



Report on PES Implementation of the Youth Guarantee

2019

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September 2019*

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Social
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EUROPEAN COMMISSION

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2019

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Manuscript completed in September 2019

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Luxembourg: Publications Office of the European Union, 2019

PDF ISBN 978-92-76-12441-2 doi: 10.2767/625047 KE-03-19-815-EN-N

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List of Abbreviations

ALMP	Active Labour Market Policy
BL	Benchlearning
EC	European Commission
EU	European Union
EURES	European Employment Services
ESF	European Social Fund
FTE	Full-Time Equivalent
GMI	Guaranteed Minimum Income
HoPES	Heads of Public Employment Services
IAP	Individual Action Plan
MOLFSA	Ministry of Labour, Family and Social Affairs
N/A	Not Available
NEET	Young person Not in Employment, Education or Training
NGO	Non-Governmental Organisation
OP KED	Operational Programme Knowledge, Education, Development
PES	Public Employment Services
VET	Vocational Education and Training
YEI	Youth Employment Initiative
YG	Youth Guarantee

Executive summary

The Youth Guarantee (YG) scheme aims at ensuring that all “young people under the age of 25 years receive a good quality offer of employment, continued education, apprenticeship or traineeship within a period of four months of becoming unemployed or leaving formal education”¹.

Since its launch in 2013, the YG has become a reality throughout the EU. Every year since 2014 has seen more than 3.5 million young people in YG schemes, taking up job offers, or going into continued education, traineeships or apprenticeships. By the end of 2017, the Youth Employment Initiative (YEI) had provided direct support to over 2.4 million young people across the EU for their entry into the labour market or re-engaging in education and training.

Young people’s labour market performance has improved in recent years. While this development is attributable to the improved economic situation in Europe, according to the European Commission, this is also partially due to the YG, together with the effect of the YEI².

The EU Network of Public Employment Services has committed itself to supporting and monitoring the delivery of the YG, so several assessment reports on the PES capacity to implement the YG have been published in recent years³. The findings of these reports show that **PES are key players** in the implementation of the YG.

This report confirms this conclusion as **all the PES surveyed have a wide range of responsibilities in the YG scheme**. They all **register young people** as unemployed or in the YG schemes and **provide employment services**. Moreover, the PES are not only providers of specific employment services, but **almost half of them have responsibilities for the management and coordination** of the national or regional YG schemes. **The majority of PES are one of many different agencies involved in the implementation** of the YG scheme. Compared to the previous reporting period⁴, an increased number of PES reported responsibilities for the **coordination of partners** and for the **follow up** of the progress of **young people who received support measures related to the YG**. **The design and maintenance of the YG monitoring system** is part of the remit of more than half the PES.

Within the current reporting period⁵, a major concern of PES was to prevent the NEETs (young people Not in Employment, Education or Training) phenomenon and the promotion of pro-active work with NEETs. **Around two thirds of the PES reported having responsibilities for outreach to NEETs**. In fact, **almost all PES** (three quarters in 2017) - whether they are specifically charged with this responsibility or not - **were engaged**, directly or indirectly, **in proactive initiatives to prevent students from dropping out, and/or were making**

¹ [https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32013H0426\(01\)&from=EN](https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32013H0426(01)&from=EN)

² <https://ec.europa.eu/social/main.jsp?catId=1079&langId=en>

³ European Commission (October 2013). HoPES Assessment Report on PES capacities to implement the Youth Guarantee - <http://ec.europa.eu/social/BlobServlet?docId=11100&langId=en>; European Commission (November 2014) Second Assessment report on PES capacity to implement the Youth Guarantee - <http://ec.europa.eu/social/contentAdmin/BlobServlet?docId=13198&langId=en>; European Commission (July 2015) Report on PES Implementation of the Youth Guarantee - <http://ec.europa.eu/social/BlobServlet?docId=14322&langId=en>; European Commission (September 2016) Report on PES Implementation of the Youth Guarantee <http://ec.europa.eu/social/BlobServlet?docId=16966&langId=en>; European Commission (September 2017) Report on PES Implementation of the Youth Guarantee - <https://ec.europa.eu/social/BlobServlet?docId=18901&langId=en>.

⁴ Spring 2016-Spring 2017.

⁵ Spring 2017-Spring 2019.

contact with young people who have left school but who had not yet registered with the PES. "Proactive work with schools", "cooperation with NGOs and youth organisations" and "awareness-raising events or campaigns" are still the outreach tools most used by PES. Half the PES involved in outreach interventions have also used other approaches such as the internet and social media services, youth outreach workers or "one-stop shops". Furthermore, "mobile services" to contact and provide specific information or interventions for young clients in certain remote areas (e.g. in rural areas and in Roma communities) have been organised by one third of PES.

This analysis also confirms to a large extent the previously observed pattern that the YG scheme is implemented with a **"partnership-based approach"** and that **strengthening partnerships and widening the network of partners was a permanent priority for a majority of PES.** The main PES partners are educational institutions, NGOs, youth centres, central and local authorities, employers and employers' organisations as well as private services providers, social assistance centres or similar centres etc. Moreover, the **new/pilot projects**, implemented in **almost two thirds of PES**, focussed on different aspects of PES work with youth and on broadening the network of partners.

With the exception of the new projects, **more than one third of the PES** have also participated in youth-orientated **mutual learning activities** with other EU Member States to improve the relevance of the support they provide as part of their YG implementation process.

As in the previous report⁶, **government funds, as well as EU financial instruments** (the ESF and the YEI), are used to support the implementation of YG interventions. **The ESF and government funds remained the main sources** of YG funding, according to the survey completed by the PES.

The situation did not change too much in terms of the PES staff allocation for working with young people: **more than half the PES have staff who are solely responsible for the implementation of the YG**, and in the remaining group YG activities are incorporated into PES staff functions and roles. **Most of the staff who exclusively and directly work with young people are client-facing** ("front-line") **staff** (97%), which shows that PES attention and effort is geared towards direct services. Furthermore, PES continued to **improve staff abilities for working with young clients through the training programmes organised by almost two thirds of PES** on different topics (e.g. counselling, communication, career guidance, how to work with youth, specific services and ALMPs for youth, interviewing techniques, case management, working with marginalised youth).

In many cases, the overall responsibility for apprenticeship and traineeship programmes remained with other institutions (i.e. from the education sector or external institutions), partly explaining why the PES access to the related vacancies is still quite limited - **over half the PES have access to information on apprenticeship and traineeship vacancies**⁷. To facilitate the proper implementation of the YG interventions, many PES also use other sources of information such as databases of: registered jobseekers, employment/employed population, the beneficiaries of the Guaranteed Minimum Income (GMI), NEETs, educational and training institutions/providers, the classification of occupations, vocational qualification standards, private employment agencies etc.

⁶ European Commission (September 2017) Report on PES Implementation of the Youth Guarantee - <https://ec.europa.eu/social/BlobServlet?docId=18901&langId=en>.

⁷ Internal or external database.

Three quarters of the PES (up from two thirds in 2017) included in this report **intervene very early with the young unemployed and inactive young people through** a first interview or discussion with young clients within a **maximum time period of one month** from the registration in the YG scheme or as jobseekers. In half the PES, the average timescale for a first interview is even shorter - within the first two weeks after registration. **More than two thirds of PES make an offer to young jobseekers within a maximum period of four months.** In some cases, the average time for making an offer varies according to the type of intervention, the educational level of the young jobseekers and their “readiness to work/to be activated”, or the intensity of the support required. **Information on average timescales for offers slightly improved**, but it is still not available in around one third of PES or, in other cases, the information does not tell the full story.

In general, no completely new categories of YG interventions/measures were developed within the reporting period. But designing/re-designing and improving the existing offers/measures was a continuing concern, and this was done **with involvement of youth organisations and young clients** in half the PES included in this report. Different approaches have been used to involve young people and youth organisations to improve the YG interventions: formal structures, regular meetings, consultations in developing new measures or projects, customer satisfaction surveys etc.

PES continued to improve their capacity for monitoring and evaluating YG interventions, in particular **through setting targets** - the majority of PES use specific targets for youth-oriented services. Many PES also monitor how many young people receive an offer within four months, and they then follow up young clients once they have entered employment or training and those who have been referred to education and training providers. **The situation slightly improved with regard to service evaluation** - almost three quarters of PES (up from less than two thirds in 2017) conduct satisfaction surveys for young jobseekers and for employers. However, the **PES capacity for monitoring young people who leave the unemployment register remains quite limited**, as only just over half the PES undertake this sort of monitoring.

There is also evidence that **PES persevered in addressing the previously identified weaknesses in YG implementation** - almost two thirds of PES⁸ (up from less than half in 2017) have either implemented, or they have measures under implementation for all critical areas for improvement⁹, identified through a self-assessment exercise implemented back in 2014.

All this being said, it can be concluded that PES pursued their efforts supporting the implementation of the YG scheme, so that it achieves its main goal - a smooth transition from school to work and support for youth labour market integration.

These efforts have to be further sustained by PES, the other relevant stakeholders and social partners, as the “European Pillar of Social Rights” reaffirms the main principles of the Youth Guarantee Recommendation and extends their application to all young people that **“have the right to continued education, apprenticeship, traineeship or a job offer of good standing within four months of becoming unemployed or leaving education”**¹⁰.

⁸ 28 PES where critical areas for improvement have been identified in 2014.

⁹ European Commission (2014), Second assessment report on the PES capacity to implement the Youth Guarantee - A contribution of the European Network of Public Employment Services - <https://ec.europa.eu/social/BlobServlet?docId=13198&langId=en>.

¹⁰ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights/european-pillar-social-rights-20-principles_en

1. Introduction

The YG scheme aims to secure a smooth transition from school to work, to support youth labour market integration and to make sure that no young person is left out. It was launched by the European Commission (EC) in 2013, but it has a long history in Europe, since the 1980s and 1990s when the first programmes addressing the integration of young people into the labour market emerged in the in the Nordic countries¹¹.

The YG is in reality a political commitment undertaken by all EU Member States (EU MSs) to give all young people under age 25 a good quality offer of employment, continued education, an apprenticeship or a traineeship within four months of either leaving formal education or becoming unemployed.

Since 2014, more than 5 million young people have registered in YG schemes and every year more than 3.5 million registered young people have taken up an offer of employment, continued education, a traineeship or an apprenticeship. At the same time, the Youth Employment Initiative (YEI), the main EU funding programme facilitating the implementation of the YG in particular in regions where youth unemployment is higher than 25%, had provided direct support to over 2.4 million young people across the EU, by the end of 2017¹².

Young people's labour market performance has improved, and as a result youth unemployment and NEET rates have come down in most Member States. At the EU level¹³, youth unemployment went down from 23.7% in 2013 to 15.2% in 2018, while the share of 15-24 year olds not in employment, education or training came down from 13% in 2013 to 10.4% in 2018¹⁴. This development is partially attributable to the improved economic situation in Europe from which young people have benefited, but, according to the European Commission, the structural reforms of labour market, education and training policies supported by the YG have also contributed to this¹⁵.

Nevertheless, there are still challenges for youth employment and school-to-work transitions that need to be addressed by Member States.

As outlined by the European Commission in its "Communication to the European Parliament" (October 2016), the continuation of the political commitment to the YG and related issues remains important. The Communication said that additional effort is required on structural reform to reap the benefits of the work already done on better internal cooperation and capacity building of the stakeholders and actors involved (including the PES), and in bringing hard-to-reach groups and those furthest away from the labour market to the Youth Guarantee pathway¹⁶.

The European Commission will continue to support the implementation of national YG schemes, as underlined in the "European Pillar of Social Rights"¹⁷.

¹¹ Sweden was the first country that introduced a YG scheme in 1984, followed by Norway (1993), Denmark and Finland (1996). Austria also introduced one in 1998 - European Commission (October 2018)

Implementation of the Youth Guarantee by the Public Employment Services, Success factors and key challenges <https://ec.europa.eu/social/main.jsp?langId=en&catId=1079&furtherNews=yes&newsId=9295>.

¹² <https://ec.europa.eu/social/main.jsp?catId=1079&langId=en>

¹³ 28 countries.

¹⁴ <http://ec.europa.eu/eurostat/data/database>

¹⁵ <https://ec.europa.eu/social/main.jsp?catId=1079&langId=en>

¹⁶ <http://eur-lex.europa.eu/legal-content/EN/TXT/?qid=1477901398883&uri=CELEX:52016DC0646>

<http://ec.europa.eu/social/main.jsp?catId=1036>

¹⁷ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights/european-pillar-social-rights-20-principles_en

The EU Network of Public Employment Services also committed itself to supporting and monitoring the delivery of the YG. Several assessment reports¹⁸ on PES capacity to implement the YG have been published to date.

This document, which is an updated version of the 2017 “Report on PES Implementation of the Youth Guarantee”, is a synthesis of PES YG implementation patterns among Member States covering the period spring 2017 to spring 2019. This report also examines, where possible, the main interventions targeted towards tackling youth unemployment in countries with policies in place that are slightly different¹⁹ from the EU’s YG Scheme, as defined by the Council Recommendation on Establishing a Youth Guarantee on 22 April 2013.

The findings in this report are based on responses provided by 31 PES²⁰ from 27²¹ EU Member States (Belgium has three PES) and also Iceland and Norway (both members of the PES Network²²), to the PES Capacity Survey conducted by the ICON team, a supporting contractor of DG EMPL for the implementation of the PES benchmarking initiative. Compared to the 2017 questionnaire, this one was slightly simplified²³. The data was collected between May and July 2019.

¹⁸ European Commission (October 2013) HoPES Assessment Report on PES capacities to implement the Youth Guarantee - <http://ec.europa.eu/social/BlobServlet?docId=11100&langId=en>; European Commission (November 2014) Second Assessment report on PES capacity to implement the Youth Guarantee - <http://ec.europa.eu/social/contentAdmin/BlobServlet?docId=13198&langId=en>; European Commission (July 2015) Report on PES Implementation of the Youth Guarantee - <http://ec.europa.eu/social/BlobServlet?docId=14322&langId=en>; European Commission (September 2016) Report on PES Implementation of the Youth Guarantee <http://ec.europa.eu/social/BlobServlet?docId=16966&langId=en>; European Commission (September 2017) Report on PES Implementation of the Youth Guarantee <https://ec.europa.eu/social/BlobServlet?docId=18901&langId=en>; European Commission (November 2018) Study on the Youth Guarantee in light of changes in the world of work; European Commission (October 2018) Implementation of the Youth Guarantee by the Public Employment Services, Success factors and key challenges <https://ec.europa.eu/social/main.jsp?langId=en&catId=1079&furtherNews=yes&newsId=9295>.

¹⁹ IS – “national interventions in place with emphasis on activation and services for young people, not a YG as such”; SE – “90 days YG: all young jobseekers that shall have an offer will get it within 90 days”; NO – “national YG is a political decision that prioritises certain groups of youth and not a statutory right”.

²⁰ AT, BE-ACTIRIS, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, NL, MT, NO, PT, PL, RO, SE, SI, SK.

