of young people at the end of their first job contract.

PES France's follow-up is 18 months after their registration at "Pôle emploi" and it includes young clients still looking for a job or leaving the registration for any reason such as finding work, training or other reasons.

In Latvia, the follow-up ends when clients get employment or lose their unemployed 'status'. The follow-up continues during a training process and afterwards until the young person enters into employment. Records kept by the Polish PES specify the number of people who have left the register of unemployed along with their reasons for leaving.

PES Romania monitors the employment status of all vocational training graduates after either six or twelve months following their graduation, including young people. The PES calculates the share of employed persons, including young people. It also looks at the total number of participants in active measures after 3 months and after 6 months respectively, following on from their participation in an active measure.

Almost three quarters of the PES (23 out of 32) undertake "*follow-up of young people referred to education and training providers*". The follow-up differs from PES to PES. For example, PES Austria systematically applies a satisfaction survey after training and monthly monitoring. PES Estonia follows up young people referred to training, but those in education do not remain registered with PES. A similar approach is implemented by PES Luxembourg, where this type of monitoring only includes young people who have been referred for training measures proposed by the PES.

However, the capacity to "*monitor young people who leave the register of unemployed*" remains quite limited as only just over half the PES (18 out of 32) undertake this sort of monitoring. In Denmark, for example, this "monitoring is in place", but it is done by the Ministry of Education and the Ministry of Higher Education and Science, where the young people leave for further education, or the Ministry of Taxation, where they leave to take up employment. PES Luxembourg collaborates with the social security authority so it is able to follow up the young people who are registered to the social security system due to their work contract. A similar monitoring system is currently developed for young people entering an apprenticeship. In the UK, partial monitoring on a cohort basis, is in place for young people leaving the unemployment register.

With regard to service evaluation, the situation remained the same as last year. Around two-thirds of PES (21 of 32) say they conduct "*satisfaction surveys for young job-seekers*". However, in most cases, these are part of regular satisfaction surveys for all PES clients (e.g. BE-Le Forem, BE-VDAB, EE, FR, HR, NL, SI) and are not specific to the evaluation of YG services or its implementation. PES AT conduct standardised phone interviews quarterly, while PES SE do them twice a year. In Malta, young people who participate in the YG programme are asked to

fill in a questionnaire so they can evaluate the service provided. PES PL carry out ad hoc surveys, but there is no systemic approach for this type of monitoring and evaluation. In contrast, in the UK, satisfaction surveys for young job-seekers and employers are the main tool for monitoring and evaluating the implementation of the Youth Contract. In Croatia, the career centres (CISOKs) conduct client satisfaction surveys on a regular basis and PES central office provides monthly, quarterly and annual evaluation reports which include statistical data on clients and reports on clients' satisfaction with the services provided.

"Satisfaction surveys for employers" are even less common, as only 19 PES of 32 report having such tools in place. Standardised employers' interviews by phone are implemented by PES Austria, while BE-Actiris asks for employers' feed-back after the pre-selection of candidates. In other cases (PES BE-VDAB, EE, FR, HR, etc.), general satisfaction surveys are in place but they are not specific to employers recruiting youth.

Other monitoring tools include: a benchmark system (PES DK); education and youth work statistics (PES FI); a specific survey on YG beneficiaries to assess the outcome in terms of employment results (ANPAL – PES IT); monitoring young people who, within six months of participating in the project activities, were employed, participated in education programmes, traineeships or work experience (PES LT); a survey concerning the implementation of the "Work for Young People" programme in 2016 (PES PL) etc.

4.6 Areas for Improvement

Following the 2014 PES Network Self-Assessment Report,⁸⁸ areas for improvement

PES continue to address the most critical areas for improvement.

in the implementation of the Youth Guarantee were identified by most PES (28 out of 32)⁸⁹. As with the 2016 and 2016 analysis, this current report analysed the PES

progress in addressing their most critical areas for improvement (i.e. the 15 self-assessed areas as having the lowest ratings)⁹⁰. As shown in Table 4.7, almost all PES (27 out of 28) addressed these areas for improvement⁹¹.

Thirteen PES have addressed, or are in the process of addressing, "each or all" of the identified areas, while the other fourteen have addressed, or are in the process of addressing, "many" of these areas.

Table 4.7 The extent to which PES addressed areas for improvement

Intervention process	PES
Areas identified and interventions in place, or in process of being addressed, for each identified area	AT, BG, CZ, DK, EE, FI, FR, HR, IE, LT, LV, NO, SI (13)
Areas identified and interventions in place, or in the process of being addressed, for many identified areas	BE-Actiris, BE-Le Forem, CY, EL, HU, IT, LU, MT, NL, PL, PT, RO, SE, SK (14)
Areas identified and no interventions in place, or in the process of being addressed, for the	ES (1)

⁸⁸ <http://ec.europa.eu/social/contentAdmin/BlobServlet?docId=13198&langId=en>

⁸⁹ PES IS - not the case

⁹⁰ 2014 PES Network Self-Assessment Report - Average score up to 3.4, out of the maximum of 5

⁹¹ In 2015 and 2016

Intervention process	PES
identified areas	
No areas identified for improvement/not the case	BE-VDAB, DE, IS (not the case), UK (4)

Source: PES questionnaires

Note: N=32

The critical areas for improvement identified back in 2014, and the extent to which they have been addressed to date by PES, are presented in Table 4.8. The critical areas requiring improvement by the highest number of PES were "the evaluation of communication effectiveness", "the evaluation of clients' satisfaction", "the quality of cooperation between PES and schools/training providers" and the "vacancy handling". Almost two thirds of the PES that previously reported poor capacity in these areas indicate that they have conducted, or that they are currently in the process of conducting, interventions to improve their capacity in these areas.

"Evaluations of the effectiveness of communication for youth" and of "client satisfaction" are the critical areas for improvement that have been addressed by the highest proportion of PES.

