



European Network of Public Employment Services

2021 PES Capacity Questionnaire Part II: Monitoring of PES support of the reinforced Youth Guarantee

Survey-based Report



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Monitoring of PES support of the
reinforced Youth Guarantee**

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LIST OF ABBREVIATIONS

ALMP	Active Labour Market Policy
BL	Benchlearning
DG EMPL	Employment, Social Affairs and Inclusion Directorate General
EC	European Commission
EMCO	Employment Committee
EU	European Union
ESF	European Social Fund
GDPR	The General Data Protection Regulation
GMI	Guaranteed Minimum Income
LTU	Long-Term Unemployed
MS	Member States
NEET	Young person Not in Employment, Education or Training
OP KED	Operational Programme Knowledge Education Development
N/A	Not Available
NGO	Non-Governmental Organisation
PES	Public Employment Services
UI	Unemployment Insurance
UB	Unemployment benefits
YEI	Youth Employment Initiative
YG	Youth Guarantee

EXECUTIVE SUMMARY

The European Commission's political agenda, with its focus on the digital economy – in which young people should excel if they are provided with the right skills and opportunities – and the Green Deal – which young people have helped put on the agenda – directly concerns young people. 2022 will be the Year of the European Youth and the Commission has just announced a new programme, ALMA ('Aim, Learn, Master, Achieve'), that should offer young people not in education, nor in employment or training (NEETs) a temporary professional experience in another Member State.

Already in 2020, and in response to the recession triggered by the COVID-19 pandemic, the Commission put together a package of initiatives, called Youth Employment Support (YES) – A Bridge to Jobs for the next generation, to ensure that young people across the EU did not bear the brunt of the economic recession brought about by the pandemic crisis. It included a proposal for a reinforced Youth Guarantee (YG), adopted in October 2020. The reinforced YG aims to provide comprehensive and intensified support to all young people under the age of 30 years not in employment, education or training (NEETs) in finding employment or to continue in education.

The EU Network of Public Employment Services (PES) is committed to supporting and monitoring the delivery of the YG and has already published several assessment reports on the PES capacity to implement the YG. The present report, part of this monitoring activity, is focused on various qualitative aspects of PES administrative capacity to implement the reinforced YG, such as: PES partnerships and staff capacity in supporting the YG implementation; profiling and assessing the needs of NEETs; preparatory services; post-placement support provided to the young people; timescales for making an offer; and monitoring and evaluation of YG interventions.

One of the findings of previous analyses carried-out by the EU PES Network was that **PES are central players** in the implementation of the YG. **This pattern is confirmed** by the current report which revealed that PES **continue to have a wide range of responsibilities in management, coordination and direct service provision** of the reinforced YG or similar youth-oriented schemes. **Most PES register young people** as unemployed and/or in the YG scheme and **provide specific employment services or support** for them. PES **are involved not only in services provision**, but around **half have responsibilities for the overall management and coordination** of the national or regional YG schemes. **More than half the PES also have responsibilities** (to different degrees) **in other important stages or components of the YG implementation** such as: outreach to NEETs; follow-up of young people who received specific services; and the design and implementation of the monitoring system. Furthermore, **almost half the PES** included in this analysis are involved in **the coordination of partners**.

In implementing specific YG interventions, **the partnership-based approach is applied by all PES** – they all reported having in place one or several types of partnerships or cooperation agreements with a variety of objectives. **Many PES work in partnerships to prevent young people becoming NEET** and for **outreaching to NEETs and/or activating** especially vulnerable groups – two aspects stressed by the reinforced YG.

Another requirement of the reinforced YG is ensuring **adequate staff capacity**, including specifically trained staff, to implement youth interventions in a 'person-centred' manner. This was addressed by PES in different ways with **almost half of PES with staff solely responsible for the implementation of the YG**. In the other PES, **YG activities are incorporated into PES staff functions and roles**, but even in these cases **there are youth counsellors or special units dedicated to servicing young jobseekers** or other vulnerable/disadvantaged groups. Furthermore, **training courses** on specific aspects of working with young people **are organised or planned to be organised by almost two thirds of PES**. However, this is an on-going activity since many PES have

provided similar programmes in the past or are provided when new staff are recruited, or decided after the obligatory annual training needs assessment, for example.

Using profiling and screening tools to assess the needs of NEETs and to develop individualised action plans is a key feature of the reinforced YG. The current analysis revealed that **a majority of PES apply different profiling tools or systems to assess the job-finding prospects or the needs of NEETs**. In almost all PES, **the profiling or assessment of the needs of NEETs is in line with the recommendations** of the reinforced YG. The assessment includes aspects related to skills and previous work experience, the preferences, plans and barriers of the individual, disadvantages/reasons for being unemployed or inactive and, to a lesser extent, issues related to residency in rural, remote or disadvantaged areas.

The Council Recommendation of October 2020 on the reinforced YG also asks the MS to 'step up' the preparatory phase. This should involve adequate services and support that can facilitate the activation and motivation of young people, prepare them for overcoming barriers to employment and for the requirements of regular vocational qualification pathways that sometimes can be too demanding. Preparatory **support aimed at enhancing and/or recognition of important skills seems to be at a relatively small scale** with just above half the PES providing preparatory short-term training and only around one third involved in the validation and recognition of non-formal and informal learning outcomes (though in many cases, this remit falls under the authority of education and training institutions). **Other services such as career guidance/advice, counselling, motivational sessions, referrals to social services, advocacy, etc. are much more used by PES during the preparatory phase.**

The need to expand the **post-placement support** for young people is also stressed by the reinforced YG. **Such services** (provided after taking up an offer) **were reported by just half the PES**. Nevertheless, **another quarter of PES reported that some post-placement services are offered, but they are provided by partners or only to some groups of young clients or within other types of interventions/programmes** (e.g., in training, or LTU programmes, etc.). **Support by psychologists/social workers, advice, guidance on how to overcome problems, and further training are services provided by a majority of those PES** reporting post-placement support in place.

The recommendation that young people must receive a good quality offer within a period of four months of becoming unemployed or leaving formal education is maintained in the reinforced YG. **The information on the average time for making an offer is not available in almost half the PES** and in other cases the information is not clear or does not provide a complete picture. However, from information provided, a conclusion could be drawn **that half the PES provide an offer to a major part of young jobseekers within a maximum period of four months.**

Monitoring has been regarded as an integral part of the YG since its first launch in 2013. The reinforced YG reiterates the need to continue improvement of monitoring the implementation of specific interventions and their results. In relation to this aspect, the present analysis shows that **almost two thirds of PES have targets in place** for youth-oriented services. **A majority of PES reported monitoring young people who receive an offer** within four months and **following up young clients entered in employment or training**. Monitoring young people who leave the unemployment register and of young people referred to education and training providers is less used in practice - only just over half the PES undertake this sort of monitoring/follow-up.

Implementing feedback to ensure that a quality offer was provided and to prevent young people falling back into NEET status, is another recommendation of the reinforced YG. PES responses indicate that **the majority of PES collect qualitative feedback** about their youth-oriented services using different tools, of which **satisfaction surveys are the most used**. Collection of qualitative feedback from young clients is done **both during delivery**

of the support and after it is completed by the majority of PES reporting such evaluation in place.

In summary it is evident that many aspects of the Council Recommendation of the reinforced YG have been put into practice to varying degrees in the activities that fall under PES competence or responsibility. Furthermore, as reported by some PES, the process of developing new plans for YG schemes, including new or improved youth-oriented services in line with the related Recommendation is still ongoing. All these have been achieved in a relatively short period of time when PES had to face the additional COVID-19 pandemic-related tasks and challenges.

1. INTRODUCTION

The Youth Guarantee (YG) was proposed by the European Commission (EC) in 2013, in response to high levels of youth unemployment following the economic crisis of 2008.

Since 2014 the YG has created many opportunities for young people with over 31 million registered and who took up an offer of employment, continued education, apprenticeships, or traineeships. Prior to the COVID-19 pandemic, there were around 1.7 million fewer young people not in employment, education or training (NEETs) across the EU¹.

In the period since its introduction, the youth labour market has improved to the extent that youth unemployment and NEET rates had fallen in most Member States. At the EU level, youth unemployment decreased from 19.0% in 2013 to 11.4% in 2019, while the share of 15–29-year-old NEETs fell from 16.1% in 2013 to 12.6% in 2019². This development can be partially attributed to the improved economic situation in Europe from which young people have benefited. However, according to the EC, the structural reforms of labour market, education and training policies supported by the YG have also contributed to this result³.

However, young people are being hard hit by the unprecedented crisis brought about by the COVID-19 pandemic. Consequently, in 2020 the youth unemployment rate increased to 12.5% and the share of 15–29-year-old NEETs rose to 13.7%⁴. Moreover, the demographic changes and the on-going developments such as automation, digitalisation of production and services, and the transition towards a greener economy will affect and reshape future labour markets.

Under these circumstances, the situation of young people becomes more urgent, though more positively, such changes can bring new opportunities and new challenges on the labour market. In response, the 2020 Council Recommendation on reinforcing the YG⁵ foresees the need for intensified support to all young people under the age of 30, structured around four main phases: mapping, outreach, preparation, and offer.

As part of its 2021 work programme, the EU Network of Public Employment Services (PES) continues the monitoring of the implementation of the YG schemes by the PES and the present report, which is part of this monitoring, is the fifth report published on PES capacity to implement the YG. It mainly focuses on PES administrative capacity to implement the reinforced YG and complements the Employment Committee's (EMCO) policy oriented biennial review. This approach will help ensure that all relevant aspects related to the initial efforts to implement the new dimensions of the reinforced YG will be captured.

The findings in this report are based on responses provided to an online survey launched at the end of April 2020 and conducted by the ICON team, a supporting contractor of DG EMPL for the implementation of the PES Benchmarking initiative.

¹<https://ec.europa.eu/social/main.jsp?catId=1079&langId=en#:~:text=The%20reinforced%20Youth%20Guarantee%20is,traineeship>

² <https://ec.europa.eu/eurostat/data/database>

³ <https://ec.europa.eu/social/main.jsp?catId=1079&langId=en>

⁴ <https://ec.europa.eu/eurostat/data/database>

⁵ <https://ec.europa.eu/social/main.jsp?catId=1079&langId=en>

Compared to 2019, the questionnaire was considerably revised and included new topics related to the main aspects of the reinforced YG, such as profiling and assessing the needs of NEETs, preparatory services and post-placement support provided to the young people, and collection of qualitative feedback from young people. The data was collected between June and July 2020 from 30 PES⁶ in 26 EU Member States plus Iceland and Norway⁷.

⁶ AT, BE-ACTIRIS, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, LT, LU, LV, MT, NL, NO, PT, PL, RO, SE, SI, and SK.

⁷ Iceland and Norway do not implement the EU YG, as such. In Iceland 'the young people (18-29 years) receiving PES services include only registered jobseekers, recipients of UI, recipients of financial assistance from the municipalities, referred to the PES, and those with disabilities/reduced working capacity'; in Norway there is a special programme targeted to 'all youth up until the age of 30 (from 2017)'.

2. MAIN AREAS OF PES RESPONSIBILITY IN YG COORDINATION AND IMPLEMENTATION

PES are central players in the management, coordination and implementation of the reinforced YG. All PES are involved in direct service provision and more than half have responsibilities for other important stages or components of the YG.

The YG has played a major role not only in creating new opportunities for young people, but also in driving structural reforms, improving and expanding PES services.

PES have been central players in the implementation of the YG, as revealed by similar studies⁸, and which is largely

confirmed by the current analysis, as illustrated in Table 1. It is clear from this that PES have a wide range of responsibilities in the management, coordination and direct service provision for the YG.

Table 1 PES responsibilities in YG coordination and implementation

YG responsibilities	PES with specific YG responsibilities
Managing and coordinating the national/regional YG scheme	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DK, ES, FI, HU, IE, MT, NO, PL ⁹ , PT, SE ¹⁰ (16)
One of the implementers of the national YG scheme	AT ¹¹ , BE-Actiris, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR ¹² , HR, HU, IE, LT, LU, MT, PL, RO, SE, SK, SI (24)
Registration of young people ¹³	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE ¹⁴ , EL, ES, FI, FR, HR, HU, IE ¹⁵ , LT, LU, LV ¹⁶ , MT, NO, PL, PT, RO, SE, SI, SK (28)
Provision of PES services, including YG services to young unemployed people	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI ¹⁷ , FR, HR, HU, IE, LT, LU ¹⁸ , MT, NO, PL, PT, RO, SE, SI, SK (26)

⁸ For example European Commission (September 2017) *Report on PES Implementation of the Youth Guarantee* <https://ec.europa.eu/social/BlobServlet?docId=18901&langId=en>; European Commission (September 2019) *Report on PES Implementation of the Youth Guarantee* <https://ec.europa.eu/social/BlobServlet?docId=21886&langId=en>.

