

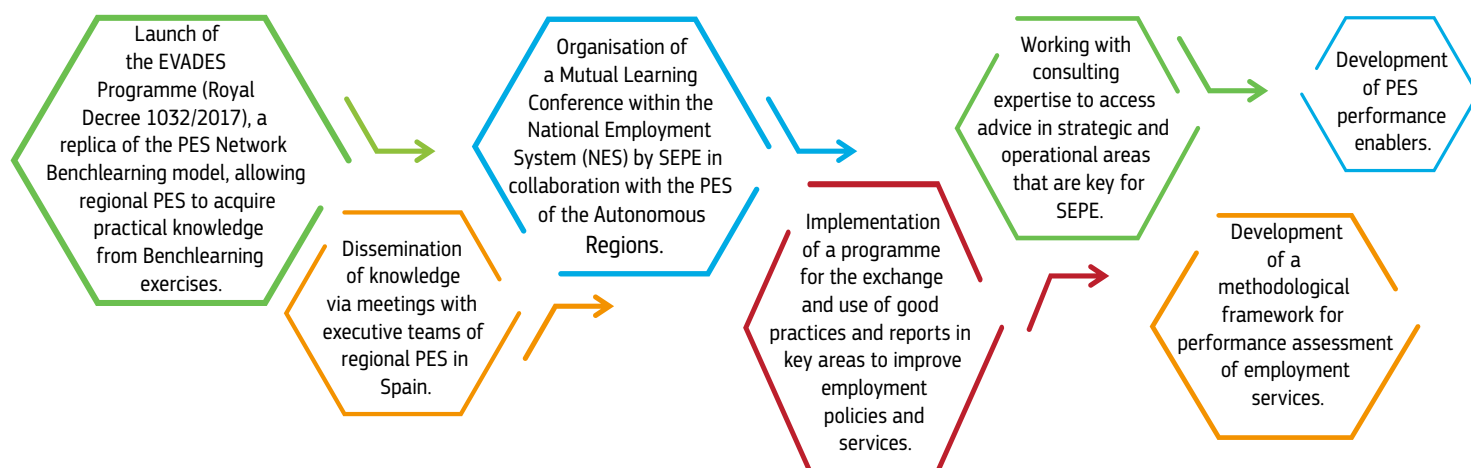
Success Story:

Organisational development to modernise services of the national and regional Public Employment Services in Spain

Challenges

The Spanish Public Employment Service (SEPE) and the 17 regional autonomous public employment services (PES) function independently and in a decentralised way. This requires close coordination between SEPE and the regional actors to address challenges, such as high unemployment among young people, long term unemployment or the digitalisation of the labour market, and to modernise services in a coherent strategic way.

Actions



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

- The EVADES programme has effectively disseminated knowledge through the National Employment System (NES).
- The PES' knowledge in updating and improving performance has improved.
- The PES has improved exchange of experiences and knowledge.
- The PES achieved a more conducive culture for planning, monitoring, evaluating and implementing the Spanish Strategy for Employment Activation.
- The PES benefits from a more systematic implementation of changes and reforms.

Conference
'Working together for a stronger European labour market', Belgium



MAY 2015



Thematic Review Workshop
'Performance management in PES', Estonia

OCT 2015

Benchlearning Working Group meeting
Germany



JAN 2016



Seminar
'Change management in PES', Belgium

JAN 2016

Heads of PES meeting
Denmark



SEPT 2016



Seminar
'Change management and continuous improvement' Belgium

OCT 2016

Working Group
'Employers relations', Spain



FEB 2017



Working Group
'Long-term unemployment', Poland

APR 2017

Heads of PES meeting
Malta



JUN 2017



Mutual Learning Reference Group meeting
Belgium

JUN 2017

Working Group
'Employer relations', Spain



JUL 2017



Mutual Assistance Project
attendance as peer PES, Italy (Management information services and employers)

NOV 2017

Mutual Assistance Project
attendance as peer PES, Italy (Management information services and employers)



JAN 2018



Heads of PES meeting
Belgium

FEB 2018

Conference
'Future of Work', Belgium



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