Table 4.8 Key areas identified for improvement (addressed/not addressed by the PES)

Improvement Area	Addressed by PES	Not yet addressed by PES
Evaluation of the effectiveness of communication for youth (increased awareness of the YG among youth and of services offered by PES)	BE-Le Forem, EE, EL, HR, HU, IE, LU, MT, PL, PT, (10)	NL, RO ⁹² (2)
Evaluation of client satisfaction with the services offered (e.g. through follow-up surveys)	CZ, DK, EL, HR, IE, IT, LU, MT (8)	CY, RO (2)
Quality of cooperation, including exchange of information, between PES and schools/training providers (e.g. the transfer of information about drop-outs or graduates between the education system and the PES).	BE-Le Forem, FR, HU, IT, LU, PT, RO (7)	EL ⁹³ , ES, SE ⁹⁴ (3)
Strategy for vacancy handling which includes targets for achieving a minimum market share and for establishing/maintaining relationships with private agencies for the purpose of vacancy exchange (PES 2020, Employer services, 1.4.1)	BE-Actiris, CZ, DK, IE, LT, PT, (6)	CY, EL, MT ⁹⁵ , SE ⁹⁶ (4)

⁹² No other interventions have been implemented, other than those implemented under Law No.76/2002 on the unemployment insurance system and employment stimulation

⁹³ Not yet developed on a standard basis.

⁹⁴ But PES SE cooperates with schools with regard to pupils in compulsory school for pupils with learning disabilities ("särskola")

⁹⁵ No such strategy has yet been written and implemented. However, private agencies are welcome to notify their vacancies to ETC. Moreover, they are invited whenever Job Fairs are held.

⁹⁶ No, however, as part of Arbetsförmedlingen's long-term efforts to reform and modernise the PES, contacts are developed with employers, e.g. issues include how to increase the number of contacts, their quality and the follow-up after contacts.

Improvement Area	Addressed by PES	Not yet addressed by PES
Significance of the PES role in the outreach and activation of NEETs	AT, BE-Actiris, BE-Le Forem, EL, PT, SI (6)	HU (planned), NL, SE ⁹⁷ (3)
PES staff specifically trained in, or dedicated to, working with young people	BE-Actiris, BE-Le Forem, EL, MT, SE (5)	HU (postponed), RO (2)
Quality of cooperation, including exchange of information, between PES and youth services	BE-Le Forem, IT, LV, SE (4)	EL, NL, RO (3)
Service concept for intervention before young people leave school, finish Vocational and Educational Training (VET) or come to the end of their work contract through dismissal to ensure an offer of employment, education, training, apprenticeship, traineeship as soon as possible after the young person becomes unemployed/leaves education (e.g. cooperation with schools or rules to register with PES before the contract ends) (Heads of Public Employment Services - HoPES concept).	BE-Actiris, BE-Le Forem, CY, LV, MT, PT (6)	SE (1)
A range of counselling services (e.g. rapid response service, human resource consultancy, diversity management, training, legal advice, service offer for SME, etc.) provided either in-house or in collaboration with partners (PES 2020, employer services, 1.5.1).	IE, LU, SE (3)	RO, CY (2)
Monitoring outcomes of transitions and their sustainability in terms of employment, training leading to certification, education relevant to labour market needs, etc. (PES 2020, sustainable activation, 4.5.1).	BE-Actiris, BE-Le Forem, CZ, HR (4)	EL, LU (2)
Allocation of adequate human resources for employer services at all levels of delivery; clear targets for numbers of specialist advisers or time dedicated to employer services by generalists (PES 2020, Employer services, 1.2.1).	EL, IT, MT (3)	CY, RO (2)
Communication strategy in place targeted at young people using the appropriate communication channels	BE-Actiris, EE, HU, IE (4)	
Provision of measures to promote entrepreneurship, particularly in sectors of economic growth, either in-house or in collaboration with an appropriate partner	BE-Actiris, CZ, EL, SI (4)	BE-Le Forem ⁹⁸ , SK (2)
Monitoring and evaluation of ALMPs targeting young people and using evaluation results for the improvement of measures	BE-Le Forem, CY, EL, LU ⁹⁹ , NL (5)	ES (1)
Collection of information that allows the regular assessment of market conditions, including information about employers' needs, sectoral developments and the employment patterns of young people at all levels (PES 2020, Employer services, 1.6.1).	CY, EL, RO (3)	PT, SK (2)

Source: PES questionnaires

Note: N=32

⁹⁷ No, although they have ESF-funded projects("Ung Komp, Ung framtid")

⁹⁸ The mission to promote entrepreneurship is assigned to other agencies. However, PES BE Le Forem provides first line guidance and has a partnership with a specialised operator, the "Institute for Alternate Training and of Independent SMEs" ("Institut wallon de Formation en Alternance et des Indépendants et Petites et Moyennes Entreprises, IFAPME").

⁹⁹ The Ministry of Labour, Employment and the Social and Solidarity Economy is responsible for the monitoring and evaluation of ALMPs

4.7 Mutual learning and technical assistance

Around one third of the PES (11 out of 31) have participated in mutual learning activities on youth with other Member States as part of YG implementation, as shown in Table 4.9. This includes participation in seminars, workshops, information exchange meetings and conferences, and study visits related to the implementation of the Youth Guarantee.

Some PES benefited from mutual learning and technical assistance programmes as part of their YG implementation.

Table 4.9 PES took part in mutual learning or technical assistance activities regarding youth with other Member States

Yes	BE-Actiris, BE-VDAB, EE, FR, HU, IE, IT, LT, LU, LV, PL (11)
No	AT, BE-Le Forem, BG, CY, CZ, DE, DK, EL, ES, FI, HR, IS, MT, NL, NO, PT, RO, SE, SI, SK (20)

Source: PES questionnaires

Note: N=31¹⁰⁰

PES have also participated in youth-related mutual learning activities through other EU programmes, such as the European Commission Mutual Learning Programme Peer Review (more information in the Annexe, Table A8).

