



European Network of Public Employment Services

Integrated services for long-term unemployed

2020

Survey-based Report

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November 2020*



*Social
Europe*

EUROPEAN COMMISSION

Directorate-General for Employment, Social Affairs and Inclusion
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Unit B.1 — Employment Strategy

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EN PDF

ISBN 978-92-76-27813-9

doi: 10.2767/418886

KE-03-20-870-EN-N

Manuscript completed in November 2020.

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Luxembourg: Publications Office of the European Union, 2020.

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TABLE OF CONTENTS

LIST OF ABBREVIATIONS.....	7
1. INTRODUCTION	8
2. ARRANGEMENTS FOR ENSURING SPOC SERVICE	10
2.1 Responsibility for ensuring provision of a SPOC service	10
2.2 Partnerships/cooperation agreements in place to provide coordinated support for the LTU.....	11
2.3 Models of partnership/cooperation in place for providing coordinated support for the LTU.....	15
3. SERVICES FOR INTEGRATION OF THE LTU INTO THE LABOUR MARKET	18
3.1 Types of offers proposed for the LTU	18
3.2 Services available to employers	23
4. DATA SHARING BETWEEN SPOC PARTNERS OR DIFFERENT ACTORS	25
4.1 Data sharing or exchange of data between different partners, relevant actors dealing with the LTU.....	25
4.2 Type of approach of data sharing / access to data	25
5. ASSESSING THE LTU'S NEEDS AND THE JIA	28
5.1 Assessing the individual needs of the LTU.....	28
5.2 Elements of the JIA	29
6. FOLLOW-UP FOR THE LTU	33
6.1 Referral pathways for the LTU.....	33
6.2 Follow-up of the LTU after concluding a JIA	34
7. MONITORING THE DELIVERY OF COORDINATED SERVICES TO THE LTU	36
7.1 Aspects of monitored coordinated support for the LTU	36
7.2 Joint monitoring of the delivery of the coordinated support.....	37
8. BUDGETING THE SPOC SERVICE	39
8.1 Joint budgeting of SPOC service	39
8.2 Types of joint budgeting for SPOC services.....	39
9. KEY FINDINGS	40
10. ANNEX	43

LIST OF TABLES

Table 1 Institutions responsible for arranging and offering a SPOC service	10
Table 2 Partnerships/cooperation agreements in place to provide coordinated support for the LTU	11
Table 3 Models of partnership/cooperation in place for providing coordinated support to the LTU	15
Table 4 Type of services offered to the LTU	18
Table 5 Services offered to the LTU are different from services offered to other categories of clients	21
Table 6 Services available to employers.....	23
Table 7 Systems in place for data sharing / exchange of data between different partners / relevant actors dealing with the LTU	25
Table 8 Type of approach of data sharing / access to data	26
Table 9 Assessing the individual needs of the LTU	28
Table 10 Elements of the JIA	29
Table 11 Dedicated referral pathways for the LTU in places that differ from the one(s) available to the other groups of PES clients.....	33
Table 12 An LTU's follow-up responsibilities (after concluding their JIA)	34
Table 13 Aspects of coordinated support to LTU that are monitored	36
Table 14 Joint monitoring (PES and other partners) in place for the delivery of the coordinated support for the LTU	37
Table 15 Joint budgeting (PES and other partners) in place for a SPOC service	39
Table 16 Type of joint budgeting (PES and other partners) for SPOC services.....	39

LIST OF ABBREVIATIONS

ALMP	Active Labour Market Policy
BL	Benchlearning
DG EMPL	Employment, Social Affairs and Inclusion Directorate General
EaSI	European Programme for Employment and Social Innovation
EC	European Commission
EMCO	Employment Committee
EU	European Union
EURES	European Employment Services
ESF	European Social Fund
GDPR	The General Data Protection Regulation
GMI	Guaranteed Minimum Income
IAP	Individual Action Plan
JIA	Job Integration Agreement
LTU	Long-Term Unemployed
N/A	Not Available
NGO	Non-Governmental Organisation
PES	Public Employment Services
SPOC	Single Point of Contact
UI	Unemployment Insurance

1. INTRODUCTION

The EU Council adopted in February 2016 the *Recommendation on the integration of the long-term unemployed into the labour market*¹ (hereinafter 'the Recommendation'). The aim of the Recommendation was to support sustainable reintegration of the LTU back into the labour market by calling on MS to:

1. encourage **registration** of the long-term unemployed with an employment service;
2. increase **individualised support** for the long-term unemployed based on in-depth assessments of their needs, and ensure that a **job integration agreement** (JIA) is set up within 18 months of the person becoming unemployed;
3. develop **closer links with employers** and **partnerships** between employers, social partners, employment and social services, government authorities and education and training providers to increase job opportunities for registered LTU;
4. improve the continuity of support by coordinating services available to the long-term unemployed through a **single point of contact** (SPOC).

According to the Recommendation, a SPOC refers to an authority responsible 'for supporting registered LTU persons through a coordinated service offer involving available employment and social support services. It can be based on a framework of inter-institutional coordination and/or be identified within existing structures'².

The Recommendation also requested that the European Network of Public Employment Services³ (ENPES, the network of national PES) contribute to the monitoring of its implementation. In response, in 2016 the PES Network designed and adopted a set of minimum, intermediate and advanced quality standards⁴ for implementing a SPOC and a JIA.

A Survey Report (the Ad Hoc Module to the 2018 PES Capacity Questionnaire⁵) was produced by the PES Network in 2018. This Survey Report summarised PES developments in integration of the long-term unemployed back into the labour market, offering an overview of the effects of the Recommendation as reported by the PES, and outlining common challenges faced by the PES.

As part of its 2020 work programme, the PES Network continues the monitoring of the implementation of the Council Recommendation on long-term unemployment by the PES. The current report, which is part of this monitoring, is focused on **the delivery of integrated services and the single point of contact** and aims to:

- support the monitoring and analysis of PES actions to tackle long-term unemployment, in particular in terms of integrated services and a single point of contact;
- provide input to benchlearning activities;
- complement quantitative and qualitative monitoring done by EMCO (EMCO is the main advisory committee for EU Employment and Social Affairs Ministers).

The findings in this report are based on responses provided to a survey conducted by the ICON team, a supporting contractor of DG EMPL for the implementation of the PES benchlearning initiative.

¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32016H0220%2801%29>.

² <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32016H0220%2801%29>.

³ <http://ec.europa.eu/social/main.jsp?catId=1100&langId=en>.

⁴ <https://www.eumonitor.nl/9353000/1/j9vvik7m1c3gyxp/vk837780drz2#p1>.

⁵ <https://ec.europa.eu/social/BlobServlet?docId=20186&langId=en>.

The questionnaire (see Annex A), based on the Quality Standards developed by the PES Network on SPOC, was prepared by DG EMPL and ICON.

