

## PES Mutual Learning Webinar 'PES support to vulnerable groups'

### Agenda

**Date:** 3 December 2020

**Time:** from 10:00 to 11:30 CET

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	10.00-10.05
Introduction	Overview of the structure and content of the webinar and presentations Intro to speakers with their credentials	Thecla Schreuders and Eamonn Davern Moderators	10.05-10.10
Scene-setting presentation from the OECD	The presentation will focus on findings of the OECD's forthcoming Policy Brief on activating policies to mitigate the rise in (long-term) unemployment, which draws on the responses to a joint OECD/EC questionnaire answered by 40+ countries. The focus will be especially on policies that mitigate the negative consequences of the current crisis for vulnerable jobseekers.	Ms Kristine Langenbucher and Ms Anne Lauringson (Labour Economists, Directorate for Employment, Labour and Social Affairs, OECD)	10.10-10.25
Discussion Q&A	Audience responses, discussion and questions on presentations		10.25-10.40
Presentation from the Finnish PES	The presentation will focus on paths to employment for people with partial work ability implemented by the Finnish PES, encompassing the provision of benefits, dedicated services and tailored support measures.	Ms Tuija Oivo (Director, TEM)	10.40-11.00
Presentation from the Belgian PES (VDAB)	The presentation will focus on VDAB remote counselling and how this was adapted due to COVID and its impact on vulnerable customers. The presentation will also present the assets and the challenges of digital counselling for vulnerable groups and how these will be addressed in the future.	Ms Lenka Kint (Strategic Account Manager for International Relations, VDAB)	
Discussion Q&A	Audience responses, discussion and questions on presentations		11.00-11.15
Final round of Q&A	Speakers respond with any final comments on the topics discussed		11.15-11.25

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 and Eamonn Davern Moderators	11.25- 11.30

## Context

This webinar is the fifth of a special series exploring PES responses to the COVID-19 crisis and possible ways forward to effectively support the recovery. This webinar focuses upon PES experiences in supporting vulnerable groups, and how these could be mobilised to prevent them suffering a disproportionate impact from the crisis.

Combatting Youth unemployment has been an EU policy priority for a number of years, as reflected in the support provided for this group through the Youth Guarantee. Especially following the introduction of the Long-Term Unemployment Recommendation, there has also been an increasing focus on implementing dedicated active labour market policies to meet the needs of vulnerable people furthest from the labour market. Evidence suggests that personalised, co-ordinated, interventions are required to support people with particular barriers to integration. Despite a significant growth in digital services, people with more complex needs have tended to be assisted through face-to-face counselling which could not be offered following lockdowns at the start of the pandemic. Vulnerable people could therefore have been placed at increased risk of longer-term inactivity due to changes and disruption to both labour demand and their ability to access services.

The webinar speakers and participants will discuss how policy responses are addressing the risk of vulnerable people falling further behind, how PES can work with other agencies to prepare for and deliver more targeted services and ALMPs devoted to vulnerable groups, and how counselling support can be effectively provided remotely to ensure that these groups continue to receive the support necessary to move them into work. Presentations will discuss how integrated and digital support has enabled assistance for the most vulnerable jobseekers to be maintained and improved despite COVID restrictions. Descriptions of how good practices developed before the crisis can be built upon to increase client access will inspire the audience to ensure that future support for the most vulnerable will be enhanced so that they can fully adapt to new situations in the labour market and access and benefit from transformed delivery systems.

## Additional information

The webinar will take place via the Zoom webinar platform and will be recorded. Recordings will be made available on the internet in order to accumulate knowledge and to disseminate it also to those who could not attend the webinar.

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. Participants are advised to download the Zoom Client app to access all webinar functionalities. The app can be downloaded [here](#).