⁹ Coordination at the central level: Ministry of Economic Development, Labour and Technology; coordination at the regional level: Regional Labour Office (RLO) that are also Intermediate Bodies for ESF projects (OP KED). YG includes: services provided by the labour offices, component of Voluntary Labour Corps, loans provided by a state-owned bank, and support co-financed by the ESF.

¹⁰ Responsibilities only for young unemployed registered with PES.

¹¹ PES supports only young jobseekers (including NEETs) who are registered with PES.

¹² 'Pôle emploi participates indirectly in the YG implementation, through its 'Accompagnement Intensif Jeunes/AIJ (Intensive Support for Youth)', co-financed by the YEI. The main implementers of the Garantie Jeunes (Youth Guarantee) are the Missions locales (local missions).

¹³ Registration as unemployed or in the YG scheme.

¹⁴ PES registers young people as unemployed, 'who turn for help to the PES (they are not always the young NEETs)'.

¹⁵ Registration is done for young people who receive financial assistance from the Department of Social Protection or avail of employment services, but not all persons under the age of 30 are registered with PES.

¹⁶ The ESF Project Youth Guarantee finished at the end of 2018.

¹⁷ In line with a recent pilot initiative, the responsibility of provision of employment services is divided between PES and municipalities, which will be responsible for registering youth.

¹⁸ Young people looking for a job can register with PES and benefit from all types of support provided by PES. Young people who are not yet ready to register with PES 'can turn to the PES partner within the YG scheme - the National Youth Service (Service National de la Jeunesse/SNJ) under the authority of the Ministry of Education, Children and Youth'.

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YG responsibilities	PES with specific YG responsibilities
Coordination of partners	BE-Actiris, BE-Le Forem, BE-VDAB, DE, DK, ES, FI, HU, LT ¹⁹ , LU, MT, NO, PL, PT (14)
Outreach to NEETs	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, ES, HR, HU, LT, MT, NO, PL, PT, SI, SK (17)
Follow-up of all young people who received YG services	BE-Actiris, BE-VDAB, BG, DE, DK ²⁰ , ES, HR, HU, LT ²¹ , MT, NO, PL ²² , PT, RO, SE ²³ , SI, SK (17 ²⁴)
The design and maintenance of the YG monitoring system (including indicators)	BE-Actiris, BE-Le Forem ²⁵ , BE-VDAB, BG, DK, ES, FI, HR, IE, LT ²⁶ , LU, MT, NO, PL ²⁷ , PT ²⁸ , SE ²⁹ , SI ³⁰ (17)
Other	IS ³¹ , MT ³² , NL ³³ , PL ³⁴ (4)

Source: responses to the PES Capacity Questionnaire, Part II.

More than half the PES (16 out of 30) have responsibilities for the overall management and coordination of the national or regional YG schemes.

An interesting coordination as well as cooperation approach is in place in Belgium where four regional PES – Actiris, VDAB, Le FOREM and ADG³⁵ are managed and work autonomously. As reported by PES BE-Actiris: cooperation between each regional PES is

¹⁹ Coordination of only PES partners involved in the implementation of the YG.

²⁰ Follow-up only of young people receiving counselling as a part of the YG services.

²¹ Follow-up - 28 days after receiving YG primary interventions (within the project 'Enhancing the Social Competences of Youth'); records whether the person received an offer or participates in a secondary intervention.

²² Follow-up consists of support measures for young people who, after completing the training/internship or refusing to accept an offer, remain in the PES register; monitoring is performed by the Ministry of Family and Social Policy, 'which in the Polish institutional set-up is a part of PES'.

²³ Responsibilities only for young people registered with the PES, 'not all young people receiving YG services'.

²⁴ PES EL provides qualitative/quantitative data regarding the employability of NEETs, but the responsibility for follow-up support belongs to the Ministry of Labour and Social Affairs; PES IE does not follow-up but initiates some 'randomly selected customer satisfaction surveys'.

²⁵ Collection of data for the monitoring system, but not responsibilities for designing the system.

²⁶ Responsibilities only for activities implemented by PES.

²⁷ Monitoring is performed by the Ministry Economic Development, Labour and Technology, 'which in the Polish institutional set-up is a part of PES'.

²⁸ Focus on direct monitoring (the efficiency of the YG, e.g., the number of young people receiving an offer in a period of 4 months) and follow-up/monitoring the situation of young people at 6, 12 and 18 months after integration in an offer/measure.

²⁹ Monitoring covers only unemployed young persons registered with the PES.

³⁰ In close cooperation with Ministry of Labour.

³¹ IS does not implement the EU YG as such, national interventions are in place targeted to young people.

³² Outreach with employers to encourage them to offer a work placement to YG participants.

³³ 'Youth unemployment - tackled by departments of the Ministries of Education, Culture and Science, and Social Affairs and Employment, municipalities, employers, trade unions and educational institutions; PES – no special mandate for YG, but all clients may use digital services, young people entitled to UB are provided with personalised services; implementation of the YG plan – 'an obligation to make an effort, not as a strict obligation; unemployment of people who are born with, or became handicapped before 18 (or while in education) - a priority; for them more services are available (provided by the municipality), but not implemented under the YG plan'.

³⁴ At the regional level: dissemination of different information, organising the competition for vocational schools (e.g., education for the needs of the labour market is our mission in Warmińsko-Mazurskie Province).

³⁵ Employment agency for German-speaking community - <https://www.adg.be/>.

done through the Synerjob³⁶ (the Belgian Federation of Public Employment and Training Services) and its related online platform. Synerjob is composed of the different Belgian public employment and training services (Actiris, Bruxelles Formation, Le Forem, VDAB and ADG), and aims to address, in a more effective and efficient way, the challenges of the regional labour markets. Within Synerjob, there is a dedicated working group on the YG chaired by the national YG coordinator (PES BE-Actiris) and which reports to Synerjob on different related aspects or strategic issues. This approach facilitates the sharing and exchanging of knowledge and information among key players involved in addressing youth problems in their transition to the labour market, the coordination of actions and common positions or decisions.

Except for management and coordination, the majority of PES (24 out of 30) are also one of the YG implementers, performing registration of young people as unemployed or in the YG scheme (28 out of 30) and providing specific employment services or support (26 out of 30).

More than half the PES (17 out of 30) also have responsibilities (to varying degrees) in other important stages or components of the YG implementation such as outreach to NEETs, the follow-up of young people who received specific services, and the design and maintenance of the monitoring system.

Coordination of partners is a responsibility reported by almost half the PES (14 out of 30) included in this analysis.

³⁶ <https://synerjob.be/en/index.html>; https://economie.wallonie.be/sites/default/files/NRP_2014_EN.pdf

3. PARTNERSHIP APPROACH AND TYPES OF PES PARTNERSHIPS FOR YG IMPLEMENTATION

In implementing specific YG interventions, the partnership-based approach is applied by all PES. Partnerships with a variety of objectives are in place.

Multi-stakeholder partnerships have a significant role throughout all the phases of YG, from the prevention of young people becoming NEET, to the monitoring process. Therefore, the Council Recommendation on reinforcing the YG encourages the European countries to

mobilise and strengthen partnerships between the YG providers and all relevant stakeholders, such as employers, social partners, employment services, government authorities, youth work services³⁷ and organisations, social services and education and training providers.

As shown in Table 2, all PES³⁸ reported having one or several types of partnerships or cooperation agreements in place, with a variety of differing objectives.

Table 2 Types of PES partnerships for YG implementation in place

Types of PES partnerships	PES with specific type of partnership in place
Partnerships aimed at preventing young people becoming NEETs	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, DE, DK, EE, ES, FI, HR, HU, IE, LU, MT, NL, NO, PL, RO, SE, SI (22)
Partnerships aimed at reaching out to and/or activating vulnerable groups specifically	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, DK, ES, FI, HR, HU, IE, LU, MT, NO, PL, PT, SE, SI, SK (20)
Partnerships to ensure that young people have full information and support available	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, ES, FI, HR, HU, IE, IS, LT, LU, MT, NL, NO, PL, PT, RO, SE, SI (26)
Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DE, DK, EE, ES, FI, HR, HU, IE, LT, LU, NO, PL, PT, SE, SI (21)
Partnerships aimed at supporting transitions from unemployment, inactivity or education into work	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DE, DK, EE, FI, FR, HR, IE, IS, LT, LU, MT, NO, PL, PT, SE, SI (22)
Partnerships aimed at exchanging of data	AT, BE-Actiris, BE-VDAB, BG, CZ, DK, EE, ES, HR, IE, IS, LU, MT, NO, PL, PT, SE, SI (18)
Other	IS, LU, NL, NO (4)

Source: responses to the PES Capacity Questionnaire, Part II.

Many PES are involved in proactive measures to prevent a growth in NEETs and in interventions aimed at reaching out to and/or activating vulnerable groups, two aspects stressed by the reinforced YG.

³⁷ For example, youth work services in Finland, aimed at improving young people's living conditions and encourage them to engage in civic activities. Services are carried out by municipalities and NGOs and mainly financed by the Ministry of Education and Culture - <https://minedu.fi/en/youth-work>. Another example is the youth work in Lithuania that is aimed at supporting young people in their personal, professional and societal activities includes activities in Youth Work Centres, work with youth in the street, mobile work with youth (in the place of residence), non-formal youth education - https://youthpitstop.com/en/youth_work/youth-work-in-lithuania/.

³⁸ PES in Greece and Latvia have partnerships in place for all jobseekers/clients (including young ones), but not specifically oriented to NEETs.

Around three-quarters of PES (22 out of 30) reported partnerships in place aimed at preventing an increase in NEETs. PES partners in related interventions are mainly from education and training institutions at central and/or local level (e.g. AT, BE-Le Forem, BG, CY, EE, HU, IE, LU, NL, NO, PL, RO, SE, SI), youth centres or services (EE, LU), youth or education and training boards (CY, IE), different associations or NGOs (BG, IE, ES, PL, SE), local authorities (AT, BG, EE, ES, NL, NO, PL, SE), trade unions (ES) and summer job camp providers (EE).

Box 1 below provides some examples of partnerships aimed at preventing the NEETs phenomenon.

Box 1: Examples of partnerships aimed at preventing NEETs

Cité des Métiers³⁹ is a multi-partnership, where **PES BE-Actiris**, education and training institutions as well as associations work together on the prevention of NEETs by providing career guidance to pupils and students. The 'JEEP' programme⁴⁰ and the platform 'Together against school dropout'⁴¹ aim at raising awareness and mobilising young people and advisers in schools, on the transition from school to school or from school to work or at preventing school dropout.

In **Croatia**, the 'early intervention' guidance services provided by PES, are aimed at preventing early school leaving. Services are provided through a multidisciplinary approach that involves cooperation and coordination of experts in the field of education, employment, health and social welfare.

In **Denmark**, new municipal youth guidance units⁴² have been established in order to improve integrated cooperation between all relevant labour market actors and public authorities. The youth guidance units are responsible for contacting young people up to the age of 25, who have not completed a youth education programme and are outside the education system or the labour market. Guidance services are provided by these units, with a focus on the transition from compulsory to upper secondary education or to the labour market.

In **Finland**, the One-Stop-Shop⁴³ network focuses on preventing NEETs, through low threshold and easy to access service points that encourage the activation of NEETs. The One-Stop-Shops have strong local networks and offer assistance related to education, finding employment, housing, and welfare.

Together with the school administrations of the federal states, the **PES in Germany** (BA) runs a pilot (project status) initiative to have access (to transfer to the PES) to the data of young people who are expected to have problems in the transition from school to work. In this way PES will be able to make those young people an offer of support in their transition to the labour market.

In **Malta**, through a cooperation of the YG office in PES and school psychosocial teams, a career guidance referral system was set-up that ensures that future graduates of compulsory education, who are unlikely to continue education, receive support in finding employment through the YG scheme, thus reducing the risk of becoming NEET.

The 'Evaluation of the ESF and YEI Support to Youth Employment'⁴⁴ shows that effective outreach is one of the main challenges in youth employment policy. Furthermore, evidence from the case studies that were analysed as part of the mentioned evaluation emphasized

³⁹ <https://www.actiris.brussels/fr/citoyens/cite-des-metiers/>

⁴⁰ The project is targeted at French speaking pupils in the final level of secondary education - <https://www.jeeplib.be/>.

⁴¹ The platform is a network of schools, youth services, public institutions and NGOs involved in preventing dropout from Dutch speaking schools in Brussels - <https://onderwijs.vlaanderen.be/nl/start-en-actiedagen-samen-tegen-schooluitval>.

