

## PES Mutual Learning Webinar

### 'Capacity planning measures in response to the COVID-19 crisis'

### Agenda

**Date:** 14 May 2020

**Time:** from 10:30 to 12:00

SESSION	MAIN CONTENT	SPEAKER	TIMING
Opening of the webinar	Opening, greetings Webinar 'rules of engagement' - good conduct Chat and polls; invitation to engage with fellow participants	Thecla Schreuders Moderator	10.30- 10.35
Introduction	Overview of the structure and content of the webinar and presentations Intro to speakers with their credentials	Thecla Schreuders Moderator	10.35- 10.40
Presentation from the Dutch PES	The presentation will focus on how the Dutch PES is adapting its forecasted customer needs to take into account the new situation of the labour market, and how the new forecasts will shape service delivery.	Mr Bernard van Nijnatten (National Manager of Service Delivery, PES NL)	10.40- 10.50
Discussion Q&A	Audience responses, discussion, and questions on presentation		10.50- 11.00
Presentation from the Norwegian PES	The presentation will focus on how changes in the legislation as well as the automatization of some tasks via new IT tools are changing the way the Norwegian PES delivers its services.	Mr Haakon Hertzberg (Head of Politics and International relations, Deputy Director, PES NO)	11.00- 11.10
Discussion Q&A	Audience responses, discussion, and questions on presentation		11.10- 11.20
Presentation from the German PES	The presentation will focus on how the German PES is changing the staffing of local offices and investing on personnel to face new challenges arising from the crisis.	Ms Renata Häublein (CEO of the Nuremberg office, PES DE) and Mr Michael van der Cammen (Senior manager - International division, PES DE)	11.20- 11.30
Discussion Q&A	Audience responses, discussion, and questions on presentation		11.30- 11.40
Final Q&A	Participants respond with any final thoughts and questions to follow up		11.40- 11.55

SESSION	MAIN CONTENT	SPEAKER	TIMING
Sum up and close of the webinar Thanks	Wrap up key issues Outcomes of the webinar Finding more information Invitation to keep in touch with peers	Thecla Schreuders Moderator	11.55- 12.00

## Context

The COVID-19 emergency has had a massive impact on all social interactions, especially those relating to work. Consequently, PES have had to adapt their operations with significant changes for both customers and the staff providing support for them. These involve not just rethinking the type of assistance on offer, but also the delivery mechanisms. PES workloads have increased as many people have unfortunately lost their jobs, whilst others are experiencing changes in their working practices, which in some cases could be permanent. This webinar aims at bringing together speakers from three European PES to illustrate adjustments that they have already made in response to the crisis and offer some reflections on the possible longer-term implications.

The Dutch PES already had a blended system of delivery channels before the emergency with many services fully digitalised. This has been complemented by flexible working arrangements for staff. Due to the crisis services previously delivered face to face have had to be transferred to other channels with substantial adjustments for both customers and staff. The PES is already reviewing the implications of these changes, including using its capacity modelling to determine how resources need to be adjusted to meet revised needs. It is also drawing upon this learning to consider how services will be delivered to meet the new labour market challenges presented as countries recover from the crisis.

The Norwegian PES identified that changes to legislation were necessary so that their services could be rapidly adjusted to meet needs arising from the emergency. Consequently, a rapid review enabled regulations to be amended ensuring that the PES was able to implement contingencies providing support required for citizens affected by the crisis. To implement these changes the PES has had to systematically review its resource deployment, reviewing priorities, and reallocating staff to meet these.

The German PES has also needed to provide services to an increasing number of customers whilst front line offices have had to be closed to the public. In a rapidly changing situation, the PES has had to ensure that sufficient staff are available in the right locations to assist customers, this has involved redeployment to cover temporary roles supporting local offices. The German PES has had to consider several logistical issues arising from new ways of working, balancing customer need with ensuring the safety of staff. The PES is already considering what extra resources may be needed in the longer term to assist groups, such as young people, whose integration may be disrupted due to the impact of the crisis on future labour market transitions.

## Additional information

The webinar will take place via the Zoom webinar platform.

During the webinar, participants will be invited to take part in short polls, asking for feedback or comments that will then feed into the discussion.