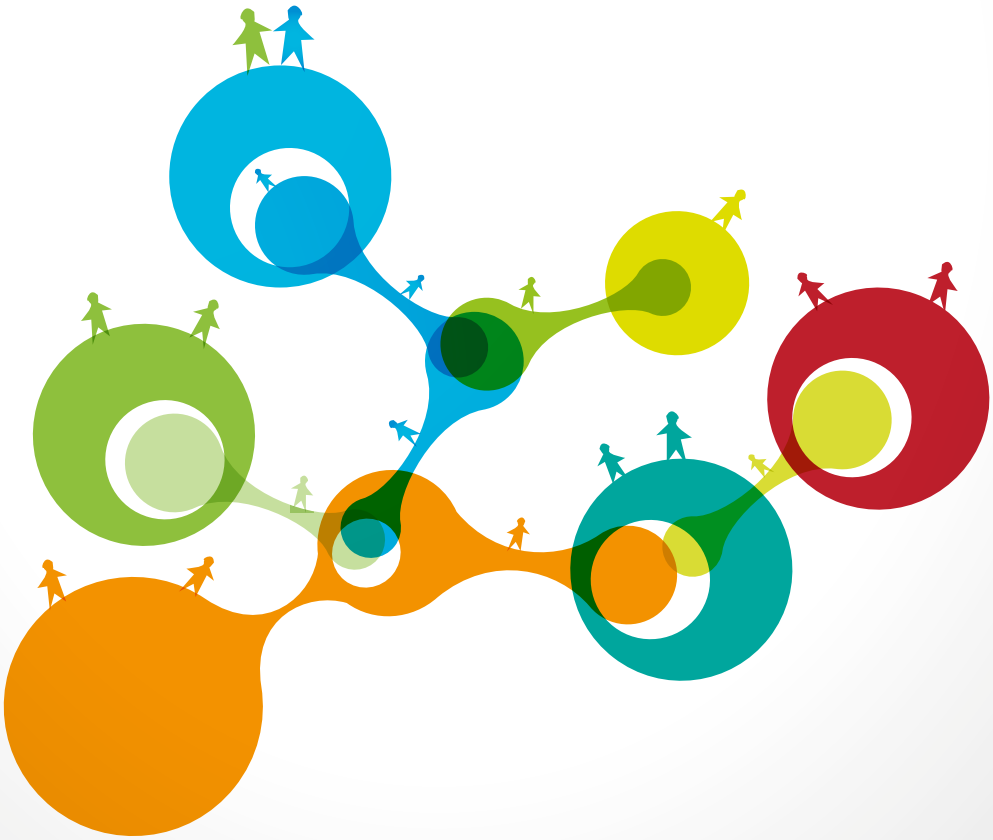
European Commission

PES NETWORK WORK PROGRAMME 2019



Employment, Social Affairs and Inclusion

JANUARY 2019

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The European Network of Public Employment Services was created following a Decision of the European Parliament and Council in June 2014 (DECISION No 573/2014/EU). 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 activity 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

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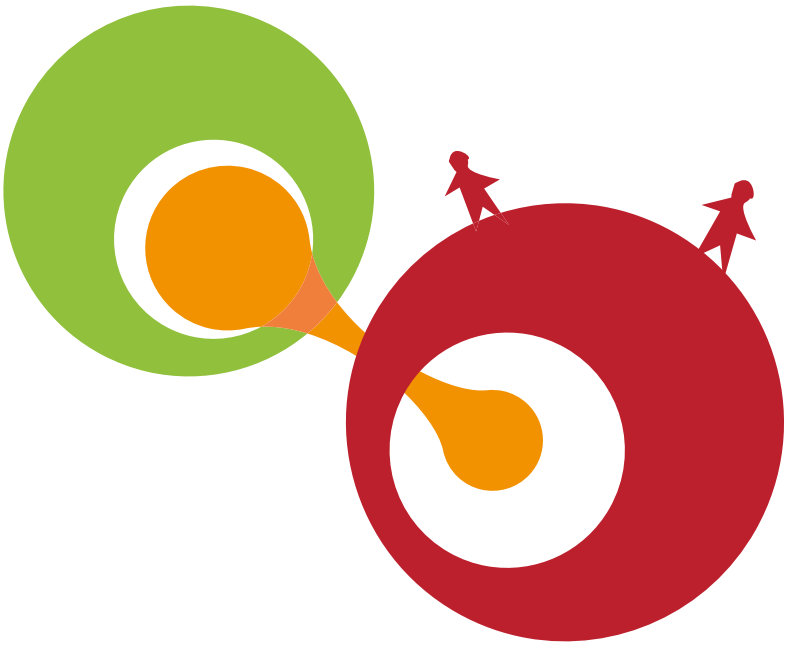