²¹ The questionnaire was not applied to UK and the 2017 UK information has been excluded from the comparative analysis.

²² <http://ec.europa.eu/social/main.jsp?catId=1100&langId=en>

²³ Some questions related to YG services and measures have been removed as more or less similar information was collected as part of the yearly YG administrative data collection.

2. PES role in the implementation of the YG

2.1 Main areas of PES responsibility in YG implementation

PES continued to be key players in the management, coordination and implementation of the YG. Coordination of partners and follow-up on young people who received related support measures was the focus for an increased number of PES.

The current analysis confirms once more that PES play a central role in YG management, coordination and direct service provision. As Table 1 shows, almost half the PES (13 out of 31) have responsibilities for the overall management of national

or regional²⁴ YG schemes. All 31 PES included in this analysis register young people as either unemployed or in the YG scheme, and they also provide employment services. The majority of the PES (27 out of 31) are one of many different agencies involved in the implementation of the YG scheme, while an increased number of PES (25, up from 23 in 2017) follow up on young people who received related support measures.

The current reporting period also saw an increased number of PES (22 out of 31 compared to 19 out of 31 in 2017) having responsibilities for the coordination of partners involved in implementing the YG.

Around two-thirds of PES (21 out of 31) reported having responsibilities for outreach to NEETs. In some of these cases (e.g. CY, EL, ES, FI and LT), they have varying degrees of responsibility (e.g. "to unregistered unemployed", as "intermediate organisations for the YG Operations Programme", "in some projects", etc.) while the overall remit for this activity falls under the authority of other institutions (e.g. ministries of education, local government, the department of youth affairs or other providers).

The design and maintenance of the YG monitoring system is another responsibility of more than half the PES (17 out of 31, 16 in 2017).

Table 1 PES responsibilities for YG implementation

YG responsibilities	No. of PES	PES
Managing and coordinating the national/regional YG scheme	13	AT, BE–Le Forem, BE-VDAB, CY, CZ, DK, HU, IE, MT, NO, PL, PT, SE
One of the implementers of the national YG scheme	27	AT, BE-Actiris, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IT, LV ²⁵ , LT, LU, MT, NL, NO, PL, RO, SE, SK, SI
Registration of unemployed young people	31	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK
Provision of PES services, including YG services to young unemployed people	31	AT, BE-Actiris, BE–Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK
Coordination of partners	22	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, DE, DK, ES, FI, FR, IE, IS, IT, HU, LT, MT, NL, NO, PL, PT, SE
Outreach to NEETs	21	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, EL, ES, FI, FR, HR, HU, IT, LT, LU, MT, NL, PL, PT, RO

²⁴ BE-Le Forem, BE-VDAB.

²⁵ YG was completed in 31.12.2018 but other similar measures are in place.

YG responsibilities	No. of PES	PES
Follow-up of all young people who received YG services	25	BE-Actiris, BE-VDAB, BG, CY, CZ ²⁶ , DE, DK, EL ²⁷ , FR, HR, HU, IE, IT, LT, LU, LV, MT, NO, PL, PT, SE, SI ²⁸ , SK
The design and maintenance of the YG monitoring system (including indicators)	17	BE-Actiris, BE-VDAB, BG, CY, CZ, DK, ES, IE, FI, FR, HR, LT, LU, MT, NO, PT, SI
Other	4	EL, LU, MT, PL

Source: PES questionnaires; Note: N²⁹=31

Other responsibilities, as reported by PES, related to: "data collection and analysis regarding YG services provided by the PES" (PES EL), "the reorganisation of the YG services to extend the YG scheme to young people up to age 30" (PES LU), the "concept of targeted training and coaching programmes for young jobseekers" (PES LU), "reporting on YG Implementation-Intermediate Body for the ESF Operational Programme Knowledge, Education, Development (OP KED) 2014-2020" (PES PL), and "outreach to employers to encourage them to offer a work placement to YG participants" (PES MT).

2.2 Types of PES 'partnerships for YG implementation'

In implementing specific YG interventions, building up and strengthening the partnership-based approach remained, as previously, the focus for many PES.

The previous similar analyses revealed that most PES facilitate and participate in a range of partnerships with a variety of differing objectives. The same pattern (outlined in Table 2) was noticed within the reporting

period covered by this report: building up and strengthening the partnership in order to improve the YG results was the focus for many PES.

Table 2 Types of PES partnerships for YG implementation

Partnership type/aims	PES with partnership in place	No partnership
	28	3
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, EL, FI, FR, HR, HU, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, SE, SI, SK	ES ³⁰ , IE ("regional skills fora" ³¹ in place instead), RO
	26	5

²⁶ Statistics only for those who accepted "quality offer".

²⁷ Some follow-up takes place 6, 12 and 18 months after the quality offer has been made.

²⁸ Only of those who participated in ALMPs.

²⁹ N = number of PES providing information/answers to the related question of the 2019 PES Capacity questionnaire, part 2; NO - information from 2017 PES Capacity Questionnaire.

³⁰ N.B. agreements and consultation arrangements in place on the exchange of information, the operation of information systems, and the YG database.

³¹ "Regional Skills Fora" (<http://www.regionalskills.ie>) - created as part of the Government's National Skills Strategy to bring key stakeholders from enterprises, education and training sectors, including officials from PES, together to improve the labour market relevance of further education and training provision, especially at the regional level.

Partnership type/aims	PES with partnership in place	No partnership
Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, SE	ES ³² , IE ³³ , RO, SI ³⁴ , SK
	26	5
Partnerships aimed at supporting transitions from unemployment, inactivity or education into work	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IS, IT, LT, LU, LV, NL, NO, PL, PT, SE, SI	ES ³⁵ , IE ³⁶ , MT, RO, SK

Source: PES questionnaires; Note: N=31

The majority of PES (28 out of 31) work in partnerships with educational institutions, NGOs, youth centres, central and local authorities, etc. to make sure that relevant information and support is available for young people. In some cases, these partnerships are facilitated through national YG coordination groups, the local government authorities, regional and local youth and education bodies, regional chambers of commerce, etc.

Some recent developments of partnerships of this nature that have been mentioned by PES are illustrated in Box 1.

Box 1: Recent developments of PES partnerships aimed at ensuring that young people have full information and support available

Partnerships were developed by **PES BE-Actiris** in different projects or programmes³⁷ aimed at ensuring that young people receive relevant information as well as individual and intensive support in their transition from school to further education or to professional life. Partnerships include local employment, training or social actors (i.e. "Bruxelles Formation"³⁸, "Maison de l'emploi"³⁹, "Centres Publiques d'Action Sociale"⁴⁰) as well as several associations, companies and private donors. Another example of specific partnership is the "Cit  des m tiers"⁴¹, a one-stop shop where the education, vocational training and employment partners work together providing new services, especially career guidance.

Other PES, such as **PES BE-Le Forem**, **PES Croatia** (through the "Lifelong Career Guidance Centres"⁴²), **PES Poland** and **PES Malta** reinforced the partnerships with education sector.

³² N.B. agreements and consultation arrangements in place on the exchange of information, the operation of information systems, and the YG database. Also, the specific YG action plan includes measures to promote "Escuelas Taller" (Workshop Schools), "Casas de Oficio" (Trades Schools) and "Talleres de Empleo" (Employment Workshops) as well as other alternating training programmes.

³³ But the "Youth Employment Support Scheme", launched in October 2018, foresees a close cooperation/partnership between the PES case officers, the "placement hosts" (employers) and the jobseekers.

³⁴ Partnership issues related to apprenticeships and traineeships within the YG scheme lie under the responsibility of the Ministry of Labour/MoLFSa and the Ministry of Education, but ad hoc partnerships are also in place at the municipal (local) level.

³⁵ But "the action plan foresees the creation of a network of offices of the Youth Information Services and the Youth Institute (INJUVE)".

³⁶ But the "Ability Programme" launched by Department of Employment and Social Protection/DEASP, in September 2017, provides funding to local, regional and national projects that focus on bringing young people with disabilities closer to finding jobs.

³⁷ "JEEP/JUMP" - <http://www.jeeplib.be/index.php/jeeplib/qui-sommes-nous>; "Tu veux Test?!" -

<http://www.actiris.be/ce/tabid/780/language/fr-BE/Nos-partenaires.aspx?t=v&idfiche=1130&lang=fr>

³⁸ <http://www.bruxellesformation.be/>

³⁹ <http://www.actiris.be/ce/tabid/781/language/fr-BE/Les-maisons-de-l-Emploi.aspx>

⁴⁰ <http://www.actiris.be/part/tabid/784/language/fr-BE/CPAS.aspx>

⁴¹ <https://www.citedesmetiers.brussels/fr-BE/Home>

⁴² Structures of PES - <http://www.cisok.hr>.

The education sector, through its relevant education institutions or networks (i.e. the "Education of the Flemish Community/GO!"⁴³, "Catholic Education"⁴⁴, the "Agency for Higher Education, Adult Education, Qualifications and Student Finance"⁴⁵) is also a main partner of **PES BE-VDAB**. Moreover, PES BE-VDAB renewed its partnership with "The Ambrassade"⁴⁶, focusing on sharing expertise and joint communication, and participate in the "Samen tegen Schooluitval" ("Together against school dropout")⁴⁷ provincial networks. These networks bring together numerous actors from education, welfare and the labour market, in joint activities aimed at ensuring that a maximum number of young people leave education with a valid qualification.

PES Estonia continued its cooperation with "Youth Prop Up Centres"⁴⁸, created as part of the Estonian YG National Action Plan and located across the country. Moreover, in 2019, the Estonian PES took over the responsibility for providing career-counselling services in schools, for pupils from age seven.

In **Finland**, the "One-Stop Guidance Centres"⁴⁹ for young people are based on local/regional private-public partnerships. These centres, established on the basis of an idea of Finnish PES, have now a wider choice of services, ranging from employment to career guidance, offering also advice in different areas, such as finances, health or social interactions.

PES France continued its partnerships previously established with "Agence France Entrepreneur"⁵⁰ in this way enabling the access of PES counsellors to specific information on entrepreneurship. To ensure that relevant information and support is available for young people, new partnership agreements have been signed between PES and other relevant actors, such as: "L'Établissement pour l'insertion dans l'emploi"⁵¹, "Ecole de la 2ème Chance"⁵², "Service Militaire Volontaire"⁵³, "Service Militaire Adapté"⁵⁴, "Office national d'information sur les enseignements et les professions"⁵⁵, "Association Pour l'Emploi des Cadres"⁵⁶, etc.

The **Hungarian PES** developed cooperation with NGOs in the framework of a project aimed at enhancing labour market and outreach interventions. In this way, PES services are complemented by other services provided by NGOs (i.e. labour and psychological counselling, mentoring and other personalised services for disadvantaged young jobseekers).

In **Italy**, YG-specific interventions are implemented through a strong synergy between central and local government levels, reinforced support being provided to those regions that encounter great difficulties in achieving the expected results.

Youth activities in **Lithuania** are organised by PES in partnerships with students' organisations, military service, the State Labour Inspectorate, the State Tax Inspectorate, tourism and information centres, local government authorities, youth culture and leisure clubs, and NGOs.

The existing partnership with the main actors implementing the YG in **Luxembourg** – the "Local Youth centres"⁵⁷ and the "National Youth Service"⁵⁸ has been fostered to better inform young NEETs (i.e. school dropouts) about opportunities to continue education and to provide

⁴³ <http://www.g-o.be/partners/>

⁴⁴ <https://www.katholiekonderwijs.vlaanderen/catholic-education-flanders>

⁴⁵ <https://www.groningendeclaration.org/ahovos-agency-for-higher-education-adult-education-and-study-grants/>

⁴⁶ "The Ambrassade" is an organisation, subsidised by the Flemish Government that works together with the Flemish Youth Council and various partners in the field of the Flemish youth and children's rights policy - <https://ambrassade.be>.

⁴⁷ <https://www.onderwijs.vlaanderen.be/nl/samen-tegen-schooluitval>

⁴⁸ These centres are aimed at networking for identifying NEETs, supporting and developing contact between youth and institutions and providing special support through individual coaching or group counselling - <https://ank.ee/youth-prop-up-programme-description/>.

⁴⁹ <https://ohjaamot.fi/en/miten-loydan-ohjaamoon->

⁵⁰ <https://bpifrance-creation.fr/>

⁵¹ <http://www.epide.fr/>

⁵² <https://www.service-public.fr/particuliers/vosdroits/F2039>

⁵³ <https://www.le-smv.fr/>

⁵⁴ <https://www.le-sma.com/>

⁵⁵ <http://www.onisep.fr/>

⁵⁶ <https://www.apec.fr/>

⁵⁷ <https://www.alj.lu/>

⁵⁸ <https://www.snj.public.lu/>

necessary support through activation measures. Furthermore, the PES careers guidance department is a member of the "Maison de l'orientation" ("National Guidance Centre"), which brings together all the public institutions that offer guidance services to young people.

26 PES have partnerships in place to increase employment, apprenticeship and traineeship opportunities for young people. The key PES partners are employers and employers' organisations (including the chambers of commerce), relevant ministries, education and training providers/institutions, social partners, local authorities and sector bodies, NGOs and other equivalent organisations, social assistance or similar centres, etc.

Box 2 shows some of the recent developments in partnerships of this type.

Box 2: Recent developments of PES partnerships aimed at increasing employment, apprenticeship and traineeship opportunities for young people

PES BE-Actiris established a partnership with "Bruxelles-Formation"⁵⁹ to increase the offer of tailor-made training courses targeted at young people. PES BE-Actiris also work in close cooperation with employers from the private and the public sector implementing different YG measures⁶⁰, to support young people in finding their first job or in improving their skills and qualifications. This type of partnership, with employers or employers' organisations (including chambers of commerce), continued or has also been initiated by other PES, such as: **PES BE-Le Forem, PES Italy, PES Luxembourg, PES Poland** and **PES Portugal**. The aim of this cooperation was to improve the employability of young people through employment, apprenticeship and traineeship opportunities. **PES Poland** also mentioned that in order to provide young people with access to internships, a permanent cooperation with academic careers offices, universities and secondary schools is now in place.

The Danish PES continued their randomised controlled trial "Job-bro til Uddannelse" ("Job bridge to education")⁶¹ initiative. This is targeted at vulnerable young people in education, and it includes mentor support and practical work training provided through enhanced cooperation between local government and education institutions.

The partnership between **PES France** and "Nos quartiers ont du talent" is ongoing. "Nos quartiers ont du talent"⁶² is a well-known French association which fights against discrimination in the employment of young graduates under 30 coming from disadvantaged suburbs.

In November 2017, **PES Greece** became a member of "European Alliance for Apprenticeships/EAfA"⁶³, which brings together governments and key stakeholders to strengthen the quality, supply and overall image of apprenticeships across Europe. Within this context, the PES Apprenticeship Vocational Schools/EPAS⁶⁴ are engaged in the annual "European Skills Week" and they also organise skills competitions and raising awareness events at the local level, with the participation of social partners, chambers of commerce and companies.

