

Success Story:

Better supporting long-term unemployed, young people and other vulnerable groups at the Cyprus Public Employment Services



Challenges

Enhancing the capacity and efficiency of the public employment services (PES) in a difficult financial and human resources context to i) better support long-term unemployed, young people and other vulnerable groups and ii) to improve outreach to non-registered unemployed, following the 2016 Country Specific Recommendations to Cyprus.



Actions



Use of IT for self-service provision

Creating an online matching tool to facilitate employers' searches and digital services for 'job-ready' jobseekers.



Customer segmentation & functionalisation of services

Segmenting jobseekers by distance to the labour market.

Delivering more personalised sessions for minimum income recipients, young people, long-term unemployed and other vulnerable groups.



Services for employers

Establishing better cooperation between PES and larger employers to increase number of vacancies (pilot around Limassol).



Performance management

Revising manual of PES processes (for counsellors) with more detailed instructions. Increasing numbers of counsellors to address staff shortages in 2018 (temporary).



Evidence-based design & delivery of ALMPs

Developing an electronic system to monitor and evaluate ALMPs based on performance indicators and quantified targets.



Success Factors

- The Mutual Assistance Project and the external assessment process helped the PES to identify key reform priorities.
- The use of the PES performance dashboard enabled the PES to analyse where it stood in relation to other Member States.
- Developing a clear Action Plan supported a more coherent and consistent change process, including commitment from senior management to follow-up on the plan.
- High staff motivation, participation and their willingness to point to problems – supports change and continuous learning.



Results

Significant progress has been made in reforming the Cypriot customer segmentation approach, improving monitoring results of ALMPs and improving services for employers.

Mutual Assistance Project

Cyprus, supporting the Cyprus PES reform programme



MAY 2017

Mutual Assistance Project

Cypriot delegation visiting Estonia, supporting the Cyprus PES reform programme



NOV 2017

Seminar

'Piloting and Evaluation', Belgium



JAN 2018

Mutual Assistance Project

Cyprus, supporting the Cyprus PES reform programme



APR 2018

Follow up Visit

'Being digitally strategic', Slovenia



JUL 2018

Study Visit

'Methods of Quality Management', Austria



SEP 2018



JUN 2017

Thematic Review Workshop

'Engaging with and improving services to employers', Lithuania



DEC 2017

Mutual Assistance Project

Cypriot delegation visiting France, supporting the Cyprus PES reform programme



FEB 2018

Follow up Visit

'Engaging with and improving services to employers', Belgium



APR 2018

Thematic Review Workshop

'Being Digitally Strategic', Estonia



JUL 2018

2nd Benchlearning Assessment Visit

Peers from Malta, Portugal and the UK visiting Cyprus



NOV 2018

Stakeholder Conference

'Future of Work', Belgium

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