At the end of April 2020, the questionnaire was sent to 31 AFEPA (Advisors for European PES Affairs) in EU27 countries, plus Iceland and Norway (members of the PES Network). Responses to the questionnaire were received back from 27 PES⁶ in 24 EU Member States (including the three regional PES in Belgium) and Norway.

Due to the unexpected COVID-19 challenges that PES had to face, data collection was extended until the end of September 2020.

⁶ AT, BE-ACTIRIS, BE-FOREM, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, FR, HR, IE, LT, LU, LV, NL, MT, NO, PT, PL, SE, SI and SK. IT, RO and IS did not complete the specific questionnaire, while HU sent the filled questionnaire after the closing date of the information collection so is not included in this analysis.

2. ARRANGEMENTS FOR ENSURING SPOC SERVICE

2.1 Responsibility for ensuring provision of a SPOC service

The Recommendation asks MS to identify or arrange a SPOC service to provide concentrated support and to ensure inter-institutional coordination. SPOC is one of the key elements in ensuring the efficiency of services provided for the LTU.

A majority of the PES (19 out of 27) reported that a SPOC had been identified or that an institution had been appointed as responsible for SPOCs in their country or region (see Table 1). 12 out of the above 19 PES offer a SPOC service on their own, while four PES share the responsibility of arranging a SPOC service with other institutions, such as local authorities/municipalities (EE and LV) or with specific project partners (e.g., Be-VDAB).

Table 1 Institutions responsible for arranging and offering a SPOC service

Arrangements	PES
PES only	AT, BE-Actiris, BE-Le Forem, CZ, DK ⁷ , FI, HR ⁸ , LT, NO, PL, PT, SI (12)
PES in cooperation/partnership with other institutions/service providers and actors	BE-VDAB, EE ⁹ , LV, SK (4)
Other institution/authority/formal body/inter-institutional network	ES ¹⁰ , IE, LU (3)
No institution/authority has so far been appointed as a SPOC	BG, CY, DE, EL, FR, MT, NL or SE (8)

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

In three MS (ES, IE and LU) the responsibility for single and coordinated support was allocated to other institutions. This is the case of the Department of Social Rights of the Regional Government in the Spanish region of Navarre that led the ERSISI Project ('Enhancing the Right to Social Inclusion through Service Integration'). In Luxembourg, the Ministry of Labour, Employment and the Social and Solidarity Economy has these responsibilities and the PES acts as a one-stop shop, providing profiling of all the applicants for 'social inclusion income'. In Ireland, the authority for arranging SPOC services falls under the Department of Employment Affairs and Social Protection (DEASP), through its nationwide framework of 64 Intreo Centres¹¹ (ICs). Intreo Centres act as a SPOC (one-stop shops) providing financial support and PES services (including labour market activation) for *all* jobseekers not just the LTU, and also for employers.

Less than one third of PES (8 out of 27) reported that no institution had yet been appointed as being responsible for the SPOC in their country. However, additional information provided by PES shows that in some of these eight countries, the PES alone, or the PES in cooperation with other institutions act as SPOCs. This is the case in Bulgaria, where the Labour Office Directorates, in cooperation with Employment and Social Assistance Centres

⁷ In Denmark, the job centre provides the single point of contact for all unemployed.

⁸ No formal appointment at the national level, but the PES is acting as SPOC.

⁹ No formal appointment to fulfil the role of SPOC, but relevant tasks and roles of PES and municipalities come from the legislation.

¹⁰ In the Navarre region, the 'Enhancing the Right to Social Inclusion through Service Integration' project is led by the Department of Social Rights of the Government of Navarre.

¹¹ <https://www.gov.ie/en/directory/category/e1f4b5-intreo-offices/?referrer=http://www.gov.ie/en/service/40cf48-find-your-local-intreo-office/>.

(ESACs – established under the 'Face to Face' project), act as SPOCs. The Greek PES reported that it 'is, by definition, the single point of contact for all registered unemployed'.

In Germany, job centres and employment agencies support the long-term unemployed registered with them and decide locally on which areas, and to what extent, they cooperate with other local labour market partners in reducing long-term unemployment. PES Netherlands says it has no SPOC service as defined in the Recommendations, but in practice it 'is in place thanks to the clear division of responsibilities in service provision between the PES and the municipalities'¹²: The Dutch PES is responsible for the LTU who claim unemployment insurance (UI) benefits, while the municipalities are responsible for the LTU paid by the welfare system or those who receive no benefit. In other countries (e.g., Malta and Sweden), the regulations in place, or strategic plans (e.g. in Spain where the Spanish PES is responsible for the nationwide 'PLAN REINCORPORA-T'), encourage cooperation between PES, public authorities, municipalities and private actors to prevent and reduce long-term unemployment and increase employment.

In France there is no 'desk' at the employment office dedicated exclusively to providing integrated support for jobseekers or the long-term unemployed. However, the France Services Network, created in 2019 through a complete reorganisation of the existing network of '*Maisons de Services Au Public*'¹³ provides coordinated support for all citizens in their administrative dealings with the government. In this way, primary access to all the relevant services is offered to French citizens in need, including the LTU. This network has nine national organisations working together (La Poste, the Ministry of Interior, the Ministry of Justice, DGFIP – the General Direction of Public Finances, CNAV – the National Old Age Insurance Fund, MSA – the Agricultural 'Social Mutuality', CAF – the Family Allowance Fund, CNAM – the National Health Insurance Fund together with the PES).

2.2 Partnerships/cooperation agreements in place to provide coordinated support for the LTU

To provide better services that meet the needs of the registered LTU and employers, the Recommendation asks European countries to encourage and develop partnerships between employers, social partners, employment services, government authorities, social services, and education and training providers.

As shown in Table 2, more than half the PES (15 out of 27) reported having partnerships or cooperation agreements in place to coordinate and provide specific support for the long-term unemployed.

Table 2 Partnerships/cooperation agreements in place to provide coordinated support for the LTU

Yes	No
AT, BE-FOREM, BE-VDAB, BG, CY, DK, ES, FI, FR, BE-Actiris, CZ, DE, EE, EL, HR, IE, LT, LV, MT, NL, LU, PL, PT, SE, SI, SK (15)	NO (12)

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

¹² Commission Staff working document evaluation. Accompanying the document report from the commission to the council on the evaluation of the Council Recommendation on the integration of the long-term unemployed into the labour market.

¹³ <https://www.maisondeservicesaupublic.fr/>.

PES Austria, for example, has cooperation agreements with different associations (e.g., *pro mente*¹⁴, the Austrian umbrella organisation for associations and societies for mental and social health; FAB¹⁵, the Austrian Association for the Promotion of Work and Employment; Caritas; and a social enterprise called It-Works¹⁶ that supports disadvantaged people getting back into working life).