The "YESS/Youth Employment Support Scheme"⁶⁵, launched in October 2018 in **Ireland**, is a new work experience programme targeted at long-term unemployed youth or young people who face barriers to employment. The scheme also foresees a close cooperation between the PES case officers, the "placement hosts" (employers) and the jobseekers.

⁵⁹ "Bruxelles-Formation" is the French-speaking public service in charge of vocational training in the Brussels Region - <http://www.bruxellesformation.be>.

⁶⁰ i.e. "Contrat d'insertion" - <http://www.actiris.be/jeunes/tabid/972/language/fr-BE/Contrat-d-insertion.aspx>; "Convention de Premier Emploi" - <http://www.actiris.be/jeunes/tabid/851/language/fr-BE/Reduction-ONSS.aspx>; "Stages Européens" - <http://www.actiris.be/ce/tabid/96/language/fr-BE/Employ-et-stages-a-l-etranger.aspx>.

⁶¹ https://star.dk/it/it-administration-i-jobcentre-og-a-kasser/oversigt-over-moduler-i-sharepoint-til-understoettelse-af-beskaeftigelsesindsatsen/job-bro_til_uddannelse/

⁶² <http://www.nqt.fr/>

⁶³ <https://ec.europa.eu/social/main.jsp?catId=1147>

⁶⁴ http://prev.oaed.gr/index.php?option=com_content&view=article&id=1086&Itemid=855&lang=el

⁶⁵ <https://www.welfare.ie/en/Pages/Youth-Employment-Support-scheme-YESS.aspx>

PES Lithuania has widened its partnerships with vocational schools. In the “Youth Job Centres”, vocational schools provide information about their education programmes, apprenticeships and internship opportunities. Visits to companies are also organised. The youth job centres are one-stop shops providing counselling and support for young people to choose a suitable career, find work or return to education⁶⁶.

In addition to the cooperation with employers and employers’ organisations mentioned above, **PES Luxembourg** continued its cooperation with the national broadcasting station “RTL” and other main stakeholders (e.g. ministries and youth organisations) in organising events such as the “RTL Apprenticeship Day”.

To support young people in their transition from unemployment, inactivity or education into employment, 26 PES cooperate with a wide range of key institutions and organisations, e.g. employers and employers’ organisations, including chambers of commerce; different relevant ministries; education and training providers/institutions; careers guidance centres; local authorities and local sectoral bodies; NGOs and other relevant youth organisations and institutions; private employment agencies, etc.

Some of the initiatives to strengthen, widen or build up partnerships of this nature, as reported by PES, are presented in Box 3.

Box 3: Recent developments of PES partnerships aimed at supporting young people in their transition from unemployment, inactivity or education into employment

PES BE-Le Forem, in partnership with associations “Actions en Milieu Ouvert” that provide support to young people encountering different difficulties (personal, administrative, school, legal, financial, etc.), implement a new project aimed at supporting NEETs in their transition from unemployment, inactivity or education into employment.

As reported by **PES BE-VDAB**, different projects focussing on intensive guidance are implemented with relevant partners such as “Groep INTRO”⁶⁷ or “JES”⁶⁸.

To better promote the outreach activities, a technical committee has been appointed in **Cyprus**, consisting of governmental and non-governmental departments/services⁶⁹. Similar structures have been established at the regional level (regional technical committees) composed of representatives of the social partners, local authorities, various Ministries⁷⁰ and other public bodies⁷¹. Their purpose is to share specific information and to create synergies between PES and other providers of YG interventions.

In **Germany**, nationwide youth employment agencies⁷², based on cooperation between employment agencies, job centres as well as county authorities, public social services, NGOs and schools, provide integrated services to young people in their transition from school to work.

PES Estonia’s cooperation with NGOs has continued, strengthened through projects such as “Step”⁷³ and “Skill Mill”⁷⁴. The Estonian PES also cooperates with local governments in sharing information about NEETs and implementing outreach activities.

⁶⁶ <https://ec.europa.eu/social/main.jsp?catId=1206&langId=en>

⁶⁷ Group INTRO offers training, guidance and employment for people who need extra opportunities - <https://www.groepintro.be/nl/>.

⁶⁸ JES is a city lab for children and young people in Antwerp, Brussels and Ghent - <https://www.jes.be/opleidingen/>.

⁶⁹ i.e. the Department of Labour, Career-Counselling and Educational Services of the Ministry of Education and Culture, Youth Board and Welfare Benefits Administration Service.

⁷⁰ The Ministry of Labour, Welfare and Social Insurance and the Ministry of Education and Culture.

⁷¹ i.e. “Human Resource Development Authority/ HRDA” - a body governed by public law, acting in the field of training and development of the human potential of Cyprus - http://www.cea.org.cy/en/we_qualify/anad; “Youth Board” - a public legal entity offering young people multiple opportunities for active participation in social activities in Cyprus and abroad - <https://onek.org.cy/en/home-page/who-we-are/our-role/>.

⁷² First youth employment agencies have started in a pilot phase in 20 locations in 2010 and 2011.

⁷³ <http://step.ee/>

⁷⁴ <http://theskillmill.org/estonia-2/>

PES France's partnership with the Ministry of Defence through their experimental "Voluntary Military Service/Service Militaire Volontaire (SMV)"⁷⁵ was extended. The aim of this cooperation is to support young people (18-25), who are experiencing significant difficulty getting employment, through training and other activities.

PES Hungary continued close cooperation with "New Generation Contact Points"⁷⁶ to disseminate the information on the YG, and to refer young people to PES for appropriate support.

In 2018, **PES Luxembourg** signed a cooperation agreement with the "Luxembourg Federation of Recruitment, Search & Selection/FR2S"⁷⁷ to organise different events such as "job days", where young jobseekers and employers are brought together.

The first regional careers centre - "Karjeras"⁷⁸ was set up in **Lithuania** on the basis of a partnership between PES, Alytus City Municipality and the Youth Affairs Department under the Ministry of Social Security and Labour.

To involve civil society in supporting **PES Malta** in the delivery of specific YG measures, and to apply a more comprehensive approach to work with NEETs, a "Youth Guarantee Consultative Implementation Committee" was established and is composed of representatives of the "National Youth Council"⁷⁹.

New partnerships have been concluded between **PES Poland** and different universities. In addition, a number of studies concerning labour market demand, the problems faced by young people, etc. are under implementation. These studies will provide PES useful information in the further planning of specific interventions.

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

- Partnerships between relevant institutions for a better exchange of data, for establishing a NEET tracking system for inactive NEETs (PES HR);
- A partnership intending to pilot new procedures/approaches in the referral and assessment of young persons with disabilities (PES HR);
- A partnership with youth organisations to promote the YG (PES SK);
- National cooperation agreements with major employers to recruit jobseekers to these companies (PES NO);
- The "Entrepreneurship Training Programme in Education" partnership project was continued as part of the Erasmus+ Programme (PES PL).

2.3 Pilot projects

In cooperation with other relevant actors, PES carried forward their efforts to increase the relevance of YG interventions, through new projects focussing on young people, and on broadening their network of partners.

Current analysis reveals that PES, in cooperation with other relevant actors, carried forward their efforts to improve the relevance of the support provided as part of the YG implementation, through new projects and interventions (Table 3).

⁷⁵ <https://www.le-smv.fr/>

⁷⁶ An institution founded by the Ministry for Human Capacities providing youth-oriented programmes.

⁷⁷ <http://luxembourg.public.lu/en/actualites/2018/06/20-adem/index.html>

⁷⁸ <https://www.15min.lt/verslas/naujiena/karjera/karjeras-pirmasis-lietuvoje-regioninis-karjeros-centras-alytuje-666-1105036>

⁷⁹ <https://www.knz.org.mt/#>

These new projects and measures, implemented or under implementation in almost two thirds of PES (19 of 31), focussed on different aspects of PES work with youth and on broadening the network of partners.

Table 3 PES that have developed pilot projects targeting youth in the current reporting period

Yes	BE-Actiris, BE-Le Forem, BE-VDAB, CY, CZ, EL, ES, FI, FR, HU, IE, IS, IT, LU, PL, PT, RO, SE, SI (19)
No	AT, BG, DE, DK, EE, HR, LT, LV, MT, NL, NO ⁸⁰ , SK (12)

Source: PES questionnaires; Note: N=31

Some examples are illustrated in Box 4:

Box 4: New projects, measures or programmes targeting youth

PES BE-Actiris reported that from January 2019, a new call for YEI projects was launched to reinforce the outreach and guidance interventions.

“Accroche NEETs Charleroi REmobilisation-ANCRE” is a new project, implemented by **PES BE-Le Forem** in cooperation with other partners, aimed at supporting NEETs in their transition from unemployment, inactivity or education into employment.

Through its new “Radical Dual” project, **PES BE-VDAB** intends to create an integrated “dual system of learning and working”. Another project, the “Groeipad” or “Growth path assignment” is addressed at young jobseekers who need ‘competences enhancement’, intensive supervision or mediation. Other specific interventions where tenders were organised focus on employment empowerment, mediation and job guidance, counselling, or temporary work experience. Furthermore, in 2018, PES BE-VDAB was the first Flemish governmental body to conclude a “Social Impact Bond” (SIB)⁸¹, an innovative public procurement programme to tackle youth unemployment in the Flemish labour market.

The Czech PES is implementing various projects⁸² consisting of a combination of several ALMP instruments. Two other projects providing support for young people getting work experience, going back to school or finding a job abroad are about to end.

PES Finland developed an initiative to introduce low threshold mental health support in “One-Stop Guidance Centres”. These centres “provide a holistic approach to integrating young people into society, education and employment through a multi-sectoral PES service model”⁸³.

Starting in April 2019, a new measure “Atouts jeunes” (“Young assets”) was offered by the **PES France** and is aimed at developing young people’s professional skills (young people supported by the AIJ/“Accompagnement Intensif des Jeunes”⁸⁴).

A key element in the “Youth Employment Support Scheme” (YESS), recently introduced in **Ireland**, is that a “Learning and Development Plan” is agreed between all parties at the outset of the placement and that the case officer monitors the progress of the plan.

⁸⁰ Various measures are attempted at the local level within the organisation.

⁸¹ “Social Impact Bond” (SIB) – in this specific case, a social investor called Impact Capital invests resources in BeCode, an organisation that offers vulnerable young people free training in web development. For every young person who finds a job, VDAB and PIO (“Innovative Public Procurement Programme”/ “Programma Innovatieve Overheidsopdrachten”) pay back the costs, with interest” - <https://www.ewi-vlaanderen.be/nieuws/pio-sluit-samen-met-vdab-impact-capital-en-becode-eerste-vlaamse-social-impact-bond-af>.

⁸² Projects called “Youth Guarantee in Region”.

⁸³ <https://ec.europa.eu/social/main.jsp?catId=1206&langId=en>; <https://ohjaamot.fi/en/miten-loydan-ohjaamoon>

⁸⁴ The “Accompagnement Intensif des Jeunes” (AIJ) ensures a follow-up of young beneficiaries into work or training beyond their initial period of accompaniment - <https://www.pole-emploi.fr/candidat/l-accompagnement-intensif-des-jeunes-aij--@/article.jspz?id=908575>.

New (pilot) projects are implemented in **Iceland** with the purpose of building bridges between various service systems and increasing interdisciplinary cooperation in relation to youth, with the focus on vulnerable groups/individuals.

In cooperation with a Belgian partner ("ArtLab"), **PES Portugal** developed a project in the social innovation area. Another new project⁸⁵ was aimed at raising awareness of YG interventions and opportunities to increase the efficiency of the network of local partners.

PES Poland and the Voluntary Labour Corps have a number of projects⁸⁶, currently under implementation, that aim to integrate young unemployed people and/or NEETs into the labour market.

As reported by **PES Romania**, several new projects⁸⁷ are mainly aimed at activating NEETs and providing support through apprenticeships and internship interventions.

PES Slovenia, **PES Greece** and **PES Hungary** have focused on new measures that promote youth entrepreneurship. Similar new interventions are planned in **Spain** in the coming period.

New projects that intend to bring NEETs closer to labour market, through enhancing their digital skills, are in place in **Luxembourg**⁸⁸ and **Italy**⁸⁹. In the case of PES Italy, other new measures promoting apprenticeships or access to technical education are under implementation in the southern regions⁹⁰.

2.4 PES resource allocation for YG implementation – staffing and funding

2.4.1 Staffing resources

Staff arrangements for YG implementation remained the same in many PES: more than half the PES have staff that exclusively and directly work with young people, and most of these are client-facing.

Staff arrangements for supporting YG implementation remained more or less the same, compared to the previous reporting periods. Just above half the PES (17 out of 31 compared to 15 in 2017) reported having "FTE" (Full Time Equivalent) staff who are solely responsible for the implementation of the YG. Most of these staff members

(97% - see Annexe A, Table A1) are client-facing (front-line), directly and exclusively servicing young clients under the YG. This shows that PES attention and effort is being given to direct services, while the administrative issues remain in second place.

For a further 14 PES, YG activities are incorporated into PES staff functions and roles (Table 4).

⁸⁵ "Make the future...today!"

⁸⁶ i.e. "From training to employment", "Mummy, work and me", "Stop! Youth without Work", etc.

⁸⁷ "Activation and Mobility for Young NEETs", "Apprenticeships and internships for young NEETs in the more developed regions", "Apprenticeships and internships for young NEETs from less developed regions", "INTESPO - Registration of young people with the Public Employment Service".

⁸⁸ "#YouthYourFuture".

⁸⁹ "Crescere in digitale" and "Young Programmer in ICT".

⁹⁰ i.e.: "Measure 1: network creation for I, II and III level apprenticeship"; "Measure 2: tools to promote access to technical education"; "Measure 3: Creation of social impact investing tools as intervention strategy against youth unemployment".

Table 4 PES that have staff exclusively dedicated to YG implementation

Yes	BE-Actiris, BE-VDAB, BG, CY, CZ, DE, EE, ES, FI, FR, HR ⁹¹ , HU, LT, LU, LV ⁹² , MT, SI (17)
No, n/a⁹³	AT, BE-Le Forem, DK, EL, IE, IS, IT, NL, NO, PL, PT, RO, SE, SK (14)

Source: PES questionnaires; Note: N=31

In some cases, staff that were reported as being exclusively dedicated to working with young customers, also provide services for other clients when necessary (PES DE and BG). In other cases (LT and FR), the staff exclusively dedicated to YG implementation include the staff working on ESF/YEI co-financed projects/interventions.

PES Slovenia went even further with the specialisation of its staff: while there are some youth counsellors that work with the short-term unemployed, other youth counsellors provide specific services for the long-term unemployed.

Some PES recently restructured their services (EE and HR), and staff there are no longer specialised by client groups.

In less than half the PES, YG activities are incorporated into PES staff functions and roles. The organisation of staff and services differ from PES to PES, also showing their efforts in ensuring an adequate capacity for working with young clients (some examples are in Box 5).

