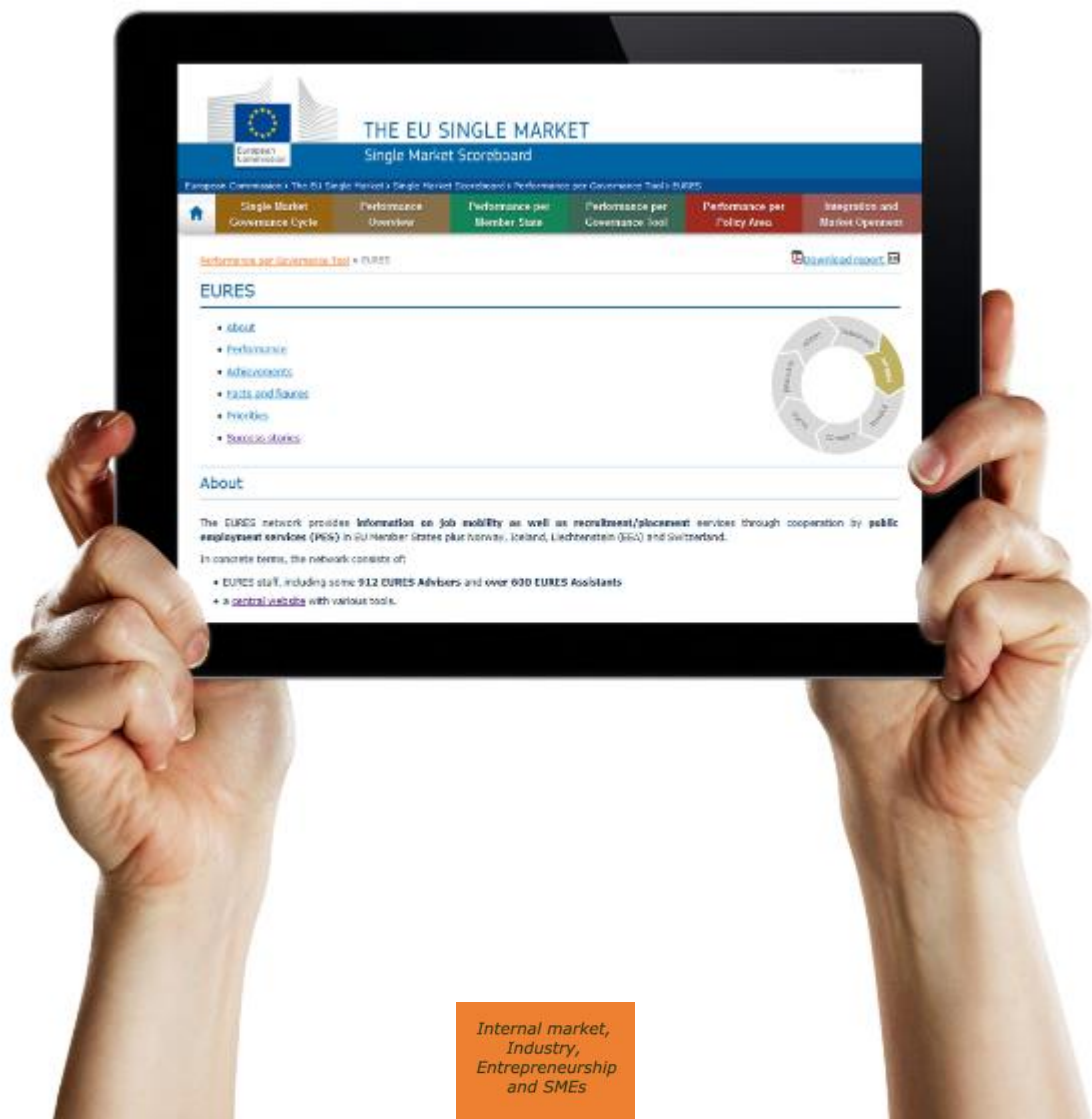


Single Market Scoreboard

Performance per governance tool

EURES

(Reporting period: 01/2015 - 12/2015)



About

The EURES network provides

- **job mobility information**
- **recruitment/placement** services

through cooperation between **public employment services (PES)** in EU Member States plus Norway, Iceland, Liechtenstein (EEA) and Switzerland.

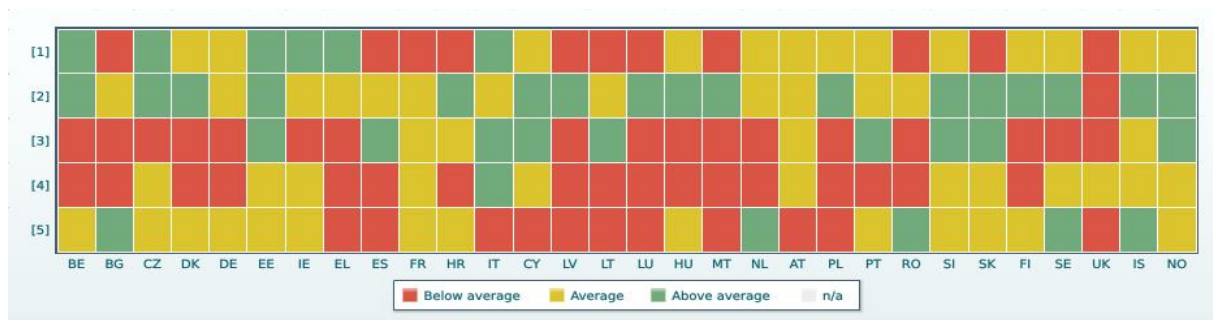
In concrete terms, the network consists of:

- EURES staff of about 1500,
- a central website with various tools.