¹⁰⁰ PES ES- N/A, PES UK- no information provided

5. Key findings and conclusions

The YG is a complex scheme, including measures to relieve the current unacceptably high levels of current youth unemployment and inactivity, as well as preventive measures that seek to minimise the risk of future generations becoming unemployed or inactive. The analysis undertaken within this report comes to confirm the complexity of the YG scheme, and the efforts made by PES to make the scheme work better. The current report certifies that PES have an important role in YG management, coordination and direct service provision. The partnership approach was adopted by almost all PES to implement the YG scheme. Moreover, strengthening partnerships and widening the network of partners was a priority for many of the PES during the reporting period. Government funds, as well as EU financial instruments, are used to support the implementation of YG interventions. PES have reinforced their capacity to implement the YG by allocating staff that work exclusively and directly with young people, or, in some cases, they have set up specialised “youth-teams”, “youth contact persons”, and counsellors etc. Furthermore, many PES staff have specific expertise working with young clients which were improved through specialist YG training. For better access to information relevant to young job-seekers, some initiatives are in place to “inter-connect” different databases, and to exchange data between the different public institutions dealing with NEETs.

Most PES deliver a comprehensive range of interventions (including services and ALMPs). An extended use of e-services providing interventions such as career guidance was noticed in this report. To communicate more effectively with young people, initiatives are in place for new digital platforms, providing online services or using youth-specific communication channels, such as email, phone, skype, games, video clip etc. A wide range of tools and instruments are used outreaching to NEETs. Even when specific responsibilities fall upon other institutions or authorities, PES are involved in proactive initiatives. PES help prevent student drop-out through making contact with young people who have left the education system and who have not registered with PES. This is one example of PES proactive work with NEETs.

In general, PES intervene early with unemployed and inactive youth to implement the YG scheme. Most PES have an initial meeting with a young person within two weeks or one month of registration. More than half the PES make an offer to a jobseeker within a four month period of registration. Moreover, there have been concerns to better disseminate the information on the YG and to better involve youth organisations and young people in further elaboration of the YG. PES also continue to improve their capacity for monitoring and evaluating the elements of YG scheme that are within the PES area of responsibility. Particular attention was paid to setting targets for YG implementation and monitoring.

It is clear that PES have made a lot of effort to improve many aspects of the YG scheme. On the other hand, the European Commission underlined four areas for continued work in its October 2016 “Communication to the European Parliament”. Firstly, hard-to-reach groups and those furthest away from the labour market need to be more brought into the Youth Guarantee pathway, secondly structural reform is needed to reap the benefits of the work done so far, thirdly better internal cooperation and capacity building of the stakeholders/actors involved (including the PES) is needed, and, finally, the strong political commitment to the YG needs to continue.¹⁰¹

¹⁰¹ <http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1477901398883&uri=CELEX:52016DC0646>
<http://ec.europa.eu/social/main.jsp?catId=1036>

ANNEXE A

Table A 1. PES staff exclusively dedicated to the implementation of YG

PES	2017 Y	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing, employment counsellors, directly and exclusively servicing young clients under the YG(FTE)	2017 N	2017 N/A	Comments
AT				√		No specialisation, incorporated into PES staff functions and roles
BE-Actiris	√	44	26			The SYG (Service of Youth Guarantee) has 44 employees. 26 client-facing job coaches are directly and exclusively servicing young people under the YG.
BE-Le Forem				√		YG activities incorporated into PES staff functions and roles: all employment counsellors may deal with young clients.
BE-VDAB	√	4				Since 2013, we no longer have front-office counsellors dedicated specifically to youngsters, so we only have 4 FTE dedicated full time to implementing the Youth Guarantee, but these are colleagues who work on establishing partnerships and monitoring progress of the programme, etc. However, we do a calculation based on our 2 yearly staff capacity planning cycle which takes into account the actual inflow of youngsters in that year as a share of the total inflow of clients and extrapolates this share to the total of front-office counsellors- based on this calculation - 309 FTE staff for 2017 that does not include the FTEs providing the training measures.
BG	√	227	227			227 Specialised Labour mediators for working with youth are appointed for implementation the YG initiatives. They provide mediation services to other clients of LO as well (when relevant, and needed), but their main goal is to serve young clients. Additional staff, included in the implementation of Youth Guarantee – all employees of departments APLM (included in providing of intensives for employers to hire young people), employees from team for working with employers or labour mediators working with employers, career consultants (for consulting youth)

PES	2017 Y	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing employment counsellors, directly and exclusively servicing young clients under the YG(FTE)	2017 N	2017 N/A	Comments
CY	✓	85	60	✓		Under the process of the Individualised Counselling Approach, PES Employment Counsellors are working with youth as a vulnerable group
CZ	✓	85	60			85 YG (120 YG incl. YEI) 60 YG (167 YG incl. YEI)
DE	✓	2532	2532			For the placement of young people under the age of 25, the following staff (FTE) were employed in the "U25 team" of the Employment Agencies: 254 placement officers and 2,278 counsellors. Most of these employees work mainly with customers under 25 years of age; in exceptional cases, they can also be older customers.
DK					✓	No centralised national data on the number of staff dedicated to implementing the Youth Guarantee. All staff at the job centres are employed by the individual municipality, which means that the individual municipality holds all responsibility in relation to human resources management.
EE	✓	11	11			
EL				✓		PES project leader: Head of Coordination and Development Directorate, PES project coordination team (2 people), Employment counsellors for job-seekers (177 people) and for employers (125 people). Apprenticeship Vocational School staff)
ES					✓	Youth Guarantee is the responsibility of the Ministry of Employment and Social Security, Directorate General of Self-Employment, Social Economy and Social Responsibility of Companies.
FI	✓	40	40			40 (the number of PES staff working at the guidance centre)

PES	2017 Y	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing employment counsellors, directly and exclusively servicing young clients under the YG(FTE)	2017 N	2017 N/A	Comments
FR	√	788	788			We have 788 FTE counsellors dedicated to the implementation of the "Accompagnement intensif des jeunes", which is one part of the national YG scheme. This staff is co-financed by IEJ YEI and ESF
HR	√	181	179			
HU	√	468	428			428 (in 174 local PES offices)
IE				√		Total number of staff for activation and case management support 464 (FTE), not including clerical support. In addition, contractual staff, on annual basis - 160 Mediators (vocational guidance and employment supports to job-seekers and others). The Irish PES does not segment its service provision and access to ALMPs by subgroups of job-seekers. While clients are not categorised by subgroups, all job-seekers are profiled each time they present themselves at a Department of Social Protection office to make a jobseeker claim. There are no staff exclusively dedicated to the implementation of the YG.
IS					√	Iceland is not part of EU and is thus not held to the European Youth Guarantee. The PES staff in Iceland working with young people are all educated career guidance counsellors, social workers or they have an education in psychology. In larger offices, there are counsellors that exclusively service young clients but commonly counsellors provide services to all age groups.
IT				√		At present, PES are understaffed to provide specific services to YG clients. ANPAL is going to finance with NOP a specific project to strengthen the PES staff functions and roles. A specialised/specific division for the delivery of YG services is not foreseen.