Box 5: Organisation of staff and services in PES where the YG activities are incorporated into staff functions and roles

Even in some of the PES where the YG services are incorporated into mainstream PES staff functions and roles, specialised youth counsellors, advisers, mentors, job-coaches, youth-contact specialists, or youth-teams work with young clients. Usually these staff members also work with other customers (**PES PT, SE, NO**, and in some local offices in **PL**⁹⁴).

In **Ireland**, there are no youth specialist units. The implementation of the YG is carried out within the labour market activation process and is part of the remit of "case officers".

In **Denmark**, all staff at the job centres are employed by the local government authorities that hold all responsibility in relation to human resources management.

PES staff in **Iceland** working with young people are all educated careers guidance counsellors, social workers or they have an academic psychology background. While there are counsellors that exclusively service young clients in the larger offices, generally counsellors provide services for all age groups.

In **Italy**, a plan for the overall reinforcement of the PES staff was developed for 2019, but only the regions, through their autonomous management of employment services, may decide to whether or not PES staff specialise in the provision of YG services.

The YG in **Greece** is implemented on a project-to-project basis with designated staff in ad hoc teams or through the official structures of the PES.

In the **Netherlands**, the service delivery for young unemployment beneficiaries registered with PES is based on individual profiling and not related to different target groups. However, in 2016, 35 FTEs were added to the regional employers' service points (ESPs), on the basis of one FTE for each ESP, to identify job vacancies for young jobseekers.

⁹¹ Since June 2018 employment counsellors have no longer been specialised in client groups due to a decision on PES restructuring.

⁹² YG was completed in 31.12.2018, information from 2017 PES Capacity Questionnaire.

⁹³ PES DK – n/a

⁹⁴ Lublin, Szczecin Toruń, Poznań, Białystok.

More information on the PES staff working for the implementation of the YG is provided in the Annexe A, Table A1.

2.4.2 Staff training

PES continued to improve staff knowledge and skills necessary to work with young clients.

Improving their capacity to work with youth was the focus of many PES. Training courses on specific aspects of working with young people were organised by almost two thirds of PES (19 out of 30) (Table 5).

Only five PES reported that no training programmes were organised during the current reporting period, while information is not available from six PES.

In the case of many PES, similar programmes have been provided in the previous years.

Table 5: Training provided for staff on specific aspects of work with young people over the current reporting period

Yes	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, EE, FI, FR, HR, IE, LT, LU, LV, MT, PL, SE, SI (19)
No⁹⁵, n/a⁹⁶	AT, DK, EL, ES, IS ⁹⁷ , IT, HU, NL, PT, RO, SK (11)

Source: PES questionnaires; Note: N=30⁹⁸

The proportion of staff trained to work with youth varies:

- Up to 25% - PES BE-VDAB, CZ, PL
- From 26% to 50% - PES BE-Actiris, BG, DE, HR, MT
- From 51% to 75% - PES LT
- Over 75% - PES BE-Le Forem, CY, EE, FI, LV, LU, SI

The main topics covered by training programmes, in the order of frequency in the survey, were:

- Counselling
- Communication
- Career guidance
- How to work with youth
- Specific services and ALMPs for youth
- Interviewing techniques
- Drafting individual action plans
- Case management
- Working with marginalised youth and
- Outreach to NEETs.

⁹⁵ PES EL, HU, PT, RO, SK.

⁹⁶ PES AT, DK, ES, IS, IT, NL- n/a

⁹⁷ Counsellors maintain their skills by attending various courses upon own initiative and with PES participation in various projects.

⁹⁸ PES NO – no information provided.

Other issues in the training courses include: how to work in a multi-professional environment, networking, motivational counselling, labour market developments and trends, methodology updates, languages, management, etc.

Detailed information is provided in the Annexe A, Table A.2.

2.4.3 Sources of YG funding

As before, the implementation of the YG is supported through national sources as well as through EU financial instruments – the ESF and the YEI. The ESF and government funds are indicated as the main source of YG funding.

The sources of funding are the same as those mentioned in the previous similar analyses: national funds and specific EU financial instruments (Table 6).

In a majority of the PES (28 out of 31), one of the sources of funding the YG interventions are the government funds. Half the 28 PES mentioned above indicated

government funds as a main source of funding.

Substantial EU financial support to the YG implementation is also used through the ESF and the YEI. A large number of PES (25 out of 31) indicated the use of the ESF, and more than half (18 of 31) receive YEI financial support. The ESF is also cited as the *main* source of funding by 16 PES (out of the 25 receiving ESF funds).

Table 6 Sources of YG funding

Government Funds	ESF	YEI
28	25	18
AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, EE, ES, FI, FR, HR, HU, IE, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, EE, EL, ES, FI, FR, HR, HU, IE, IT, LT, LU, LV, MT, PL, PT, RO, SE, SI, SK	BE-Actiris, BE-Le Forem, BG, CY, CZ, EL, ES, FR, HR, IE, IT, LV, PL, PT, RO, SE, SI, SK

Source: PES questionnaires; Note: N=31⁹⁹

Other sources, as reported by the PES, are local authorities' funds (PES FI and PES IS), private providers' funds (PES LV), and the labour fund¹⁰⁰ (PES PL).

More detailed information on the sources of funding is shown in the Annexe A, Table A3.

⁹⁹ PES DE, DK - n/a.

¹⁰⁰ Labour fund - social security/employers' contributions.

3. Reaching out to NEETs

3.1. The extent of PES youth outreach

The majority of PES, whether they are specifically charged with the responsibility or not, were engaged, directly or indirectly, in proactive initiatives to prevent the dropout of students, and/or making contact with young people who had left school, but who had not yet registered with the PES.

Around two thirds of the PES (21 out of 31) reported having responsibilities doing outreach work aimed at NEETs (see section 1.1). In many cases, the full responsibility for contacting young NEETs falls primarily upon other institutions or authorities, such as the ministry of education (or other institutions under its authority), or local government authorities, etc.

Despite this, it seems that outreach work, targeted at inactive NEETs with the objective of supporting their entry into the labour market or re-engaging in education and training, was a major concern for a majority of the PES included in the current analysis. As a result, almost all PES (28 out of 31, compared to 25 in 2017), with or without specific responsibilities, reported being involved, directly or indirectly, in specific proactive initiatives to prevent the dropout of students, and/or making contact with young people not yet registered with the PES (Table 7).

Table 7 The extent of PES youth outreach

PES ¹⁰¹ involved in outreach activities and/or making contact with young people who have left school but who have not yet registered with the PES.	PES not involved in outreach activities.
BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DK, DE, EE, EL, FI, FR, HR, HU, IE, IS, IT, LU, LT, MT, NL, NO, PL, PT, RO, SE, SI, SK (28)	AT, ES ¹⁰² , LV (3)

Source: PES questionnaires; Note: N=31

This also shows these PES's openness and willingness to cooperate with other relevant actors in preventing the 'NEETs' phenomenon, and in attracting unregistered NEETs to the YG, thereby enabling them to provide NEETs with specific support and services.

Some examples of PES engaged in specific outreach activities, in cooperation with other actors, are illustrated in Box 6. This outreach work is typically not in their specific remit or not fully within their remit (i.e. they do not have full/direct responsibility).

Box 6: PES engaged in outreach activities, where the full or direct responsibility for outreaching to NEETs falls upon other institutions or authorities

Based on requests from their Ministry of Education and Culture, which has full responsibility for outreach activities, **PES Cyprus** disseminates information in schools about its role in the labour market and in employment and training opportunities. PES Cyprus also participates in technical committees at the regional level to promote awareness-raising outreach campaigns and events aimed at unregistered youth. Other specific outreach tools are implemented through the cooperation between the PES and the Youth Board¹⁰³.

¹⁰¹ With or without specific responsibilities.

¹⁰² PES in Spain do not contact young people not registered as job seekers. However, in the management of the YG Operations Programme, the employment offices in the autonomous regions, and other tertiary sector organisations and bodies have been designated as Intermediate Organisations/Bodies, so they have responsibilities for activities aimed at all young NEETs, whether or not they are registered as jobseekers.

¹⁰³ The Youth Board of Cyprus is a semi-governmental organisation, independent from the civil service, aimed at promoting progress and prosperity among all the young people of Cyprus - <https://www.eyca.org/members/59086cc8bddd883747454dc3>.

PES Denmark reports that outreach work is the responsibility of the Youth Guidance Centres under the Ministry of Education, but that some job centres/employment offices do proactive work with schools. PES, in cooperation with schools and employers, also follow-up on young people who drop out of activation schemes or who no longer access benefits. The follow-up is done through mentor support. Furthermore, as part of the reform of the preparatory education system in Denmark, a "Community Youth Initiative" foresees the restructuring of the municipal guidance and support functions that "will become a coherent, co-ordinated, community youth initiative, where the young person will be assigned a single contact person"¹⁰⁴.

Although it has no responsibilities in this specific area, **PES Estonia** is involved in outreach to NEETs through different specific tools and instruments, implemented on the basis of formal and informal agreements with other actors¹⁰⁵.

In Greece, PES responsibilities for outreach to NEETs are only carried out "as part of the PES general obligations regarding outreach to the unemployed as a whole". But, on the basis of an informal agreement with the Ministry of Education, **PES Greece** works with schools and disseminates information about specific vocational programmes. PES Greece also participates in other awareness-raising events and outreach activities, and it contacts young NEETs through the internet and social media.

The Department of Education and Skills has responsibility for youth outreach services in **Ireland**. But the PES cooperates with educational training boards and providers, in awareness-raising events and job fairs, and it also does proactive work with schools.

In Lithuania, the full responsibility for contacting young NEETs belongs to the Department of Youth Affairs under the Ministry of Social Security and Labour. However, the **Lithuanian PES**, in partnership with the Department of Youth Affairs, implemented the Youth Initiative Project "Discover Yourself" where "services were provided for both categories of NEETs (active and inactive/not registered)".

PES Norway reported having no responsibility for outreach to NEETs. But the Norwegian PES cooperates with schools to find young people who are in danger of dropping out and it also follows young people who drop out from activation schemes or who no longer access benefits. In a similar way (with no specific responsibilities), **PES Iceland** cooperates with vocational secondary schools in promoting proactive initiatives that involve graduates, teachers and parents. These initiatives also include support for companies that recruit individuals with disabilities.

Outreach work is the responsibility of local government authorities in **Sweden**. There are, however, projects where PES are involved and where aspects of outreach are implemented, for example one-stop shops. Other specific outreach interventions, such as the internet and social media, single point and mobile services, are implemented through PES cooperation with other partners.

PES Slovenia, which also reported itself as having no responsibilities in this specific area, is involved in outreach to NEETs through proactive work with schools, cooperation with NGOs and newly established careers centres which are aimed at school students. The outreach is also ensured through publishing all the relevant information (e.g. information about the YG opportunities, available employment services) on PES websites and on Facebook. Together with the Slovenian Chamber of Commerce, the Slovenian PES organises visits to employers for primary school pupils and their parents.

¹⁰⁴ <https://www.cedefop.europa.eu/da/news-and-press/news/denmark-preparatory-education-system-reform>

¹⁰⁵ i.e. general education schools, youth centres, NGOs, youth departments of the local authorities, etc.

3.2 The main PES outreach tools for working with NEETs

PES continued to use a combination of tools and partnerships for preventing and reaching out to NEETs. Proactive work with schools, cooperation with NGOs and youth organisations, and awareness-raising events and campaigns remain the outreach tools most used by PES.

Most of the PES¹⁰⁶ that engage in prevention and outreach work with NEETs within the context of the YG continued to use a combination of tools. As shown in Table 8 and Annexe A, Table A4, “proactive work with schools”, “cooperation with NGOs and youth organisations” and “awareness-raising events or campaigns” are the outreach tools most used by PES involved in outreaching to NEETs.

Table 8 Main outreach tools used by PES for preventing and working with NEETs

Type of tool	PES
Proactive work with schools ¹⁰⁷	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DE, EE, EL, FR, HR, HU, IE, IS, LT, LU, MT, NL, PL, RO, SI, SK (21)
Cooperation with NGOs or youth organisations	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, EE, EL, FI, FR, HR, HU, LT, LU, MT, PL, PT, RO, SI (20)
Employing or working with designated youth outreach workers	BE-Actiris, BE-Le Forem, BE-VDAB, BG, DE, EE, FI, HR, HU, LT, LU, MT, PL (13)
Providing new points of YG entry: internet and social media services	BE-Actiris, BE-Le Forem, BE-VDAB, BG, EL, FR, HU, LT, LU, MT, NL, PL, PT, SI (14)
Single point services/one-stop shops	BE-Actiris, BE-VDAB, BG, DE, EL, FI, HR, IT, LT, LU, MT, NL, PL, SE (14)
Mobile PES services	BE-VDAB, BG, DE, EE, EL, FI, FR, LT, LU, NL, PL (11)
Awareness-raising events or campaigns	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DE, EE, EL, FI, FR, HR, HU, LT, LU, MT, NL, PL, PT, SI (19)
Follow-up on young people who drop out from activation schemes/who no longer access benefits	BE-Actiris, BE-Le Forem, BE-VDAB, BG, DE, DK, FR, HU, IS, LT, LU, MT, NO, PL (14)

Source: PES questionnaires; Note: N=31

“Proactive work with schools” is an outreach tool used by 21 PES and it includes the provision of information to pupils/students (e.g. information on educational paths, available PES services, the labour market situation and occupations/professions/jobs in demand) as well as careers guidance and counselling services. Specific activities also aim to identify young people at risk of becoming NEETs and to provide personalised support to prevent young people dropping out of the education system, in other words, preventing the overall ‘NEET phenomenon’. ‘Proactive work with schools’ is implemented in close cooperation, obviously with schools and other education institutions, but also with local authorities, guidance and knowledge centres, business communities and so

¹⁰⁶ With or without responsibilities for outreaching to NEETs.

¹⁰⁷ Proactive work with schools includes also activities to prevent dropouts of students, as reported by PES.

on. Some countries implement this through formal agreements (PES BE-Actiris, BE-VDAB, FR and RO) while others through informal agreements (CZ, EL and HU); some have defined specific regulations (e.g. the "framework agreement" in DE, and legislation/"legal instruments" in HR) or they put it in the annual PES plan (SI).

In outreaching to NEETs, "cooperation with NGOs and youth organisations" is another tool used by 20 PES (up from 18 in 2017). Many of these PES cooperate with NGOs that specifically work with non-registered young people (including BE-Actiris, BE-VDAB, BG, CZ, FI, HR, HU, LU, PT, PL and SI). Other actors involved in this type of intervention, together with PES, are: trade unions and cultural centres (BE-Le Forem); public actors working with young dropouts (FR); welfare organisations and the trade union confederation for youth (DE); youth agencies/councils/organisations/groups (BE-Actiris, BG, CY, EE, EL, MT, SI and PT); the local government authorities (BE-VDAB and LU) and the social assistance services (Be-Le Forem, HR, LU, PL and PT).

