



# PES NETWORK WORK PROGRAMME 2022



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The European Network of Public Employment Services was created following a Decision of the European Parliament and Council in June 2014 (DECISION No 573/2014/EU). Its objective is to reinforce PES capacity, effectiveness and efficiency. This activity has been developed within the work programme of the European PES Network. For further information: <http://ec.europa.eu/social/PESNetwork>.

This activity has received financial support from the European Union Programme for Employment and Social Innovation 'EaSI' (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>

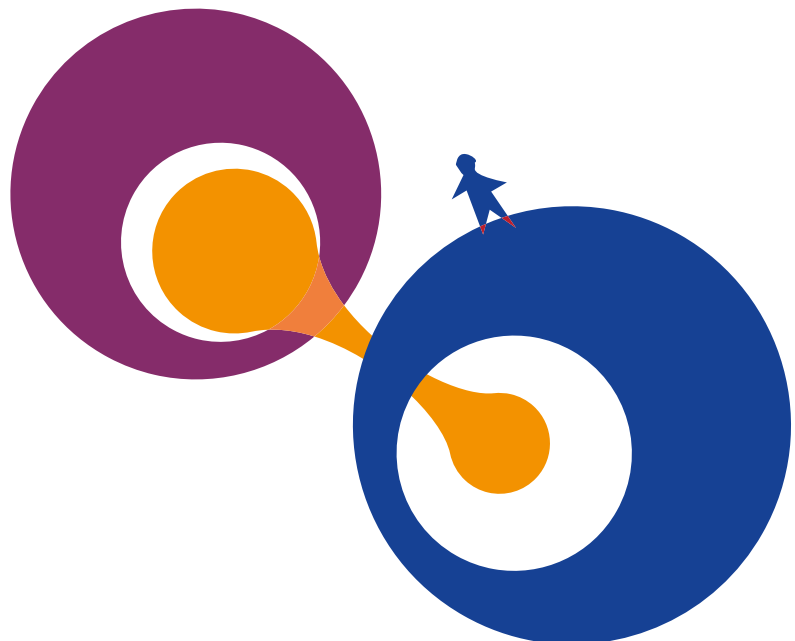
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# **PES NETWORK WORK PROGRAMME 2022**

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## 1. Context

The PES Network Work Programme 2022 was adopted by the PES Board on 10 December 2021. It sets out the key activities that will help PES learn from each other and act together throughout recovery, in a persisting challenging context. The PES Network Work Programme presented herewith will remain a living document, which can be adjusted according to changing priorities of the Board or a changing situation on the European labour market.

## 2. PES Network mission and vision

The updated PES Network Strategy adopted in June 2021<sup>1</sup> sets out a renewed mission and vision equipping PES to face complex challenges.

The PES Network has set itself the mission to empower, educate, and improve so that it can achieve its core purpose – to promote modernisation of individual PES, encourage optimum use of technology and data, and facilitate enhanced competencies for staff. This is to assist PES in continuing to adapt their role and function, thereby enabling them to contribute to the implementation of EU employment policies and strategies, and to provide efficient services to jobseekers and employers.

The Network's vision is to be a vehicle for enhanced European PES cooperation. This is to enable national PES to deliver their role as key actors in the employment services ecosystem and contribute to European employment strategies and services. The objective is to improve labour market function by supporting the activities of jobseekers, employers, and stakeholders. This is achieved by helping citizens to successfully navigate transitions, assisting employers with the recruitment of suitably skilled staff, and working in partnership with stakeholder organisations to achieve mutual objectives. Priority will be given to actions designed to overcome barriers to integration. The Network also provides the opportunity for national PES to capitalise on its role as a source of significant employment policy expertise in the EU.