PES	2017 Y	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing employment counsellors, directly and exclusively servicing young clients under the YG(FTE)	2017 N	2017 N/A	Comments
LT	✓	269	187			269 (69 Youth Job Centres, under the PES authority; YJC are part of the local offices in different municipalities ; 14 ESF Project "New start", 186 ESF Project "Discover Yourself"); 187 (69 Youth Job Centres, 62 ESF Project "Discover Yourself" coordinators, 52 ESF Project "Discover Yourself" psychologists, 4 ESF Project "Discover Yourself" lectors).
LU	✓	27	28			19 staff members exclusively dedicated to implementing the YG scheme + 8 counsellors working with young job-seekers age 16-29, registered at the PES, but not under the YG scheme; 18 staff members (the 8 counsellors working with young job-seekers, aged 16-29 and registered at the PES, as above, will be integrated in the YG-team by the end of 2017).
LV	✓	114	88			
MT	✓	3	3			
NL				✓		Service delivery for young unemployment recipients registered at the PES is based on individual profiling and not related to this target group as such. However, in 2016 35 FTE have been added to the regional Employers Service Points (1 FTE for each ESP) to recruit job vacancies for young unemployed job-seekers.
NO				✓		Depending on the size of the NAV office. Each NAV office has either a youth – contact person or a youth team working towards the young people.

PES	2017 Y	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing employment counsellors, directly and exclusively servicing young clients under the YG(FTE)	2017 N	2017 N/A	Comments
PL	Y	53	3	√	N/A	<p>As a rule, 'labour offices' do not employ staff dealing exclusively with the implementation of YG. This task is just one of those for which they are responsible.</p> <p>In five offices, there are 53 employees dedicated exclusively to the, out of which 3 directly service clients implementation of YG (also under OP KED):</p> <ul style="list-style-type: none"> - Voivodeship Labour Office in Lublin (one employee) - Voivodeship Labour Office in Szczecin (15 employees), - Voivodeship Labour Office in Toruń (20 employees), - Poviast Labour Office in Poznań (3 employees) - Voivodeship Labour Office in Białystok (14 employees)
PT				√		<p>YG activities are incorporated into PES staff functions and roles but, in each PES local service, there is a technician that is assigned as a YG interlocutor</p>
RO				√		
SE				√		<p>YG activities incorporated into PES staff functions and roles; specialised youth counsellors, advisers, mentors, job coaches, etc., working with young people but also with other clients;</p>
SI	√	46	45			<p>20 counsellors for short term UE and 25 for long term UE youth</p>
SK				√		<p>YG activities incorporated into PES staff functions and roles- At the local level, general counsellors who work with all categories of clients</p>
UK						
Total		4104	3857			

Table A.2 – Training of PES staff working in YG implementation

PES	Current reporting period				Main training topics											Other training/comments				
	Y	if yes, proportion:			N	N / A	counselling	outreach to NEETs	career guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management	specific services and ALMPs for youth		interviewing techniques	drafting IAP	other	
		up to 25%	26-50%	51-75%																over 75%
AT																			√	
BE-Actiris	√																		√	All client-facing staff trained-training on methodology update
BE-Le Forem	√	√					√			√									√	Other: Job search on the web and through social networks
BE-VDAB	√	√					√			√									√	Other: how to coach urban youth in a volunteer project
BG	√	√					√			√									√	Other: "European and national policies and programmes to promote employment (including youth employment). National legislation in the field of employment and the labour market." "Policies and approaches for activating inactive persons for inclusion in employment, including unemployed young people up to 29 years old with a sub-group of up to 25 years." Modules: "Encourage employment among young people from risk groups on the labour market." The role of labour mediators in providing efficient services to unemployed people, including the following target groups: unemployed youth up to 29 years old with a sub-group of up to 25 years old; young people who are neither educated nor employed (NEETs)."

PES	Current reporting period				Main training topics											Other training/comments			
	Y	if yes, proportion:			N	N / A	counselling	outreach to NEETs	career guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management	specific services and ALMPs for youth		interviewing techniques	drafting IAP	other
		up to 25%	26-50%	51-75%															
CY						√													
CZ						√													
DE	√	√				√	√	√	√	√	√	√	√	√	√	√	√	√	Other: networking
DK																			All staff at the job centres are employed by the individual municipality, which means that the individual municipality holds all responsibility in relation to human resources management.
EE	√	√				√	√	√	√	√	√	√	√	√	√	√	√	√	
EL																			PES staff are highly trained in working with the unemployed. There is specific (initial) training only for those employees who work with youngsters aged under 18.
ES																			Data not available from SEPE. Youth Guarantee is the responsibility of the Ministry of Employment and Social Security.
FI	√	√				√													The PES staff working with Youth Guarantee are located at the Ohjaamo guidance centre. They have been provided different training on topics related to the theme 'how to work in a multi-professional environment.'

PES	Current reporting period				Main training topics											Other training/comments				
	Y	if yes, proportion:			N	/	A	counselling	outreach to NEETs	career guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management		specific services and ALMPs for youth	intervening techniques	drafting IAP	other
		up to 25%	26-50%	51-75%																
FR	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	Our current information system and data gathering on training offered does not allow us to compile the information on proportions. However, it is more than likely that AIJ counsellors benefited from training.
HR	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
HU																				
IE																				Training given to staff in relation to the integrated service provided for all job seekers. The Irish PES does not segment its service provision and access to ALMPs by subgroups of job-seekers. While clients are not categorised by subgroups, all job-seekers are profiled each time they present themselves at a Department of Social Protection office to make a jobseeker claim. A statistical profiling tool estimates the probability of the job-seeker going from unemployment to employment within 12 months. The model generates a Probability of Exit (PEX) score. The PEX scores facilitate segmentation of those who join the register of unemployed into Low, Medium and High risk cohorts. Engagement with those who need most employment service support begins as early as possible.