⁴² <https://eng.uvm.dk/educational-and-vocational-guidance/youth-guidance-centres>

⁴³ <https://ohjaamot.fi/en/mika-on-ohjaamo>

⁴⁴ European Commission (September 2020), COMMISSION STAFF WORKING DOCUMENT, *Evaluation of the ESF and YEI Support to Youth Employment* <https://ec.europa.eu/social/main.jsp?langId=en&catId=89&newsId=9793&furtherNews=yes>.

the value gained from working in partnerships, especially with respect to outreach work. Bearing these in mind, the analysis done for the current report reveals that two thirds of PES (20 out of 30) have partnerships in place for outreaching to NEETs and/or activating especially vulnerable groups. Main PES partners in outreaching and activation interventions are youth organisations and other relevant NGOs (AT, BE-Le Forem, ES, HR, HU, MT, PL, PT), education institutions or training providers (HR, HR, HU, MT, NO, PL, SE), local authorities (AT, BE-Le Forem, PL, DK, NO, SE, SK), social welfare centres or social insurance institutions (LU, PL, SI, SE) and sometimes health centres (BE-Le Forem, NO), employers or employers' associations (HR, NO, PL, SK), social welfare centres or social insurance institutions (PL, SE) and trade unions (HR, SK). Some concrete examples of such partnerships are provided in Box 2.

Box 2: Examples of partnerships aimed at reaching out to and/or activating specific vulnerable groups

PES Bulgaria has partnerships in place with municipalities to identify and reach out to NEETs through the work of youth and Roma mediators and leaders. The ESF project 'Ready for Work' has the same objective.

PES BE-Actiris works in partnership with a range of partners⁴⁵ to reach out to and/or activate the NEETs. The 'Touch'N'Go' programme⁴⁶ also offers young people individual long-term assistance and guidance to solve additional barriers/obstacles⁴⁷ in finding employment.

In Cyprus, two tripartite technical committees dealing with the issue of mapping and reaching out to the non-registered (with PES) NEETs are in place.

In **Finland**, the Youth Work⁴⁸ (carried out by municipalities and NGOs) is well connected to the One-Stop-Shops, with Youth Work being responsible for the outreach activity.

In **Ireland**, the Traveller-specific Community Employment Scheme is targeted at disadvantaged groups and offers special incentives for 'Travellers' ('the walking people'⁴⁹) and Roma people's participation in work programmes. Staff of Department of Social Protection (DSP) and of Intreo centres⁵⁰(PES offices) work in partnership with officers of Social Inclusion and Community Activation programme (SICAP⁵¹) to enable young Travellers and Roma to access relevant employment support, including training, job placement and work experience.

PES Luxembourg has a direct collaboration and service sharing agreement with the National Social Inclusion Office (ONIS⁵²). Every beneficiary of social inclusion income is assessed/profiled by PES. If the beneficiary is able and available to work, then the follow-up support is provided by the PES.

⁴⁵ E.g., NGOs, youth and social economy organisations, coaching and career development agencies, sport clubs and ethnical-cultural associations, Cité des Métiers, etc.

⁴⁶ <https://www.facebook.com/TouchNGo.brusselsCDM/>

⁴⁷For example, housing, social and family problems, mental health, personal development, etc.

⁴⁸ Youth work refers to supporting young people in growing up, getting ready for independent life and feeling included in society. The Ministry of Education and Culture subsidises youth work carried out by municipalities and NGOs and steers and supports regional youth work through performance guidance - <https://minedu.fi/en/youth-work>.

⁴⁹ Irish Travellers ('the walking people'), also known as Pavees or Mincéirs are a nomadic indigenous ethnic group whose members maintain a set of traditions, and are one of several groups identified as 'Travellers' ; Irish Travellers are not genetically related to the Romani. Genetic analysis has shown Travellers to be of Irish extraction, and that they likely diverged from the settled Irish population in the 1600s, during the time of the Cromwellian conquest of Ireland - https://en.wikipedia.org/wiki/Irish_Travellers.

⁵⁰ In Ireland, Public Employment Services are provided by Intreo, a single point of contact for all employment and income supports - <https://www.gov.ie/en/campaigns/fb84c0-intreo/#> ; <https://www.gov.ie/en/organisation-information/3c095-intreo-the-public-employment-services/>.

⁵¹<https://www.gov.ie/en/policy-information/6609f4-social-inclusion-and-community-activation-programme-sicap/>

⁵² <https://onis.gouvernement.lu/en.html>

Ensuring accessible and easily understood information on all types of support available, is another recommendation of the reinforced YG.

To ensure that young people have full information and support available, the majority of PES (26 out of 30) work in partnerships with education and training institutions/providers (AT, BE-Actiris, CY, EE, FI, HR, LT, LU, MT, NL, NO, PT, RO, SI), NGOs (BE-Actiris, HR, HU, PT), youth (guidance/information/support) centres (EE, FI, LU, NL), central and local authorities (EE, NL, PT) and in some cases with employers (LT).

Some partnerships of this nature mentioned by PES are illustrated in Box 3.

Box 3: Examples of partnerships to ensure that young people have full information and support available

Partnership to provide information and advice about training and guidance, how to use technological tools to facilitate the search for information and to consult extensive documentation related to employment and training vacancies, etc., is in place in Employment and Training Guidance Crossroads⁵³, and Cités des Métiers, as mentioned by **PES BE-Le Forem**.

In Denmark, ensuring that young people have full information and support available is a task shared between the youth guidance units (for young people aged 15-25 years) and the jobcentres (for young people aged 25-30 years).

In **Germany**, the youth employment agencies⁵⁴, established across the whole country, ensure that young people have full information and support available.

In **Poland**, at regional level, ensuring access to full information and support for young people is part of the Pact for the Development of Career Guidance. The Pact's website includes all sort of information⁵⁵ relevant for young people and career counsellors can exchange experiences and information. Local partnerships also disseminate information and good practices in measures for young people. Also, a consultation point⁵⁶ provides advisory services to school youth, parents and students.

The **Spanish PES** works with the network of the youth information centres (SIJ⁵⁷) of the Youth Institute (INJUVE⁵⁸). The SIJ network offers young people information on the YG scheme and supports them in registering on the scheme. Another partnership is with the Spanish Chamber of Commerce and its regional offices to reach out to young people and help them to register in the YG scheme.

The **Swedish PES**, the National Agency for Education and the Swedish Council for Higher Education provide digital career guidance information about the labour market and education. An initiative is in place to create a common digital infrastructure that enables the creation of common information / guidance pages.

As underlined in the Council Recommendation of October 2020, 'effective coordination and partnerships across policy fields, including employment, education, youth, gender equality and social affairs, are crucial in terms of boosting quality employment as well as education and training opportunities, apprenticeships and traineeships'.

More than two thirds of PES (21 out of 30) reported partnerships in place (some examples are in Box 4) to increase employment, apprenticeship and traineeship opportunities for

⁵³ Employment and Training Crossroads Centres provide information and offer employment workshops aimed at young people who have just left school - https://eacea.ec.europa.eu/national-policies/eurydice/content/guidance-and-counselling-lifelong-learning-approach-5_en.

⁵⁴ <https://www.jba-berlin.de/en>

⁵⁵ Studies and analyses on the regional labour market, information on professions, education opportunities, training, improving qualifications, as well as tips on active job-seeking, preparation of application documents, getting ready for job interviews and starting own business activity.

⁵⁶ The consultation point is run by the local PES in cooperation with the Gdynia City Hall.

⁵⁷ <http://www.injuve.es/conocenos/red-de-centros-de-informacion-juvenil>

⁵⁸ <http://injuve.es/ca/node/32570>

young people. The key PES partners are employers and employers' organisations including chambers of commerce (AT, BG, EE, ES, FI, HR, HU, LU, NL, PL, PT, SE, SI) as well as other social partners (AT, LU, NL), local authorities (BG, FI, PL, SE) and/or education and training providers/authorities (AT, LU, PL, PT).

Box 4: Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities

PES BE-Actiris, works in close cooperation with employers from social economy, public and the non-profit sector on specific employment measures or projects targeted to young people, such as: 'ECOSOC', aiming at employment of young NEETs in the social economy⁵⁹; 'Contrat/Emploi d'Insertion'⁶⁰, to enable young long-term unemployed to gain work experience⁶¹ and 'Stage First'⁶², a form of traineeship lasting from three to six months, where young jobseekers can acquire a first professional experience and improve their skills and self-confidence

The partnerships of **PES BE-Le Forem** with employers from the construction, transport, food and chemical sectors continue. A specific partnership with employers from transport sector has been concluded in the framework of the 'Plan Formation-Insertion'⁶³ and 'Training and Integration Scheme'. The support consists of on-the-job specific training adapted to the company needs, followed by the employment of young jobseekers for at least the same duration as the training.

To increase the employment opportunities for young jobseekers, especially for those with little work experience, the 'Workplace Learning' ('Werkplekleren') programme implemented by **PES BE-VDAB** aims at close cooperation with employers. Employers are incentivised to offer individual vocational training, Dutch language coaches, practical training and/or internships on a voluntary basis⁶⁴.

In **Denmark**, the partnership approach is decentralised, which allows offers to be more in line with local needs. The municipal jobcentre or the municipal youth measure⁶⁵ offers young people⁶⁶ activation measures such as subsidised employment, internships and 'utility/benefit efforts' ('nytteindsats'⁶⁷) - a measure where young recipients of public benefits undertake socially useful tasks for public employers.

Following the Labour Market Reform Programme (introduced in 2018) in **Hungary**, the PES relationship with employers has been strengthened to make the placement of jobseekers more effective. Special job agents have been nominated in each county local office.

In **Ireland**, the Employer Relations Division (ERD) of the Department of Social Protection leads and coordinates relations with employers, representative bodies and other stakeholders, including relevant government departments and agencies. It is also responsible for the new 'Work Placement Experience' programme aimed at encouraging businesses to provide jobseekers with the necessary workplace skills to compete in the labour market and to break the vicious circle of 'no job without experience, no experience without a job'.

To support young people in their transition from unemployment, inactivity or education into employment, more than two thirds of PES (22 out of 30) also cooperate with other organisations such as private employment or temporary work agencies (BG, SE),

⁵⁹ <https://www.actiris.brussels/fr/citoyens/emploi-d-insertion-en-economie-sociale/>

⁶⁰ <https://www.actiris.brussels/fr/citoyens/emploi-d-insertion/>

⁶¹ Young LTU, under 25 years, are placed in employment for a period of 12 months with an employer selected by PES (through a call for projects) in the public or non-profit sector.

⁶² <https://www.actiris.brussels/fr/employeurs/stage-first/>

⁶³ <https://www.leforem.be/entreprises/aides-financieres-plan-formation-insertion.html>

⁶⁴ <https://werkgevers.vdab.be/werkgevers/werkplekleren>

⁶⁵ Most youth measures are administered by municipal jobcentres, unemployment insurance funds (*a-kasser*), and the municipal youth measures (*kommunal ungeindsats*), and mechanisms are based on early intervention with widespread use of mandatory activation - <https://national-policies.eacea.ec.europa.eu/youthwiki/chapters/denmark/36-integration-of-young-people-in-the-labour-market>.

⁶⁶ Entitled to unemployment benefit, cash benefit, or education benefit.

⁶⁷ <https://star.dk/indsatser-og-ordninger/virksomhedsrettede-redskaber/nytteindsats/#>

companies (HR, LT, NO), education institutions/authorities (AT, EE, HR, IS, LT), local authorities (AT, IS, LT), youth associations or NGOs (HR, IS, LT, MT, SI), youth welfare services (DE) and third sector organisations (FI).

Some of the initiatives to strengthen, widen or build up partnerships of this nature, as reported by PES, are presented in Box 5.

Box 5: Partnerships aimed at supporting young people in their transition from unemployment, inactivity or education into employment

PES BE-Actiris reported that in the Brussels' Capital region the regional government has integrated the implementation of the YG as part of the 'Go4Brussels 2030 Strategy'⁶⁸, which adopts a partner-focused approach and vision enabling the integration of the various government initiatives. The implementation of the YG at regional level is coordinated through a steering committee led by the Minister-President of the Region, in close cooperation with the regional Minister of Employment. The steering committee brings together employment, vocational training, youth-care and education actors, as well as the social partners.

In **PES BE- Le Forem** the emphasis is on the continuing partnership in projects involving cooperatives and other partners in the green sector.

PES France (Pôle emploi) has strengthened the partnership with the Missions Locales (Local missions⁶⁹) and intends to extend its cooperation and agreements with the main networks supporting the integration of the most disadvantaged young people (e.g., young dropouts). The agreements are part of the framework of the 'Dispositif Deuxième Chance' (Second Chance scheme) that enables young people to build a concrete professional project, to regain self-confidence, to acquire social skills⁷⁰ and a first professional qualification to be integrated into working life. By signing agreements with four partners of the 'Deuxième Chance' the PES intends to give a new impetus to its long-standing cooperation with these schemes, offering young dropouts a new chance to develop their skills and know-how to encourage their sustainable integration into the labour market.

