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Introduction to how core PES services have been adapted in response to the COVID-19 crisis

Ruth Santos and Helen Metcalfe

Director and Programme Manager

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Agenda

- **Changing nature of services for jobseekers – rapid reallocation of resources to adapt to COVID-19 situation**
- **Working with employers to facilitate effective matching processes**
- **Ensuring that no one is left behind – creating inclusive labour markets by working with vulnerable groups**
- **Collaborating with other partners to cushion the effects of COVID-19**

Slide 2

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Changing nature of
services for
jobseekers

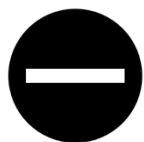
Slide 3

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Services to jobseekers have undergone significant changes



- Many PES offices were **closed** during national/regional/local lockdowns and some are now open for **appointments only** (in COVID-19 secure environments)



- **Services for jobseekers have been shifted to online**
 - PES who were more **digitally advanced** were able to adapt more quickly
 - Online services include **matching portals**, **online counselling** and can include **webinars**
 - **Telephone support** for jobseekers who do not have online access



- **Services for specific target groups**, such as young people, were stopped for a time – but as the crisis has developed they have become more important
 - Targeted services for **long-term unemployed** and **disadvantaged young people** have become more important as the crisis develops

Slide 4

ICF59

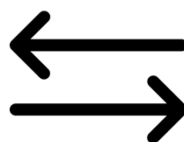
Anna this is a new slide

Helen Metcalfe, 26/11/2020

PES have adjusted their critical role in the provision of income support



PES have seen an **increase number** of benefit applications



PES have adjusted **resources and management** based on real needs



They have considered what **services are priority**: scale down or suspend services



PES have freed up resources by **cancelling non-essential** activities



Some PES have relaxed **procedures** for benefit claims



In some cases, PES have also allowed **temporary volunteering** in community (no impact on benefit claims)

Slide 5

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Anna, this slide is from Module 1 (I have slightly amended the text here

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Working with
employers to facilitate
effective matching
processes

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PES have worked with employers to speed up the matching process

- PES core role of placing people into jobs **quickly and efficiently** has been emphasised
- Widening jobseekers' horizons
- Streamlining and **improving systems** to improve matching process
- Working with **partners** to do this more efficiently

PES across the world have taken steps to improve matching:

- Dedicated websites/platforms for vacancies where employers have immediate hiring needs
 - USA, UK, France, Germany, Estonia
- Highlighting priority vacancies in online vacancy databases with special hashtags
 - Belgium, Germany and Sweden
- Telephone contact with employers to collect information and offer employers advice:
 - Netherlands, Germany, Norway

Supporting enterprises through the COVID-19 crisis

- **Financial packages** for employers have been introduced, or expanded, by many countries to help them to retain workers
- Many PES have introduced **short time working schemes (STW)** – where the worker remains employed by the company and income losses in relation to the fewer hours worked are financially compensated b

Changes introduced by PES to STW include:

- Extending sector coverage or specifying sectors
 - Italy, Croatia
- Softening rules for eligibility
 - Germany
- Increasing the available financial support
 - Germany, France
- Extending coverage to include atypical employment and self-employed
 - Austria, Germany, Italy

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Ensuring that no one
is left behind –
creating inclusive
labour markets

Slide 9

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Working with partners to deliver services for vulnerable groups



Working with **specialist providers** and other partners to deliver services



PES have looked at **allocation of resources** to areas



Expanding **networks**, promote services and **overcome negative perceptions**



Deliver **high quality, effective ALMPs** that aid transitions to the labour market

Slide 10

ICF58

Anna, I have slightly tweaked the text on this slide - it is from our presentation from Module 3

Helen Metcalfe, 22/10/2020

How are PES supporting young people into employment in the COVID-19 crisis?

▪ European Commission ‘**Bridge for Jobs**’ for young people aged 15 – 29:

- Builds on the [European Youth Guarantee](#), introduced after the 2008 crisis
- Addressing youth unemployment rate of 15.4% - more than double the average general unemployment rate
- More [inclusive approach](#)
- Focus [on disadvantaged groups: wider outreach](#) to disadvantaged groups
- Connect with [needs of companies](#), in particular green and digital transitions
- Tailored [counselling, guidance and mentoring](#)

▪ **Link to three other related aspects:**

- Future proofing the EU’s [vocational education and training](#) policy
- Renewed focus on [apprenticeships](#)
- Additional measures to [support youth employment](#)

Some examples from Europe:

- **Italy:** PES have provided financial support to companies to hire young people not in education, employment or training for a fixed time to work as healthcare staff
- **UK:** Kickstart scheme launched in autumn 2020, providing employers funding to create new job placements for 16 to 24 year olds on unemployment benefits and who are at risk of long term unemployment. Scheme available until December 2021.

Slide 11

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Anna, a lot of the content on this slide is from our presentation during Module 3

Helen Metcalfe, 27/11/2020



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Collaborating with
other partners to
cushion the effects of
the COVID-19 crisis

Slide 12

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PES partnerships in the future

- COVID-19 crisis emphasises the **importance of PES working closely with other partners** to cushion the effects e.g. working with partners to help those at risk of redundancy
- Tripartism and social dialogue are important foundations for a **‘culture of collaboration’**
- Information exchange with partners will become critical to ensure that PES services effectively and efficiently support the labour market
- Experiences in Europe show that working with partners has **speeded up reforms and the introduction of new measures** to address the crisis

Slide 13

ICF62

Anna, much of this slide is from Module 4 but I have added a couple of points and slightly changed existing text

Helen Metcalfe, 27/11/2020