19 PES (compared to 17 in 2017) are involved in "awareness-raising events or campaigns" that aim to reaching out to NEETs. These events or campaigns include outreach tools and outlets such as job/education fairs, "open doors" in the employment offices, information stands/days/workshops, careers guidance events, visits to employers for pupils and their parents, radio and media campaigns including public figures popular with local youth, etc. During these events, PES and their partners present the services or specific support that is available through the YG, they disseminate information about the labour market and education paths, or they bring together youth and education institutions, employers, etc. These events are organised in cooperation with various PES partners, such as: youth councils/organisations/boards (PES BE-VDAB, EL and HU); businesses (PES FR, LU and PT); different training providers/education institutions (PES FR, PL and MT); local media (PES HU and LU); professional associations (PES LU); NGOs (PES PL and SI); employment agencies (PES PL); institutions promoting social dialogue on the labour market (PES PL); or their local Chambers Of Commerce (PES SI), etc.

14 PES reported having "single-point services" or "one-stop shops" in place. These types of services offer young people the advantage of "visiting" or contacting only one organisation/institution, or even getting in touch with only one office/clerk support worker, to obtain a wide range of information. Individual client access to information and employment online tools is also possible in these places. "Single-point services" are provided in most cases by the local network of PES offices/employment agencies and other structures under their authority, and, in some cases, in cooperation with other different actors such as: centres for social welfare or the local government authorities (BE-VDAB); local sectoral bodies for apprenticeships (PES EL); schools, universities, adult education institutions, NGOs (HR) ; guidance centres (FR); different ministries, youth organisations (LU); the Department of Youth Affairs under The Ministry of Labour (LT); local government authorities, knowledge centres, and the business community (NL).

14 of the PES surveyed provide "new YG entry points: internet and social media services". The new YG web-sites/specific web-sites for youth (BE-Actiris, BE-Le-Forem, FR, MT, NL and PL) or digital platforms (BE-VDAB, FR and PT) include a broader range of promotional features and digital tools aimed at sharing information in different ways, between the PES and their users, partners, staff and other interested members of the public.

"Employing or working with designated youth outreach workers" is another outreach instrument used by 13 PES. In this case, as in almost all the other cases (outreach tools), PES work in partnership with NGOs specifically dealing with young people not registered either with their PES or in the YG scheme (i.e. BE-Actiris, BE-VDAB and LU), youth welfare centres (PES DE), cultural centres (BE-Le-Forem), local government

authorities (BE-VDAB and LU), careers guidance centres (PES HR has its own centres), etc. Some of the PES (BG, FI and EE) work with designated outreach workers, known as "youth workers"/" youth counsellors" to engage with NEETs.

In order to provide specific interventions aimed at young clients in remote areas such as rural areas, or at communities such as Roma communities, 11 PES use "mobile services" organised in some cases in association with different partners from: the education and the private sector (PES BE-VDAB); the local government authorities (PES BG); schools, local government authorities, youth camps (PES EE) and so on. Other PES (e.g. PL) provide these services using different forms of communication (e.g. telephone, skype, email and 'municipal info' kiosks) or through a PES portal where online services are available (in France, for example, the website provides around 240 online services, and many of these are also available on a mobile phone).

Another outreach tool - "follow-up on young people who drop out of activation schemes, or who no longer access benefits" is used by 14 PES (up from 12 in 2017). Follow-up is done "in-house" (BE-Actiris, BG, FR and PL) and/or in cooperation with social services/public centres for social actions (HU, BE-Le-Forem, IS and FR), through local authorities (BE-VDAB, LU and IS), local providers of interventions (DE and HU), youth organisations (HU and LU), via "tracer studies"/labour market research (MT and PL), or through mentor support to young people in their transition to education or employment (DK) and so on.

4. Information management

In many cases, overall responsibility for apprenticeship and traineeship programmes rested with other institutions. This is one reason why PES access to these vacancies remains somewhat limited.

As shown in Table 9, above half the PES have access to information on apprenticeships (17 PES out of 31) and traineeship vacancies¹⁰⁸ (19 PES out of 31). Compared to the previous reporting period, the situation did not change. And this can be explained by the fact that, in many cases, PES only

deal with job vacancies and other relevant information on jobseekers, services and ALMPs (including related databases). At the same time, in many cases the overall responsibility for apprenticeship and traineeship programmes remained under the authority of other institutions (i.e. from the education sector or external institutions).

Table 9 Databases accessible to PES for supporting YG implementation

Type of database	Database accessible to PES (internal and external databases)	Database not accessible to PES (internal and external databases) or information not available
Database of apprenticeship vacancies	AT, BE-Actiris, BE-VDAB, BG, CZ, DE, DK, EL, ES, FI, FR, LT, LU, NL, PL, PT, RO (17)	BE-Le Forem, CY, EE, HR, HU, IE, IS, IT, LV, MT, NO, SE, SI ¹⁰⁹ , SK (14)
Database of traineeship vacancies	BE-Actiris, BE-VDAB, BG, CY, CZ, DE, DK, ES, FI, HR, IE, IS, LT, MT, NL, PL, PT, RO, SI (19)	AT, BE-Le Forem, EE, EL, FR, HU, IT, LU, LV, NO, SE, SK (12)
Other databases	AT, CY, CZ, DE, EE, EL, FI, FR, HR, HU, IT, LT, LU, LV, MT, NL, PL, PT, RO (19)	

Source: PES questionnaires; Note: N=31

18 PES also reported using other sources of information to implement specific YG activities. These include databases of:

- Registered jobseekers/CVs (AT, CY, FI, IT, LU, LV, MT, NL and RO)
- Employment/employed population/employment register (EE, HR, HU and MT)
- Vacancies (AT, CY, DE, EL, FR, MT, PL and PT)
- NEETs (EL and IT)
- Beneficiaries of GMI, etc. (CY).

Additional information is also available from other sources, such as databases of:

- Educational and training institutions/providers (EE, DE, LT and PL)
- The classification of occupations (DE and PL)
- Vocational qualification standards and training programmes or modules (LT and PL)
- Private employment agencies, etc. (PL).

¹⁰⁸ Internal or external database.

¹⁰⁹ Not yet, but Slovenia is in the process of establishing a database for apprenticeship, following the adoption of the apprenticeships legislation.

5. Average PES YG intervention timescales

The majority of the PES organise the first interview with young persons within one month of registration, and then make an offer within a maximum of four months. Information on average timescales for offers slightly improved, but it is still not available in one third of the PES.

Three quarters of PES included in this report (23¹¹⁰ out of 31 compared to 21 in 2017) have the first interview or discussion with young persons within a month of registration in the YG scheme, or as jobseekers. In 17 PES (out of the 23 mentioned above), the average timescale for a first interview is even shorter – within the first two weeks

(Table 10).

Only three PES had no information on the average timescale for a first meeting with a young person within the YG context, while in some other cases only estimates are available.

Table 10 Average PES YG timescale for first meeting and timescale for making an offer

Timescale	Average time between registration and first meeting	Average time for jobseeker to receive an offer
Within 2 weeks	AT, BE-Actiris (group information session), BG, CY, CZ, DE, DK (young unemployed under 30 without an education), EE, FR (first face-to-face interview for evaluation), IE, HU, LT, LU, LV, PL, PT, SI (17)	AT (regular apprenticeship), BE-VDAB, CZ (complex information), NL (4)
Within 1 month	BE-Actiris (first meeting with the personal job counsellor), BE-VDAB (low-skilled young people), EL, FI, FR (first face-to-face interview for diagnosis), HR, MT, NO (youth under 30 with moderate follow up needs) (8)	CY, CZ (training), DK (educational offer for young people who lack an education), HU (4)
Within 2 months	BE-Le Forem, FR (interview with personal counsellor), IS, IT (4)	EE, EL (apprenticeship), NO (youth under 30, with moderate follow-up needs) (3)
Within 3 months	BE-VDAB (young people highly skilled), DK (young under 30 with an education), NO (youth under 30 with extensive follow-up needs) SK (4)	AT (training), BE-Actiris (training), CZ (traineeship, job) DK (young persons with an education and "ready for job"), IS, LU, LV, MT, PT (apprenticeship) (9)
Within 4 months	NL (1)	BE-Le Forem, IT, LT, PT (traineeship, employment) PL, SI, SK (7)
Within 6 months		BE-Actiris (job/work placement), DK (young persons with an education and ready for activation), PT (education and training) (3)

¹¹⁰ PES AT, BE-Actiris, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, FI, FR, HR, HU, IE, LT, LU, LV, MT, NO, PL, PT, SI.

Timescale	Average time between registration and first meeting	Average time for jobseeker to receive an offer
Over 6 months		NO (youth under 30 with extensive follow up needs) (1)
Information not available	ES, RO, SE ¹¹¹ (3)	BG ¹¹² , DE ¹¹³ , ES, EL ¹¹⁴ FI ¹¹⁵ , FR, HR ¹¹⁶ , IE, RO ¹¹⁷ , SE (10)

Source: PES questionnaires; Note: N=31

Organising the first meeting/interview varies among PES. Some PES organise the first meeting on the day of registration or a few days later, regardless of the profile of clients (AT, BE-Actiris, BG, EE, HU, LT, LV, PL and PT).

In other PES (BE-VDAB, DK and NL) the timescale for the first interview varies in relation to the young clients' situation in the labour market, the intensity of support needed, the prioritisation of the clients, etc. - usually an early meeting is organised for young people in need of quick and intensive support (e.g. the low skilled, people without an education, the furthest distance from the labour market, etc.).

More detailed information on different ways of organising the first meeting are provided in Box 7.

Box 7: Different PES approaches to organising the first meeting or discussion with young persons

PES Austria organise the first interview within 10 days (maximum deadline) while the IAP has to be developed within 3 weeks (maximum deadline) from registration.

PES BE-Actiris organise group information sessions within 1 week of registration, while the first meeting with the personal job counsellor takes place in 4 weeks.

In the case of **PES BE-VDAB** the indicative timescale differs in relation to the level of qualifications of young persons: for low/medium skilled - up to 1 month, for highly skilled people it is less than 3 months. But, immediately after registration, every young jobseeker receives a "digital start communication" with links to e-services.

In other cases, the first interview is organised on the day of registration. This is the case in **PES Bulgaria**. More or less in the same way, in **Portugal** registration in the YG happens at the first meeting, which may coincide with the jobseeker registration with Portuguese PES, or with the first meeting after the online registration. In **Latvia**, on the first day of registering as unemployed, almost all young people have a meeting with a PES coordinating expert who informs them about services available and measures to help them. After being registered as unemployed, each young person is provided with a career consultation, within a week.

The Czech PES reported that "in most cases, intensive cooperation is initiated within 2 weeks; and in a minority of branches, within a maximum of one month".

¹¹¹ Participants in the YG are supposed to be mapped as near the moment of registration as possible and should have a plan (an IAP or 'individual action plan') within one month, but no specific information is available.

¹¹² Consultancy and offers are provided at least once a month, though these timescales are not measured.

¹¹³ The indication of a specific period of time is not possible, because young people are already supported before they became incorporated in the YG Plan. Therefore, in most of the cases, they have already received appropriate offers.

¹¹⁴ No timescale available, except for apprenticeships, "but the aim is to make an offer within four months".

¹¹⁵ Finland does not follow the average time for making an offer.

¹¹⁶ The time of making an offer differs from person to person and it depends on the young people's educational level, occupations, skills, motivation, and willingness to engage in intervention. The offer can be made on the day of registration.

¹¹⁷ The Romanian PES set up a Managerial Performance Contract, concluded with the Ministry of Labour, to monitor the progress of the total number of registered young people aged under 25. It uses, as its Performance Indicator, the "share of young people aged under 25 who, in the first four months following registration, take up employment, participate in a vocational training course, or who conclude an in-work apprenticeship contract or an internship contract".

PES Germany only has a theoretical estimation of the average timescale for first appointment with PES, and this is 8 days.

In **Denmark**, according to law, all young unemployed (below 30 years) without an education, who register at the jobcentre, will have their first interview in the jobcentre after one week of unemployment at the latest. Young people with an education will receive an active offer within 12 weeks of unemployment if they are ready to work.

Young NEETs who register with the **PES Estonia** are directly entered into the YG scheme. Registration can be made in person, after an initial first face-to-face meeting or online via the PES self-service portal. When registration is done online, the first appointment with a PES counsellor usually occurs within the following 3-5 working days.

In **France**, a first interview for "diagnosis" is organised in a period of 2 weeks up to 1 month, while the first interview with a "personal counsellor" is organised in 2 months from registration.

PES Hungary mentioned that the timescale for the first meeting "depends on the methodology and workload of the staff, but it is not longer than a week on average".

Case officers from **PES Ireland** pro-actively engage with "unemployed jobseekers selected for activation and who qualify for the YG. This involves an early face-to-face meeting within a few weeks of registration". This is followed by further meetings shortly afterwards. These meetings include agreement on a number of steps or goals which the client commits to undertake as part of a "Personal Progression Plan (PPP)". Usually, the clients who have a low probability of exiting the live PES register within the coming 12 months ("low PEX clients"¹¹⁸) have more frequent interaction with the employment services than those classified as having a high probability of leaving the live register ("high PEX clients") and accessing the labour market.¹¹⁹

Immediately after registration, the "assistance profile" of YG beneficiaries is determined by the PES counsellors in **Poland**. Counsellors get in touch with YG beneficiaries once every 60 days to monitor the implementation of the IAP.

In what is referred to as the average time for making an offer, more than two thirds of PES (22¹²⁰ out of 31, up from 20 in 2017) reported they provide an offer to a jobseeker within a maximum period of four months.

As commented by some PES (see also the above Table 10), the average times for making an offer vary according to various factors including the type of intervention (AT, Be-Actiris, EE and PT), the level of young seekers' education and their "readiness to work" (DK and HR), their "willingness to engage with intervention" (HR) and the intensity of the necessary support (NO).

Some specific examples of different PES approaches in making an offer and the related timescales are provided in Box 8.

But, 10 PES out of 31 (12 in 2017) still do not have data available on the average time for making an offer, or in other cases (as also illustrated above), the information does not tell the full story.

¹¹⁸ "PEX" – "Probability of Exit", statistical profiling model, clients can be classified as having a "low, medium or high PEX" - <http://mural.maynoothuniversity.ie/9569/1/NualaWhelanThesis.pdf>.

¹¹⁹ National University of Ireland, Maynooth, Department of Psychology - Evaluating the effectiveness and implementation of new employment enhancement programmes in an Irish context: A focus on well-being and employability - <http://mural.maynoothuniversity.ie/9569/1/NualaWhelanThesis.pdf>.

¹²⁰ PES AT, BE-Actiris, BE-Le-Forem, BE-VDAB, CY, CZ, DK, EE, EL (only for apprenticeship offer), HU, IS IT, LT, LU, LV, MT, NL, NO, PL, PT, SI and SK.