In **Ireland**, cooperation and coordination between different employment services providers supports different groups of young people in their transition from unemployment, inactivity or education into employment. For example, the Irish PES (Intreo) is primarily focused on employment support to the short-term unemployed, through contracted external service providers (e.g., the 'JobPath' programme). The Intreo Centres are supported by contracted private companies⁷¹ such as Local Employment Services (LES) that provide employment support mainly to the LTU cohort (who are referred from DSP/Intreo). Any customer can also be referred to Job Clubs for support in respect of CV preparation, interview techniques and other support to help a person to become 'job ready' and customers with a disability can be referred to the contracted EmployAbility Service, if appropriate.

In supporting young people in their transition from unemployment, inactivity or education into employment, **PES Luxembourg** concluded a partnership with the private employment service Youth&Work sàrl⁷² that offers adolescents and young adults individual coaching and advice on training and job search.

PES Portugal works in close cooperation with youth organisations that have an important role in supporting transition of young people into employment. The PES has also established agreements with municipalities and third sector organisations to create GIPs (Gabinetes de Inserção Profissional⁷³) which are professional insertion offices aimed at supporting the unemployed

⁶⁸ <https://go4.brussels/>

⁶⁹ The local missions intervene in the social and professional integration of young people in all areas: guidance, training, employment, housing, health, mobility, citizenship, sports, leisure, culture and support to help young people aged 16 to 25 to solve all the problems posed by their social and professional integration. - <https://www.mission-locale.fr/missions-locales/>.

⁷⁰ Citizenship, autonomy and interpersonal skills.

⁷¹ <https://www.gov.ie/en/organisation-information/3c095-intreo-the-public-employment-services/>

⁷² <https://www.youth-and-work.lu/de/>

⁷³ <https://www.acm.gov.pt/-/o-que-sao-os-gabinetes-de-insercao-profissional->

(particularly those belonging to more vulnerable groups such as NEETs) in their integration pathway into the labour market

In **Poland**, the PES agreements with employers and local authorities support the transition of people from unemployment, inactivity or education into work. At the regional level, Pacts for Employment are in place (e.g., Lubuskie Pact for Employment) to implement employment initiatives.

Exchanging data and information between key actors about the participation of young people in different YG support measures is of benefit for all. Although in practice there are still data protection issues⁷⁴, more than half the PES (18 out of 30) have partnerships or arrangements in place for exchanging information with e.g., different private or public institutions involved in the support provided to young people (AT, BE-Actiris, BE-VDAB, DK, EE, ES, PL). Other examples are in Box 6.

Box 6: Partnerships aimed at exchanging data about participation of young people in different support measures

PES Bulgaria has partnerships with different institutions (through the State e-Government Agency) for the exchange of information about the status of the unemployed, including young people.

The PES in Ireland has data sharing arrangements in place with DSP and SOLAS (the National Authority for Further Education and Training). PES officers can refer customers to further education and training courses via the DSP IT system. DSP and SOLAS have a web service between their systems that updates the referral with the customer's progress along the various stages of the process (i.e., from the initial expression of interest, commencement of a course, attendance details, and completion of the course).

In **Malta** there is a regular exchange of information on school dropouts between the Ministry for Education and the Ministry for Finance and Employment. Additionally, meetings with relevant institutions involved in supporting young people in their transition from school to work or employment (e.g., the GEM16+ educational learning centre⁷⁵ and Agenzija Zghazagh⁷⁶) are held, to coordinate the services, to avoid duplication of measures, and to cooperate in providing a comprehensive support.

PES Luxembourg has partnerships with public and private training providers and another partnership and data transfer is in place with the National Social Security Centre to monitor the labour market integration of registered jobseekers.

PES Norway shares information with relevant partners such as education and health authorities, within the GDPR regulations.

In **Portugal**, data exchange only occurs at a statistical level between PES and other services (partners) that provide offers to young NEETs.

In **Sweden**, there is an ongoing effort to build up arrangements for information exchange. Information exchange partly takes place with the social services through AFLI (Arbetsförmedlingen levererar information / Arbetsförmedlingen delivers information⁷⁷), which is a digital service from where the municipalities can collect certain information about jobseekers. Municipalities have a legal right to collect information about jobseekers to take decisions about financial support, for example.

⁷⁴ See also the COMMISSION STAFF WORKING DOCUMENT Accompanying the document Proposal for a Council Recommendation on a Bridge to Jobs - reinforcing the Youth Guarantee - <https://op.europa.eu/en/publication-detail/-/publication/32c90ad7-bc3b-11ea-811c-01aa75ed71a1/language-en>.

⁷⁵ <https://education.gov.mt/en/education/Pages/GEM16plus.aspx>

⁷⁶ <https://youth.gov.mt/our-agency/>

⁷⁷ <https://arbetsformedlingen.se/om-oss/for-leverantorer/for-kommuner/hamta-uppgifter>

Some PES also reported other agreements or partnerships aimed at supporting the implementation of the reinforced YG scheme. For example:

- PES Luxembourg takes part in the European initiative 'European Solidarity Corps' and is currently carrying out the project 'Jobs4Solidarity' that offers employment opportunities to young people who want to work in solidarity activities, preferably in a MS other than their country of residence⁷⁸;
- In the Netherlands, work is in progress for the establishment of regional transition teams in all 35 labour market regions as part of the COVID - 19 crisis measures aimed at supporting the labour market. Young people who have lost their job or cannot find a job can use the services⁷⁹ provided by these teams;
- In Norway, due to the sharp increase in the number of young unemployed because of the COVID-19 pandemic, the need for good digital information and self-service services was highlighted. PES started to collect information from young people about how PES can serve them 'digitally' in the best possible way. Some young people became 'PES partners' and are involved in interviewing other young people to gather related information. An insight report will be submitted during the summer of 2021 and will form the basis for the development of the digital information and self-services.

⁷⁸ <https://adem.public.lu/fr/mobilite-europeenne/solidarity-corps.html>

⁷⁹ Services for all jobseekers, not part of the YG.

4. PES STAFF RESOURCES FOR SUPPORTING YG IMPLEMENTATION

4.1 Staff arrangements for YG implementation

Almost half the PES have staff that exclusively and directly work with young people, and most of these are client-facing.

Staff capacity in terms of working arrangements, as well as knowledge and skills, is crucial in interacting with young people and building trust. The Council Recommendation of October 2020 asks the MS to ensure that YG providers have

an adequate staff capacity, including appropriately trained staff, to implement specific interventions in a 'person-centred' manner. Furthermore, the current analysis confirms that this was a concern for many of the PES involved in implementing the national YG schemes (see Table 3).

Table 3 PES that have staff exclusively dedicated to YG implementation

Yes	AT, BE-Actiris, BG, DE, ES, FI, HU, LT, LU, MT, NO, SI (12)
No	BE-Le Forem, BE-VDAB, CY, CZ, DK, EE, EL, FR, HR, IE, IS, LV, NL, PL, PT, RO, SE, SK (18)

Source: responses to the PES Capacity Questionnaire, Part II.

The table shows that 12 out of 30 PES reported having 'FTE' (Full Time Equivalent) staff who are solely responsible for the implementation of the YG. From available information, it can be said that most of these staff members are client-facing (i.e., frontline), directly and exclusively servicing young clients under the YG (see Annexe A, Table A1).

For the remaining 18 PES, YG activities are incorporated into general PES staff functions and roles. However, some of these PES have youth counsellors or special units dedicated to servicing young jobseekers or other vulnerable/disadvantaged groups (some examples are in Box 7), illustrating PES efforts to build a 'close relationship' with young clients and to offer quality personalised support.

Box 7: Staff arrangements for servicing young clients in PES reporting YG activities incorporated into general PES staff functions and roles

Within the intensive service of **PES BE-VDAB** there are several youth counsellors dedicated to work with certain target groups that need an increased level of support.

In **Cyprus**, the PES employment counsellors are mandated to assist and support all vulnerable unemployed, including young people. Employment counsellors must provide intensive support within a four-month period to around 45 unemployed from across the priority groups, including young unemployed.

The **Czech PES** has a specialised unit (IPS) aimed at young students and pupils, though this is not an exclusive activity, and the unit also works with other categories of clients.

The **PES in France** has some counsellors that are dedicated to the 'Accompagnement Intensif Jeunes'/AIJ (Intensive Youth Support), which covers a significant proportion of NEETs.

In **Croatia**, since June 2018, the employment counsellors are no longer specialised according to client groups and now they provide services to all PES clients. However, CISOK centres are the focus of support for NEETs, and so counsellors work mostly with young people.

In PES Iceland, staff specially dedicated to servicing young jobseekers are only available in the larger employment centres, for example those in the capital area.

PES Poland plans to appoint counsellors dedicated exclusively to work with young people.

In **PES Portugal**, there are technicians/counsellors (youth interlocutors) in each local centre that assist and support young people registered with the PES though not exclusively.

4.2 Staff training

Improving the knowledge and skills of staff necessary to work with young clients is in focus for many PES.

Improving their capacity to work with youth was the focus of many PES. Training courses on specific aspects of working with young people are organised or planned to be organised by almost two-thirds of PES

(19 out of 30) (see Table 4). For many PES this has been an ongoing activity with similar programmes in the past⁸⁰.

Table 4 Plans in place to train the PES staff members working with young people

Yes	BE-Actiris, BE-VDAB, BG, CZ, DE, EE, EL, ES, FI, FR, HR, HU, LT, LU, MT, PL, PT, SE, SI (19)
No	AT, BE-Le Forem, CY, DK, IE, IS, LV, NL, NO, RO, SK (11)

Source: responses to the PES Capacity Questionnaire, Part II.

There are different approaches to organising training for PES staff. In France, for example, the PES counsellors working for the 'Accompagnement Intensif Jeunes'/AIJ have a dedicated training pathway allowing the acquisition or reinforcement of their skills necessary in supporting young people. This comprises three compulsory and three optional training modules. The compulsory training modules⁸¹ are for all new counsellors with responsibilities in supporting youth, while the optional training modules⁸² are accessible to all counsellors supporting jobseekers. There is also the opportunity for all counsellors to attend training courses in Pôle emploi's internal training catalogue, aimed at strengthening their guidance and support skills.

A similar approach is applied by the PES in Estonia, with its own training programme for all new counsellors (job mediation counsellors, case managers). This training spans several days and is delivered by in-house trainers, covering the various aspects of counselling (e.g., interviewing techniques, case management etc.). Additional training courses cover topics from the youth perspective.

The proportion of staff trained to work with young clients varies among PES:

- up to 25% - BG, CZ, ES, HR, LT, SE (6 PES)
- from 26 to 50% - DE, EL, FI, FR, HU, PT (6 PES)
- from 51 to 75% - EE, PL (2 PES)
- over 75% - BE- Actiris, BE-VDAB, LU, MT, SI (5 PES).

Most of the PES reporting training programmes in place (14 out of 19) listed the main topics covered as follows:

⁸⁰ E.g., European Commission (September 2017) *Report on PES Implementation of the Youth Guarantee* <https://ec.europa.eu/social/BlobServlet?docId=18901&langId=en>; European Commission (September 2019) *Report on PES Implementation of the Youth Guarantee* <https://ec.europa.eu/social/BlobServlet?docId=21886&langId=en>.

⁸¹ These modules are aimed at acquiring knowledge about the AIJ scheme to enable staff to jointly build a 'professional project' (pathway to employment) with the jobseekers and to run the 'Atouts Jeunes' (Youth Asset) service (an internal collective service, intended for young people followed by AIJ, to develop their professional skills - <https://www.pole-emploi.fr/candidat/les-ateliers-de-pole-emploi/ateliers-sur-la-strategie-de-rec/atouts-jeunes.html>).

⁸² These modules are intended to enhance staff knowledge and skills to match the clients' needs with offers, to run structured interviews, and to implement the 'Questionnaire d'Interêts Professionnels'/IPPE (Professional Interests Questionnaire).

- counselling
- career guidance
- using profiling and screening tools
- how to work with youth
- activation of youth.

More than half the PES having training plans in place (11 out of 19) organise programmes for improving staff capacity in:

- drafting individual action plans
- interviewing techniques
- communication.

Other topics covered by the training courses include:

- case management
- outreach to NEETs
- specific services and ALMPs for youth
- diversity and inclusion
- working with marginalised youth
- working with young migrant population
- networking.

Ensuring staff have the knowledge and skills to work with young NEETs was also evident among the 11 PES that reported 'no training plans in place'. In some cases, courses were organised in the past (BE-Le Forem) or are provided when new staff join the PES (BE-Le Forem, CY), after the annual staff training needs assessment (AT), at the regional level (NO), or by the other partners (e.g., municipalities) that hold this responsibility (DK, NL). In Iceland, counsellors update or upgrade their skills by attending various courses from their own initiative but with PES participation in various projects. In Ireland, a university accredited programme ('Certificate in Public Employment Services Provision') is available for staff employed in officer positions. The programme is run by DSP tutors in partnership with the National College of Ireland (NCI). Other wide range of training and development courses are available to civil servants, regardless of the department or office in which they work. These trainings are supplemented by specific PES related training courses and videos which are available online (accessible when necessary/at any time).