PES BE-FOREM cooperates with public organisations such as socio-professional integration centres and public social welfare centres, as well as with Regional Employment Missions (MIREC)¹⁷ and local associations (*régies de quartier*¹⁸). As part of the Tender Activation Long-term Jobseekers (TAL) project/programme, PES BE-VDAB works in close cooperation with a variety of partners including: *Randstad Risemart*¹⁹ (a company providing services such as outplacement, career development, internal mobility, assessment & development and executive solutions) and SBS Skill Builders²⁰ (which provides careers guidance). Other PES BE-VDAB partners include the Public Welfare Centres, youth organisations/counselling centres, outreach organisations (e.g., *Meetjesland Compaan-Job & co vzw*²¹), work experience companies (e.g., WEB), centres for primary education, centres for adult education and intercultural/intergenerational organisations. In Denmark, job centres have local agreements with private service providers and insurance funds.

The Spanish PES reported that their 'PLAN REINCORPORA-T' (a nationwide strategic plan) includes a variety of actions involving the integration of public employment services especially with social services. To improve inter-sector the integration of services targeted towards helping the LTU, the Spanish PES also has cooperation agreements (both nationally and regionally) with the General Directorate for Family and Children's Services (Ministry of Health), with agencies of the national and regional governments, and with NGOs, local corporations, social economy and solidarity networks, social inclusion networks (RIS²²), or private employment agencies.

In France, a new national protocol was signed in 2019 between the *Assemblée des Départements de France*²³ (ADF – the Assembly of French *Départements*), the *Délégation Générale à l'Emploi et à la Formation Professionnelle*²⁴ (DGEFP – General Delegation for Employment and Vocational Training) and the French PES so cooperation and joint action can be adapted to the specific needs of regions and target groups (jobseekers facing social

¹⁴ <https://www.promenteaustria.at/de/home/>.

¹⁵ The NGO provides advice, training support for people looking for work and is specialised in the field of labour market integration of people with social or physical disabilities, <https://www.fab.at/de/>.

¹⁶ <https://www.itworks.co.at/>.

¹⁷ Regional Mission for Insertion and Employment – works with professionals from the socio-professional insertion sector: <https://www.expat.com/en/guide/europe/belgium/charleroi/11310-work-in-charleroi.html>.

¹⁸ <https://www.notremaison.be/index.php/regie-des-quartiers>.

¹⁹ <https://www.randstadrisemart.be/en-be/about-randstad-risemart>.

²⁰ <https://www.skillbuilders.be/nl>.

²¹ *Compaan* provides specific employment-oriented services such as intensive work placement programmes, careers guidance, outplacement guidance and coaching: <http://www.wegwijsineeklo.be/organisatiedetail.php?ID=35>.

²² The *Social Inclusion Network*, financed and promoted by the EU's Economic and Social Fund (ESF), is composed of representatives from public administrations at all levels involved in social inclusion policies, as well as NGOs that participate in the implementation of these policies and leading trade unions: <https://eacea.ec.europa.eu/national-policies/en/content/youthwiki/42-administration-and-governance-spain#122>.

²³ A 'pluralist' association which brings together the Presidents of the 103 member communities, including 96 Departments and 7 local authorities with departmental competences <http://www.departements.fr/presentation-et-fonctionnement/>.

²⁴ The *Délégation Générale* coordinates employment policy, vocational training and social promotion, and it oversees the implementation of this policy: <https://www.legifrance.gouv.fr/loda/id/JORFTEXT000000747644/2020-10-28/>.

and professional difficulties, some of whom would be LTU). Another example of a national agreement is between the French PES and the Alliance *Villes Emploi*²⁵ (Towns and Employment Alliance) which aims to provide a framework for the development of local cooperation between local PES agencies and the *Maisons de l'Emploi*²⁶ (Employment Centres). Partnerships are also concluded between the 'Département' Councils (local government) and the PES, for implementation of the *Accompagnement Global* (Global Guidance) that is carried out in a joint manner by PES counsellors and social workers (from the *Département Councils*). The *Accompagnement Global* supports jobseekers, taking into account their overall situation (training, family, economic and social background).²⁷ Employers, social services, local stakeholders, local authorities and local service-providers are also partners for French PES in providing different support for its clients, including its long-term unemployed.

PES Luxembourg has an inter-institutional cooperation agreement with the National Social Inclusion Office (ONIS), a government department under the Ministry of Family Affairs, Integration and the 'Greater Region', that provides intensive follow-up (social and professional activation) to the long-term unemployed that have specific needs. PES Luxembourg also has a strong cooperation with the National Solidarity Fund Institution²⁸ that is in charge of the legal and financial aspects of social inclusion income (REVIS).

To coordinate its services for LTU, PES Poland concluded agreements with: employers, training institutions, different companies (e.g. the Bus Transport Company and KPMG), foundations/associations (e.g. the *Aktywizacja* Foundation²⁹), social information centres (e.g. STOPIL), social cooperatives (e.g. the 'Parasol' Social Cooperative), social welfare centres, the police, kindergartens, associations for people with disabilities, psychological and psychiatric clinics and other health care institutions, district family support centres and local authorities.

The Portuguese PES works in partnership with the Portuguese Social Security Institute (ISS). Other partnerships, although not exclusively dedicated to the LTU, are in place with the social security services, health care services, education institutions and the municipalities. These partnerships aim to refer people to suitable and personalised support. PES Sweden cooperates with the Swedish Social Insurance Agency for individuals on sickness benefit who need job-training and rehabilitation. Cooperation is also in place with the Swedish Prison and Probation service, the municipalities and several other agencies in implementing specific support for the LTU. In Slovenia, coordinated support for the LTU is provided through cooperation (defined in specific legislation) between the PES and Centres for Social Welfare (CSW). NGOs are also partners for delivering specific interventions there. PES Slovakia has partnership agreements with the Government Commissioner for Roma Communities and cooperation agreements with job vacancies portals.

As mentioned above, 15 PES reported that partnership agreements had been concluded to provide coordinated support for the LTU. The other 12 PES (more than one third of PES) said that no such partnerships or cooperation agreements are in place (see Table 2). In fact, as shown in further information provided by these PES, all 12 work in close

²⁵ National association of local authorities for training, integration and employment – <https://www.ville-emploi.asso.fr/>.

²⁶ The Employment Houses support and promote actions (together with other aims) to reduce cultural or social obstacles to access to employment – <https://travail-emploi.gouv.fr/ministere/acteurs/partenaires/article/maisons-de-l-emploi>.

²⁷ <https://www.pole-emploi.fr/region/hauts-de-france/candidat/pole-emploi-vous-accompagne/laccompagnement-global.html>.

²⁸ https://guichet.public.lu/en/organismes/organismes_citoyens/fonds-national-solidarite.html.