EURES staff is - depending on the country - organised in different ways. Often, services are delivered by other staff than formal EURES advisers (about 950 persons).

Performance

1. by indicator



[1] Vacancies posted on EURES as a proportion of national vacancies

[2] People per EURES adviser

[3] Number of contacts with jobseekers per EURES adviser

[4] Number of contacts with employers per EURES adviser

[5] People who found a job with the help of a EURES adviser

over 90%	60% – 90%	under 60%
under 0.4m	0.4m - 3m	over 3m
over 1 000	700 - 1 000	under 700
over 418	112 - 418	under 112
over 5%	2% - 5%	under 2%

The technical system for collecting vacancies and carrying out quality controls changed in 2015, so there is no quality score for the technical aspects of sharing vacancies in that year.

The new system, approved and tested in 2015, will be used to calculate a new score as of January 2016.

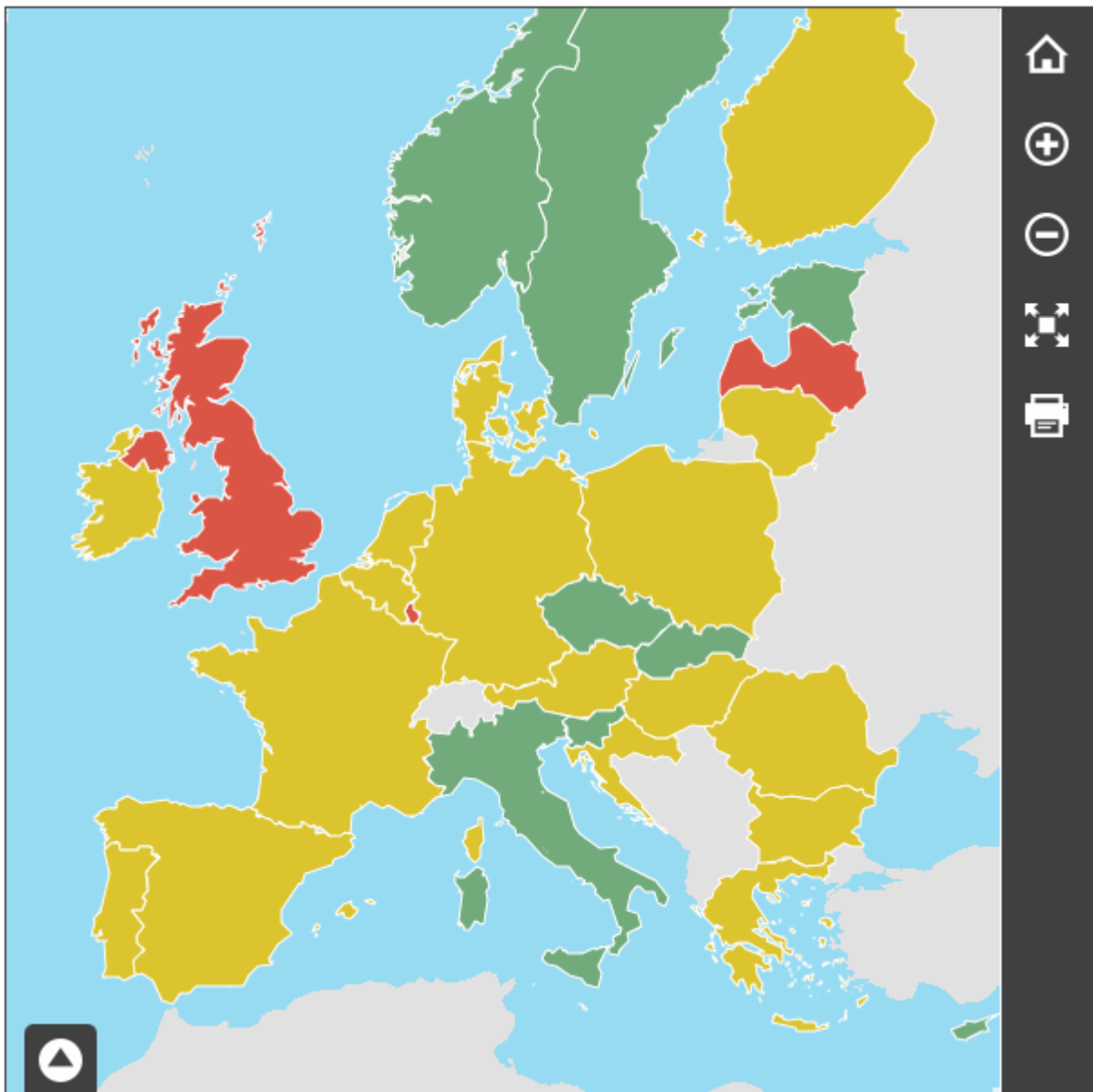
Indicator [1] may not accurately reflect countries' efforts to share vacancies. EURES only takes account of vacancies published on central national portals that meet standards set by public employment services.

For example:

- There are 2 reasons for Spain's red indicator:

- Spain retrieves only a limited number of job vacancies from regional PES
- Job vacancies retrieved from third-party websites do not feature on EURES.
- Although Italy cannot yet share job vacancies from all regional PES, it does post all vacancies from the central national website on EURES.
- Luxembourg and Liechtenstein's public employment services (PES) do not post vacancies online at national level. Luxembourg's PES posts vacancies on EURES. Liechtenstein's vacancies on EURES are posted by neighbouring public employment services.

2. overall (all 5 indicators combined)



Overall performance is calculated on the basis of the points for each of the five indicators.