PES	Current reporting period				Main training topics											Other training/comments				
	Y	if yes, proportion:			N	N / A	counselling	outreach to NEETs	career guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management	specific services and ALMPs for youth		interviewing techniques	drafting IAP	other	
		up to 25%	26-50%	51-75%																over 75%
IS						√														The PES staff in Iceland, working with young people, are all educated with a university degree as career guidance counsellors, social workers or with education in psychology. Counsellors maintain their skills by attending various courses upon own initiative.
IT						√														This information will be available in the second half of the year - monitoring of the PES not yet complete.
LT	√	√				√		√		√										
LU	√		√			√		√	√	√					√				√	
LV	√			√		√		√	√	√					√				√	Coaching methods for coordinating experts and career counsellors in collaboration with young unemployed
MT																				
NL																				
NO																				
PL	√	√				√		√	√	√	√	√	√	√	√	√	√	√	√	Other : Regional Operational Plans and Operational Plans Knowledge Education Development in the Poviat labour office (2014-2020). Training includes 1. Activities enhancing the effectiveness of customer counsellors' work, 2. Being a competent customer counsellor, 3. Difficult customers -

PES	Current reporting period				Main training topics											Other training/comments			
	Y	if yes, proportion:			N	N / A	counselling	outreach to NEETs	career guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management	specific services and ALMPs for youth		intervening techniques	drafting IAP	other
		up to 25%	26-50%	51-75%															

sources of problems and ways of dealing with them, 4. Diagnosing customers' needs and support in education and professional career planning, 5. Counsellor's effectiveness, 6. Seeking and empowering customers through counselling, 7. On the paths to career development, 8. "Vance Peavy's socio-dynamic" approach training, 9. Counselling in business planning, 10. Profiling, 11. Assistance provided to unemployed people, 12. Skills testing tools, 13. Job seeking.

PT	✓																		
RO	✓																		
SE	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SI	✓					✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SK																			
UK																			

We have no estimate of total staff working on the implementation of the YG that were specially trained. The training is part of the training for all staff working with unemployed.

Other: motivation to work or study, basics of coaching, exchange of good practice

Table A3. Sources of funding for the YG

PES	Government funds			ESF			YEI			Other			Other/Comments
	Y	N / A	Main source of funding	Y	N / A	Main source of funding	Y	N / A	Main source of funding	Y	N / A	Main source of funding	
AT	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
BE-Actiris	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	The YG is funded by (1) the ESF operational programme, (2) the Youth Employment Initiative envelope and (3) the Flanders Region. All contribute equally (1/3 each) to the YG. Furthermore, the Brussels capital Region self-funds the other YG measures, outside the ESF operational programme.
BE-Le Forem	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
BE-VDAB	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
BG	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
CY	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
CZ	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
DE	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
DK	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	No centralised national data on the specific amount of funds dedicated to the Youth Guarantee. N/A also for main source of funding
EE	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
EL	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Other sources :EU programme for Employment and Social Innovation (EaSI), PROGRESS axis
ES	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Data not available from SEPE. Youth Guarantee is the responsibility of the Ministry of Employment and Social Security,
FI	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
FR	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	ESF is available from 2014 to 2020 and funds 50% of the scheme. Since the end of 2016, more regions have been covered by the

PES	Government funds			ESF			YEI			Other			Other/Comments
	Y	N	Main source of funding	Y	N	Main source of funding	Y	N	Main source of funding	Y	N	Main source of funding	
HR	✓		✓	✓		✓							ESF. Government funds co-financing the ESF-funding Information from 2016 questionnaire - no reply in the 2017 questionnaire As already stated, Iceland does not implement the YG. Main sources of funding for youth services come from the Government and municipality budgets. Additionally, the Unemployment Insurance fund is the biggest source of funding LMP measures. The NOP YEI is the main instrument for the implementation of YG in Italy. The total financial resources of the NOP are equal to €1.513.363.329,00. The ESF share is €567,511,248.00; the YEI share is equal to €567,511,248.00. Italy will also receive additional resources to re-finance the YEI. The share from government funds is €378.340.833,00.
HU	✓		✓	✓		✓							
IE	✓		✓	✓		✓							
IS	✓		✓	✓		✓							
IT	✓		✓	✓		✓							
LT	✓		✓	✓		✓							State budget
LU	✓		✓	✓		✓							The implementation of the YG (occupational strand) is fully integrated into the service portfolio of the PES. No special budget is dedicated to the implementation of the YG. Several projects/training measures that are implemented under the YG scheme receive co-funding from the ESF. (e.g.: Fit4 GreenJobs, Empowerment for employment, Start&Code, Youth4Work) Main source: N/A
LV	✓		✓	✓		✓							Other-private
MT	✓		✓	✓		✓							

PES	Government funds			ESF			YEI			Other			Other/Comments
	Y	N	Main source of funding	Y	N	Main source of funding	Y	N	Main source of funding	Y	N	Main source of funding	
NL	√												In 2015 and 2016 the Government provided approx. 3.5 billion Euro per year to the municipalities and 3,7 billion Euro per year to the Dutch PES (this includes the 35 FTE mentioned above). We don't know yet if other arrangements will be offered in 2017. However, employers may still give preferential treatment to youngsters (Youth Guarantee earmarked) when offering vacancies and employers who hire young disabled job-seekers –they will be offered (tax related) 'premium reductions'. Note for other funds: PES: extra temporary financing till July 2017 for 35 FTE
NO	√												
PL	√			√			√						Main source: labour fund
PT	√			√			√						Most of the ALMP covering YG are financed by YEI
RO	√			√			√					√	
SE	√			√			√					√	
SI	√			√			√						
SK	√			√			√					√	Other-state budget
UK		√			√			√				√	Information from Country Fiches 2016 and questionnaire 2016