1. PES Network Vision and Strategic Priorities

PES Network Mission

The core purpose of the PES Network is to promote modernisation of PES, assisting them in adapting their role and function contributing to implementation of the EU 2020 Strategy. It will achieve this through strengthening and encouraging cooperation between PES, thereby increasing their capacity to enhance labour market function, boost labour demand, increase labour supply and skills and facilitate matching between jobseekers and employers.

2. PES Network Vision

The Network vision is to be the vehicle for enhanced European PES cooperation enabling them to deliver their role as labour market conductors, contributing to European employment strategies, improving labour market function and integration and creating better balanced labour markets.

In 2017, the PES Network made a formal contribution to the consultation on the European Pillar of Social Rights[1]. In 2018, it elaborated a working paper on the Future of Work[2]. These activities presented an opportunity for the Network to consider how its PES 2020 strategy might be adapted to ensure it remains fit for purpose as PES seek to meet the new challenges of a rapidly changing labour market.

The updated strategy in January 2019[3] looks beyond 2020 and presents a common view of the evolving role of PES, while considering the differences in institutional settings, objectives, product portfolios and the structures of individual European PES. Finally, it provides a description of the operational impact for PES, underlining the need to follow pathways of change to achieve the strategic reorientation of PES. It puts an emphasis on recent developments on the labour markets including emerging platform economies and 'nonstandard' forms of work, and on labour shortages including increased (workforce) mobility. Moreover a focus is on a more heterogeneous PES customer base. The need for PES making use of (new) digital technologies and harvesting richer data sources as well as for co-production and strengthening the conducting function is also highlighted in the new version.

3. PES Network Mandate

Articles 4 and 5 of the Decision establishing the PES Network provide it with an official mandate to foster realisation of the PES Network vision through:

- Contributing to modernising and strengthening PES in key areas, in line with the objectives of Europe 2020
- Developing and implementing Union-wide evidence based Benchlearning to compare the performance of PES
- Providing mutual assistance through cooperation between members of the Network
- Initiating co-operation with relevant labour market stakeholders, including both public and private partners
- Preparing reports at the request of the European Parliament, the Council, the Commission, or on its own initiative[4]
- Contributing to the implementation of relevant policy initiatives
- Adopting and implementing its annual Work Programme
- Promoting and sharing best practices on the identification of NEETs[5].

In addition, the Youth Guarantee (YG) Council Recommendation[6] specifically calls on the PES Network to monitor YG implementation in its annual Work Programme. Similarly, the Council Recommendation on the integration of the long-term unemployed into the labour market[7]calls on the PES Network to contribute to the monitoring of its implementation. The PES Network also provides support to the implementation of PES-related Country-specific Recommendations.

1 http://ec.europa.eu/social/ BlobServlet?docId=16870 &langId=en

2 https://ec.europa.eu/social/BlobServlet?docId=20524 &langId=en

3 http://ec.europa.eu/social/BlobServlet?docId=9690 &langId=en

4 http://ec.europa.eu/social/PESknowledgecentre

5 http://ec.europa.eu/social/PESpractices

6 http://eur-lex.europa.eu/LexUriServ/LexUriServ. do?uri=CELEX:32013H0426(01):EN:NOT 3 http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32016H0220%2801%29&qid=1456753373365

7 https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32016H0220%2801%29

4. PES Benchlearning

The core of PES Network activities is the development and implementation of a European-wide PES Benchlearning system. Benchlearning is defined in the PES Network Decision as the 'process of creating a systematic and integrated link between benchmarking and mutual learning activities that consists of identifying good performances through indicator-based benchmarking systems [...] and of using findings for tangible and evidence-informed mutual learning activities, including good or best practice models'.