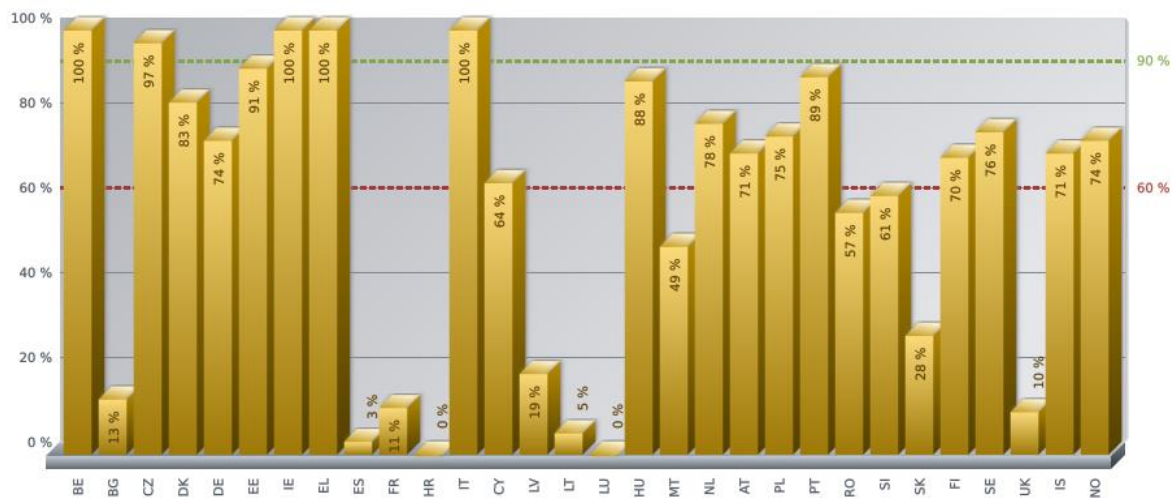
Countries can "earn":

- 100 points for an indicator marked "green"
- 75 points for an indicator marked "yellow"
- 50 points for one marked "red".

The colours on the map represent the **sum of these scores**:

400 or higher 301 – 399 300 or less

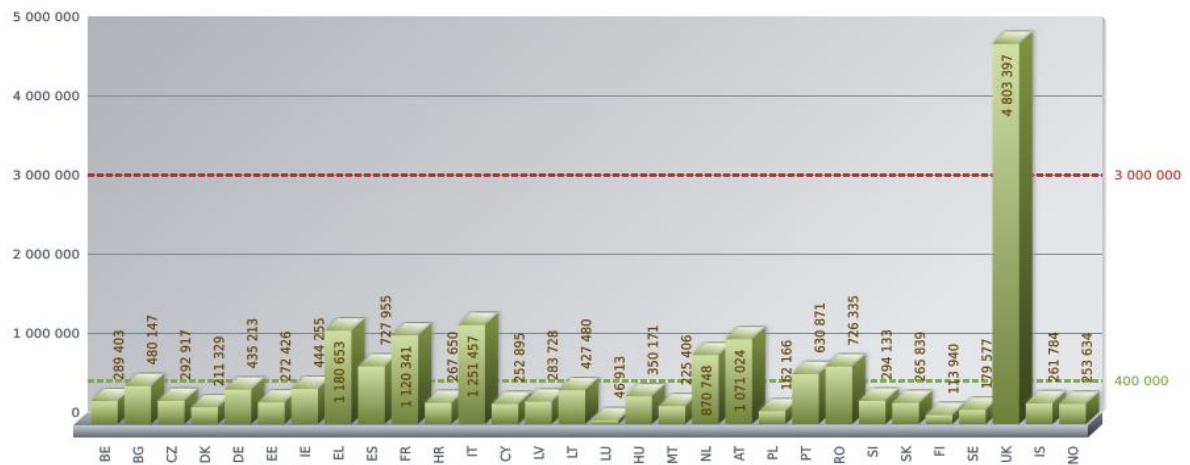
Indicator [1]: Vacancies posted on EURES as a proportion of national vacancies



Total vacancies shared with EURES divided by the number of vacancies from the central national databases.

⚠ The numbers in the chart may not fully reflect countries' efforts to share all their vacancies with EURES. The network is run differently in each country, and some countries, such as Luxembourg, have no national website for posting vacancies.

Indicator [2]: People per EURES adviser



Total national population divided by number of full-time equivalent EURES advisers in that country.

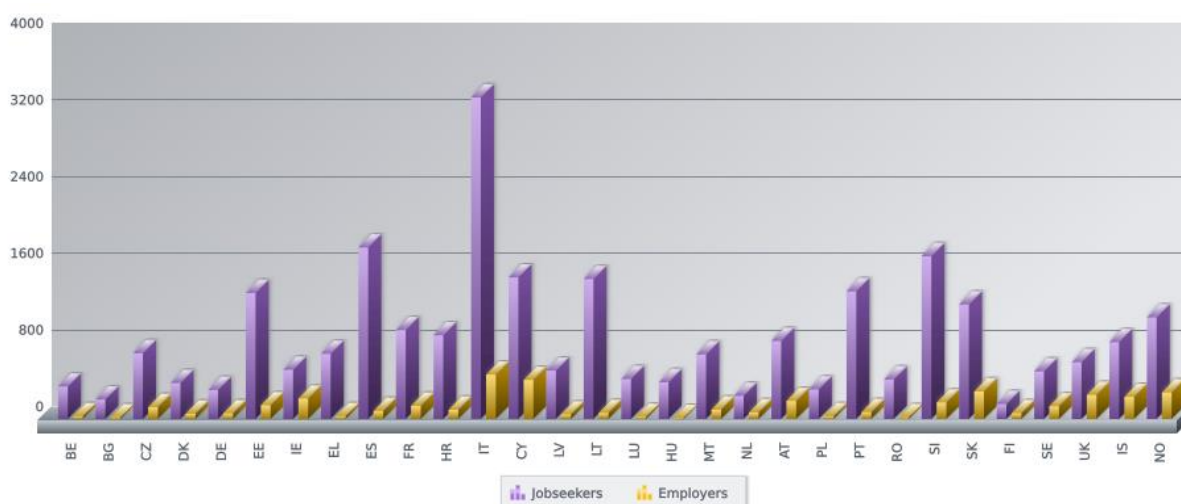
EURES advisers provide specialist guidance to both jobseekers and employers.