Table A4 - PES Tools for Outreach Work with NEETs

PES	Contact with young people who have left school but have not yet registered with the PES	Proactive work with schools	Cooperation with NGOs, youth organisations	Employing or working with designated youth outreach workers	Providing new points of YG entry: Internet and social media services	Single point services / one-stop-shops	Mobile PES services	Awareness-raising events or campaigns	Follow-up on young people who drop out from activation schemes/no longer access benefits
AT	N	N	N	N	N	N	N	N	N
BE-Actiris	Y	Y	Y	Y	Y	Y	N	N	Y
BE-Le Forem	Y	Y	Y	Y	Y	N	N	Y	Y
BE-VDAB	Y	Y	Y	Y	Y	Y	Y	Y	Y
BG	Y	Y	Y	Y	Y	Y	Y	Y	Y
CY	N	N	N	N	N	N	N	N	N
CZ	Y	Y	Y	N	N	N	N	Y	N
DE	Y	Y	Y	Y	Y	Y	Y	Y	N
DK	N	N	N	N	N	N	N	N	Y
EE	Y	Y	Y	Y	N	N	Y	Y	N
EL	Y	Y	Y	N	Y	Y	Y	Y	N
ES	N	N	N	N	N	N	N	N	N
FI	Y	N	Y	Y	N	Y	Y	Y	N
FR	Y	Y	Y	N	Y	N	Y	Y	Y
HR	Y	Y	Y	Y	N	Y	N	Y	N
HU	Y	Y	Y	Y	Y	N	N	Y	Y
IE	N	N	N	N	N	N	N	N	N
IS	Y	Y	N	N	N	N	N	N	Y
IT	Y	N	N	N	N	Y	N	N	N
LT	N	Y	Y	Y	Y	Y	Y	Y	Y
LU	Y	Y	Y	Y	Y	Y	N	Y	Y
LV	N	N	N	N	N	N	N	N	N

PES	Contact with young people who have left school but have not yet registered with the PES	Proactive work with schools	Cooperation with NGOs, youth organisations	Employing or working with designated youth outreach workers	Providing new points of YG entry: Internet and social media services	Single point services / one-stop shops	Mobile PES services	Awareness-raising events or campaigns	Follow-up on young people who drop out from activation schemes/no longer access benefits
MT	Y	Y	Y	Y	Y	Y	N	Y	Y
NL	Y	Y	N	N	Y	Y	Y	Y	N
NO	N	N	N	N	N	N	N	N	N
PL	Y	Y	Y	Y	Y	Y	Y	Y	Y
PT	Y	N	Y	N	Y	N	N	N	N
RO	N	Y	N	N	N	N	N	N	N
SE	N	N	N	N	N	N	N	N	N
SI	Y	Y	Y	N	Y	N	N	Y	N
SK	N	Y	N	N	N	N	N	N	N
UK	Y	Y	Y	Y	N	Y	Y	Y	Y

Table A5 - Types of PES services in Youth Guarantee Scheme

PES/Type of services	Registration of young people in YG scheme		Career guidance		Career guidance for young people who are still in school		Specialised career guidance for youth people with disabilities		Skills assessment or validation of prior learning		Face-to-face employment counselling		Presence on social media (Facebook, Twitter, LinkedIn, etc.)		Provision of automated matching tools		Preselection of young candidates for employers		Individual action planning		Working with schools to re-integrate young people in education	
	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service
AT	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
BE-Actiris	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	N	N	N
BE-Le Forem	Y	Y	Y	Y	Y	N	Y	N	Y	N	Y	N	Y	Y	Y	Y	Y	N	N	Y	N	N
BE-VDAB	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
BG	Y	N	Y	N	Y	N	N	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
CY	Y	N	Y	N	N	N	N	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
CZ	Y	N	Y	Y	Y	Y	N	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
DE	Y	Y	Y	N	Y	N	Y	N	Y	N	Y	Y	Y	N	Y	Y	Y	Y	Y	N	Y	N
DK	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	N	Y	Y	Y	Y
EE	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	N	Y	N	Y	N	Y	Y	Y	Y	N	N
EL	Y	Y	Y	N	Y	N	Y	N	Y	N	Y	N	Y	Y	Y	Y	Y	N	Y	Y	Y	N
ES	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FI	Y	Y	Y	Y	Y	N	Y	N	N	N	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y
FR	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N
HR	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	N	Y	Y	Y	Y	N	Y	Y	N
HU	Y	Y	Y	N	N	N	N	N	N	N	Y	N	Y	Y	Y	N	Y	N	Y	N	Y	N

PES/Type of services	Registration of young people in YG scheme		Career guidance		Career guidance for young people who are still in school		Specialised career guidance for youth people with disabilities		Skills assessment or validation of prior learning		Face-to-face employment counselling		Presence on social media (Facebook, Twitter, LinkedIn, etc.)		Provision of automated matching tools		Preselection of young candidates for employers		Individual action planning		Working with schools to re-integrate young people in education	
	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service	in place	provided as e-service
IE	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
IS	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
IT	Y	Y	Y	N	N	N	N	N	N	N	N	N	N	Y	Y	Y	N	N	N	N	Y	N
LT	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
LU	Y	N	Y	N	N	N	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	Y	N
LV	Y	Y	Y	N	Y	Y	N	N	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	N	N	N
MT	Y	N	Y	Y	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	N	N	Y	N
NL	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
NO	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y	Y	Y	N	N	N	Y	N
PL	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N	N	Y	N
PT	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	N	N	Y	Y	Y	Y	Y	Y	N	N
RO	Y	N	Y	N	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N	N	N	N
SE	Y	Y	Y	Y	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y	Y	Y	N	N	N	Y	N
SI	Y	Y	Y	Y	Y	Y	N	N	N	Y	Y	N	Y	Y	Y	Y	Y	N	Y	Y	N	N
SK	N	N	Y	N	Y	Y	N	N	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	N	N	N	N
UK ¹⁰²	Y	N	Y	Y	Y	N	N	N	Y	Y	Y	N	Y	Y	N	Y	Y	N	N	N	N	N