5. ASSESSING THE NEEDS OF THE NEETS

5.1 Profiling tools in place

A majority of PES apply profiling tools or systems to assess the job-finding prospects or the needs of NEETs.

Using profiling and screening tools to assess the needs of NEETs and to develop individualised action plans is one of the key points of the reinforced YG.

As Table 5 shows, profiling tools or systems to assess the job-finding prospects and the needs of NEETs are used by a majority of PES (27⁸³ out of 30) in their work with jobseekers, including the young clients.

Table 5 Profiling tools/ assessment of job finding prospects or needs of NEETs in place

Yes	No
AT ⁸⁴ , BE-Actiris ⁸⁵ , BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR ⁸⁶ , HR, HU, IE, IS, LU, LV ⁸⁷ , MT, NL ⁸⁸ , NO, PL, PT, RO, SE, SI ⁸⁹ (27)	ES ⁹⁰ , LT ⁹¹ , SK (3)

Source: responses to the PES Capacity Questionnaire, Part II.

Profiling tools or the approaches in assessing job-finding prospects differ among PES and some examples are provided in the Box 8.

Box 8: Different types of profiling tools/assessment of job-finding prospects or needs

PES BE-Actiris uses a counsellor-based profiling that assesses the autonomy of the jobseeker to manage their job search independently and is used for every newly registered jobseeker including NEETs.

PES BE-Le Forem uses statistical and rule-based profiling (segmentation of clients based on eligibility criteria, e.g., age, unemployment duration) tools. Rule-based tools are also used by **PES Luxembourg**.

In **Bulgaria**, a statistical model is in place and based on the chances of finding a job young people are segmented by the labour intermediaries (PES staff), and jobseekers can apply for the most appropriate services for their profile.

The profiling tools used by **PES BE-VDAB** and **PES Portugal** estimate the risks of a client becoming long-term unemployed. In Portugal, recent improvements to the profiling tool have made it more dynamic adapting to forecasts throughout the unemployment period. Forecasts are

⁸³ Six PES (AT, BE-Actiris, FR, LV, NL, SI) reported 'No' profiling tools in place but they explained that in fact profiling is applied for all jobseekers registered with PES and is not exclusive targeted to NEETs.

⁸⁴ Job finding prospects are assessed individually during a detailed interview with PES advisors. For youth there is also a fixed cooperation between AMS professional information centres and schools.

⁸⁵ Actiris does not use profiling tools to assess the distance to the labour market, for none of the categories of job seekers, but uses a counsellor-based profiling.

⁸⁶ An algorithm to determine to what extent a profile is attractive on the labour market is being built within the framework of Intelligence Emploi. However, it does not only cover NEETs but all target audiences.

⁸⁷ Profiling of all jobseekers, not only of NEETs/young clients is aimed to promote effective and targeted application of services offered - <https://www.nva.gov.lv/en/rights-and-obligations>.

⁸⁸ For all UB recipients, including youth, regular profiling and segmentation tools are used.

⁸⁹ Counsellor based profiling in place.

⁹⁰ A pilot profiling tool will be soon available.

⁹¹ The creation of such a tool is in progress.

based on more than 100 variables, but counsellors are solely responsible in changing the client's risk group, through the IT system.

The **Croatian PES** has developed a statistically assisted profiling system⁹² (StAP) based on the client's distance from the labour market⁹³, with segmentation into four specific risk groups indicating access to different levels of services.

The **PES Germany** has a system that involves jobseekers in the profiling process with a self-assessment tool – 'Check-U'. The client receives an overview of their capacities, interests, characteristics and competences and the results can also be used to prepare jobseekers for counselling interviews, as well as offering links to training and education offers.

In **Denmark**, young people under 30 years who receive social assistance are divided into target groups based on profiling, through counselling (personalised assessment during a three-month period) and the digital tool 'Min plan' (a personalized plan). The PES caseworkers are responsible for profiling young adults.

PES Estonia has a fully automated data model of profiling that helps counsellors to assess the individual client support needs, which also allows managers to balance the workload of counsellors.

In **Finland**, the One-Stop-Shops use a self-assessment tool to assess how satisfied young people are with certain aspects of their life (the result is a numerical score between 4-10). PES uses a profiling tool to assess the risk of jobseekers becoming long-term unemployed.

The **Greek PES** uses a profiling tool for all jobseekers (NEETs included) in the form of an online questionnaire, subsequently validated by employment counsellors as part of the personalised approach to support.

In **Hungary**, all jobseekers (including the young) registered with PES are automatically classified (by the IT system, on the basis of specific criteria⁹⁴) into three profiling categories⁹⁵, after their first interview. The counsellor can change the IT profiling category of the jobseekers, based on other factors/circumstances⁹⁶.

A combination of statistical rule-based and case-worker profiling is used by **PES Iceland** with assessment based on data from the PES ICT system and additional information reported in interviews⁹⁷.

First time jobseekers at **PES Malta** receive in-depth profile carried out by an employment advisor within the first month of the registration. Subsequent reviews are carried out within four to six weeks of registration. The profiling tool includes skills and competencies assessment, job search history, an analysis of job search techniques and possible obstacles to employment.

⁹² The attributes included in the profiling model are: age, disability, war veteran status, gender, children – by age group (women only), level of education, field of education, work experience, prior unemployment episode outcome (duration to employment), labour market status prior to unemployment, time since last being unemployed, occupation of previous employment (entries from employment only), industrial sector of previous employment (entries from employment only), reason of termination of previous employment (entries from employment only), month of entry, annual level and change of regional unemployment and employment (region level), region (national model).

⁹³ A jobseeker's probability of being employed within 4 months (for youth, in line with the YG Recommendation), or 12 months (for the other groups of unemployed).

⁹⁴ Specific criteria, e.g., highest completed level of education and training; qualification; age; place of registration, previous work experiences, entitlement for social assistance benefit, etc.

⁹⁵ 1) Individual job-seekers - client can find a job without any major support (e.g., client needs only a labour market service); 2) Potential ALMP participants - client is able to find a job with major support of PES (e.g., training programmes, wage subsidy); 3) Potential PWS (Public Work Scheme) participants - client is not able to find a job at all.

⁹⁶ E.g., health status or social situation that hampers the placement; low chances for placement in residency area and no 'availability' for geographical mobility; low motivation or capacity to be self-dependent; not enough job search competences; not realistic expectations/ labour market knowledge, etc.

⁹⁷ Information related to the work history, education, age, gender, nationality/Icelandic language skills, occupational ability, health, mind-set towards work, social conditions and the need for labour market measures are used to evaluate the individual's possibilities of employment.

As soon as young people/NEETs are registered with **PES Norway**, a profiling tool assists the case managers in deciding what level of service each client will receive.

During the labour market and needs assessment of jobseekers, **PES Sweden** staff are supported by a statistical profiling tool that assesses how far from the labour market the jobseekers are and helps staff identify of the best support for labour market integration for each jobseeker.

5.2 Characteristics taken into consideration when assessing the needs of the NEETs

The assessment of the background characteristics of NEETs is consistent with the reinforced YG in the majority of countries covered by this report.

Profiling consists of identifying, recording and analysing the characteristics of young individuals to better understand their needs and so provide them with relevant and tailored support. The reinforced YG recommends that, except for the socio-

economic characteristics⁹⁸, profiling and screening should take into account the preferences and motivation, skills, previous work experience, and barriers and disadvantages of young people, including the reasons for being unemployed or inactive, or those related to place of residence (rural, remote or disadvantaged areas).

The current analysis shows that in almost all PES, the profiling or assessment of the needs of NEETs is consistent with the recommendations of the reinforced YG (Table 6). Skills and previous work-experience are assessed by 28 PES (out of 30); 27 PES included the preferences, or plans and barriers of the young clients, as well as their disadvantages/reasons for being unemployed or inactive into assessment process; 25 PES take also into consideration their motivation aspects, while only 19 considered issues related to residency in rural, remote or disadvantaged areas.

Table 6 Characteristics taken into consideration when assessing the needs of the NEETs

Characteristics	PES
Preferences/plans	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, LT, LU, MT, NO, PL, RO, SE, SI, SK (27)
Motivation	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IS, LT, LU, MT, NO, PL, PT, RO, SE, SI, SK (25)
Skills	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, LT, LU, MT, NO, PL, PT, RO, SE, SI, SK (28)
Previous work-experience	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, LT, LU, MT, NO, PL, PT, RO, SE, SI, SK (28)
Barriers, disadvantages/reasons for being unemployed or inactive ⁹⁹	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, LU, MT, NO, PL, PT, RO, SE, SI, SK (27)
Residency in rural, remote or disadvantaged areas	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, DE, EE, EL, FI, FR, HU, IE, IS, NO, PL, RO, SE, SI (19)
Other	

Source: responses to the PES Capacity Questionnaire, Part II.

⁹⁸ E.g., gender, age, education level.

⁹⁹ E.g., incomplete, or low level of education/qualifications, lack of skills/qualifications in demand on the labour market, childcare or other family responsibilities, migration/ethnic minority background, health problems/disability, homelessness, lack of confidence about work, discouragement etc.

6. SUPPORT SERVICES PROVIDED DURING THE PREPARATORY PHASE¹⁰⁰

6.1 Support services aimed at enhancing and/or recognition of important skills

Preparatory support aimed at the enhancement and/or recognition of important skills seems to be at a relatively small scale.

The reinforced YG's preparatory training¹⁰¹ and recognition of non-formal and informal learning outcomes (including from the preparatory training) can facilitate activation and motivation of young people, help them to discover new opportunities and to prepare them for the needs of a changing labour market.

Such types of support during the preparatory phase appear to be currently at a relatively small scale. Just over half the PES (17 out of 30) provide some level of preparatory short-term training and only around one-third (12 out of 30) are involved in the validation and recognition of non-formal and informal learning outcomes (Table 7). However, this is partially because validation is still primarily connected to education and training institutions¹⁰².

To align the national scheme to the reinforced YG, some PES (e.g., Poland) plan to introduce new preparatory tools such as evaluation of digital skills, training on digital skills, assessment of ecological and entrepreneurial skills, etc.

Table 7 Support services aimed at enhancing and/or recognition of important skills

Support services aimed at enhancing and/or recognition of important skills	PES
Preparatory short-term training	BE-Actiris ¹⁰³ , BE-Le Forem, BE-VDAB, BG, CZ, DK, FI, FR, HR, LT, LU, LV, MT, NO, PL, RO, SE (17)
Validation and recognition of non-formal and informal learning outcomes (including learning outcomes of the preparatory short-term training)	AT, BE-Le Forem, BE-VDAB, DK, EE, LV, MT, NO, PL, PT, RO, SE (12)
Other	BE-Le Forem, CY, DE, DK, EE, FR, IE, PL, PT, SI (10)

Source: responses to the PES Capacity Questionnaire, Part II.

¹⁰⁰ The four-month preparatory phase before taking up an offer.

¹⁰¹ Preparatory training: hands-on training of short-term and informal nature, which 'should not prolong the duration of four-month preparatory phase' and distinguishes it from the offer itself (vocational training) - COUNCIL RECOMMENDATION of 30 October 2020 on *A Bridge to Jobs – Reinforcing the Youth Guarantee and replacing the Council Recommendation of 22 April 2013 on establishing a Youth Guarantee* - <https://ec.europa.eu/social/main.jsp?catId=1079&langId=en>.

¹⁰² European Commission (July 2020), Commission staff Working Document *Evaluation of the Council Recommendation of 20 December 2012 on the validation of non-formal and informal learning*, accompanying the document Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions <https://www.etuc.org/en/document/etuc-position-enhancing-validation-non-formal-and-informal-learning>.

¹⁰³ In the framework of the NEETs partnership and NEETs programmes of Cité des Métiers, the preparatory phase before a NEET can take up an offer has no limited timeframe (i.e., not limited to four months) but is based on the specific needs of the NEETs. They have the right to fail and to restart until they achieve a positive outcome (job, training, studies, and self-employment).

The preparatory short-term training courses are mostly provided to improve skills in areas such as¹⁰⁴: digital, language, career management, entrepreneurial, reading/literacy, green, and soft skills.

Other support aimed at enhancing and/or recognising important skills delivered during the preparatory phase, consists of:

- online skills identification tools that can be used by the NEETs on their own (BE- Le Forem).
- pre-vocational training measures - available for young people who did not find a training company to start an apprenticeship or need upgrading their knowledge and competences (DE)¹⁰⁵.
- compulsory tests of writing, reading and numeracy skills within the first month of registration (unemployed people under 30 years without education). If the test shows a need for training to develop these skills, young people must receive such courses immediately after the test (DK).
- 'Prépa' Apprentissage' (Apprenticeship Preparation)¹⁰⁶ - support to prepare integration into an apprenticeship to enable the young person identify their skills and knowledge, to hone their interpersonal skills and to secure their entrance into an apprenticeship contract. The duration of the courses ranges from a few days to several months, depending on need (FR).
- short job searching skills workshops - provided face-to-face before the COVID-19 pandemic and planned to continue as soon as the situation allows (SI).