They work in each country's **public employment service** or **other partner organisations** in the EURES network.

Compared to the previous year, some countries – especially Germany, but also the Czech Republic, Bulgaria and Greece – increased numbers of EURES advisers as part of the EURES reform. For more on EURES adviser numbers, see "Number of EURES advisers per country".

⚠ The numbers in the chart do not fully reflect staffing in each country in the EURES network. The way staffing is organised varies across countries. In many cases, services are provided by staff other than EURES advisers.

Indicator [3] & [4]: Number of contacts with jobseekers & employers per EURES adviser

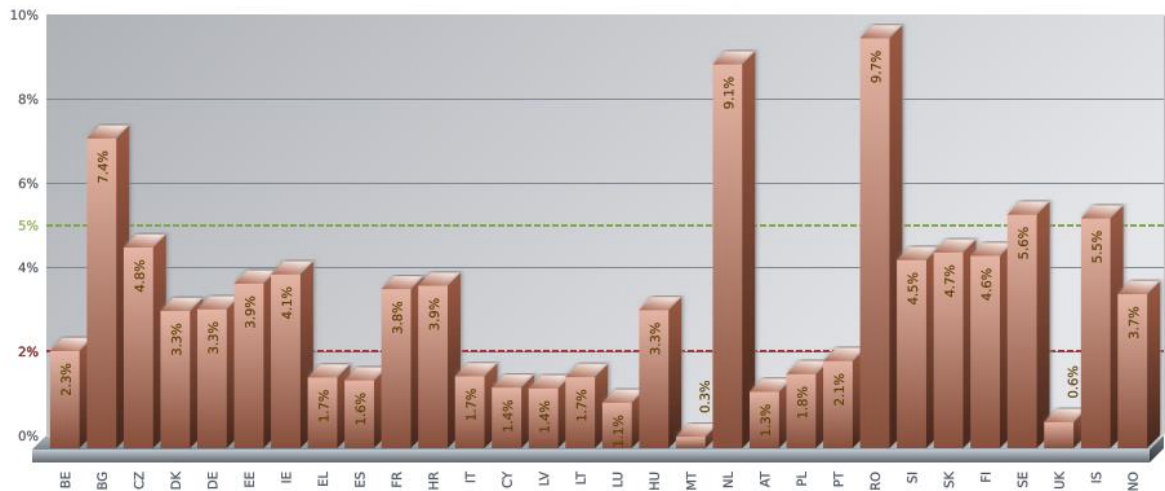


Includes: **meetings, phone calls** or **e-mail exchanges** involving personal advice.

The number of contacts is clearly different from that in 2014. In some EU countries there have been more quality reviews of the monitoring system, which may account for adjustments in the data.

Source – monthly reporting by advisers

Indicator [5]: People who found a job with the help of a EURES adviser



This chart shows **the percentage of people who found a job** as a direct result of contacting EURES advisers.

Overall, the number of people who found a job with the help of a EURES adviser increased. The average number of people who found employment as a result of direct contact with a EURES adviser rose from 3.3% in 2014 to 3.7% in 2015. The highest ratio of placements can be found in Romania (9.74%) and the Netherlands (9.12%).

Source – monthly reporting by EURES advisers.

⚠️ Indicators 3-5 are based on data from the monthly reports completed by EURES advisers. The average response is **54%** and the data in the responses is based on estimates. As of July 2015, EURES acting advisers and EURES assistants also report their progress in the monthly report. The aim is to boost transparency and accuracy.

A bug in the system prevented reminders to complete the monthly reports from being sent out in the last 3 months of 2015. This brought the response rate down.

Achievements


- Agreement on the new EURES Regulation (reinforcing EURES) reached by the European Parliament and the Council in November 2015. Published in the Official Journal on 22 April 2016 and entered into force 20 days later.
- **Activities at both national and EU level concerning the EURES reform** resulted in the following:
 - the focus on matching, placement & recruitment activities shifted
 - the national service catalogues and practices were finalised
 - new EURES member organisations in EU countries were selected (partners and associated partners)

- 25 Member States said they had selected new EURES partners, 2 were working on the selection process, 2 said they had not or were not planning to select new EURES partners, and 2 Member States provided no information
 - 3 Member States said they had selected new EURES associated partners, 8 were working on the selection process, 18 said they had not or were not planning to select new EURES associated partners, and 2 Member States provided no information
- Active participation in the annual programming cycle, as measured by the end of 2015:
 - all countries - except Croatia, Italy, Luxembourg, Malta and Slovakia – took part in the programming cycle meeting held by EURES Netherlands in October 2015. Some of those absent, such as Malta, sent information needed for the meeting in advance.
 - all countries produced their Activity Plan for 2016.
 - all countries contributed to interactive programming for 2016
- EURES organised various **recruitment events**, of which 24 were supported through its event management website: europeanjobdays.eu.
- Implementation of the Your first EURES job **scheme**, helping EU nationals **aged 18–30** find work in other European countries. In 2013, 2014 and 2015 a total of 4251 people were placed.