²⁹ The Foundation supports and advises on systemic solutions supporting people with disabilities in the labour market: <https://aktywizacja.org.pl/>.

cooperation, based on formal or informal agreements (at local level), with different partners, service providers, etc. to offer coordinated support to the LTU. PES BE-Actiris, for example, has concluded cooperation agreements with multiple service providers when implementing specific measures. In other countries (e.g., DE, EE, HR, LT and LV), cooperation agreements (formal and informal) are mainly concluded at the local level. Germany, for example, has many job centres that have cooperation agreements with local authorities and other social agencies (e.g., to set up a youth employment agency or municipal integration services³⁰ for the care of minors or disabled children, debt counselling and addiction counselling). Support for the LTU is also provided in cooperation with youth welfare organisations, youth migration services, employers' organisations and youth court assistance. PES Estonia cooperates with municipalities and social services providers, local providers of counselling services (such as psychological help, debt and addiction counselling), or providers of coaching for working life programmes.

PES Croatia and the Croatian Social Welfare Centres (SWC) have an agreement on sharing clients' information. In addition, cooperation between social workers and employment counsellors is established on an individual level, so specific support is provided for clients in a coordinated manner. Furthermore, the Local Partnerships for Employment (LPE) planned to tackle the issue of long-term unemployment more deeply at local level, in order to create tailor-made activities for the LTU. A project targeting beneficiaries of the guaranteed minimum income (GMI) is planned and it will be implemented through a partnership approach between the Social Welfare Centre, the PES and local authorities.

PES Latvia cooperates with municipal social services for information exchange, while PES Malta works with the Lino Spiteri Foundation³¹ to implement the 'VASTE' project for the provision of support services for people with disabilities. As reported by other PES (CZ, HR, LT and MT), cooperation and partnerships are foreseen in the legal organisational framework, specific legislation, and specific projects, programmes or schemes framework. Based on specific legislation, the Czech PES cooperates with other partners (e.g., NGOs, employers, self-governing organisations, etc.), in providing services for jobseekers (including the LTU), but this cooperation is not formalised in specific agreements. In Norway, the Norwegian Labour and Welfare Administration (NAV) is a merger of the PES, the social insurance schemes and the local social assistance service, so partnerships and cooperating services are already integrated. PES Ireland said it has no cooperation agreements concluded at the moment, but it provides specific services on a contract basis. PES Netherlands shares data and cooperates with the municipalities in its PES 'employer service points' which act as a SPOC for employers. Beneficiaries of this cooperation are both the clients (the unemployed, including the LTU) and the employers.

To sum up, different forms of cooperation (e.g., from informal to formal cooperation, from the centre to the local level, etc.) are in place. It is also underlined that PES work in partnerships with a variety of partners to coordinate their efforts and effectively support the LTU in their transition to the labour market. More specific PES partners include:

- public institutions (different ministries, agencies, governmental departments, etc.) – BE-FOREM, BG, CY, ES, FR, SE, SI and SK;
- local authorities/relevant services under the authority of local governments – BE-FOREM, BG, DE, DK, EE, ES, FI, FR, LT, NL and PL;

³⁰ Stipulated in the Social Code Book.

³¹ A social purpose foundation that provide support for sustainable employment of people with disabilities: <https://linospiterifoundation.org/about-us/>; <https://jobsplus.gov.mt/job-seekers-mt-MT-en-GB/guidance-services/inclusive-employment-services>.

- social welfare institutions or centres, insurance and/or social inclusions funds/institutions, providers of social services – BE-FOREM, BE-VDAB, BG, CY, DE, DK, EE, ES, FI, FR, HR, LU, LV, MT, PL, PT, SE and SI;
- other public or private services providers (including training, careers guidance or counselling centres, centres offering psychological support, socio-professional centres, etc.) – BE-Actiris, BE-FOREM, BE-VDAB, DK, EE, FR, IE, MT and PL;
- NGOs, relevant foundations/associations/organisations – AT, BE-FOREM, BE-VDAB, BG, CZ, ES, LT, MT and PL;
- health or health institutions – BG, CY, ES, FI, FR and PL;
- private employment agencies or job vacancy portals – BE-VDAB, ES and SK;
- employers, companies, employers' associations – AT, CZ, DE, ES, FR, LT, NL and PL.

2.3 Models of partnership/cooperation in place for providing coordinated support for the LTU

As mentioned in the Recommendation, the diversity of Member States as well as their different institutional set-ups and the capacity of the various labour-market players should be taken into account when implementing the actions proposed. This is why partnerships can take different forms or models which differ from country to country; this also shows the strength of the coordination.

Based on responses provided by PES, an image of different models of partnerships/cooperation used to coordinate LTU support is provided in Table 3 below:

Table 3 Models of partnership/cooperation in place for providing coordinated support to the LTU

Models of partnership/cooperation	PES
PES partnership/cooperation agreement with other service providers/actors, aimed at coordinating the support and offers	BE-FOREM, BE-VDAB, CY, EE, MT, PL, PT, SI (8)
PES partnership/cooperation agreement with at least one other service provider/actor, aimed at coordinating the support and offers, with joint-goals and service commitments (clear responsibilities)	AT, ES, FR, IE, LU ³² , PL, SE, SK (8)
Formal body/network coordinating support and offers and establishing referral pathways, with joint goals and joint management board	FI (1)
A shared inter-institutional infrastructure, e.g., one-stop shop	FI (1)
Other type of partnership	BG, DK, HR, IE, LT, NL, NO, PL, SK (9)

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

³² The PES acts as a one-stop shop and provides a profiling of all applicants to the social inclusion income.

More than one third of PES (8 out of 21³³), have partnerships in place that aim to ensure coordinated support for the LTU. Cooperation agreements with the same aim are also in place in another third of PES (again, 8 out of 21), but in these cases, joint goals of coordinated support are defined and clear allocation of responsibilities among partners is established, which means that the coordination works at a fundamental level.

Only the Finnish PES report an advanced level of coordination (including one-stop shops with a shared infrastructure) of support and offers, with joint goals and joint management board. The Finnish PES reported that the statutory cooperation is legally enforced through three Acts of Parliament – the Act on Multi-sectoral Joint Service Enhancing Employability, the Act on Rehabilitative Work and the Act on the Promotion of Immigrant Integration. Multi-sectoral service is provided to unemployed people who meet the pre-conditions – their length of time unemployed and their assessed need for those services. The multi-sectoral joint service brings together the LTU and experts from the Employment and Economic Development office (PES), the municipalities and the Finnish Social Insurance Institution. One-stop shops lie at the centre of their operations model.

Four PES (IE, FI, PL and SK) reported having more than one type of partnership agreement in place (see Table 3 above).

Other types of partnership agreements or ways of coordinating LTU support are mentioned by nearly half the PES (9 out of 21). In Bulgaria, for example, coordination is defined by a national agreement between several ministries³⁴ and by local agreements concluded by all the local PES (107) with different partners (e.g., the municipalities, social assistance directorates, regional education inspectorates, regional health inspectorates, regional representation of the Agency for People with Disabilities and NGOs working with the long-term unemployed). Furthermore, integrated services (employment / social assistance) are provided by the 76 Centres for Employment and Social Assistance, organised through a shared inter-institutional infrastructure (one counter/one-stop shops).