Box 8: Different PES approaches to making an offer

In **Austria**, placement on a regular apprenticeship starts with the date of registration, and the latest deadline is 10 days. If it is not possible to find an apprenticeship position in a company (the deadline is four months after registration), then young people can enter into an apprenticeship programme in a “supra-company”¹²¹ apprenticeship training entity. This form of apprenticeship, including its final exam, completely corresponds to a company-based apprenticeship. In the case of training offers, the training guarantee (set out in the Public Employment Act) ensures that every young person who wants to take up an apprenticeship will get a training place within three months in one of three ways. Firstly, they can do it by entering an apprenticeship in the labour market company, or secondly by entering a supra-company apprenticeship training or thirdly in a training opportunity provided by the PES.

As reported by **PES BE-Actiris**, young people there receive an offer of training within three months there, and a job/work placement offer within a period of three to six months after registration.

Immediately after registration, young clients automatically receive vacancies that match their online skills portfolio (“Mijn Loopbaan”¹²²) from **PES BE-VDAB**. They also receive a digital ‘starter pack’ with information about their rights and duties, the labour market, etc.

A similar approach is applied by **PES Netherlands**: every jobseeker, including the young unemployment benefit beneficiaries, are sent relevant vacancies immediately after registration. Moreover, depending on the jobseeker’s profile, they receive recommendations for different tasks or “tips” with regard to self-help e-services (i.e. subscribing to an e-learning module, how to make a CV, how to prepare for a job interview, etc.). Similarly, “Expedition Work” is an online game that provides youngsters with five online elements that support them in their job seeking: “your CV, your vacancies, your interview, your network, your future”.

The Czech PES mentioned that as a general rule, young clients receive complex information and a training programme offer within 1 month, a traineeship and work/job offer within three months, while further training or education opportunities are offered within four months of registration.

In **Denmark** young people who lack an education and therefore receive educational help (formerly cash benefits) have the right to a quality offer with an educational focus no later than one month after the first interview. Educated young people receive an active offer within 12 weeks of unemployment if they are ready for job, while young people with an education who are ready for ‘activation’ receive an ‘active’ offer no later than 26 weeks.

In **Estonia**, young people are referred to specific services or measures based on their individual needs identified in face-to-face counselling meetings. The average time for making an offer is in general within two months of registration.

As reported by **PES Croatia**, the timescale for making an offer differs from person to person and it depends of the educational level and occupations, skills, motivation, and their willingness to engage with intervention. An offer can be made on the day of registration there.

In **Portugal**, the timescale differs depending on the type of offer: apprenticeships and traineeships are offered within three months, employment is offered within 4 months, while education or training are offered within six months of registration.

PES Slovakia reported that its average time for offers is from two to four months.

¹²¹ A nationwide programme called “Supra-Company Training”. The measure aims to provide apprenticeship training (either for a few months or the entire training period which usually lasts three years) for young adults who cannot find a training company. This helps them enter the labour market - <https://www.cedefop.europa.eu/fi/toolkits/vet-toolkit-tackling-early-leaving/resources/supra-company-training-uberbetriebliche>.

¹²² <https://www.vdab.be/mijnloopbaan>

6. Youth participation in PES YG service design

Different approaches have been applied by PES to the involvement of young people and youth organisations in designing or improving YG interventions – formal structures, regular meetings, customers' satisfaction surveys etc.

In general, no completely new categories of YG interventions/measures were developed during the reporting period. But re-designing or improving existing offers and broadening the partnerships thereby making interventions more efficient (see also sections 2.2 and 2.3) was an ongoing concern. Half the PES (16 of

31) reported the involvement of youth organisations in improving the YG services and almost half (13 out of 31) reported the involvement of young clients (Table 11).

Table 11 PES involvement of young people and youth organisations in designing/re-designing/improving the YG services

	PES has involved young people in designing/re-designing/improving the YG services	PES has involved youth organisations in designing/re-designing/improving the YG services
Yes	BE-Actiris, BE-VDAB, BG, FI, FR, IE, IS, LT, LU, MT, NL, NO, PT (13)	BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, ES, FI, FR, IE, IS, IT, LT, MT, NO ¹²³ , PT, SI (16)
No	AT, Be-Le Forem, CY, CZ, DE, DK, EE, EL, ES, HR, HU, IT, LV, PL, RO, SE, SI, SK (18)	AT, CZ, DE, DK, EE, EL, HR, HU, LU, LV, NL, PL, RO, SE, SK (15)

Source: PES questionnaires; Note: N=31

There have been different approaches to involving young people and youth organisations in improving YG services and measures, including:

- Consultations with youth organisations and other actors to gather feedback and input on the projects' design and specifications (BE-Actiris)
- Consultations with youth organisations in designing new services (FR)
- The regular participation of young people and youth organisations in formal and informal structures (e.g. working groups/interdepartmental working groups, committees) established in the setting up and monitoring the YG or the National Operational Programmes of the YEI and the ESF (BG, IT, LT and MT)
- Exchanging of information about youth participation in active labour market measures, different topics and questions raised by young people (CY)
- Cooperation in developing specific YG action plans and integrated services (ES and FI)
- Customer satisfaction surveys, focus groups and feedback questionnaires (IE, IS, LT and LU).

¹²³ Information from 2017 PES Capacity Questionnaire.

7. Monitoring and evaluation of PES YG services

Most PES have set up targets and use different instruments to monitor and evaluate YG interventions. The situation slightly improved with regard to service evaluation, but the PES capacity for monitoring young people who left the unemployment register remained quite limited.

Monitoring and following up with young people were seen as an integral element of the YG¹²⁴ in the Council Recommendation. As shown in table 12 below, most of the PES (28 out of 31 compared to 26 in 2017) have targets in place and use a combination of other instruments and tools to monitor and evaluate the YG services.

Table 12 Monitoring and evaluation processes for YG interventions

Monitoring Processes	Yes - monitoring and evaluation process in place	No - Monitoring and evaluation process not in place
PES uses specific targets for youth-oriented services	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CY, CZ, DE, EE, EL, ES, FI, FR, HR, HU, IS, IT, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI (28)	DK, IE, SK (3)
Satisfaction surveys for young people	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, EE, FI, FR, HR, IE, IT, LT, LU, LV, MT, NL, NO, PL, SE, SI (22)	CY, DE, DK, EL, ES, HU, PT, RO, SK (9)
Satisfaction surveys for employers	AT, BE-Actiris, BE-Le Forem ¹²⁵ , BE-VDAB, BG, CZ, EE, FI, FR, HR, IE, IT, LT, LU, LV, MT, NL, NO, PL, SE, SI (22)	CY ¹²⁶ , DE, DK, EL, ES, HU, PT, RO, SK (9)
Monitoring of young people who leave the register of unemployed	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, DK, FR, HR, HU, IE, IT, LU, MT, NO, PL, SI, SK (18)	CY, CZ, DE, EE, EL, ES, FI, LT, LV, NL, PT, RO, SE (13)
Monitoring how many young people receive an offer within four months	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DK, EL, FI, FR, HR, HU, IE, IS, IT, LU, LT, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK (27)	CY, DE, EE, ES (4)
Follow-up of young people once they have entered employment or training	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, CZ, DK, EE, EL, FI, FR, HR, HU, IE, IS ¹²⁷ , LU, LV, MT, NL, NO, PL, PT, RO, SI (24)	CY, DE, ES, IT, LT, SE, SK (7)
Follow-up of young people referred to education and training providers	AT, BE-Actiris, BE-Le Forem, BE-VDAB, BG, DK, EE, EL, FI, FR, HR, HU, IE, IS, LT, LU, LV, MT, NL, NO, PL, RO, SI, SK (24)	CY, CZ, DE, ES, IT, PT, SE, (7)
Other monitoring tools introduced or piloted	BG, CY, DE, DK, ES, FI, LT, LU, PL, SI (10)	

¹²⁴ Council Recommendation on Youth Guarantee (2013), Journal of the European Union, p.5.

¹²⁵ PES annually surveys employers, but not specifically concerning YG services.

¹²⁶ A satisfaction survey for employers prepared and used for the purpose of "the Employers' Day" will be upgraded and implemented soon as part of the effort to upgrade the services provided to employers.

¹²⁷ Only for the most vulnerable clients.

Source: PES questionnaires; Note: N=31

In implementing and monitoring the YG interventions, PES use one or more types of targets, as defined by the "Assessment Report on PES Capacity"¹²⁸ of 2015, i.e.:

- Time-bound targets – CY and FI
- Numerical targets - CZ, EL and FR
- Combined targets – HU
- Time-bound and numerical targets- BE-Actiris, IS and SI
- Time-bound and proportionate targets – NO and PL
- Numerical and combined targets - EE
- Proportionate and numerical targets - AT and BE Le-Forem
- Proportionate and combined targets - MT etc.
- Proportionate, numerical and combined targets - HR
- Time-bound, proportionate and numerical targets - LT
- Time-bound, proportionate and combined targets - LU

A majority of PES monitor how many young people receive an offer within four months (27 out of 31) and follow up young clients once they have entered employment or training, and those who have been referred to education and training providers (24 PES out of 31).

But the PES capacity for monitoring young people who leave the unemployment register remains quite limited as only just over half the PES (18 out of 31, compared to 17 in 2017) undertake this sort of monitoring. The situation slightly improved with regard to service evaluation - almost three quarters of PES conduct satisfaction surveys for young jobseekers and for employers (22 out of 31, compared to 20 and 18 in 2017).

Surveys are, in general, part of regular satisfaction surveys for all PES clients and organised either quarterly or annually, or after participation in different projects or interventions, etc.

Other monitoring tools are used by PES, as illustrated in Box 9:

Box 9: Other tools used by PES to monitor the YG interventions

As reported by **PES Cyprus**, the electronic system for the monitoring and evaluation of the implementation of ALMPs, which became operational in 2019, will provide useful information about youth activation measures implemented by the relevant stakeholders of the labour market.

PES Denmark has recently developed a benchmark system, where the local employment agencies can compare themselves on key indicators (i.e. the share of young people who receive mentor support and company-oriented measure, etc.).

PES Luxembourg implemented specific dashboards to better visualise the results of the YG monitoring.

The qualitative monitoring of counselling services is mentioned by **PES Slovenia**.

¹²⁸ Time-bound targets - "specify that a service or an activity needs to be completed within a given time period". Proportionate targets - "state that PES need to reach an agreed proportion of clients". Numerical targets - used where "a policy has stated that a number of clients will receive a service or will flow out from it". Combined targets - "bring together two or more of the previous types of targets"
<https://ec.europa.eu/social/BlobServlet?docId=14323&langId=en>.

8. Areas for improvement

PES continued to address the most critical areas for improvement.

The main areas for improvement in the implementation of the YG were identified by most PES back in 2014, as a result of a PES Network self-assessment¹²⁹ exercise. As shown in

Table 13, almost all PES (27 out of 28¹³⁰) either addressed or are now in process of addressing the most critical areas for improvement¹³¹.

In almost two thirds of the PES (18 out of the 28, up from 13 in 2017), measures for improvement either have been implemented or are under implementation in all critical areas, while the other one third (9 out of 28) have addressed, or are in the process of addressing, “many” of these areas (Table 13).

Table 13 The extent to which PES addressed critical areas for improvement

Intervention process	PES
Areas identified and interventions in place, or in process of being addressed, for each identified critical area	AT, BE-Actiris, BE-Le Forem, BG, CZ, DK, EE, FI, FR, HR, HU, IE, LT, LU, LV, NO, PL, SI (18)
Areas identified and interventions in place, or in the process of being addressed, in many identified critical areas	CY, EL, IT, MT, NL ¹³² , PT, RO, SE, SK (9)
Critical areas identified but no interventions in place, or in the process of being addressed	ES (1)
No areas identified for improvement/not the case	BE-VDAB, DE, IS ¹³³ (3)

Source: PES questionnaires; Note: N=31

The 15 specific most critical areas for improvement identified in 2014, and the extent to which they have been addressed to date by PES, are presented in Table 14.

¹²⁹ Second assessment report on the PES capacity to implement the Youth Guarantee- A contribution of the European Network of Public Employment Services - <https://ec.europa.eu/social/BlobServlet?docId=13198&langId=en>.

¹³⁰ No areas for improvement in three PES: BE-VDAB, DE and IS (not the case - national interventions in place, not a YG as suggested in the Council Recommendation of 2013).

¹³¹ The most critical areas for improvement are the fifteen specified in Table 14, which had the lowest ratings (average score up to 3.4, out of the maximum of 5) in the self-assessment exercise; 2014, Second assessment report on the PES capacity to implement the Youth Guarantee - A contribution of the European Network of Public Employment Services.

¹³² The above-mentioned areas for improvement were not defined as areas for improvements for the Dutch PES. They are a consequence of the different roles of the partners involved. Local government in Holland has a leading role, while the PES focuses on unemployment and beneficiaries with disabilities.

¹³³ Not the case - national interventions are in place instead, Iceland does not have a YG as outlined in the Council Recommendation of 2013.

Table 14 Key areas identified for improvement (addressed/not addressed by the PES)

Improvement area	Addressed by PES	Not yet addressed by PES
Evaluation of the effectiveness of communication aimed at youth (increased awareness of the YG among youth and of services offered by PES)	BE-Le Forem, EE, EL, HR, HU, IE, LU, MT, PL, PT (10)	NL, RO ¹³⁴ (2)
Evaluation of client satisfaction with the services offered (e.g. through follow-up surveys)	CY ¹³⁵ , CZ, DK, EL, HR, IE, IT, LU, MT (9)	RO (1)
Quality of cooperation, including exchange of information, between PES and schools/training providers (e.g. the transfer of information about dropouts or graduates between the education system and the PES).	BE-Le Forem, FR, HU, IT, LU, PT, RO (7)	EL ¹³⁶ , ES, SE ¹³⁷ (3)
Strategy for vacancy handling which includes targets for achieving a minimum market share and for establishing/maintaining relationships with private agencies for the purpose of vacancy exchange (PES 2020, Employer services, 1.4.1)	BE-Actiris, CZ, EL, DK, IE, LT, PT (7)	CY, MT ¹³⁸ , SE ¹³⁹ (3)
Significance of the PES role in the outreach and activation of NEETs	AT, BE-Actiris, BE-Le Forem, EL, HU, PT, SE, SI (8)	NL (1)
PES staff specifically trained in, or dedicated to, working with young people	BE-Actiris, BE-Le Forem, EL, MT, SE (5)	HU, RO (2)
Quality of cooperation, including exchange of information, between PES and youth services	BE-Le Forem, IT, LV, SE (4)	EL ¹⁴⁰ , NL, RO (3)
Service concept for intervention before young people leave school, finish Vocational and Educational Training (VET) or come to the end of their work contract through dismissal, to ensure an offer of employment, education, training, apprenticeship, traineeship as soon as possible after the young person becomes unemployed/leaves education (e.g. cooperation with schools or systems to register with PES before their contract ends) (the "Heads of Public Employment Services Concept"/"HoPES concept" ¹⁴¹).	BE-Actiris, BE-Le Forem, CY, LV, MT, PT (6)	SE (1)
A range of counselling services (e.g. rapid response service, human resource consultancy, diversity management, training, legal advice, service offers for	IE, LU, SE (3)	RO, CY (2)

¹³⁴ No other interventions have been implemented, other than those implemented under Law No.76/2002 on the unemployment insurance system and employment stimulation.