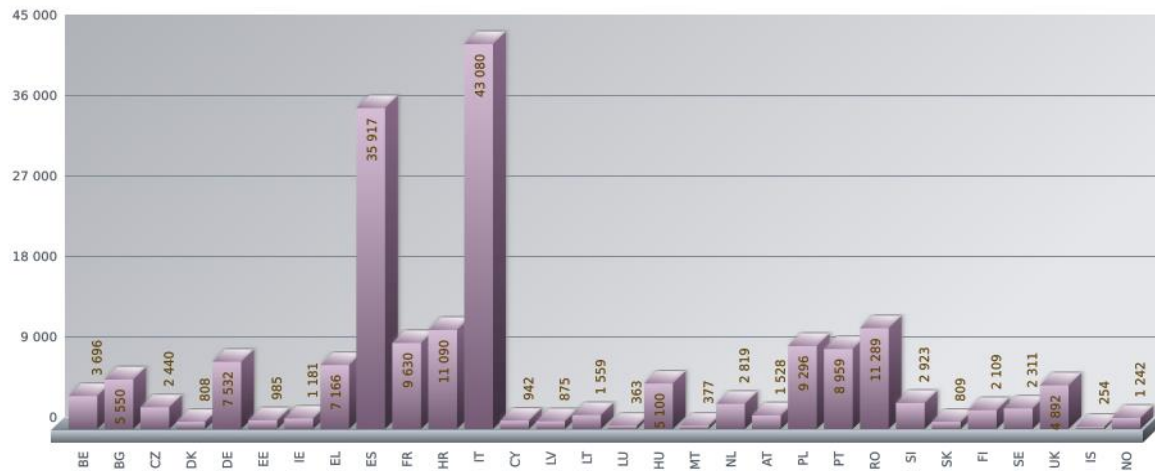
Note: A full report on the results of the EURES reform will be available in 2016

Facts and figures

EURES portal

 The migration of the EURES website to a new system in 2014 meant that jobseeker and employer accounts had to be migrated as well. All users had to reactivate their account at first login. By the last day of 2014, 10% of previously registered users had reactivated their account. The figure had risen to 15% by mid-March 2015, and to 18% by the end of 2015.

Jobseekers registered on the EURES site to benefit from portal services, by home country



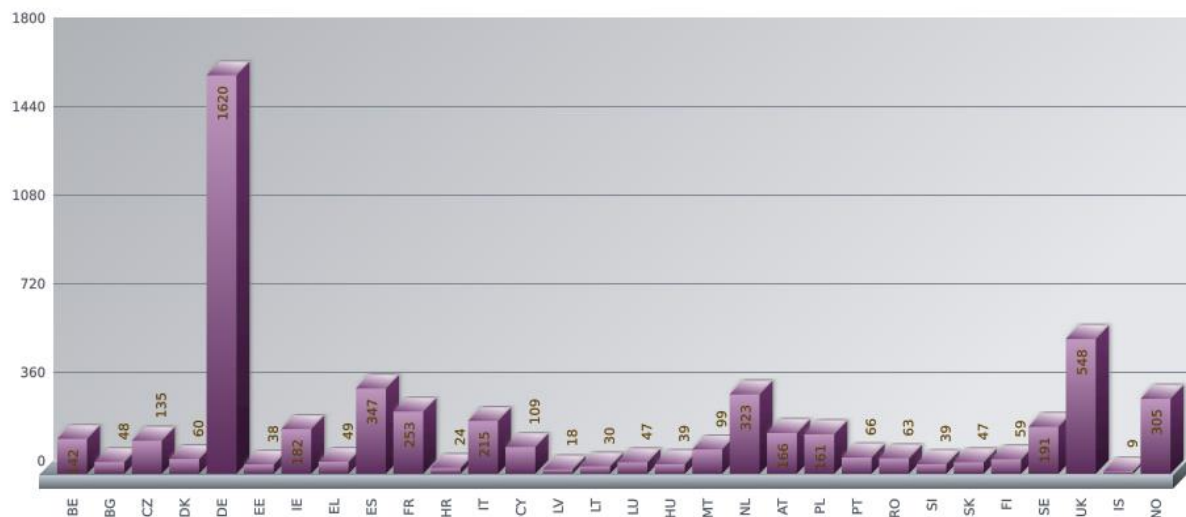
Reason for visiting – to find a job & information

Reason for registering – to find a job, upload & publish CVs.

Jobseekers registered (on 31 December 2015) – around 190 000.

⚠ How many jobseekers register on the website varies from country to country, depending on whether there are effective national recruitment channels and on whether workers are interested in working abroad, among other things. Registration is particularly high for countries with high unemployment, especially among the young. As in previous years, Spain and Italy account for the largest numbers of jobseekers on the website.