6.2 Other preparatory support services provided to NEETs

Other preparatory services, such as counselling, career guidance or motivational sessions are much more extensively used by PES.

As stated in the reinforced YG, preparing NEETs for the changing nature of work, for overcoming barriers to employment, and for the requirements of regular vocational qualification pathways (sometimes are too demanding), can and should also be

delivered through other support services such as career advice, entrepreneurship support, motivational work, advocacy or peer support, and bridging programmes. Furthermore, referrals to social services can help in some circumstances, especially for longer-term NEETs, to get back on track.

As illustrated in Table 8, such preparatory services are much more used by PES, or PES together with partners, than those aimed at enhancing and/or recognition of important skills.

¹⁰⁴ The list is provided in the order of frequency in the survey.

¹⁰⁵ <https://www.apprenticeship-toolbox.eu/?id=142:education-system-and-vet-system-in-germany>

¹⁰⁶ This is as part of the 'Plan d'investissement dans les compétences'/PIC (Skills Investment Plan), targeted to young people aged 16-29 years (including NEETs, those living in disadvantaged areas or with a disability).

Table 8 Other preparatory support services

Other preparatory services	PES
Career guidance/advice	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, IS, LT, LU, MT, NO, PL, PT, RO, SE, SI, SK (27)
Entrepreneurial guidance	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, EE, EL, FI, FR, HR, LT, LU, NO, PL, RO, SK (16)
Counselling (including one-to-one sessions)	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DK, EE, EL, FI, FR, HR, HU, IE, IS, LT, LU, MT, NO, PL, PT, RO, SE, SI (25)
Mentoring	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, DK, FR, HU, LU, MT, NO, PL (12)
Motivational sessions (including individual coaching to build up motivation, self-confidence, and self-esteem with view to work-readiness)	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DK, FI, FR, IS, LT, LU, MT, NO, PL, PT, SE, SI (19)
Advocacy ¹⁰⁷	BE-Actiris, BE-Le Forem, BE-VDAB, EE, FR, IE, IS, LT, MT, NO, PL, SE, SI (13)
Peer support	BE-Actiris, BE-Le Forem, BE-VDAB, EE, FI, FR, NO, PL (8)
Referrals to social services ¹⁰⁸	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, DK, EE, FI, FR, IE, IS, LU, MT, NO, PL, PT, SI (17)
Bridging programmes ¹⁰⁹ to prepare young people in vulnerable situations to (re)enter mainstream education or VET system	BE-Actiris, BE-Le Forem, BE-VDAB, BG, DK, EE, FI, FR, IS, LT, LU, MT, NO, PL, SI (15)
Other	BE-Actiris, EL, FR, MT, NL, SK (6)

Source: responses to the PES Capacity Questionnaire, Part II.

To prepare young NEETs to take up an offer, almost all PES provide career guidance/advice (27 out of 30) and counselling (25 out of 30).

Career guidance covers a range of services such as: youth coaching job-assistance, advice, support for girls and young women¹¹⁰, support in finding internships and other similar services offered by external institutions (AT); professional and skills assessment, orientation, games and challenging activities aimed at self-discovering and at discovering the regional vocational and labour market environment (BE-Actiris); training to develop a professional project, preparation for entry into training, refresher courses in basic skills, health and social support or alternate training (school-company)(FR). In some countries career guidance is provided in-house, while in others it is in cooperation with/by external providers, e.g.: in cooperation with the National Agency for Adult Vocational Training¹¹¹ (AFPA), the Establishment for Integration into Employment (EPIDE) and Second Chance

¹⁰⁷ Defined here as awareness-raising about young people's rights, e.g., regarding employment conditions or social benefits.

¹⁰⁸ E.g., childcare, healthcare, and housing.

¹⁰⁹ Bridging programmes – programmes targeting those young people who are not ready to (re)enter the education/VET systems, consisting of a combination of different support services/ measures.

¹¹⁰ 'Mädchenberufszentrum' - <https://www.maedchenzentrum.at/berufswelten/maedchenberufszentrum/>.

¹¹¹ 'Prépa'Compétences' (Preparation for skills) - <https://www.pole-emploi.fr/candidat/votre-projet-professionnel/definir-votre-projet-professionnel/prepa-competences-entraenez-vous.html>.

Schools (FR); by Youth Work Centres (LT); by National Guidance Centre (LU). In Sweden, career guidance is provided as a digital service and is also partly included in other programmes (e.g., 'Support and Matching'¹¹²/STOM, 'Preparatory Career and Study Modules'¹¹³/YSM and 'Study Motivating Courses'¹¹⁴ programmes).

Counselling is provided by PES or PES in cooperation with other partners, as group, as well as one-to-one sessions and using different approaches. PES BE-Actiris, for example, uses social media or telephone calls to contact and assist young people. Furthermore, collective workshops on networking or job search techniques are implemented through creative approaches such as 'storytelling'. In addition, individual counselling¹¹⁵ is provided by PES partners (e.g., Cité des Métiers), especially to young people who encounter different 'learning or life obstacles'¹¹⁶. In France, within the 'Intensive Support for Youth' (AIJ), dedicated PES counsellors use coaching methods to help young people highlight their strengths and assets, to discover different job search techniques, to understand recruiters' expectations, or to broaden their professional aspirations. In Ireland and Luxembourg, counselling takes the form of compulsory monthly one-to-one meetings¹¹⁷.

Motivational sessions are provided by around two thirds of PES (19 out of 30). As described by some PES, creative methods (e.g., staging a play, role-playing, games) or 'inspirational meetings' between young people and 'inspirers', are used in building up assertiveness and self-confidence, developing team working, communication and other transversal skills (BE-Actiris). Sport activities or challenges are also used to help young people develop a better awareness about their own interests, to clarify their professional ideas ('projects'), communicate with other young people and discuss specific topics such as addictions/'bad habits', health, capacity and resistance to 'peer pressure' in going back to 'bad habits' (BE-Actiris, FR). In many cases, motivational interventions are implemented in cooperation with other partners or external coaches (BE-Actiris¹¹⁸, BE-Le Forem, BE- VDAB¹¹⁹, FR¹²⁰). Another example of this is PES Luxembourg, which has a partnership with a NGO (Dress for Success) committed to helping disadvantaged women to regain self-confidence and self-esteem by providing support and advice to succeed in a job interview and to remain in employment¹²¹. Motivation can be provided in some other preparatory services. In Estonia for example, motivation is one of the topics of the career counselling sessions or job club services, or psychological counselling sessions. In Poland, motivational sessions are delivered within different training programmes¹²², online campaigns¹²³ or mastermind sessions/meetings. Similar approaches can be found in other countries (e.g., Hungary, Portugal, Slovenia, Sweden), where motivational issues are covered by counselling or mentoring services, or other support programmes.

¹¹² <https://www.cedefop.europa.eu/en/tools/matching-skills/all-instruments/support-and-matching>

¹¹³ <https://arbetsformedlingen.se/other-languages/english-engelska/extra-stod/stod-a-o/yrkes--och-studieforbredande-moduler>

¹¹⁴ <https://arbetsformedlingen.se/other-languages/english-engelska/extra-stod/stod-a-o/studiemotiverande-kurs-pa-folkhogskola>

¹¹⁵ This individual counselling can include psychological support, family mediation or time and priorities management.

¹¹⁶ For more details on the approach in Actiris see *Flexible and creative partnerships for effective outreach strategies and targeted support to young NEETs* in the PES practice repository of the PES Knowledge Centre <https://ec.europa.eu/social/BlobServlet?docId=24058&langId=en>.

¹¹⁷ 'Engagement meetings' in Ireland.

¹¹⁸ E.g., Cité des Métiers.

¹¹⁹ Specialised organisations in case of VDAB and BE-Le Forem, selected via calls for projects/tenders.

¹²⁰ E.g., Agence pour l'Éducation par le Sport/APELS (Agency for Education through Sport).

¹²¹ <https://luxembourg.dressforsuccess.org/about-us/jobs/>

¹²² E.g., 'Back to Work', 'Stop! Youth Out of Work' programmes.

¹²³ 'March on Heels' campaign.

Referral to or information about the social services is provided by more than half the PES (17 out of 30). Usually, such services are offered to vulnerable young people facing health, housing, childcare, financial or other psycho-social problems. Services are offered by partners of PES, such as social welfare centres (BE-Actiris, BE-Le Forem, FI, HU, PT, SI), local governments/local authorities (EE, IE, FR), networks for early help (AT¹²⁴), third sector organisations (AT¹²⁵) and NGOs (BE-Actiris, BE-VDAB).

Entrepreneurial guidance is provided by just above half the PES (16 out of 30), usually in cooperation with business-driven organisations such as economic sector chambers, national trade authorities, and business incubators also involving youth associations. Entrepreneurial guidance takes different forms: workshops, information on how to start a business, skills and ideas identification (BE-Actiris, BG, EL, FR¹²⁶, HR, LT, PL, RO, SK); 'learning by doing' or testing business ideas (BE-Actiris¹²⁷); 'traineeship in entrepreneurship' for a maximum of six months (FI); financial support for business creation (BE-Actiris, FI, LT, SK).

Half the PES (15 out of 30) also reported *bridging programmes* in place that are usually provided in cooperation with schools/initial or adult vocational education institutions, socio-professional guidance centres, companies, or other selected providers. Some examples of such programmes or interventions, as reported by PES, include:

- 'Re-Start' module - for young NEETs who have dropped out of education; 'Alter' module - for young NEETs going into the dual-learning system who are excluded from education because they do not have a placement agreement with an employer; 'Next' module - for young people in education, but not very interested/ 'mobilised' by their qualification (BE-Actiris);
- 'Coup de Boost' project¹²⁸ which is a mix of support aimed at helping young NEETs to 'find a training and get a job' (BE-Le Forem);
- combination of school and on-the-job training ('Leertijd'¹²⁹/training with apprenticeship) (BE-VDAB);
- motivation for proactive behaviour and return to the education system or to acquire a professional qualification - work is done with the whole family of the NEET (BG);
- 'Building a Bridge to Education' programme¹³⁰ - short internships at vocational schools and enterprises, courses in upgrading basic skills in reading, writing and arithmetic and mentor support for young people under 30 years old receiving education benefits and who are expected to be able to begin an ordinary education within a year, and complete the education (DK);
- pilot programme focusing on bridging a path towards education (FI);
- programmes (back-to-training courses and other individualised support) implemented by the Formation Qualification Emploi Network/FOQUALE (Training Qualification Employment Networks) for young people who have left school without a diploma and without a sufficient level of qualification (FR);

¹²⁴ <https://www.fruehehilfen.de/grundlagen-und-fachthemen/netzwerke-fruehe-hilfen/>

¹²⁵ Caritas - <https://www.caritas.org/where-caritas-work/europe/austria/>.

¹²⁶ Activ'Créa-<https://www.pole-emploi.fr/candidat/je-creereprends-une-entreprise/les-ressources-utiles/activcrea.html>.

¹²⁷ <https://www.actiris.brussels/fr/citoyens/devenir-independent/>

¹²⁸ <https://jeunes.leforem.be/formations/coup-boost>

¹²⁹ <https://www.vdab.be/leertijd>

¹³⁰ <https://star.dk/en/active-labour-market-policy-measures/tackling-youth-unemployment-in-denmark/building-bridge-to-education/>

- IT courses at different levels and the 'SEC Revision' classes through which youths who have failed their matriculation exams are assisted and prepared to retake their exams (MT);
- 'Project Learning to Young Adults' – a programme aimed at preparing young people to return to education or start searching for a job (SI).

Advocacy, mentoring, and peer support seem to be used to a lesser extent with under half the PES reporting such services during the preparatory phase. However, often such services are included in other types of preparatory services (e.g., career guidance, counselling, or entrepreneurial guidance). For instance, information about young people's rights (e.g., regarding employment conditions, unemployment, social benefits, support measures etc.) or *advocacy* is provided during counselling sessions as mentioned by many PES (e.g., BE-Actiris, BE - VDAB, BE - Le Forem, EE, FR, MT, PL, SE). In Ireland, advocacy is implemented through public campaigns, promotional guides/flyers or the recently launched hub 'Employment and Training'¹³¹. This consists of six online pages: 'Get Support to Find a Job', 'Keep Financial Supports While Working', 'Get Work Supports if You Have a Disability', 'Get Financial Supports for Training or Education', 'Get Support to Start your Business' and 'Get Job Searching'.