¹³⁵ There is a project using ESF funding to develop this form of survey, which is expected to be implemented in the near future.

¹³⁶ Not yet developed on a standard basis.

¹³⁷ But PES cooperates with compulsory schools in regard to pupils with learning difficulties ("särskola").

¹³⁸ Private agencies are welcome to notify their vacancies to the PES. Moreover, they are invited whenever Job Fairs are held.

¹³⁹ As part of "Arbetsförmedlingen's" long-term efforts to reform and modernise the PES, contacts are developed with employers, and issues such as how to increase the number of contacts, the quality of contacts and the follow-up after contacts are considered.

¹⁴⁰ Not yet developed on a standard basis.

¹⁴¹ Heads of PES concept for the delivery of the Youth Guarantee - <https://ec.europa.eu/social/BlobServlet?docId=10472&langId=en>.

Improvement area	Addressed by PES	Not yet addressed by PES
SMEs, etc.) provided either in-house or in collaboration with partners (PES 2020, employer services, 1.5.1).		
Monitoring outcomes of transitions and their sustainability in terms of employment, training leading to certification, education relevant to labour market needs, etc. (PES 2020, sustainable activation, 4.5.1).	BE-Actiris, BE-Le Forem, CZ, HR (4)	EL, LU ¹⁴² (2)
Allocation of adequate human resources for employer services at all levels of delivery; clear targets for numbers of specialist advisers or time dedicated to employer services by generalists (PES 2020, Employer services, 1.2.1).	CY, EL, IT, MT (4)	RO (1)
Communication strategy targeted at young people using the appropriate communication channels in place	BE-Actiris, EE, HU, IE (4)	
The provision of measures to promote entrepreneurship, particularly in sectors of economic growth, either in-house or in collaboration with an appropriate partner.	BE-Actiris, CZ, EL, SI (4)	BE-Le Forem ¹⁴³ , SK (2)
Monitoring and evaluation of ALMPs targeting young people and using evaluation results for the improvement of measures.	BE-Le Forem, CY, EL, LU ¹⁴⁴ , NL (5)	ES (1)
Collection of information that allows the regular assessment of market conditions, including information about employers' needs, sectoral developments and the employment patterns of young people at all levels (PES 2020, Employer services, 1.6.1).	CY, EL, RO (3)	PT, SK (2)

Source: PES questionnaires; Note: N=31

The critical areas for improvement identified by the highest number of PES were the "evaluation of communication effectiveness", the "evaluation of client satisfaction with services offered", the "quality of cooperation between PES and schools/training providers" and "vacancy handling". A majority of the PES that previously reported poor capacity in these areas indicated that they have carried out, or they are currently in the process of carrying out, measures to improve their capacity in these areas.

"Evaluations of the effectiveness of communication for youth" and "evaluation of client satisfaction with the services offered" are the critical areas for improvement that have been addressed by the highest number of PES, also higher than in the previous reporting period (ten, compared to seven in 2017).

The "significance of the PES role in outreach and activation of NEETs" was another area where more PES adopted specific measures for improvement (8 out of 9, compared to 6 out of 9 in 2017), underlying once again the efforts of the PES in this direction (see also section 3.1).

¹⁴² At this stage in the implementation process of the YG, only new entrants in the YG scheme have been considered - thus far, young people can only enter the YG scheme once. The remaining challenge is to reinforce the PES teams and to set up tools to identify potential re-entrants to the YG.

¹⁴³ The mission to promote entrepreneurship is assigned to other agencies. However, PES BE-Le Forem provides front-line guidance and it has a partnership with a specialised operator - the "Walloon Institute for work-based training and independent companies and SMEs" (IFAPME - "Institut wallon de Formation en Alternance et des Indépendants et Petites et Moyennes Entreprises").

¹⁴⁴ The Ministry of Labour, Employment and the Social and Solidarity Economy is responsible for the monitoring and evaluation of ALMPs.

9. Mutual learning and technical assistance

More than one third of the PES benefited from mutual learning and technical assistance programmes as part of their YG implementation.

As part of YG implementation, more than one third of the PES (12 out of 31) were in mutual learning activities on the subject of “youth” with other Member States, as shown in Table 15. This includes

participation in seminars, workshops, information exchange meetings and conferences, and study visits related to the implementation of the YG.

Table 15 PES that took part in mutual learning or technical assistance activities regarding youth with other Member States

Yes	Be-Actiris, BE-Le-Forem, BE-VDAB, BG, CY, DE, EE, ES, FI, LU, LV, MT (12)
No	AT, CZ, DK, EL, FR, HR, HU, IE, IS ¹⁴⁵ , IT, LT, NL, PL, PT, RO, SE, SI, SK (18)

Source: PES questionnaires; Note: N=31¹⁴⁶

PES also participated in youth-related mutual learning activities through other EU programmes, such as the European Commission Mutual Learning Programme Peer Review (more information in the Annexe, Table A5).

10. Key findings and conclusions

The synthesis results in this report indicate that YG administration and its implementation have stabilised in most of the countries included in the current report.

A synthesis of the analysis of current features in managing and implementing the YG in comparison with those of previous reporting period¹⁴⁷ is given in this section.

The findings indicate that most PES continued to be central players in the implementation of the YG having management, coordination and service provision responsibilities. It seems that the current reporting period was characterised by the special attention given to coordinating partners and following up on young people who received “related” support measures, as a slightly increased number of PES reported acquiring these responsibilities.

This analysis also confirms, to a large extent, the previously observed pattern that strengthening partnerships and widening the network of partners was a permanent priority for many PES, including within the new projects implemented by PES.

Another major concern of PES was preventing the NEETs phenomenon and promoting pro-active work with NEETs. As a result, almost all PES (three quarters in 2017), whether they had specific responsibilities for this or not, were involved with, or cooperated with, various partners in implementing this sort of proactive initiative, and they reported that they used a wide range of specific tools and instruments to achieve this.

As in the previous report, government funds, as well as EU financial instruments (the ESF and the YEI), are used to support the implementation of YG interventions. Government funds and the ESF remained the main sources of funding.

¹⁴⁵ PES IS, however, participated in transnational projects, i.e. „Youth in transition/YIT” supported by Erasmus+.

¹⁴⁶ PES NO - no information/answer provided.

¹⁴⁷ Spring 2016-Spring 2017.

The situation remained more or less the same in terms of PES staff allocation for working with young people: more than half the PES had staff that exclusively and directly work with young people, while for the others, YG activities are incorporated into PES staff functions and roles. PES continued to improve staff knowledge and skills in working with young clients through training programmes organised on different topics.

As mentioned in the 2017 similar analysis, the overall responsibility for apprenticeship and traineeship programmes still lies under the authority of other institutions (i.e. with the education sector or external institutions), partly explaining why the PES access to the related vacancies remains quite limited.

PES continued to intervene very early with the young unemployed and inactive people - three quarters of PES (up from two thirds in 2017) included in this report organise a first interview or discussion with young persons within a maximum period of one month from their registration in the YG scheme or as jobseekers. More than two thirds of PES (less than two thirds in 2017) provide an offer to a jobseeker within a period of maximum four months. Information on the average timescale for offers slightly improved but is still not available in around one third of PES.

In general, no completely new categories of YG interventions/measures were developed during the reporting period. That said, PES persevered in using different approaches for involving young people and youth organisations in improving or re-designing the YG services and measures.

An increased number of PES reported having targets in place, and they currently use different instruments to monitor and evaluate their YG interventions. The situation slightly improved in regard to service evaluation, which was implemented in almost three quarters of PES (compared to less than two thirds in 2017).

PES also continued to address the most critical areas for improvement identified back in 2014, through a PES Network self-assessment¹⁴⁸ exercise. Almost two thirds of PES¹⁴⁹ (up from less than half in 2017) have either implemented measures, or measures are under implementation for all critical areas for improvement.

PES participation in seminars, workshops, information exchange meetings, conferences and study visits related to the implementation of the YG continued during the current reporting period.

It is clear that PES pursued their efforts for supporting the implementation of the YG scheme to achieve the main YG goal - a smooth transition from school to work, and support for "youth to labour market" integration.

These efforts should to be continued by PES and all the other relevant stakeholders as the "European Pillar of Social Rights" stipulates that all young people have the right to a good standing offer of employment, continued education, apprenticeship or traineeship within four months of becoming unemployed or leaving education¹⁵⁰.

¹⁴⁸ Second assessment report on the PES capacity to implement the Youth Guarantee- A contribution of the European Network of Public Employment Services -

<https://ec.europa.eu/social/BlobServlet?docId=13198&langId=en>.

¹⁴⁹ 28 PES where critical areas for improvement were identified in 2014.

¹⁵⁰ https://ec.europa.eu/commission/priorities/deeper-and-fairer-economic-and-monetary-union/european-pillar-social-rights/european-pillar-social-rights-20-principles_en

ANNEX A

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

PES	2019 Yes	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing staff directly and exclusively servicing young clients under the YG (FTE)	2019 No	2019 N/A	Comments
AT				√		No specialisation, YG activities incorporated into PES staff functions and roles
BE-Actiris	√	54	38			At the end of April 2019, the SYG (Service of the Youth Guarantee) has 54 employees. 38 client-facing job coaches are directly and exclusively servicing young people under the YG. The NEET programme of the Cité des métiers (1 programme coordinator and 2 animators) exclusively work with the NEET public, which represents three FTEs.
BE-Le Forem				√		YG activities incorporated into PES staff functions and roles: all employment counsellors may deal with young clients.
BE-VDAB	√	4				Four FTEs are dedicated fulltime to implementing the YG, but these are staff who work on establishing partnerships, monitoring progress of the programme, etc. Staff working with young clients calculated on the basis of the inflow of youngsters in 2018 as a share of the inflow of clients and extrapolating this share to the total of front-office counsellors - 508 FTEs in 2017 (31st December). This figure has increased to 529 FTEs in 2018 (31st December). This figure includes mediation counselling, guidance and TWE (temporary work experience). Based on the increase of FTEs from 2017 we estimate that there will be also more FTEs in the future.
BG	√	227	227			227 specialised labour mediators for working with youth are appointed to implement the YG initiatives. They provide mediation services to other clients of the Labour offices as well (when relevant, and needed), but their main goal is to serve young clients.

PES	2019 Yes	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing staff directly and exclusively servicing young clients under the YG (FTE)	2019 No	2019 N/A	Comments
CY	√	47	30			30 temporary Employment Counsellors have been recruited (for 24 months) to provide, among other services, individualised counselling to 4,000 NEETs who will be referred to the PES by the Ministry of Education and Culture through their project promoting outreach activities to NEETs. 30 out of 47 employment counsellors are client-facing under the process of the Individualised Counselling Approach. PES Employment Counsellors are working with youth as a targeted vulnerable group.
CZ	√	88	71			88 (179 YG incl. YEI) 71 (151 YG incl. YEI)
DE	√	2634	2634			For the placement of young people under the age of 25, the following staff (FTE)* were employed in the U25 team of the Employment Agencies: - 196 placement officers - 2,438 counsellors
DK					√	No centralised national data on the number of staff dedicated to implementing the Youth Guarantee. All staff at the job centres are employed by the local authority/municipality, which means that the individual municipality holds all the responsibility in relation to human resources management.
EE	√	1				With the careers services reform, the profile of PES careers information specialists and careers counsellors changed. Now they all counsel all target groups, including young people. Also, there are job mediation consultants and case managers counselling, among others, young people (compiling IAPs and deciding on measures). The YG coordinator in the head office of PES is responsible for YG services coordination. So, only one person, the YG coordinator, is exclusively dedicated to YG.

PES	2019 Yes	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing staff directly and exclusively servicing young clients under the YG (FTE)	2019 No	2019 N/A	Comments
EL				√		The Youth Guarantee is currently being implemented on a project-to-project basis with designated staff in ad hoc working groups or through the official structures of the organisation following a business-as-usual model.
ES		23			√	There is a management commission in the PES with 23 people dedicated exclusively to cooperation on managing the NYGS database and the coordination and monitoring of the implementation of the Youth Guarantee programme. Each autonomous region's employment service has staff directly responsible for advising young people but precise data on this is not available.
FI	√	120	120			120 (number of PES staff working at the guidance centres), besides this there are staff in PES who work with young customers in the course of their daily work.
FR	√	788	788			788 FTE counsellors dedicated to the implementation of the "Accompagnement intensif des jeunes", which is one part of the national YG scheme. This staff are co-financed by the IEJ, the YEI and the ESF. All of our counsellors are able to deliver general services to youth.
HR	√	91	83			Since June 2018, employment counsellors have not been specialised according to client groups due to the decision on CES (PES) restructuring. Therefore, CES counsellors provide services to all CES clients, without exceptions, including young people. One of examples of providing CES services are 'CISOKs' which are designed for all clients, including all CES clients, particularly young people and NEETs.
HU	√	581	521			521 (in 174 local offices of PES)

PES	2019 Yes	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing staff directly and exclusively servicing young clients under the YG (FTE)	2019 No	2019 N/A	Comments
IE				√		There are no staff dedicated solely to YG implementation. The implementation of the YG is carried out within the labour market activation process and is part of the remit of case officers. There are no specialist units or personnel engaged solely in implementing the YG. The current number of case officers (excluding activation support staff) is 333.
IS				√		Iceland is not part of EU and has thus not implemented the YG as such. The PES staff in Iceland working with young people are all educated careers guidance counsellors, social workers or they have studied psychology. In larger offices there are counsellors that exclusively service young clients but commonly counsellors provide services to all age groups.
IT				√		A plan for the overall reinforcement of the staff of PES is being drawn up for 2019. However, it is not known whether the regions, when they autonomously manage employment services, will use specialist PES staff in the provision of YG services.
LT	√	108	108			
LU	√	32	26			Due to the reorganisation of the PES, all young jobseekers (age 16-29) are now covered by the YG scheme. 32 staff members are exclusively dedicated to implementing the YG.
LV	√					YG was completed in 31.12.2018 but similar measures are in place (the staff in 2017 was 114 of which 88 client-facing staff).
MT	√	3	2			
NL				√		Service delivery for young unemployment recipients registered at PES is based on individual profiling and not related to this target group as such. However, in 2016,

