




# Partnerships for vulnerable groups

- Working together employment and social protection programs to provide support to jobseekers
- Eamonn Davern
- ILO international consultant (United Kingdom)



# Joined up services

- PES part of wider employment and social support ecosystem
- No one agency can act in isolation to meet all client needs
- Employment/career counselling cannot succeed if other social problems are not addressed
- Many PES now co-operate closely with social assistance and other social support agencies
- Digitalization is increasing possibilities for inter-agency co-operation and personalized service delivery and more client autonomy/input to integration plans
- ONE STOP is ideal this does not require shared premises/one organization



# Vulnerable people can have multiple barriers to social and labour market integration

- **Vulnerable people often have complex needs**
  - Housing , childcare, health,
  - Employment skills barriers – low education levels, poor/unsuitable skills, long term unemployment, little work experience
  - Support needs to be targeted, personalized, and relevant
- **Addressing issues requires a coherent inter-agency approach**
  - Joining up services is essential for sustained labour market access
  - Integrated provision requires the development of Partnerships
  - ALMPs need to be designed to address client needs and increase employability
- **Partnerships are essential but every country will have different context**
  - Nature of joint working will depend on institutional structures, governance, PES capacity, welfare system design , models of ALMP provision
  - Private , NGO, not for profit organizations, can make important contribution, especially in delivering specialist support



# Successful service integration requires

- **Political commitment to shared goals from stakeholders**
  - Goals should reflect institutional setting and capacity
  - Political commitment needed – especially where local autonomy is significant
- **Systemic planning and design for co-ordination**
  - Partners must be relevant to agenda and also identify benefit from their involvement
  - All stakeholders must have required capability
  - Piloting is advisable where possible
- **Joint implementation approaches**
  - All actors need to be committed to addressing unemployment
  - Partners need incentives to cooperate
  - Efficiency benefits possible for all but only with sound implementation
  - Staff, even experienced personnel, may need to be trained
- **Monitoring and evaluation of integrated services**
  - Unified monitoring requires shared process indicators
  - Evaluations assist in identifying optimal approaches Partners need incentives to cooperate



# Enablers for seamless service from delivery chain

- Data sharing
- Commitment from all stakeholders to provide sufficient resource
- Inter-agency hand offs which are invisible to customer
- Compatible IT systems
- Staff training to develop partnership working skills
- Joined up policy making and management arrangements
- Robust governance arrangements
- Transparent statement of partner roles and responsibilities



# PES/Stakeholder areas for co-operation to enhance employability

- Addressing psychological and mental health needs
- Increasing client self confidence and improving attitudes to work
- Support to overcome barriers , debt counselling, language training, family support
- Investing in client skills through VET based ALMPs
- Increasing basic and transferable skills
- Enabling conditionality – active job search requirements - to be applied as eligibility criteria for receipt of benefits