<sup>1</sup> <https://op.europa.eu/webpub/empl/pes-network-strategy/en/>

## 3. PES Network Mandate

Articles 4 and 5 of the Decision (amended in 2020<sup>2</sup>) establishing the PES Network provide it with an official mandate to foster realisation of the PES Network vision through a range of initiatives:

- Contributing to modernising and strengthening PES in key areas, in view of the Union's employment and social policies, and having in mind the European Pillar of Social Rights, the European Green Deal and the United Nations Sustainable Development Goals, as well as challenges related to digitalisation, the changing world of work and work patterns as well as demographic changes
- Developing and implementing Union-wide evidence based Benchlearning to compare the performance of PES
- Providing mutual assistance through cooperation between members of the Network
- Developing co-operation with relevant labour market stakeholders, including both public and private partners
- Preparing reports at the request of the European Parliament, the Council, the Commission, or on its own initiative
- Contributing to the implementation of relevant policy initiatives
- Adopting and implementing its annual Work Programme
- Promoting and sharing best practices on the identification of NEETs

In addition, the Youth Guarantee (YG) Council Recommendation (reinforced in 2020) specifically mentions the PES Network' role in awareness-raising and dissemination of results and good practice examples among Member States. The Council Recommendation on the integration of the long-term unemployed into the labour market calls on the PES Network to contribute to the monitoring of its implementation. The PES Network also provides support to the implementation of PES-related Country-specific Recommendations issued in the context of the European Semester.

<sup>2</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3AA02014D0573-20210101&qid=1610558038144>

## PES benchlearning

The core of PES Network activities is the development and implementation of a European-wide PES Benchlearning system, defined in the PES Network Decision as the ‘process of creating a systematic and integrated link between benchmarking and mutual learning activities that consists of identifying good performances through indicator-based benchmarking systems [...] and of using findings for tangible and evidence-informed mutual learning activities, including good or best practice models’. The funding of the Benchlearning is foreseen under the European Social Fund+ (2021- 2027).

## 4. Priorities of the 2022 PES Network Work Programme

The 2022 Work Programme will be implemented in a challenging context, whereby pre-existing labour market trends have been hastened with the COVID crisis. Alongside unprecedented challenges, the current situation has also created a momentum to boost PES innovation and sustainable service delivery.

The Work Programme is organised along four main thematic clusters.

- **Recovery and structural changes**, with a specific focus on external developments in the labour market, the ‘twin’ green and digital transition. In the wake of the pandemic, jobs are disappearing, new ones emerging. Skills and labour shortages have become particularly acute in some sectors. This will go in parallel with longer structural changes and trends in the world of work, such as digitalisation, more frequent transitions, a growing trend towards entrepreneurship and the greening of the economy. Jobseekers and employers need the right skills, knowledge and competences and PES have the potential to support them by identifying future skills needs, deliver suitable training, career guidance and support.
- **PES Service Delivery** - Continuous improvement and modernization of service delivery will be all the more important in the months to come to absorb a surge in the number of jobseekers, supporting their reallocation across occupations and sectors, whilst reaching out to the most vulnerable.

Increased digitalization represents new opportunities for PES (for instance in terms of outreach, agile and flexible support, increased personalisation, and co-production of services) but also raises significant challenges.

- **PES Performance Management** - Performance Management is key to PES for making their business case, demonstrate public added value towards policies and customers. It is strongly linked to topics such as quality management, knowledge management and human resource development. In recent years, digitalisation has also become an even more important part of PES’ performance management, with related challenges in terms of data protection, use of artificial intelligence and security of personal information.
- **PES visibility and partnerships** - Awareness and knowledge transfer within the PES Network and its members should be further strengthened, building on steps taken in recent years to enhance the network’s outreach. Many PES have experienced a boost of co-operation since the pandemic, with key partners.

Several issues are cross cutting and will be mainstreamed and integrated horizontally throughout the Work Programme and in specific activities, in line with the Network Decision and Updated Strategy. These include in particular the recovery, twin (green/digital) transition, digitalisation as well as gender equality, support to the most vulnerable and non-discrimination. Particular emphasis will also be placed on young people’s situation on the labour market, particularly structural youth unemployment. The Work Programme will also aim to support the implementation of the objectives of the European Pillar of Social Rights, the European Green Deal and UN Sustainable Development Goals (Agenda 2030).