Firms registered on the EURES site to benefit from portal services, by home country

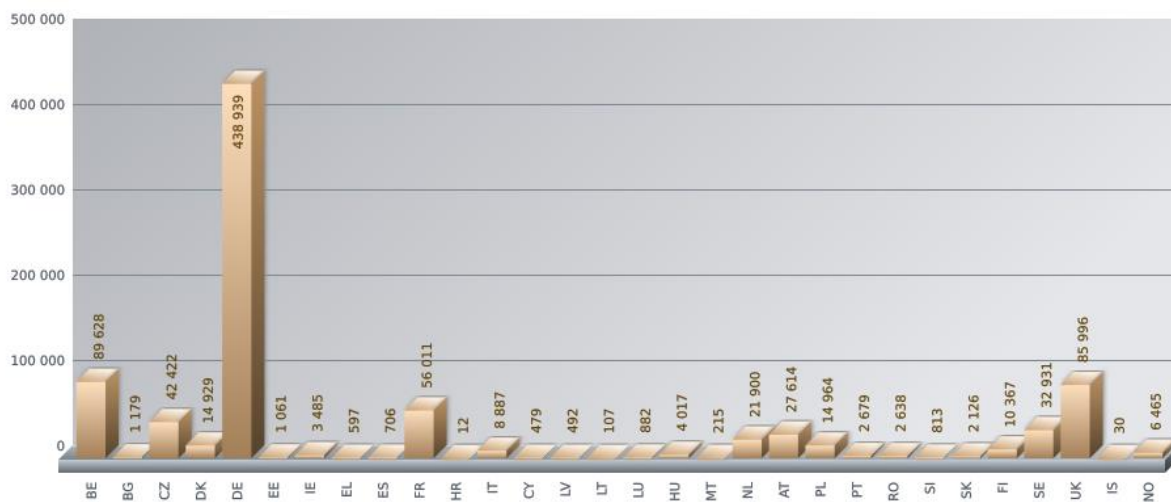


Reason for registering – to find & contact jobseekers who have published their CVs.

Employers registered (on the last day of 2015) – around 6 000.

Year by year, more and more employers are registering on the EURES website so they can search the database for potential recruits. As in the previous reporting period Germany accounts for the largest number of employers, followed by the UK, Spain, the Netherlands and Norway.

Job vacancies on the EURES site, by country



The many factors influencing the number of job vacancies in a country include the size and characteristics of its labour market. Whether it is easy to locate those vacancies depends on the various labour market players and how they publicise the vacancies online. In many countries, public employment services call on other organisations, such as private employment services and temporary work agencies, to post vacancies on a shared site. Sites that look attractive and get results may attract more vacancies.

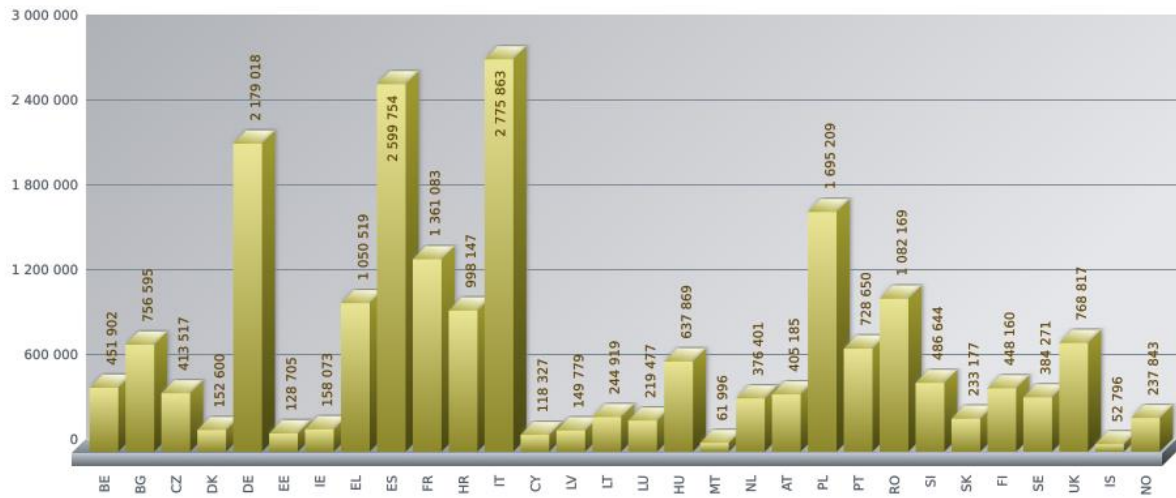
The 2 main factors that affect the degree of transparency of job vacancies from countries on the EURES website are:

1. the proportion of vacancies available to or collected by the PES in each country
2. how many of their available vacancies the PES consider publicly available and post on the EURES site.

Germany accounts for the bulk of job vacancies. Over the reporting period, job vacancies posted on the EURES website in the UK has fallen. This reflects the changes agreed to EURES legislation, enabling employers to advertise their vacancies locally before publishing them on EURES. The UK is currently exploring ways of engaging more with EURES, such as setting up a network of UK partners and creating new ways of engaging with a broader range of mobile jobseekers, to increase participation and deliverable outcomes.

Belgium currently provides more job vacancies than the UK, with France, the Czech Republic and Sweden not far behind.

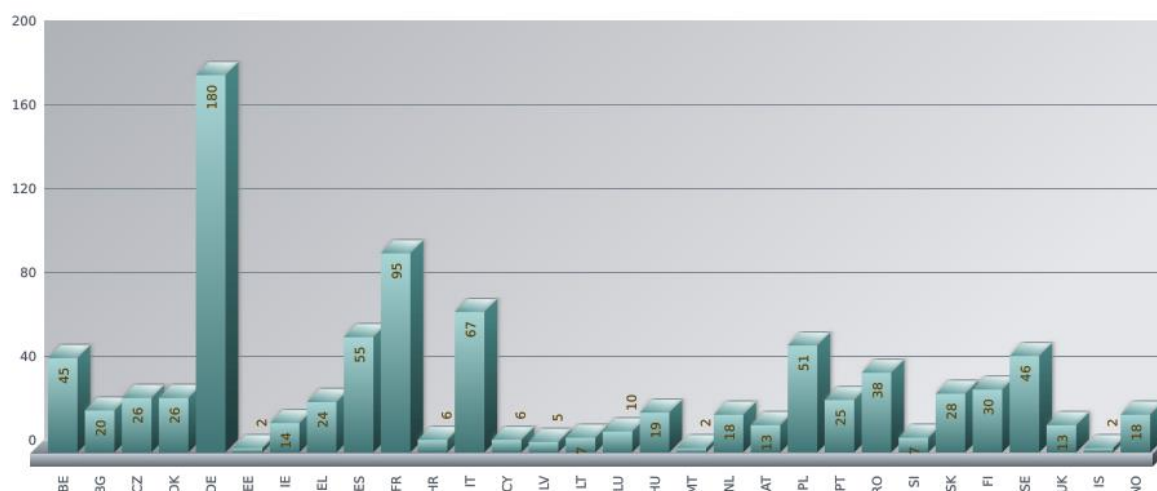
Average visits to EURES site by country (2015)