Cooperation between the Cypriot PES and different relevant partners is based on bilateral discussions and decisions aimed at fulfilling the policy objectives of each service provided. Partners include social welfare services/welfare benefits and mental health services under the authority of the Ministry of Health, the Ministry of Justice/Prisons Department, and the Human Resource Development³⁵ authority, which aims to create the conditions for planned and systematic training and the development of human resources. The exchange of data with the Human Resource Development authority is in place (e.g., on unemployment in specific sectors or in specific occupations, or on the unemployed participating in training programmes).

In Denmark, the coordination of support is ensured through the digital platform accessible to caseworkers in employment and social services³⁶. The responsibility for active labour market measures lies with the municipality (e.g., the job centre). The job centre provides the single point of contact for all the unemployed, including the LTU. The municipalities are

³³ The related question in the questionnaire was addressed only to PES reporting partnerships/cooperation agreements in place (15 PES, see Table 1). For the information in section 2.2, 6 PES (EE, IE, LT, MT, NL and NO), other than the 15 mentioned, also provided responses to this question (total respondents – 21 PES).

³⁴ Ministry of Labour and Social Policy, Ministry of Education and Science, Ministry of Health and the National Association of Municipalities.

³⁵ <http://www.hrdauth.org.cy/el/%CE%B7-%CE%B1%CE%BD%CE%B1%CE%B4-%CE%B7-%CE%B1%CE%BD%CE%B1%CE%B4-%CE%BA%CE%B1%CE%B9-%CE%B7-%CE%B1%CF%80%CE%BF%CF%83%CF%84%CE%BF%CE%BB%CE%AE->

³⁶ European Commission, COMMISSION STAFF WORKING DOCUMENT. EVALUATION (SWD/2019/154 final). Accompanying the document REPORT FROM THE COMMISSION TO THE COUNCIL on the evaluation of the Council Recommendation on the integration of the long-term unemployed into the labour market: <https://eur-lex.europa.eu/legal-content/en/TXT/?uri=CELEX:52019SC0154>.

also responsible for the payment of social assistance and social services. Several job centres have concluded partnership agreements with private service providers or insurance funds to ensure a coordinated approach to support the LTU re-entering the labour market. In contrast, PES Ireland works on a contract basis rather than on partnership agreements. In Lithuania, a pilot model of employment promotion and motivation services for the LTU and social support beneficiaries belonging to the groups with social risks, is under implementation in selected municipalities, through cooperation between the PES and the municipalities. This model, which is based on case management, also aims to coordinate services and measures provided by municipalities and PES to ensure close cooperation between these authorities, NGOs and employers. PES Norway also mentioned another type of partnership which is the fact that the PES itself is an institution resulting from merging the employment, social insurance and social assistance services.

3. SERVICES FOR INTEGRATION OF THE LTU INTO THE LABOUR MARKET

3.1 Types of offers proposed for the LTU

The Recommendation also asks Member States to use a combination of services, and employment-oriented and social support-oriented measures, to support the LTU in their transition to the labour market. As well as this, the SPOC/JIA Quality Standards state that SPOC services should provide the LTU with an individualised offer aimed at finding them a job, as a bare minimum.

Starting from these considerations, the current report analyses the type of offers that are proposed or available for the LTU (see Table 4).

Table 4 Type of services offered to the LTU

Type of offers/services	PES
An individualised offer aimed at finding a job as a minimum	AT, BE-Actiris, CY, EL, NO (5)
An individualised offer aimed at finding a job and at least one other offer/service tailored to the individual needs	CZ, ES, FI, HR, IE, LV, NL, PT (8)
An individualised offer aimed at finding a job and several other offers/services tailored to the individual needs	BE-FOREM, BE-VDAB, BG, DE, DK, EE, FR, LT, LU, MT, PL, SE, SI, SK (14)

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

The above table shows that an individualised offer, aiming to find a possible job as a minimum, is provided by all PES. In addition to this service, about one third of PES (8 out of 27) provide at least one other offer, tailored to an individual's needs. More diversified offers³⁷ are used to support the LTU in their integration / re-integration into the labour market by over half the PES (14 out of 27).

The additional information provided shows that in general all categories of PES services (starting from registration, information, assessment, counselling, careers guidance, mediation / job-brokerage, etc.) are available or given to the LTU. They also benefit from ALMPs (Active Labour Market Policies include training or retraining, employment incentives, supported employment and rehabilitation, direct job creation or start-up incentives) and other offers such as social activation / integration and social assistance / support measures.

Examples of 'other offers', especially in the category of social assistance / social services (i.e., social, health care, rehabilitative services) have been provided by some PES. In other cases, they use the generic phrase 'social assistance support measures / social services'. Other PES, e.g., PES Netherlands, said they 'provide their own services, under their mandate' and as the other support is provided by other 'parties, such as municipalities or external partners, it is difficult to provide specific examples (names) of such offers' for the LTU.

³⁷ An individualised offer aimed at finding a job and several other offers/services tailored to the individual needs.

In order to have a better 'view' on the type of social services available to the LTU, the information provided by the PES was supplemented by information collected via desk research³⁸.

As reported by PES BE-Actiris, the other offers include support in cases of discrimination, offers of childcare and support in the procedure of diploma/qualifications recognition. In the case of the PES BE-FOREM, other support, based on individual needs, is provided by: Public Social Welfare Centres (CPAS), Socio-Professional Integration Centres (CISP) and *Régies de quartier* (Local Associations). The type of support provided by CPAS to vulnerable groups, or groups in risks of social exclusion and poverty, which include many long-term unemployed, consists of financial assistance and medical help, legal assistance / debt mediation, family support measures including childcare, household help, and help in finding training or employment, etc³⁹. CISP provides training for those who would have difficulty getting employment in general and technical skills, and it also offers psychosocial support (where required)⁴⁰. Local Associations (*Régies de quartier*) offer different short-term training courses for the acquisition of skills needed in community care⁴¹. PES BE-VDAB also works in close cooperation with CPAS (Public Centres of Social Welfare) and the support provided by these centres to vulnerable groups in all Belgian regions is, more or less, the same. Services regarding education are also available to the LTU, as PES BE-VDAB reported.

In Bulgaria, in order to improve motivation of the LTU towards 'active behaviour' in the labour market, two new measures were introduced in 2018: 'Family Labour Consultant' and 'Consultation and Mentoring after Starting Work'. Other support, such as social, health, education / return to education services, is provided by institutions with responsibilities in the related areas, while support on housing is provided by the municipalities. The LTU in Germany receive debt counselling or psychosocial support from municipal services. Other support is received, based on individual circumstances, from health insurances, youth agencies, education actors, social workers and volunteer associations. In Estonia, support for the LTU includes psychological, debt and addiction counselling. Estonia also offers the development of the interpersonal skills necessary in the workplace through individual job-coaching and preparation for working life programmes, working on improvements in motivation and in skills related to performing specific job tasks.