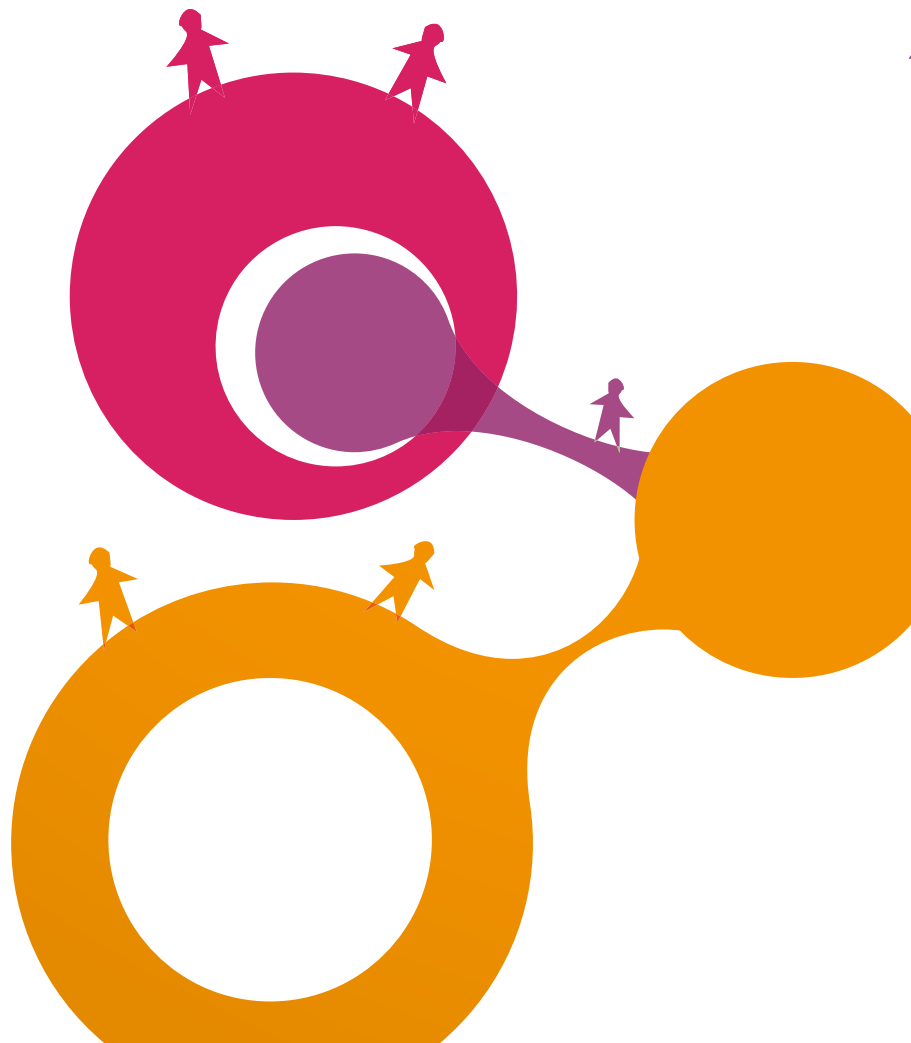
### Benchmarking

In 2022, the quantitative assessment of the PES benchmarking will continue as in previous years. Qualitative assessments under the third cycle are expected to come to an end in the autumn 2022, following an interruption during the Covid-19 pandemic. They will be followed by a review of the excellency model and the launch of thematic learning dialogues.

## Work programme adoption

The process for developing the 2022 PES Network Work Programme built upon outcomes of the ongoing 2021 Work Programme, additional subjects brought up by the PES as well as policy developments at EU Level. Suggestions and feedback were received from the Advisers for European PES Affairs (AFEPAs) and discussed on 30 September and 28 October 2021. The Heads of PES adopted the 2022 PES Network Work Programme during the Board meeting on 9-10 December 2021.