¹⁰² PES UK- information from CF 2016

Table A6 - Types of ALMPs in Youth Guarantee Scheme

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance, incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service
AT	Y	Y	Y	Y	N	N	N	N	Y	N
BE-Actiris	Y	Y	Y	Y	N	N	N	N	Y	Y
BE-Le Forem	Y	Y	Y	N	N	N	N	N	N	N
BE-VDAB	Y	Y	Y	Y	Y	N	N	N	Y	Y
BG	Y	N	Y	N	Y	N	N	N	Y	N
CY	Y	Y	Y	N	N	N	N	N	N	N
CZ	Y	N	Y	N	Y	N	N	N	Y	N
DE	Y	Y	Y	N	Y	N	N	N	Y	N
DK	Y	Y	Y	Y	N	N	N	N	N	N
EE	Y	Y	Y	Y	Y	N	N	Y	Y	Y
EL	Y	N	Y	Y	Y	N	N	Y	Y	N
ES	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FI	Y	Y	Y	Y	N	N	N	Y	Y	Y
FR	Y	Y	Y	Y	Y	Y	N	N	Y	Y
HR	Y	N	Y	N	Y	Y	Y	N	Y	N
HU	Y	N	Y	N	N	N	N	N	Y	N
IE	Y	Y	Y	Y	Y	N	N	N	Y	N
IS	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
IT	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
LT	Y	N	Y	Y	N	N	N	N	Y	N
LU	Y	N	Y	N	Y	N	N	N	Y	N
LV	Y	N	Y	N	N	N	N	N	Y	N

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance, incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)		
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service	
MT	Y	N	N	N	N	N	N	N	N	N	N
NL	Y	Y	Y	Y	Y	N	N	N	Y	Y	Y
NO	Y	N	Y	N	N	N	N	N	N	N	N
PL	Y	N	Y	N	Y	N	N	N	Y	Y	N
PT	Y	Y	Y	Y	N	N	N	N	Y	Y	N
RO	Y	Y	Y	N	N	N	N	N	Y	Y	N
SE	Y	N	Y	N	Y	N	N	N	Y	Y	N
SI	Y	N	Y	Y	Y	N	N	Y	Y	Y	N
SK	Y	Y	Y	Y	Y	Y	N	N	Y	Y	N
UK ¹⁰³	Y	Y	Y	N	N	N	N	N	Y	Y	N

¹⁰³ PES UK- information from CF 2016

Table A7 - Types of ALMPs provided as e-service in Youth Guarantee Scheme

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service
AT	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	Y- Training Y- Subsidies paid to trainees	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y- Support for geographical mobility Y- Subsidies paid to employees	N	N	N	N	Y	N
BE-Actiris	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	Y- Training Y- Work experience and work trials	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y- Support for geographical mobility	N	N	N	N	Y	Y
BE-Le Forem	Y- Training Y- Subsidies paid to trainees Y-Work experience, Work trial	Y- Training	Y- Subsidies paid to employees Y- Subsidies paid to employers	N	N	N	N	N	N	N
BE-VDAB	Y- Training	Y- Training	Y- Support for geographical mobility Y- Subsidies paid to employers Y- Subsidies paid to employers	Y- Support for geographical mobility Y- Subsidies paid to employers	Y	N	N	N	Y	Y

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service
BG	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	Y- Support for geographical mobility Y- Subsidies paid to employers	N	Y	N	Y	N	Y	N
CY	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	Y- Training	Y- Subsidies paid to employers	N	N	N	Y	N	N	N
CZ	Y- Training Y- Work experience and work trials	N	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	N	Y	N	Y	N	Y	N
DE	Y- Subventions paid to interns or apprentices	Y- Subventions paid to interns or apprentices	Y- Subsidies paid to employees Y- Support for geographical mobility Y- Subsidies paid to employers	N	Y	N	N	N	Y	N
DK	Y- Training Y- Subsidies paid to	Y- Training Y- Subsidies	Y- Support for geographical mobility Y- Subsidies paid to employees	Y- Subsidies paid to employees	N	N	N	N	N	N

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service
	trainees Y- Work experience and work trials	paid to trainees Y- Work experience and work trials	mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y- Subsidies paid to employers						
EE	Y- Training Y- Subsidies paid to trainees Y- First work experience and work trials and work practice	Y- Subsidies paid to trainees	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y- Support for work mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y	N	Y	Y	Y	Y
EL	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	Y- Support for geographical mobility Y- Subsidies paid to employers- (new programmes-planned)	Y- Support for geographical mobility	Y	N	Y	N	Y	N
ES	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
FI	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	Y- Training Y- Subsidies paid to trainees Y- Work experience and work	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	N	N	Y	Y	Y	Y

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service
FR	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	Y- Training	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y	Y	N	N	Y	Y
HR	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	Y- Subsidies paid to employers	Y- Subsidies paid to employers	Y	Y	Y	N	Y	N
HU	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	Y- Subsidies paid to employers Y- Support for geographical mobility	Y- Subsidies paid to employers Y- Support for geographical mobility	N	N	N	N	Y	N
IE	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	Y- Subsidies paid to trainees	Y- Subsidies paid to employers Y- Support for geographical mobility Y- In-work income supports	Y- Support for geographical mobility	Y	N	N	N	Y	N
IS	Y	Y		Y	Y	Y	Y	Y	Y	Y

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service
IT	Y- Training Y- Subsidies paid to trainees	Y- Training Y- Subsidies paid to trainees	Y- Subsidies paid to employees Y- Support for geographical mobility Y- Subsidies paid to employers	Y- Support for geographical mobility Y- Subsidies paid to employers	Y	Y	Y	Y	Y	Y
LT	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	Y- Subsidies paid to employees Y- Support for geographical mobility Y- Subsidies paid to employers	Y- Support for geographical mobility Y- Subsidies paid to employers	N	Y	Y	N	Y	N
LU	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	Y- Subsidies paid to employees Y- Support for geographical mobility Y- Subsidies paid to employers Y- Job rotation	Y- Support for geographical mobility Y- Subsidies paid to employers	Y	Y	Y	N	Y	N
LV	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	Y- Subsidies paid to employees Y- Support for geographical mobility Y- Subsidies paid to employers	Y- Support for geographical mobility Y- Subsidies paid to employers	N	N	N	N	Y	N