Mentoring is delivered through different approaches. In Belgium, for example, mentoring is delivered within special interventions or programmes, e.g., 'DUO for a JOB'¹³² or 'DUO de CHOQ'¹³³. In Luxembourg, for jobseekers who want to create their own business, mentoring is provided by managers of private companies, or experienced consultants. In France, the government launched a call for projects to support the growth of mentoring. The '1jeune 1mentor' (one young person, one mentor) scheme will provide access to a mentor for 100,000 young people by the end of 2021. In Malta, participants in the 'NEETs Activation scheme II' are individually paired with a youth mentor who supports them throughout all phases of support, via weekly one-to-one sessions.

Peer support is reported as being in place just by eight PES. In some cases (e.g., BE-Actiris, BE-VDAB) PES partners deliver such interventions (long-standing activities in order to create a bond between members of the group who will support and motivate each other). In other cases (e.g., BE-Le Forem) young NEETs and students 'work' together in the frame of a project involving the Public Social Welfare Centre (CPAS) and a university¹³⁴. In Estonia, peer support ('experiential counselling') is provided based on individual needs, especially in cases related to health problems, while in Norway small scale activities are implemented at local level.

¹³¹ <https://www.gov.ie/en/campaigns/employment-and-training/>

¹³² 'DUO for a JOB' matches young job seekers with an immigrant background with people over 50 who use their professional experience to accompany and support them in their job search; all three regional PES are partners of this project - <https://www.duoforajob.be/en/homepage/>.

¹³³ Implemented with the support of PES BE-Le Forem - <https://www.facebook.com/duosdechoq/photos/a.974488192610351/3498521883540290/?type=3&theater>.

¹³⁴ In Mons city.

7. POST-PLACEMENT SUPPORT PROVIDED TO YOUNG PEOPLE

7.1 Post-placement support in place

Only half the PES reported post-placement support in place, but another quarter said that some post-placement services are provided by partners, or only to some groups of young clients or within other type of interventions/programmes.

Post-placement support¹³⁵ is an important tool in preventing dropouts from the YG scheme and ensuring sustainable results from the interventions. Hence, the reinforced YG asks the MS to expand post-placement support for young people to help them cope in new situations or, if necessary, to adjust the individualised

action plans.

Only half the PES (15 out of 30) reported post-placement support in place (see Table 9).

Table 9 Post-placement support in place

Yes	No
BE-Le Forem, BE-VDAB, BG, CZ, DE, DK, EE, FI, FR, HR, MT, NO, PL, SE, SK (15)	AT ¹³⁶ , BE-Actiris ¹³⁷ , CY ¹³⁸ , EL, ES, HU ¹³⁹ , IE ¹⁴⁰ , IS ¹⁴¹ , LT, LU, LV, NL, PT ¹⁴² , RO, SI ¹⁴³ (15)

Source: responses to the PES Capacity Questionnaire, Part II.

Nevertheless, a closer look at the explanations of those PES reporting no such support in place reveals that even in these cases, some post-placement services are provided, e.g.: by partners (BE-Actiris, HU), only to some groups of young clients (AT, IS, IE) or within some other type of interventions (e.g., within 'JobPath' programme, in training) (IE, AT). Other PES (CY, PT, SI) have plans in place to develop such services.

¹³⁵ Support provided (by PES, other partners, employers etc.) to young persons, after their placement in an offer (e.g., employment, training, education, other ALMPs).

¹³⁶ Only exceptionally, e.g., in case of young people doing a supra-company apprenticeship training - support provided by the training institution.

¹³⁷ Provided by a partner to NEETs who accept the offer of post-placement support; also offered by Actiris's team 'Link' that makes the bridge between training, certain ALMPs and employment for those people (not exclusively young people) who haven't found a job at the end of their training.

¹³⁸ Planned within the preparation of the PES new ALMPs Strategy.

¹³⁹ Available in offers provided by other organisations, e.g., mentoring in case of the traineeship and entrepreneurship programmes.

¹⁴⁰ If customers require support at any stage they can avail of the services on a voluntary basis; also 'JobPath' provides some in-house training and support for up to 12 months after the customer finds full-time employment.

¹⁴¹ For jobseekers in labour market measures who are insured within the unemployment insurance, for those on subsidies from the Unemployment Insurance Fund, and for young people with disabilities.

¹⁴² Working for improving some areas but post-placement support is a challenge for the PES as it requires human and technical resources, and because of the current context (high unemployment, health constraints resulting from the Covid-19 pandemic).

¹⁴³ Plans in place for post-placement support; challenges - lack of human resources and legislation barriers.

7.2 Types of post-placement services provided to NEETs

Support by psychologists/social workers, advice, guidance on how to overcome problems, and further training are the post-placement services provided by a majority of PES reporting post-placement support in place.

PES or PES and their partners use a variety of post-placement services in working with the young people and employers (when the case), to identify any barriers that may impact after taking up an offer and to address them promptly.

Table 10 provides information on the type of post-placement services provided to NEETs.

Table 10 Types of post-placement services provided to NEETs

Types of post-placement services	PES
Job coaching	BE-Le Forem, BE-VDAB, BG, CZ, FI, MT, NO, PL, SE (9)
Induction programmes	BE-Le Forem, CZ, PL (3)
Further training	BE-Le Forem, BG, CZ, EE, FI, HR, MT, NO, PL, SE (10)
'How-to-learn' short training	BE-Le Forem, BG, DE (3)
Mentoring	BE-Le Forem, BE-VDAB, BG, DE, DK, NO, SK (7)
Advice	BE-Le Forem, BE-VDAB, BG, EE, FI, FR, HR, MT, NO, PL, SE (11)
Guidance on how to overcome problems	BE-Le Forem, BE-VDAB, BG, DE, EE, FI, FR, MT, NO, PL, SE (11)
Support by psychologists or social workers	BE-Le Forem, BE-VDAB, BG, CZ, EE, FI, FR, HR, MT, NO, PL, SE (12)
Peer support	BE-Le Forem, BE-VDAB, CZ, FI, NO, PL (6)
Other	CZ, FR ¹⁴⁴ , MT ¹⁴⁵ , PL ¹⁴⁶ , SK (5)

Source: responses to the PES Capacity Questionnaire, Part II.

Overall, it can be said that most often the post-placement support is provided to the most disadvantaged or vulnerable young people since a majority of PES with post-placement support in place (12 out of 15) provide support by psychologists or social workers. Advice and guidance on how to overcome problems and further training are other types of post-placement services provided by a majority of PES (11, and 10 out of 15 respectively) that implement interventions after placement of young people in an offer. In around half of the fifteen PES, the support is in the form of job-coaching and mentoring (9, and 7 out of 15 respectively) while induction programmes and 'how-to-learn' short training seem to be used to a lesser extent (3 PES out of 15).

¹⁴⁴ AIJ foresees support during all short spans of employment and guidance towards sustainable employment right until the end of the 'trial' period.

¹⁴⁵ Participants in the YG receive free access to psychosocial support 'over and above' the scheme timeframes. Moreover, participants are followed-up and re-trained accordingly until they achieve a positive exit.

¹⁴⁶ The support provided differs depending on the component/offers. For the reinforcement of the YG, a more holistic approach is planned to be extended.

8. TIMESCALE FOR MAKING AN OFFER TO YOUNG JOBSEEKERS

Information on average timescales for offers is not available in almost half the PES and in many other cases is not sufficiently clear.

The reinforced YG recommends that young people receive a good quality offer within a period of four months of becoming unemployed or leaving formal education.

Unfortunately, information on the average time for making an offer is not available in

almost half the PES (13 out of 30), and in other cases, the information is often not clear or does not tell the full story (see Table 11), a situation identified in other similar analysis¹⁴⁷. Drawing a tentative conclusion from information provided and additional comments, it can be said that around half the PES (17¹⁴⁸ out of 30) provide an offer to a major part of young jobseekers within a maximum period of four months.

Table 11 Average timescale for making an offer

Average timescale for making an offer to young jobseekers ¹⁴⁹	PES
Within 2 weeks	HU ¹⁵⁰ (1)
Within 1 month	DK ¹⁵¹ , PL ¹⁵² (2)
Within 2 months	BE-VDAB ¹⁵³ , CY ¹⁵⁴ , MT ¹⁵⁵ , PL (4)
Within 3 months	AT ¹⁵⁶ , BE-Actiris ¹⁵⁷ , IS, MT ¹⁵⁸ , SK (5)
Within 4 months	BE-Le Forem, BG ¹⁵⁹ , LU ¹⁶⁰ , PL, PT, RO, SE, SI (8)

¹⁴⁷ European Commission (September 2017) *Report on PES Implementation of the Youth Guarantee* - <https://ec.europa.eu/social/BlobServlet?docId=18901&langId=en>; European Commission (September 2019) *Report on PES Implementation of the Youth Guarantee* <https://ec.europa.eu/social/BlobServlet?docId=21886&langId=en>.

¹⁴⁸ AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, DK, IS, HU, LU, MT, PL, PT, RO, SE, SI, SK.

¹⁴⁹ In major part, the information refers to the 2020 timescale.

¹⁵⁰ In 2020 77.5% of registered young people received an offer within 2 weeks after registration and 13.9% of them within one month after registration.

¹⁵¹ All young people without an ordinary education who receive social assistance ('uddannelseshjælp'/education benefit) will receive an offer of activation within one month. The offer of activation must be individually tailored and aimed at education.

¹⁵² The average time varies between 1 month and over 6 months.

¹⁵³ For low-skilled young jobseekers.

¹⁵⁴ The time of offer depends on the readiness of young unemployed to participate in a training programme or to take up a job.

¹⁵⁵ Education offer.

¹⁵⁶ No difference by type of offer.

¹⁵⁷ The average time for receiving an offer varies between 3 and 6 months.

¹⁵⁸ Traineeship offer.

¹⁵⁹ An average of 65.06% of young people under 29 years receive an offer within 4 months.

¹⁶⁰ 68.73% of the quality offers (work placements, education, apprenticeship, and employment measure) are made within the duration of 4 months, 20.7% between 4 and 6 months and 10.57% are proposed after 6 months.

Average timescale for making an offer to young jobseekers ¹⁴⁹	PES
Within 6 months	BE-Actiris, BE-VDAB ¹⁶¹ , BG ¹⁶² , DK ¹⁶³ , LU ¹⁶⁴ , MT ¹⁶⁵ , PL (7)
Over 6 months	BG ¹⁶⁶ , LU ¹⁶⁷ , PL (3)
Information not available	CZ, DE, EE ¹⁶⁸ , EL, ES, FI ¹⁶⁹ , FR, HR ¹⁷⁰ , IE, LT, LV, NL, NO (13)

Source: responses to the PES Capacity Questionnaire, Part II.

As commented on by some PES, the average time for making an offer differs according to various factors including the type of intervention, the level of young jobseekers' education level and their skills, their 'willingness to engage with intervention', and the intensity of the necessary support.

Another situation must be mentioned and was raised by some PES, and is related to the COVID-19 pandemic. This had an impact on the PES approach to working with clients and affected many aspects of their activities¹⁷¹. PES Ireland, for example, reported that, as part of the response to the COVID-19 pandemic and public health restrictions, activation appointments were largely suspended from March 2020. The staff of employment services were redeployed initially to assist with the Pandemic Unemployment Payment (PUP) applications and to the DSP dedicated Income Support Helpline, established in response to COVID-19. Since February this year, staff started to return to their roles in activation but, under the current public health restrictions, these engagements continue to be carried out by phone. 'Consequently, over the last year there has been very little engagement with young people and the statistics does not reflect the 'normal' length of time for an offer to be made'.

¹⁶¹For mid to high-skilled young jobseekers.

¹⁶² An average of 13.17% (for both age groups) of young people under 29 years - offer accepted within 6 months.

¹⁶³ Young people on unemployment benefit with an education are entitled to receive an offer of activation within six months of unemployment.

¹⁶⁴ 20.7% of the offers are proposed between 4 and 6 months.

¹⁶⁵ Employment offer.

¹⁶⁶ An average of 15.79% (for both age groups) of young people under 29 years – offer accepted after 6 months.

¹⁶⁷ 10.57% of the offers are proposed after 6 months.

¹⁶⁸ After becoming PES clients, young people receive job offers/vacancies. Participation in a service that is needed by the young person is based on the individual needs and the referral is always done as soon as possible.

¹⁶⁹ 73.2 % - 90.2% of young people have prepared employment plans with PES before exceeding 4 weeks unemployment. However, information is not available on whether offers have been given to young.

¹⁷⁰ The average time differs from person to person, and it depends on the educational level and occupations, skills, motivation, and willingness to engage into intervention. The offer can be made on the day of registration.

¹⁷¹ See also European Commission (December 2020) - *European Network of Public Employment Services, Assessment Report on PES Capacity* - <https://ec.europa.eu/social/BlobServlet?docId=23351&langId=en>.

9. MONITORING AND EVALUATION OF THE YG SERVICES

9.1 Monitoring the youth-oriented services

Many PES have set up targets and monitor how many young people receive an offer within four months and follow-up those taking up employment or training.