In Finland, in line with the Act on Rehabilitative work, the LTU can benefit from other support such as social, health, rehabilitation and education services⁴². Rehabilitative Work Experience is an example of the type of support aimed at activating the LTU to improve their 'life management skills' and give them the prerequisites for sustainable employment⁴³. It consists of different activities/tasks⁴⁴ performed by jobseekers (4-6 days a week), participation in these activities also being a pre-condition for receiving unemployment allowance or social assistance. A referral to this type of support is decided by the PES together with social services. Rehabilitative work activities are based on a plan

³⁸ As the LTU are one of the vulnerable groups at risk of social exclusion and poverty, the authors of this paper tried to identify the social services and other support provided by PES partners to these groups of people.

³⁹ https://www.belgium.be/fr/famille/aide_sociale/cpas.

⁴⁰ <https://emploi.wallonie.be/en/home/formation/cisp.html>.

⁴¹ E.g., multipurpose worker and maintenance of green spaces, home help, administrative help, early childhood worker, garage mechanic: <https://www.notremaison.be/index.php/regie-des-quartiers>.

⁴² <https://www.ilo.org/dyn/natlex/docs/ELECTRONIC/58927/97080/F930883117/FIN58927%20Finnish.pdf>.

⁴³ <https://www.hel.fi/helsinki/en/social-health/social-support/employment/rehab-work-activities/>;
<https://www.hel.fi/helsinki/en/administration/administration/services/service-description?id=3122>.

⁴⁴ E.g., assistive care tasks, janitorial tasks and cleaning, kitchen and café work, tasks related to manual skills, to IT and PC workshops, communications and sales, transport, warehouses, etc.:
<https://www.hel.fi/helsinki/en/social-health/social-support/employment/rehab-work-activities/>.

drafted by the client, the social worker and an expert from PES⁴⁵. To find out health problems and to assess the LTUs' working capability, the Finnish operations model includes a health examination by public health centres. A possible need for a health examination, the results of the examination and specific recommendations are registered in an Individual Action Plan (IAP).

In the case of PES Croatia, other types of support, such as psychological testing, motivational counselling and activation programmes, are offered to the LTU. In addition, the Croatian Social Welfare Centres (SWCs), partners of the Croatian PES, provide activities such as 'community service work', aimed at increasing the employability of people on the Guaranteed Minimum Income. Home assistance, counselling and psychological assistance, social assistance benefits, are other types of support provided by these SWCs for disadvantaged or vulnerable people (some of whom are long-term unemployed)⁴⁶. The Irish PES has an activation programme called 'Job Paths'⁴⁷ that combines different types of support: intensive job placement, social welfare payment (if they are entitled to it) as well as some additional support such as childcare, if it is needed.

The Spanish PES reported that in a programme implemented by the Balearic Islands Employment Service, each participant was assigned a 'reference counsellor', who is specialised in the LTU community and the social services. In this way the LTU are referred to, or participate in, different support activities aimed at overcoming their employment barriers. PES Lithuania said that other offers/services tailored to the individual needs are provided to the LTU by social services, psychologists, addiction counsellors, crisis centres and health care institutions. In Malta, help for the LTU includes, among other support, job coaching, psychological support and occupational therapy.

In Poland, psychological, pedagogical and legal services, together with various other services provided by PES partners, are part of the additional support. The PES partners that provide additional support to the LTU in Poland include: addiction treatment centres; social welfare centres which provide cash benefits and non-cash assistance to people in need – e.g. care services, legal assistance, specialist counselling, crisis counselling and family support⁴⁸; family support centres (which specialise in educational and therapeutic activities for family support, including care centres for children⁴⁹); social integration centres that provide educational programmes for people threatened by social exclusion, especially the LTU⁵⁰; social cooperatives which implement activities to reintegrate their members with societal disadvantages such as homelessness, unemployment, illness or poverty⁵¹; and community self-help houses which enable people with disabilities to find a 'second home' where they can 'learn how to cope with difficulties and acquire different life skills'⁵².

In Portugal, social support, including social assistance benefits, is provided by the Social Security Institute⁵³ (ISS). Other types of support, based on individual needs, are provided by health care services or education institutions and municipalities. In Slovenia, if an unemployed person is assessed by the PES and the Centres for Social Welfare (CSW) as

⁴⁵ <https://www.hel.fi/helsinki/en/social-health/social-support/employment/rehab-work-activities/>.

⁴⁶ <https://ec.europa.eu/social/main.jsp?catId=1104&langId=en&intPageId=4465>.

⁴⁷ <https://www.gov.ie/en/policy-information/9e575c-jobpath/>.

⁴⁸ <http://www.gopsszemud.pl/formy-pomocy#.X5rIeogzbIU;>
<https://ec.europa.eu/social/main.jsp?catId=1124&langId=en&intPageId=4728>.

⁴⁹ <https://www.salto-youth.net/tools/otlas-partner-finding/organisation/centrum-wspierania-rodzin-rodzinna-warszawa-center-for-family-support-family-warsaw.11504/>.

⁵⁰ <https://www.ess-europe.eu/sites/default/files/read-more.pdf>.

⁵¹ <https://www.ess-europe.eu/sites/default/files/read-more.pdf>.

⁵² <https://www.gov.pl/web/family/community-self-help-houses-needed-in-every-district>.

⁵³ <http://www.seg-social.pt/inicio>.

having a low chance of finding employment or as having social issues (e. g. being a single parent, accommodation problems, poverty issues, etc.), then he/she is covered by activities and programmes within the CSW and the PES. The social assistance support, provided by the CSW to those in need who are eligible, can be in the form of cash benefits or social assistance services, e.g., counselling for individuals, helping the family, and organised care for adults with physical or mental handicaps (including guidance and employment under special conditions)⁵⁴. Other LTU support is provided through their social activation programmes⁵⁵ that aim to motivate the LTU (and other long-term recipients of social assistance benefits) to become active members of society, to face life challenges and improve their psychosocial health, including through employment.

PES were also asked if the services offered to the LTU are different from the services offered to other categories of clients. For nearly three quarters of the PES (20 out of 27) that participated in the survey the answer was 'yes' (see Table 5). Seven PES said that there are no differences between services provided to different categories of clients.

Table 5 Services offered to the LTU are different from services offered to other categories of clients

Yes	No
BE-Actiris, BE-VDAB, BG, CY, CZ, DE, DK, EE, ES, FI, HR, IE, LU, LV, MT, PL, PT, SE, SI, SK (20)	AT, BE-FOREM, EL, FR, LT, NL, NO (7)

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

PES included in the survey identified some of the main aspects or characteristics that make the offers made to the LTU different from the offers made to other groups of PES clients.