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service

employers

MT	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	N	N	N	N	N	N	N	N
NL	Y- Training Y- Work experience and work trials	Y- Training Y- Work experience and work trials	Y- Support for geographical mobility Y- Subsidies paid to employers	Y- Support for geographical mobility Y- Subsidies paid to employers (information via UWV.nl)	Y	N	N	N	Y	Y
NO	Y- Training Y- Subsidies paid to trainees	N	Y- Support for geographical mobility Y- Subsidies paid to employees	Y- Support for geographical mobility Y- Subsidies paid to employees	N	N	N	N	N	N
PL	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials	N	Y- Support for geographical mobility Y- Subsidies paid to employees	Y- Support for geographical mobility Y- Subsidies paid to employees	Y	N	N	N	Y	N

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service
PT	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials Y- Professional traineeship	Y-Subsidies paid to trainees Y - Work experience and work trials Y-Professional traineeship	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y- Subsidies paid to employees Y- Subsidies paid to employers	N	N	N	N	Y	N
RO	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials Y- Professional traineeship	Y-Professional traineeship Y-Professional traineeship	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	N	N	N	N	N	Y	N
SE	Y- Training Y-Subsidies paid to trainees Y- Work experience and work trials	N	Y- Subs.to employees Y- Subs. to employers	N	N	Y	N	N	Y	N
SI	Y- work experience, work trials Y- institutional traineeship	N	Y- Support for geographical mobility, recruitment Y- Subsidies paid to employers	Y- Support for geographical mobility, recruitment	Y	N	Y	Y	Y	N

PES	Training (work experience, work trials, institutional, workplace, alternate training and special support for apprenticeship)		Employment incentives (recruitment, employment maintenance incentives, mobility/relocation allowance, job rotation, job sharing)		Sheltered and supported employment and rehabilitation		Direct job creation		Start-up incentives (promotion of entrepreneurship through business advice/training, cash benefits/loans, provision of facilities, etc.)	
	in place	e-service	in place	e-service	in place	e-service	in place	e-service	in place	e-service
SK	Y- Training Y- Subsidies paid to trainees Y- Work experience and work trials Y- Professional traineeship	Y-Professional traineeship	Y- Support for geographical mobility Y- Subsidies paid to employees Y- Subsidies paid to employers	Y- Support for geographical mobility	Y	N	N	N	Y	N
UK¹⁰⁴	Y- Training Y- Work experience and work trials Y- Professional traineeship	Y-Professional traineeship	Y- Support for geographical mobility	N	N	N	N	Y	N	N

¹⁰⁴ Information from CF 2016

Table A8 PES participation in mutual learning or technical assistance activities on youth with other Member States

		If Y, examples		
	Y/ N	name of event	location	date
AT	N			
BE-Actiris	Y	Learning exchange on "Integration of young people not in education, employment or training (NEETs)"	Actiris, Brussels, Belgium	27th and 28th of September 2016
BE-Forem	N			
BE-VDAB	Y	1) "Boosting Youth Employment: Guaranteeing a Future for the Young Generations" 2) "Mutual Learning Programme" 3) "Close the Gap" is an international non-profit organisation that cooperates with VDAB to reduce or to close the digital gap. VDAB donates its "written off computers" to Close the Gap, PES VDAB trainers provide a computer training via the "curriculum basic ICT" package for the counsellors of local projects. 4) "Fonto Nova" - the organisation for unaccompanied foreign minors and young people who have just reached the age of adulthood. They come from all over the world. PES VDAB chose this project because there was an obvious link with the guiding / employment counselling of these socially vulnerable groups towards the labour market. PEES VDAB share its expertise in employment counselling of job-seekers.	1. Public Policy Exchange, Brussel 2. European Commission Brussels 3. Amsterdam/The Netherlands 4. Genk Limburgse vzw De Oever/ Flanders / Belgium/	Tuesday 22nd November 2016 27-28 September 2016 2016 2017
BG	N			
CY	N			
CZ	N			
DE	N			
DK	N			
EE	Y	Mutual Learning Seminar "Youth Guarantees in the Baltic States: from National Commitments to Local Implementation"	Lithuanian PES	2-3 June 2016
EL	N			
ES	N	n-n/a		
FI	N			

If Y, examples			
Y/ N	name of event	location	date
FR	Y Final meeting on the "PARES" project on the YG	Rome	Italy May 2016
HR	N		
HU	Y A mid-term international conference on the possibilities and challenges regarding the Youth Guarantee, as well as the achievements so far both on a national and European Union level, titled "Youth Guarantee - a support system for young NEETs"	Location: Budapest, Hungary Host: the Hungarian Ministry for National Economy (the ministry responsible for the professional management of PES)	16 February 2017
IE	Y MLP on "Garantie Jeune" (FR Guarantee for Youth)	Paris, French Ministry of Labour, Employment, Vocational Training and Social Dialogue	7th-8th April 2016
IS	N		
IT	Y PES benchlearning site visit	Rome	10,11,12th April 2017
LT	Y Mutual Learning Seminar "Youth Guarantees in the Baltic States: from National Commitments to Local Implementation"	Lithuanian Labour Exchange Šiauliai, Lithuania	2-3rd June, 2016
LU	Y "Thematic Review Workshop on Sustainable Labour Market Integration" Final Conference AKI "Acquis de la mobilité internationale" Seminar "Village des initiatives" in the framework of the YG	Copenhagen, PES Denmark Paris, Erasmus+ : Jeunesse en Action Paris, Ministry of labour, employment, vocational training and social dialogue - France Šiauliai, Lithuania; Šiauliai Local Labour Exchange Office	24-25 November 2016 30/01/2017 5/6 December 2016
LV	Y "Youth Guarantees in the Baltic States: from National Commitments to Local Implementation"	Šiauliai, Lithuania; Šiauliai Local Labour Exchange Office	2-3 June, 2016
MT	N		
NL	N		
NO	N		

If Y, examples			
	Y/ N	name of event	location date
PL	Y	Mutual Learning Programme Peer Review: "Youth Guarantee measure" Mutual Learning Programme "Dissemination Seminar"	Paris; European Commission and France Brussels; European Commission 7-8 April 2016 9 December 2016
PT	N		
RO	N		
SE	N		
SI	N		
SK	N		
UK			

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