Monthly visits to the EURES website (2015)



⚠ In 2015, visitor numbers rose on average by 100,000 a month. The new, improved job search engine introduced in September 2015 led to a significant rise. The increase in May 2015 was the result of a technical issue relating mainly to the policy on cookies, which affected reporting on visitors.

Human EURES network**Number of EURES advisers per country**

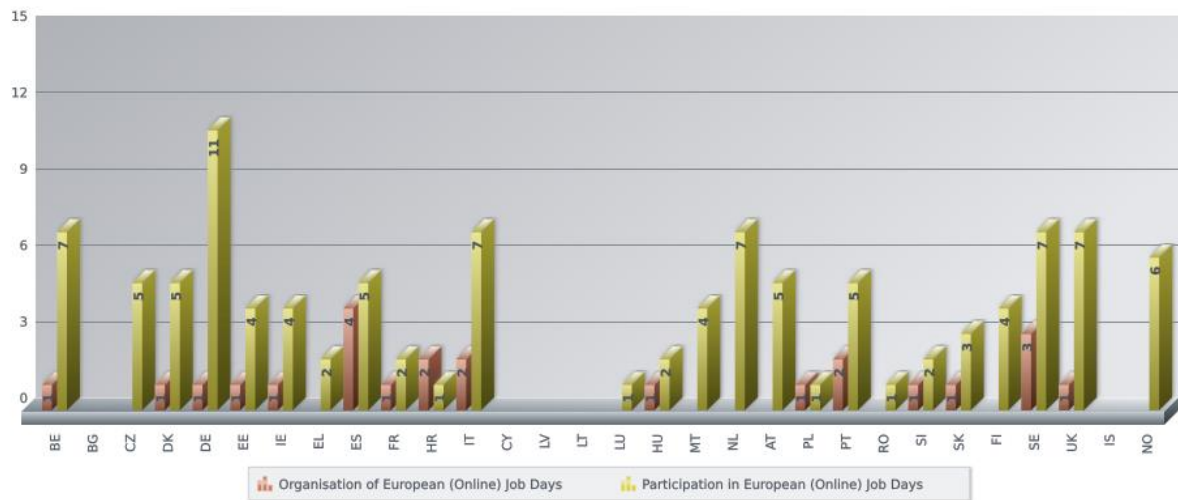
The data refers to "EURES" advisers". Depending on the national organisation, other staff also provide EURES services.

Germany has many EURES advisers because it has a large labour market and the German public employment services have made a strong commitment to incorporate EURES in their mainstream business activities.

Although Belgium, Bulgaria, the Czech Republic, Germany and Greece increased the numbers of their EURES advisers, the overall number fell compared to the previous reporting period (from 993 to 912). Other countries either maintained the same number of advisers or registered a decrease. The most significant **drops** occurred in:

- Denmark (-10)
- Spain (-13)
- Slovenia (-13).

European (Online) Job Days – organisation and participation



The above chart shows which countries held European (Online) Job Days, how many they organised, and how many Job Days held by other countries they took part in.

Spain for instance, held 4 Job Days in 2015 with the support of the EURES European Coordination Office, ECO. It also took part in 5 Job Days held in other countries with ECO's support.

In 2012, EURES launched the **europeanjobdays.eu** website, thus enabling EURES's member organisations to put some or all of their job day activities online. This helps to overcome attendees' physical, financial and time constraints.

The website offers some technical tools including:

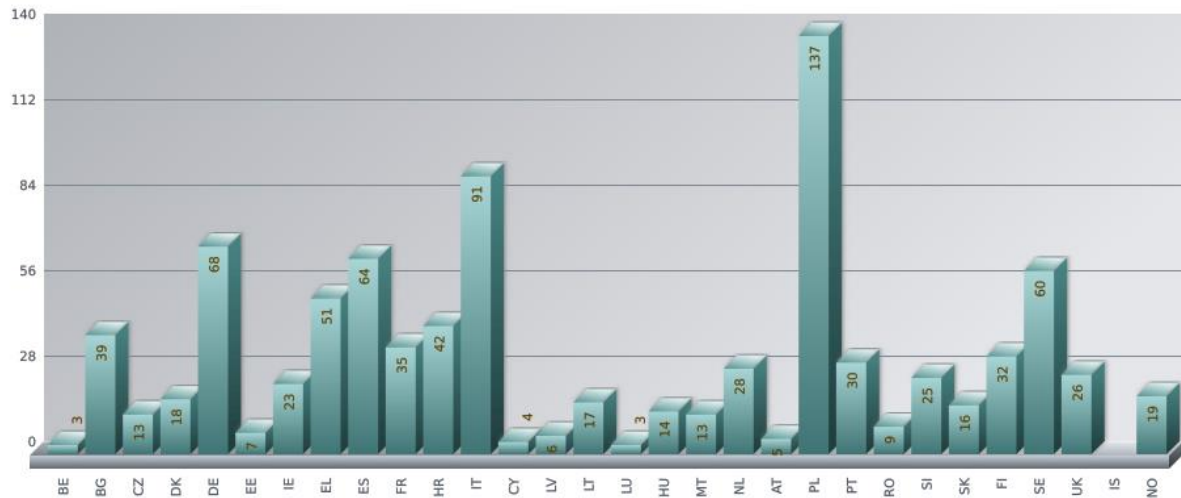
- static content posts such as text, photos and videos
- live video streaming (and recording)
- live chats (one-to-one and one-to-many).