- Offers are specifically targeted towards the LTU (through eligibility criteria; design; offers established in specific legislation/regulations; offers defined for specific projects or in internal procedures/standards, etc.) – BE-Actiris, BE-VDAB, CZ, DE, DK, EE, ES, FI, HR, IE, LV, PL, PT, SE and SK.
- The support for the LTU is a purely 'means-oriented' (i.e., offering financial or other support), as opposed to the support offered to newly registered jobseekers which is 'results oriented' – BE-Actiris.
- A more complex and in-depth assessment and/or re-assessment of LTU clients – MT, PL, PT and SI.
- A Job Integration Agreement (JIA) is more complex than an Individual Action Plan (IAP) – BG, HR, MT and PT.
- A more individualised approach for providing support and working with LTU clients (e.g., one-to-one/individual counselling or consultation, one-to-one training, support initiated at the request of the person who is long-term unemployed) – BE-Actiris, CY, HR, PL, PT and SK.
- More frequent contacts between PES and the LTU – HR and LU.
- Activation, motivation, psychological counselling, occupational therapy, social integration services/programmes, etc. are provided more often to the long-term unemployed – BG, HR, IE, LV, PL and SI.

⁵⁴ <https://welcomm-europe.eu/slovenia/welfare/>.

⁵⁵ Coordinated by the Ministry of Labour, Social Affairs and Equal Opportunities (MoLFSA) and delivered by NGOs.

- Support and follow-up for the LTU is provided by specialised personal / dedicated LTU counsellors (also trained in specific area) – ES, DK, LU, PT, SE and SI.
- Post-placement support is provided more often to LTU – CY and DE.
- Higher intensity of support (e.g., a higher level of employment subsidies, a longer period of support especially in case of the LTU with multiple employment barriers) – DE, DK, FI and LU.
- LTU support consists of a combination of several services and measures, holistic/comprehensive or inter-sectoral approach implemented in cooperation with social / other services – DE, ES, FI, PL and SK.
- The LTU are one of the key PES client groups – CZ, SK, BE-Actiris and PL.
- Some ALMPs (e.g., training and/or employment incentives) are offered with priority given more often to the LTU) – BG, CY, CZ, PL and SI.

The PES that mentioned that offers to the long-term unemployed are different from services offered to other categories of jobseekers (20 PES – see Table 5), have also been asked if a basic offer is available for all clients. Although responses have not been very clear in many cases, the current analysis estimates that in almost all (19) of these 20 PES, such basic offers are in place.

For some of these PES (e.g., BE-Actiris, BE-VDAB, BG, DK, CY, HR, LU and MT) the basic offer includes services such as:

- the registration of jobseekers
- jobseekers' assessment/profiling and the development of an IAP
- unemployment benefits (if entitled)
- information about the labour market and available services
- job brokerage
- basic career guidance
- specialised guidance
- counselling meetings / individual counselling / consultation
- personalised coaching
- workshops
- matching the jobseekers with vacancies
- placements
- interviews with jobseekers⁵⁶
- language and IT skills tests and language training vouchers⁵⁷
- EURES services (European Employment Services⁵⁸).

⁵⁶ In case of Denmark, a special approach is applied: the unemployed have at least four meetings with the job centre during their first six months of unemployment. The unemployed with insurance benefits have to participate in at least three meetings in the insurance fund within the first six months of unemployment; the insurance fund participates (unless the unemployed person opposes it, or the insurance funds assesses it to be superfluous) in three (out of six) meetings with the job centre including a mandatory meeting after 16 months of unemployment. Furthermore, the unemployed can also get upskilling or a work placement.

⁵⁷ BE-Actiris.

⁵⁸ <https://ec.europa.eu/eures/public/language-selection>.

Other PES (e.g., BE-Actiris, CZ, DE, EE, ES, FI, LV, PL, PT, SE, SI and SK) wrote that most of their services or ALMPs (except for the ones that are specifically targeted at certain clients, such as the LTU) are available for all registered unemployed/jobseekers, the individualised approach defining specific needs and participation in different services/ALMPs⁵⁹ or other types of support.

3.2 Services available to employers

Closer links with employers, and the need to develop services for employers as well as partnerships between employers, employment services, and the main stakeholders or partners, is another chapter in the Recommendation that is analysed in the current report. The type of services offered to employers also shows how close is the cooperation with employers, and whether employers are actively involved in a joint effort to support the LTU.

The analysis revealed that the majority of PES (25 out of 27 – see Table 5) offer basic support to employers. This basic support includes services and subsidies aimed at integration/re-integration of the LTU into the labour market.

Table 6 Services available to employers

Services	PES
Services and subsidies	AT, BE-Actiris, BE-FOREM, BG, CY, DE, DK, EE, EL, ES, FR, HR, IE, LT, LU, LV, MT, NL, NO, PL, PT, PL, SE, SI, SK (25)
Placements of the LTU, based on a partnership agreement between PES and employers	AT, DK, ES, IE, LU, NL, NO, PL, PT, SE, SI, (11)
Post-placement services	AT, BE-VDAB, BG, DE, EE, FR, MT, PL, SE, SI, SK (11)
Other services	AT, BE-VDAB, CZ, DE, LT, PL, SE (7)

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

It seems that in over one third of PES (11 out of 27) there are even closer links to employers. In these cases, PES and employers have made joint efforts to support the LTU in their transitions to labour market; more specifically, PES-employer partnership agreements are in place to hire the LTU, and offer placements to the LTU, based on these agreements. Additional support (for both employers and the LTU) aimed at achieving sustainable and meaningful employment is reported by over one third of PES (11 out of 27), where services following the placement of the LTU are offered. Several PES (AT, PL, SE and SI) have all three of the main types of support for employers in place.

⁵⁹ In many cases, PES provided limited examples of services/measures available to the LTU or something they considered a basic offer. Some PES mentioned that the full list of PES services and ALMPs for different categories of PES clients (including LTU) is provided in the 2020 PES Capacity Questionnaire, part I.

As well as these three types of support mentioned above, a quarter of PES (7 out of 27) said they also provide other services for employers. These other services include outplacements (AT), job-interviews organised on the PES premises (CZ), counselling employees with a view to possible training or re-training (DE), special measures (including extra financial support) and special services (counselling and coaching) targeted at the unemployed that have disabilities or with health problems (AT, BE-VDAB and SE), various other accompanying measures e.g., social support measures (BE-VDAB and LT), and job fairs / job exchanges (PL).

4. DATA SHARING BETWEEN SPOC PARTNERS OR DIFFERENT ACTORS

4.1 Data sharing or exchange of data between different partners, relevant actors dealing with the LTU

Building-up and developing structured data sharing is one of the crucial issues for an effective coordination of partners supporting the LTU. As a consequence, the Recommendation advises the European countries to facilitate the smooth and secure transmission, in compliance with data-protection legislation, of relevant information concerning the LTU (especially their support history and individual assessments) between relevant service providers.

This aspect of implementing the LTU Recommendation is included in the current analysis. The PES were asked if a system of data sharing or exchange of information between different actors dealing with the LTU is in place. PES responses to the related question are summarised in Table 7, below.