PES	2019 Yes	Total number of PES staff exclusively dedicated to implementing the YG (FTE)	Of which, client-facing staff directly and exclusively servicing young clients under the YG (FTE)	2019 No	2019 N/A	Comments
						35 FTEs were added to the regional Employers Service Points (one FTE for every ESP) in order to recruit job vacancies for young unemployed jobseekers.
NO				√		Depending on the size of the NAV (PES) office. Each NAV office has either a youth – contact person or a youth team working towards the young people.
PL				√		As a rule, Labour offices do not employ staff dealing exclusively with the implementation of YG. This task is just one of those for which they are responsible. There are offices in which such a situation occurs, but these are isolated cases.
PT				√		YG activities are incorporated into PES staff functions and roles while in each PES local office, there is a technician that is assigned as a YG interlocutor.
RO				√		The staff of NAE (the Romanian PES) and its territorial structures work for all categories of clients, not only for young people, but they also have other attributions (e.g. providing mediation services, vocational information and counselling, employer relations, etc.).
SE				√		YG activities are incorporated into PES staff functions and roles; specialised youth counsellors, advisers, mentors, job coaches, etc., work with young people but also with other clients.
SI	√	46	45			20 counsellors for short-term unemployed and 25 for long-term unemployed youth.
SK				√		YG activities incorporated into PES staff functions and roles. At the local level, general counsellors work with all categories of clients.
Total		4847	4693			

Source: PES questionnaires

Table A.2 – Training of PES staff working in YG implementation

PES	Current reporting period				Main training topics											Other training/comments					
	Y	if yes, proportion:				N	N/A	counselling	outreach to NEETs	careers guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management		specific services and ALMPs for youth	interviewing techniques	drafting IAP	other	
		up to 25%	26%-50%	51%-75%	over 75%																
AT						√															
BE-Actiris	√	√					√	√				√		√			√	√			All staff are regularly trained in order to upgrade their skills to the latest techniques using guidance tools, labour market developments and trends, this is for the benefit of all clients, including the beneficiaries of the YG. Only the NEET team of the Cité des métiers received more targeted training aimed at the specific needs of the 18-30 year olds. Other training includes methodology updates, languages and management.
BE-Le Forem	√			√			√		√								√	√	√		All counsellors followed the training indicated; other training: job search on the web and through social networks.
BE-VDAB	√	√					√		√		√				√				√		
BG	√		√				√	√	√	√	√	√	√	√	√	√	√	√	√		
CY	√			√			√		√	√	√	√	√	√	√	√	√	√	√		
CZ	√	√					√					√					√	√			

PES	Current reporting period				Main training topics											Other training/comments			
	Y	if yes, proportion:			N	N/A	counselling	outreach to NEETs	careers guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management	specific services and ALMPs for youth		interviewing techniques	drafting IAP	other
		up to 25%	26%-50%	51%-75%															
DE	√	√				√	√	√	√									Other: networking	
DK					√													All staff at the job centres are employed by the individual municipality, which means that the individual municipality holds all responsibility in relation to human resources management.	
EE	√			√		√		√					√	√	√				
EL					√													There are no new staff requiring initial training courses. No new lifelong learning activities have taken place within this period.	
ES					√													Staff under the Autonomous Regions.	
FI	√			√		√		√	√		√							The PES staff working with Youth guarantee are located at the Ohjaamo guidance centres. They have been provided different trainings on topics related to theme how to work in a multi-professional environment.	
FR	√				√													The current information system and data gathering on training offered does not enabling compiling this information (in proportions). However, it is more than	

PES	Current reporting period				Main training topics										Other training/comments				
	Y	if yes, proportion:			N	N/A	counselling	outreach to NEETs	careers guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management	specific services and ALMPs for youth	interviewing techniques	drafting IAP	other	
		up to 25%	26%-50%	51%-75%															
																			likely that AIJ counsellors benefited from training sessions.
HR	√	√				√	√	√	√										With the aim of coordinating careers guidance activities with pupils in the Croatian Employment Service, training for vocational guidance and rehabilitation counsellors and for CISOK counsellors was carried out in January 2018 and in December 2018. All employment counsellors have been trained for motivation counselling.
HU				√															
IE	√									√	√	√	√	√	√	√	√		
IS					√														The PES staff in Iceland working with young people are all educated with a university degree in careers guidance counselling, or they are social workers, or they have a background in psychology. Counsellors maintain their skills by attending various courses on their own initiative and with PES participation in various projects.
IT					√														

PES	Current reporting period				Main training topics											Other training/comments			
	Y	if yes, proportion:			N	N/A	counselling	outreach to NEETs	careers guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management	specific services and ALMPs for youth	interviewing techniques	drafting IAP	other	
		up to 25%	26%-50%	51%-75%															
LT	√		√			√	√	√	√	√			√	√	√				
LU	√			√		√	√	√	√	√		√	√	√	√	√			
LV	√			√		√	√	√	√					√					April 2017 - 31.12.2018
MT	√	√							√										
NL																			√
NO																			
PL	√	√				√	√	√	√	√	√	√			√	√	√		Other : Info brokering; Clients with personality disorders and mental illnesses; Planning, employment support and development of PLO clients; Work with a non-motivated client; ESF project management; Job-coaching in vocational counselling; Profiling assistance for the unemployed; Difficult situations in working with clients; Using tools for evaluation of competences and a vocational interest questionnaire; Employment support programmes for people under 30 - specification of work with clients from specific groups (including NEETs); Supporting youth in constructing their own professional careers; Motivational dialogue and its application in working with young people

PES	Current reporting period				Main training topics										Other training/comments				
	Y	if yes, proportion:			N	N/A	counselling	outreach to NEETs	careers guidance	how to work with youth	activation of youth	communication	working with marginalised youth	case management		specific services and ALMPs for youth	interviewing techniques	drafting IAP	other
		up to 25%	26%-50%	51%-75%															
																			staying without work; Socio-dynamic counselling as a new approach in counselling; Ways of conducting vocational counselling in projects that support young people staying without work.
PT					√														
RO					√														
SE	√					√	√	√	√	√			√		√				We have no estimation of total staff working for the implementation of the YG that has been trained in the reporting period.
SI	√			√		√		√	√	√	√					√			Intensified training on counselling interventions and advanced communication skills. Presentations of NGO's approach to youth.
SK					√														

Source: PES questionnaires

Table A3. Sources of funding for the YG (2019-planned)

PES	Government funds				ESF				YEI				Other				Other/Comments		
	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding			
AT	✓			✓	✓					✓									
BE-Actiris	✓				✓			✓		✓									
BE-Le Forem	✓			✓	✓					✓									
BE-VDAB	✓			✓	✓							✓							
BG	✓				✓			✓		✓									
CY	✓				✓			✓		✓									
CZ	✓				✓			✓		✓									
DE			✓				✓					✓					✓		
DK			✓				✓					✓					✓	No centralised national data on the specific amount of funds dedicated to the Youth Guarantee.	
EE	✓				✓			✓		✓							✓	Other: PES budget	
EL		✓			✓					✓		✓					✓		
ES	✓				✓			✓		✓									
FI	✓			✓	✓			✓									✓	Other: local government authorities	
FR	✓				✓			✓		✓									ESF money was available from 2014 to 2020 and it funds 50% of the scheme. As of the end of 2016, more regions were covered by the ESF. The YEI funds the scheme at a 92% funding level, but only in a few regions and certain

PES	Government funds				ESF				YEI				Other				Other/Comments
	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding	
																	"Départements" within regions already covered by the ESF.
HR	√			√	√				√								The biggest source of funding of YG is the national budget. The funding of regular services for young people includes counselling, workshops, consultations, Long Life Careers Guidance services and NEET outreach. The combination of the YEI, the ESF and the national budget are the main sources for financing and co-financing ALMP measures.
HU	√				√			√		√						√	The total YEI budget was €49.7 million (Hungary was only entitled to YEI in its first budget). Youth unemployment data improved at such a rate that no region was entitled to resources from the additional budget. The YEI budget was spent from January 2015 to June 2018.
IE	√			√	√				√								Allocation of funding for the YG falls within the remit of the Department of Education and Skills. Funding comes up front from the Exchequer, while EU funding (ESF/YEI) is claimed in arrears.
IS	√			√													
IT	√			√	√			√	√								The main source of funding for the YG in 2018-2019 are: ESF and national/regional funds (Government).
LT	√				√			√									State budget
LU	√			√	√						√				√		The YG is an integral part of the service portfolio offered by the PES. Therefore, there is no dedicated source of funding for the YG in the PES budget. The overall PES budget is provided by Governments funds. Some training and support

PES	Government funds				ESF				YEI				Other				Other/Comments
	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding	Y	N	N/A	Main source of funding	
																	measures that are used in the implementation of the YG by the PES are co-financed by the ESF.
LV	✓				✓			✓	✓				✓				YG was completed in 2018, but these were the main sources of YG funding; other private funds.
MT	✓				✓			✓									
NL	✓			✓		✓											
NO	✓			✓		✓				✓					✓		Information from 2017 PES Capacity Questionnaire
PL	✓			✓	✓			✓	✓			✓					
PT	✓				✓				✓			✓					Most of the ALMP covering the YG are financed by the YEI
RO	✓			✓	✓					✓							
SE	✓			✓	✓				✓					✓			
SI	✓				✓			✓	✓								
SK	✓				✓			✓	✓					✓			

Source: PES questionnaires

Table A4 - PES Tools for Outreach Work with NEETs

PES	Contact with young people who have left school but have not yet registered with the PES	Proactive work with schools	Cooperation with NGOs and/or youth organisations	Employing or working with designated youth outreach workers	Providing new points of YG entry: Internet and social media services	Single point services/ one-stop shops	Mobile PES services	Awareness-raising events or campaigns	Follow-up on young people who drop out from activation schemes/no longer access benefits
AT									
BE-Actiris	✓	✓	✓	✓	✓	✓		✓	✓
BE-Le Forem	✓	✓	✓	✓	✓			✓	✓
BE-VDAB	✓	✓	✓	✓	✓	✓	✓	✓	✓
BG	✓	✓	✓	✓	✓	✓	✓	✓	✓
CY			✓						
CZ	✓	✓	✓					✓	
DE	✓	✓	✓	✓		✓	✓	✓	✓
DK									✓
EE	✓	✓	✓	✓			✓	✓	✓
EL		✓	✓		✓	✓	✓	✓	
ES									
FI	✓		✓	✓		✓	✓	✓	
FR	✓	✓	✓		✓		✓	✓	✓
HR	✓	✓	✓	✓		✓		✓	
HU	✓	✓	✓	✓	✓			✓	✓
IE		✓							
IS	✓	✓							✓
IT	✓					✓			
LT	✓	✓	✓	✓	✓	✓	✓	✓	✓
LU	✓	✓	✓	✓	✓	✓	✓	✓	✓
LV									

PES	Contact with young people who have left school but have not yet registered with the PES	Proactive work with schools	Cooperation with NGOs and/or youth organisations	Employing or working with designated youth outreach workers	Providing new points of YG entry: Internet and social media services	Single point services/ one-stop shops	Mobile PES services	Awareness-raising events or campaigns	Follow-up on young people who drop out from activation schemes/no longer access benefits
MT	√	√	√	√	√	√		√	√
NL	√	√			√	√	√	√	
NO									√
PL	√	√	√	√	√	√	√	√	√
PT	√		√		√			√	
RO	√	√	√						
SE						√			
SI	√	√	√		√			√	
SK		√							

Source: PES questionnaires

Table A5 PES participation in mutual learning or technical assistance activities on youth with other Member States

PES	If YES, examples			
	Y/N	Name of event	Location	Date
AT	N			
BE-Actiris	Y	Youth Guarantee Peer Support project to Cyprus	Nicosia, Cyprus	2018-2019
BE-Forem	Y	Support of the Cypriot PES in implementing Youth Guarantee Peer review on the identification and retention of young people in the integration and training system	Cyprus – Belgium Wallonia – Le FOREM and other Walloon organisations	2018 1.12.2017
BE-VDAB	Y	Joint Euroguidance study visit for Euroguidance centres – “Guidance for vulnerable groups” (NEETs services for youth were included)	Slovenia and Euroguidance Croatia	4-7th September 2018
		Youth Guarantee Mutual Learning Seminar on 'Enhancing support to young people through integrated services'	Luxembourg	8-9 October 2018
		Youth Guarantee Peer Support follow-up visit, "Joint Euroguidance study visit for Euroguidance centres – 'Guidance for vulnerable groups' (NEETs services for youth were again included)	Nicosia	5 April 2019
BG	Y	Participation in a mutual learning seminar related to the Youth Guarantee on "Tracking and mapping of young people who are neither educated nor employed	Zagreb, Croatia	14.06.2018
CY	Y	Two meetings with technical support for the outreach of NEETs	Cyprus	March 2018 and April 2019
		Mutual learning with colleagues from the technical support for the outreach of NEETs project	Belgium	September 2018
		Mutual learning with colleagues from the technical support for the outreach of NEETs project	Portugal	October 2018
CZ	N			
DE	Y	Participation in the YG peer support project in ES as a reviewing country		
DK	N			
EE	Y	S2W – Knowledge Platform Integrate NEETs	Denmark	28.02 – 01.03 2019
		S2W – Knowledge Platform Integrate NEETs	Estonia	20.03 – 21.03 2019
EL	N			
ES	Y	Peer Support	Madrid, SEPE	May 2018
		Peer Support	Finland,	Oct 2018
		Peer Support	Germany	Dec 2018
		Peer Support	Madrid, SEPE	Apr 2019

PES	If YES, examples			
	Y/N	Name of event	Location	Date
FI	Y	Peer Support	Spain	2018-2019
FR	N			
HR	N			
HU	N			
IE	N			
IS	N	Participation in the Erasmus+ KA2 project 2 "Community Guarantee" Samfés - Youth Work Iceland was one of four partners in this project- 3 PES counsellors working with Youth/NEETs were invited to actively participate in part of the project. Partner in the transnational project Youth in Transition (YIT), supported by Erasmus+		
IT	N			
LT	N			
LU	Y	CEDEFOP policy learning forum "From long-term unemployment to a matching job: The role of vocational training in sustainable return to work" Seminar on Careers Guidance and Lifelong Learning Organisation of and participation in Youth Guarantee Mutual Learning Seminar: Enhancing support to young people through integrated services ESCO conference "Connecting people and jobs"	European Centre for the development of Vocational Training (CEDEFOP), Thessaloniki, Helsinki, FI, Finnish PES Luxembourg Ministry of Labour, Employment and the Social and Solidarity Economy, PES LU, Luxembourg European Commission, Brussels	15-16 June 2017 28-29 June 2017 8-9 October 2018 9-10 October 2017
LV	Y	Youth Guarantee Learning forum Social cost benefit analysis of the Youth Guarantee Study visit "Youth Guarantee"	European Commission, Brussels, Belgium International Labour, Office, Turin, Italy Department of Youth Affairs under the Ministry of Social Security and Labour, Vilnius, Lithuania	26-27 October 2017 12-14 July 2017 24 - 28 April 2017
MT	Y	Youth Guarantee Mutual Learning Seminar on Tracking and Mapping young people not in education, employment or training (NEET)	Zagreb	June 2018

PES	If YES, examples			
	Y/N	Name of event	Location	Date
		Enhancing support to young people through integrated services	Luxembourg	8-9 October 2018
		Erasmus Plus Study Visit: Unemployed Young People	Finland	7-10 May 2019
NL	N			
NO	N			
PL	N			
PT	N			
RO	N			
SE	N			
SI	N			
SK	N			

Source: PES questionnaires

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