Most activities will be organised online until further notice, due to the travel restrictions and the pandemic situation. However, the PES Network aims to organize a number of priority activities in person, if travel permissions allow.





|  |   |   |  |   |  |   |
|--|---|---|--|---|--|---|
| <b>Recovery and structural changes</b> | <b>PES Stakeholder conference</b><br>Meeting labour and skills shortages<br><u>Online</u>   | <b>Future skills, career guidance, lifelong learning</b><br>Identification of skills needs<br><u>Seminar</u>                                | <b>Greening of the labour market</b><br>Identifying changes and PES needs<br>Impact on taxonomies<br><u>Thematic Review Workshop and self-driven working group</u>                     | <b>PES support to recovery</b><br>Outcomes of study and PES updates<br><u>Dissemination webinar and regular updates</u>                 | <b>New ALMP interventions</b><br>Mapping measures and their effectiveness<br><u>Study</u>                              | <b>Short time work schemes</b><br>Taking stock of PES experience<br><u>Focus group</u>  |
| <b>PES service delivery</b>            | <b>New forms of service delivery (incl. digital)</b><br>Guiding PES in service delivery<br><u>Thematic Review Workshop and Toolkit</u>                        | <b>New forms of training and skills validation</b><br>Impact on PES services and counselling<br><u>Seminar</u>                              | <b>Behavioural science</b><br>Customer service from a behavioural perspective<br><u>Jour Fixe</u>  | <b>Anti-discrimination and inclusive services</b><br>Dissemination mapping of PES responses and toolkit<br><u>Dissemination webinar</u> | <b>PES support to LTUs</b><br>PES capacity survey II (tbc)<br><u>Report (tbc)</u>                                      |   |
| <b>PES performance management</b>      | <b>PES Benchlearning Performance Assessments</b><br>Assess 17 PES under 3 <sup>rd</sup> cycle, focus on Check and Act and new section I<br><u>Site Visits</u> | <b>Thematic learning dialogues</b><br>Deepening discussion on PES priority topics identified during benchlearning<br><u>First Workshops</u> | <b>PES 4.0 Task Force</b><br>Defining common priorities and steering cooperation on PES digitalisation (incl. on data-driven services)<br><u>Working Group and virtual study visit</u> | <b>PES Staff management</b><br>New challenges faced by PES<br><u>Survey</u>   | <b>Quality management</b><br>Providing information on quality management (follow-up from 2021)<br><u>Working Group</u> |   |
| <b>PES visibility and partnerships</b> | <b>PES communication and visibility</b><br>Improve PES reputation and visibility (follow-up from 2021)<br><u>Working Group</u>                                | <b>Internal communication</b><br>Reviewing PES Network communication<br><u>Ad hoc Working Group</u>   | <b>Communication activities</b><br>Reinforce the visibility of PES Network activities and expertise<br><u>Newsletter, webpages, videos, PESpod, PES practices</u>                      | <b>New forms of support to employers</b><br>Reviewing state of play of PES services to employers<br><u>Webinar</u>                      | <b>Partnerships for better outreach to vulnerable groups</b><br>Reviewing existing practices<br><u>Webinar</u>         | <b>PES Network partnerships</b><br>Cooperation with relevant labour market stakeholders |
| <b>Others</b>                          | <b>Mutual Assistance Projects</b><br><b>Peer PES support to 2 or 3 PES</b>  | <b>PES current challenges</b><br>Self-driven exchanges incl. on new approaches following the pandemic<br><u>Jours Fixes upon demand</u>     | <b>PES capacity survey and PES Network annual report</b><br><u>Mandatory publications</u>  | <b>Research</b><br>Linked to/supporting the learning activities<br><u>Ad hoc studies and surveys</u>                                    | <b>Labour Market Information</b><br><u>EU Labour Market Barometer</u>  |   |
| <b>Meetings</b>                        | <b>PES Board</b><br>Online/Physical   | <b>AFEPAs</b><br>Online/Physical  | <b>Benchlearning Working/Steering Group</b><br>Online/Physical   | <b>Benchlearning Assessors</b><br>Online/Physical   | <b>Work Programme 2023 Innovation Lab review</b>   |   |