These tools support direct links between presenters, advisers and individual viewers (jobseekers or employers).

Social media tools such as Facebook, Twitter and LinkedIn can help make an online event more relevant, useful and engaging for target audiences.

Since its 2011 launch, the European (Online) Job Days event management website has moved beyond being mainly an information tool and become an effective recruitment tool. A short report on its achievements is to be published in 2016.

Number of EURES staff taking training



The Commission has set up a **joint training programme** for EURES staff (advisers, assistants and others) and supports the development of mutual learning activities at EU and national level. Every year, about 1000 EURES staff follow training paths that combine online and classroom courses.

For example, each EURES adviser acquires the skills needed for the job through compulsory initial training and can then opt to specialise in the latest techniques for:

- matching vacancies and candidates
- providing information about and promoting EURES
- establishing long-term cooperation with jobseekers, employers and other interest groups.

Participation in training by people from different countries needs to be monitored, to check whether the NCO is equipping its EURES staff with the skills needed in their country. EURES staff in a 'receiving country', for example, need training in skills that are not compulsory for their counterparts in a 'sending country'.

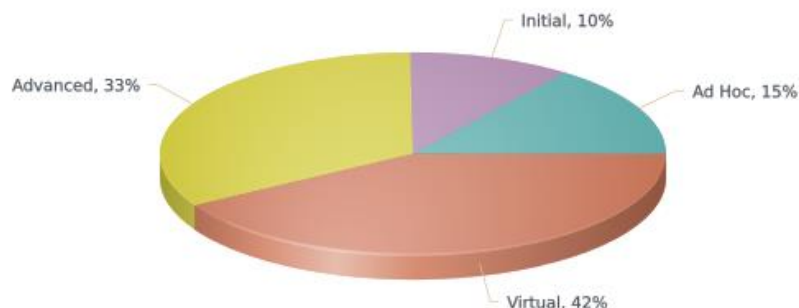
By monitoring outcomes of courses online, we can check whether EURES staff in a given country are up to speed on most of the network's recent projects and initiatives.

Possible future goals are:

- equipping all EURES staff with the skills they need to fulfil their different roles within the network
- stepping up some countries' participation in training
- creating pools of specialists from different backgrounds who can work on issues relevant to EURES.

More and more people are benefiting from EURES' training programmes. Training numbers in 2015 were up 100 on 2014.

Breakdown of participation by different training types (initial, advanced, ad hoc, virtual)



The breakdown of participation has remained unchanged since 2014. Advanced and virtual training programmes are clearly the most popular types.

Priorities

- The Commission hopes more countries will select new EURES member organisations and prepare to develop national admission systems in preparation for applying the new EURES regulation.
- In 2015, the first version of an automated matching tool for jobseekers was made available to a limited number of users. The tool, which aims to match vacancies with online CVs on the EURES website with one click, will be made more widely available in 2016.
- The introduction of the new extranet enabling learning, collaboration and connection within the EURES network was among the key priorities planned for 2015. Despite the substantial progress made in 2015 — especially on the extranet's design — it is not expected to be operational until some time, in 2016. Initially it will be a pilot project.

Success Stories

Nordic Working – inviting people to Nordic countries

Nordic Working w(2011-2014), managed in the Netherlands, involved 5 onsite events and 2 online ones to help jobseekers in the Netherlands, Germany and Belgium find work in Nordic countries. Since 2015, the project has been managed by Denmark, with counterparts from Sweden, Norway and Finland also taking part. The last event in Amsterdam in 2014 was an online event for IT jobs.

A Dutch EURES adviser explains that getting employers on board can be a battle. It was assumed they would be instantly attracted by the IT event – but many were daunted by the technical aspects.

Although some advisers in the EURES team were uncomfortable with online tools, there are always a few people who know how to use them. The EURES adviser in charge said it was important to combine on-the-spot and online approaches, simply because ‘moving countries is a big decision and most people want to meet their future employer or employee in person’. However, the online option is useful to employers and jobseekers without the time or money to travel.

The IT event saw a fair amount of traffic on Facebook. The team also made ample use of Twitter, using it before the event to provide information about the labour market, vacancies and the programme of the European (Online) Job Days, and during the event for announcements about chat sessions and more. An additional bonus is that the event gains wider exposure, which broadens the offering and is beneficial for all concerned.

Spain’s online healthcare job day with more posts than candidates

The Online Healthcare Job Day on 11 June 2015 took place in Seville with EURES advisers from the UK, Denmark and Germany at the command centre. At one point, 48 users were chatting simultaneously online.

300 job vacancies were available. In the end, there were more vacancies than candidates, most of whom were from Spain, Portugal and Greece. Getting employers involved was easy — they already knew the EURES team and many were waiting for the event and looking forward to using the new online tool. ‘It was our first online job fair so we were a little nervous,’ says the EURES adviser involved in the organisation. ‘Online fairs are good occasions to create contacts between companies and jobseekers, but they obviously have to meet sooner or later. We can help set up these individual meetings at a different date.’