Benchlearning is funded through the European Union Programme for Employment and Social Innovation 'EaSI' (2014-2020): http://ec.europa.eu/social/easi

5. Priorities of the 2019 PES Network Work Programme

Benchlearning

In 2019, the quantitative assessment of the PES benchmarking, will continue as in previous years. As to the qualitative assessments, the Board decided to extend the frequency of assessments to a 3-year cycle and to dedicate 2019 to an intense year of Learning before a third cycle of adapted assessments will be carried out again in 2020/21. Learning Dialogues are tailor-made peer-PES workshops on learning topics related to PES change activities. Each PES has chosen one learning topic to be addressed in the scope of Benchlearning. Each PES is supposed to take part in one learning dialogue whereas PES with the same learning topics are grouped.

Identification of 2019 Mutual Learning activities

Mutual learning activities aim to strengthen PES performance and modernisation by building upon the Benchlearning results. 2018 marked the end point of the second cycle of Benchlearning. In addition to the Benchlearning site visit reports, PES also produced Change Agenda Reports that highlighted the priority areas for change following the first and second cycle Benchlearning site visit.

The process for developing the 2019 PES Network Work Programme was based on four main sources:

- Subjects brought up in the PES Board and at meetings with AFEPAs.
- Information and suggestions from the rich PES feedback collected during the course of mutual learning events in 2015, 2016 and 2017, with priority given to themes that have not yet been addressed in these events, or to a lesser extent.
- Outcomes of the ongoing 2018 Work Programme, which was developed with the strong involvement of Afepas and included four main thematic clusters, some of which could continue in 2019.
- Learning needs identified of the Benchlearning exercise so far, considering the recommendations of the 1st and 2nd summary reports and the PES ´ change agendas.
- The expressed interests for Learning Dialogues.

Feedback and suggestions were received from the Advisers for European PES Affairs (AFEPAs) during the meeting on 11 – 12 October 2018. These were incorporated into the 2019PES Network Work Programme, below. The 2019 PES Network Work Programme was adopted by the Heads of PES December 2018 Board meeting.

Following the adoption of this systematic approach, the 2019 PES Network Work Programme has been prepared to reflect key strategic and operational themes of especial relevance to PES, thereby assisting their modernisation programmes. The events address macro-organisational issues including PES performance management, and organisational awareness of the future world of world, and specific practitioner issues including PES service delivery. Individual learning events will therefore enable participation from staff at different levels within PES both with senior steering, and operational delivery functions.

The PES Network Work Programme presented herewith will remain a living document, which can be adjusted according to changing priorities of the Board or a changing situation on the European labour market.

PES Network Work Programme 2019 (January)

Future of Work/ Digitalisation	**EU Innovation Lab** A space for piloting and testing innovative approaches and distributing experiences. *Working Group and Seminar*	**Big Data and ethics** How PES deal with big data and the question of data ethics. *Webinar*	**Human Resource Management** How PES attract, develop and retain talent in PES. *Webinar*	**Prevention** How PES approach the future customer agenda. *Conference*	**Learning Dialogues** (exact titles to be confirmed)
PES Service Delivery	**Evidence-based service delivery** How PES create and use evidence of their services to improve their organisations. *Working Group*	**Co-creation of services** How PES enhance their services by involving customer in service design. *Thematic Review Workshop*			**5 Learning Dialogues** on • eServices and Channel Management (2) • Profiling and Segmentation (2) • Activation of inactive citizens
PES Performance Management	**Knowledge Management** How PES manage available knowledge for effectively using it when implementing services *Toolkit and Webinar*	**PES-internal benchmarking** How PES internally compare, e.g. via performance clusters, for learning and improving their organisations. *Thematic Review Workshop*			**5 Learning Dialogues** on: • Performance Management (2) • Quality Management • Change Management • Evidence-based service delivery - strategic Performance Management
Other learning activities	**Leadership** *1-2 Pre-Board working dinners*	**Labour shortages** *Working Group*			**Up to 3 Mutual Assistance projects**
Studies and other Outputs	• Studies/ Papers/ Short videos – tbc, e.g. PES Capacity questionnaire; Success Stories • 15 PES Practices • Benchlearning quantitative data collection • European Employers Day in the context of the VET skills week				
Meetings	BL Working Group; AFEPA Meeting; Board Meeting; Assessors Workshop (tbc); AFEPA Meeting; BL Working Group; Board Meeting				*To be scheduled throughout 2019*
Timeline 2019	Feb; Mar; Apr; May; Jun; Jul; Aug; Sep; Oct; Nov; Dec				

Collaborative Platform