Monitoring and following up with young people are an integral element of the YG since its launch in 2013. The reinforced YG reiterated the need to continue improvement of monitoring the implementation of specific interventions

and their results.

As shown in Table 12, many PES currently have targets in place and combine different types of monitoring and follow-up of young people after they exit the preparatory phase.

Table 12 Monitoring and follow up of youth-oriented services

Type of monitoring and follow up	PES
Targets in place	AT, BE-Actiris, BE-Le Forem, BG, DK, ES, FI, FR, HR, HU, IS, LT, MT, NO, PL, PT, RO, SE, SI (19)
Monitoring young people who leave the unemployment register	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DK, EL, ES, HR, HU, LU, MT, PL, PT, SI, SK (17)
Monitoring how many young people receive an offer within 4 months	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DK, EL, ES, FI, HR, HU, IE, LT, LU, MT, NO, PL, PT, RO, SE, SI, SK (24)
Follow-up of young people once they have entered employment or training	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, DE, EE, ES, FI, HR, HU, LT, LU, MT, NO, PL, PT, RO, SI, SK (20)
Follow-up of young people referred to education and training providers	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, DK, EE, ES, FI, HR, HU, LT, MT, NO, PL, SI, SK (17)
Other	DK, FR, NL (3)

Source: responses to the PES Capacity Questionnaire, Part II.

Almost two thirds of PES (19 out of 30) have targets in place for youth-oriented services using one or more types of target¹⁷², i.e.:

- time-bound targets (AT, BE-Actiris, BG, HR, IS, FI, LT, NO, PL, RO, SI)
- numerical targets (AT, BE-Actiris, BE-Le Forem, BG, ES, FR, HR, LT)
- proportionate targets (HR, MT, NO, PL, RO)
- combined targets (AT, BE-Le Forem, HU, IS, MT, NO, PL, SI).

More information on the type of targets used by the PES is provided in Annexe A, Table A 2.

A majority of PES monitor how many young people receive an offer within four months (24 out of 30) and follow up young clients who entered employment or training (20 PES out of 30).

Monitoring young people who leave the unemployment register and of young people referred to education and training providers is less used in practice, with only just over half

¹⁷² As defined in the European Commission (July 2015), *Assessment Report on PES capacity* - <https://ec.europa.eu/social/BlobServlet?docId=14323&langId=en>.

the PES (17 out of 30) undertaking this sort of monitoring, a pattern observed in previous similar analyses¹⁷³.

An interesting practice was reported by PES Denmark which has developed a benchmark system whereby all 98 municipalities can compare themselves on central indicators (i.e., the share of young people who receive, for example, mentor support and company-oriented measure).

9.2 Evaluation, collection of qualitative feedback from young people

The majority of PES collect qualitative feedback about the youth-oriented services using different tools, of which satisfaction surveys are the most used.

Evaluation and young people's feedback can be used to ensure the quality of offers and to see what works and what does not (and for whom). This information can be of value in aligning the support services and measures to the needs, preferences, limitations or disadvantages of young

people. The current analysis revealed that almost two-thirds of PES (18 out of 30) carry out evaluation or collection of feedback from young people on YG interventions (Table 13).

Table 13 Evaluation/collection of qualitative feedback from young people in place

Yes	No
AT, BE-Actiris, BE-Le Forem, BG, CZ, DE, EE, EL, ES, FI, HR, LT, MT, NO, PL, PT, SI, SK (18).	BE-VDAB ¹⁷⁴ , CY ¹⁷⁵ , DK ¹⁷⁶ , FR ¹⁷⁷ , HU ¹⁷⁸ , IE ¹⁷⁹ , IS ¹⁸⁰ , LU ¹⁸¹ , LV, NL, SE, RO (12).

Source: responses to the PES Capacity Questionnaire, Part II.

Furthermore, six PES reporting 'no collection of feedback' explained that in reality, gathering qualitative information from young people is in place, but is not done directly by PES or not with tools or instruments dedicated only to youth. In these cases, feedback is collected either by other partners (BE-VDAB, DK, FR), or via general customer surveys (FR, IE, IS) or through regular meetings with young clients (LU). In practice, therefore, majority of PES (24 out of 30) collect some qualitative feedback about the support provided within the YG scheme or youth-oriented services.

To collect the feedback from young people and evaluate client satisfaction with services received, PES use different tools or instruments, as illustrated in Table 14.

¹⁷³ E.g. European Commission (September 2019) Report on PES Implementation of the Youth Guarantee - <https://ec.europa.eu/social/BlobServlet?docId=21886&langId=en>.

¹⁷⁴ VDAB gets feedback via the local partnerships youth.

¹⁷⁵ Specific questions will be incorporated in the Customers Questionnaire which will be applied in the coming years.

¹⁷⁶ The individual municipalities undertake evaluation efforts so to improve the services offered to jobseekers.

¹⁷⁷ Specific surveys towards youth in AIJ, and surveys for those supported by the Missions Locales.

¹⁷⁸ Plans in place to give the opportunity of young people to share their opinion on the YG offers.

¹⁷⁹ Customer surveys are carried out on an annual basis for a random selection of jobseekers, not just YG customers.

¹⁸⁰ Feedback is evaluated/collected via customers' surveys.

¹⁸¹ No systematic evaluation in place. However, caseworkers are in close personal contact with the young jobseekers (at least one 'physical' meeting per month).

Table 14 Tools for evaluation/collection of qualitative feedback from young people

Tools for evaluation/collection of feedback	PES
Satisfaction surveys for young jobseekers	AT, BE-Actiris, BE-Le Forem, CZ, EL, ES, FI, HR, LT, MT, NO, PL, PT, SI, SK (15)
Testimonies	BE-Le Forem, NO, PL, PT, SI (5)
Interviews	BE-Actiris, BE-Le Forem, CZ, DE, EE, EL, FI, NO, PL, PT (10)
Client feedback forms	AT, BE-Le Forem, BG, CZ, EE, EL, FI, LT, MT, PL, SI, SK (12)
Digital communication channels	BE-Le Forem, BG, EL, ES, FI, MT, NO, PL, PT (9)
Other tools	BE-Actiris, HR, NO, PL (4)

Source: responses to the PES Capacity Questionnaire, Part II.

The most used approach or tool to collect feedback is satisfaction surveys (15 PES out of 18). Often PES also use client feedback forms (12 PES out of 18), interviews (10 PES out of 18) and digital communication channels (9 PES out of 18) whereas just five PES collect feedback through testimonies.

Other ways of evaluation and collection of information include external evaluations or research (BE-Actiris, HR) and annual partnerships reports (BE-Actiris).

9.3 Stage when the qualitative feedback from young people is collected

Collection of qualitative feedback from young clients is done both during the support and after it is completed by the majority of PES reporting such processes in place.

Evaluation or collection of qualitative feedback can be done in different stages of the support (Table 15). Most PES reporting such processes in place (12 out of 18) gather young clients' feedback both during and after the support is completed.

Table 15 Stage when the qualitative feedback from young people is collected

Stage	PES
Both during the support and after it is completed	AT, BE-Actiris, BE-Le Forem, CZ, DE, EE, EL, ES, MT, NO, PL, SK (12)
Only after the support is completed	FI, LT, SI (3)
Only during the support	HR, PT (2)
Other	BG ¹⁸²

Source: responses to the PES Capacity Questionnaire, Part II.

The satisfaction of young people with the support received is evaluated only after the measures are completed, or during implementation of specific interventions, by a small number of PES (3, 2 out of 18 respectively).

¹⁸² Ongoing online survey of satisfaction with the services offered by the Directorates of Labour Office/Career Centre through a questionnaire for jobseekers, including young people.

10. CONCLUSIONS

The reinforced YG was only launched recently (October 2020) at a particularly challenging time for PES due to the COVID-19 pandemic. During this period, PES faced an increase in registered unemployment (including young people) and an increased demand for workable digital information and self-service delivery options. Moreover, PES were also implementing the new COVID-19 crisis labour market measures and the resultant organisational changes, including home working for staff and increased digitalisation of services¹⁸³.

However, the results of the analysis in this report show that PES managed to align (albeit to different extents) many aspects of their services and interventions to the Council Recommendations on reinforced YG. For example, all PES currently work in partnership with other YG providers and relevant stakeholders. Different approaches to staff allocation in working with young clients and on-going training programmes are in place to ensure staff capacity to implement youth interventions in a 'person-centred' manner. A majority of PES use profiling tools or systems to assess the job-finding prospects of NEETs and their needs to progress into employment, education or training. Furthermore, this assessment is done in line with the recommendations of the reinforced YG, considering important factors of NEETs such as background characteristics (though not socio-economic). Services such as career guidance/advice, counselling, motivational sessions, referrals to social services, advocacy, etc. are widely used by PES in preparing young people to overcome barriers to employment, or for the requirements of regular vocational qualifications pathways. In addition, most PES have targets in place and use different instruments to monitor and evaluate their YG interventions, outcomes and results.

Less positively, the analysis shows there is potential for further improvement of PES capacity in some critical areas of the reinforced YG, such as: preparatory support aimed at enhancing and/or recognising important skills, and post-placement support (both offered at a small scale by around half the PES included in this report); the capacity to monitor the average time for making an offer, those young people who leave the unemployment register, and those who are referred to education and training providers, which is still underdeveloped with only around half the PES able to provide information on the average time to make an offer under the YG or reporting such types of monitoring in place.

¹⁸³ See also European Network of Public Employment Services (June 2020), *PES measures and activities responding to Covid-19, Survey-based study* - <https://www.pesnetwork.eu/2020/09/08/new-pes-network-covid/>; European Commission (December 2020) - European Network of Public Employment Services, Assessment Report on PES Capacity - <https://ec.europa.eu/social/BlobServlet?docId=23351&langId=en>.

11. ANNEXES

Annexe A

Table A 1. PES staff exclusively dedicated to the implementation of the YG

PES	PES staff members exclusively dedicated to the implementation of the YG (Y/N)	Number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which how many PES client-facing employment counsellors, directly and exclusively servicing young clients under the YG (FTE)
AT	Y	N/A	N/A
BE-ACTIRIS	Y	53 YG PES staff (YG of the PES).	37 client-facing job coaches are directly and exclusively servicing young people under the YG.
BE-FOREM	N		
BE-VDAB	N		
BG	Y	There are 423 youth mediators. In addition, 88 more youth mediators with jobs are supported by the municipalities to reach NEETs.	There are 423 youth mediators. In addition, 88 more youth mediators with jobs are supported by the municipalities to reach NEETs.
CY	N		
CZ	N		
DE	Y	The BA has implemented a reorganisation of pre-employment counselling since the beginning of the school year 2019/2020. This means an extended range of services ensured primarily by expanding the range of services in lower and upper secondary schools. Currently 3 780 career counsellors work according to a new service delivery concept.	See previous explanation.
DK	N		
EE	N		
EL	N		
ES	Y	N/A	N/A
FI	Y	100, an estimation on Ohjaamo (one-stop-shops) staff. No. of PES staff in employment office not available.	100, an estimation on Ohjaamo (one-stop-shops) staff. Number of PES staff in employment offices is not available. This is mainly due to the municipality pilot initiatives started in March 2021. The municipalities now have the responsibility of

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PES	PES staff members exclusively dedicated to the implementation of the YG (Y/N)	Number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which how many PES client-facing employment counsellors, directly and exclusively servicing young clients under the YG (FTE)
			organising the service for young jobseekers.
FR	N		
HR	N		
HU	Y	551 in 2020 (40 YG coordinators (project and financial managers in the county government offices) and frontline staff (511 in total, 486 working in full time and 51 in part time).	511 in 2020 (486 working full time and 51 part time).
IE	N		
IS	N		
LT	Y	191	172
LU	Y	29,5 FTE	26,5 FTE
LV	N		
MT	Y	8 (1 Project Leader, 1 Manager, 1 Administrative Assistant, 3 Employment Advisors and 2 Job Coaches).	3 Employment Advisors.
NL	N		
NO	Y	A few staff at the central level (3-5), some at the regional level (12-20 total) and assigned youth teams working locally (estimates shows about 1 300 totally).	See previous explanation.
PL	N		
PT	N		
RO	N		
SE	N		
SI	Y	46	45
SK	N		

Source: responses to the PES Capacity Questionnaire, Part II

Table A 2. Type of targets for youth-oriented services

PES	Time-bound targets	Proportionate targets	Numerical targets	Combined targets
AT	Y		Y	Y
BE-ACTIRIS	Y		Y	
BE-FOREM			Y	Y
BG	Y	Y	Y	Y
DK	Y			
ES	Y		Y	
FI	Y			
FR			Y	
HR	Y	Y	Y	Y
HU				Y
IS	Y			Y
LT	Y	Y	Y	
MT		Y		Y
NO	Y	Y	Y	Y
PL	Y	Y		Y
PT				Y
RO	Y	Y		
SE			Y	
SI	Y		Y	Y

Source: responses to the PES Capacity Questionnaire, Part II.

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