Table 7 Systems in place for data sharing / exchange of data between different partners / relevant actors dealing with the LTU

Yes	No
AT, BE-Actiris, BE-VDAB, BG, CY, DE, DK, EE, ES, FI, FR, HR, IE, LU, LV, MT, NL, PL, SE, SI, SK (21)	BE-FOREM, CZ, EL, LT, NO, PT (6)

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

It can be observed that a majority of PES (21 out of 27) reported that either data is shared among the SPOC partners, or an exchange of data is in place to provide single and coordinated support for the LTU.

Less than a quarter of PES (6 out of 27) reported having no such systems in place. In some cases, the answer to the specific question was 'no' as data sharing was already in place (before the Recommendation) as a result of the organisational structure (e.g., the merged services in Norway), or because data exchange was already in place and it refers to all PES clients, not only the LTU (PT). A system of data sharing is not yet in place, but it is under development in BE-FOREM. The Greek PES occasionally shares data with other institutions, especially to confirm the length of the long-term unemployment spell of the registered unemployed. The transfer of specific information between partners is not widely implemented, mainly due to GDPR regulations (and clients' disagreement), as mentioned by the Czech PES.

4.2 Type of approach of data sharing / access to data

The arrangements for delivering SPOC services differ among countries (see section 3), and this also leads to different approaches to exchanging information between partners offering coordinated support.

Different approaches for data sharing that also assume different degrees of coordination, which are in place are presented in the Table 8.

Table 8 Type of approach of data sharing / access to data

Approach of data sharing / access to data in place	PES
Assigned contact point for information referral transmits client information to counsellors of other service providers, via smooth and secure mechanisms (e.g., based on protocols)	AT, BG, ES, FR, HR, IE (6)
Appropriate counsellors from different service providers have shared access to discretionary client information	DE, EE, FI, FR, IE, MT, SI, SK (8)
A limited number of counsellors from different service providers have shared access to full client information	BE-Actiris, LU (2)
All counsellors/agents from different service providers have shared access to full client information	NL, DK (2)
Other approaches	BE-VDAB, CY, LV, PL, PT, SE (6)

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

More than a quarter (6) of the 22⁶⁰ PES reported that the assigned contact point for information referral transmits client information to counsellors from other service providers / SPOC partners. Secure mechanisms are in place for this transfer of information.

Rather than a transmission / receiving information approach, a system of shared access to clients' information is reported by above half (12⁶¹) the 22 PES. This approach implies a higher degree of coordination, a clear allocation of responsibilities among SPOC partners as well as secure mechanisms – or corresponding software tools – that allow shared access to information.

More than one third of the PES (8 out of 22) reported that shared access is granted to appropriate counsellors from different service providers, and the access leads to discretionary client information.

Shared access to full client information is reported by another four PES: in two cases (BE-Actiris and LU), the shared access is only permitted to a limited number of counsellors, while in the other two PES (NL and DK) all counsellors or agents from different service providers / SPOC partners are given shared access (see Table 8).

Other approaches to sharing clients' information are in place, as mentioned by six PES. The Cypriot PES, for example, explained that all counsellors from the PES and from other different service providers under the authority of the Ministry of Labour have shared access to part of PES clients' information. At the local (district) level, all PES counsellors share some information with counsellors from the social/welfare services about job offers and other matters related to their clients' employability. PES Latvia receive information from social services on people with low-income status (GMI beneficiaries). In Poland, the exchange of data between PES and social assistance institutions is done when necessary, i.e., when the specific activities (those under their own responsibility) are implemented. The data exchange is done in accordance with GDPR regulations. A similar approach is applied in Portugal, where the 'personal manager' of the LTU in the PES contacts agents from the other institutions involved and shares the information on an individual basis. The Swedish PES shares some specific information about their clients with a few partner

⁶⁰ The related question in the survey questionnaire was only addressed to PES reporting systems of data sharing/exchange between different partners/relevant actors dealing with the LTU (21 PES – see Table 7); as well as these 21 PES, the Portuguese PES also provided information to this question; total respondents: 22.

⁶¹ Shared access to clients' information. DE, EE, FI, FR, IE, MT, SI, SK, BE-Actiris, LU, NL and DK (12 – see Table 8).

agencies (e.g., the Police, the Swedish Social Insurance Agency and the Swedish Migration Board).

The types of information that is shared mainly refer to:

- employment and education history (e.g., DE, FI, FR, IE, HR, PT and SI);
- unemployment history (e.g., EL, HR, NL and SI);
- job search activities/plans, job offers and other support received (e.g., AT, BG, CY, DE, DK, EE, ES, LU, LV, SI and PT);
- results of support provided and further recommendations (e.g., AT, BG and CY);
- clients' assessment / jobseekers' profile, circumstances that can act as obstacles in finding employment – e.g., health problems, family and personal situation. This includes whether people are single parents, their financial situation / low-income households, whether they are receiving social assistance or on the Guaranteed Minimum Income (e.g., CY, DE, ES, FI, FR, LV, SE, SI, SK and PT);
- socio-professional skills of the LTU, data related to personal and professional development activities that are necessary for continuous follow-up and support of the LTU (LU);
- curriculum vitae, clients' concerns e.g., a young person's anxieties (DE);
- all the information in jobseekers' e-files is shared with the counsellors at the service-providers who provide different types of support to the LTU (BE-Actiris);
- information related to the tasks of the clients and cooperation with them, specific mediation services provided, and residence changes (BE-VDAB);
- personal/identification data and contact details (e.g., DE, FR and HR);
- the *Dossier Unique du Demandeur d'Emploi* (DUDE – the jobseeker's personal file) is accessed by PES and local authorities on the basis of PES partnership agreements with the *Département Councils*. A DUDE contains the updated *Parcours Personnalisé d'Accès à l'Emploi* (PPAE – Personalised Pathway to Employment) as well as information on the jobseeker's profile and job-seeking pathway. The file is updated on a regular basis (FR).

5. ASSESSING THE LTU'S NEEDS AND THE JIA

5.1 Assessing the individual needs of the LTU

The Recommendation says that Member States should ensure that registered long-term unemployed are offered in-depth individual assessments, covering their employability prospects, barriers to employment and their previous job-search efforts.

This report analyses the different approaches used to assess the LTU's needs, more specifically whether the LTU's needs are only assessed by the PES counsellors / case managers or in a joined-up manner (by the case managers from the PES and from other support service providers).

The analysis shows that in most PES (20 PES out of 27), case managers are responsible and conduct assessment of the needs of the LTU (see Table 9).

Table 9 Assessing the individual needs of the LTU

Approach of assessing LTU's needs	PES
PES case managers assess the needs of the LTU	AT, CY, CZ, DE, EE, EL, ES, FI, HR, LT, LU, LV, MT, NL ⁶² , NO, PL, PT, SE, SI, SK (20)
The needs of the LTU are jointly assessed by the case managers from the PES and from the other support service providers	BE-VDAB, DK, LV, SI (4)
A single case manager assesses the needs of the LTU on behalf of all service providers	IE (1)
Other approach	BE-Actiris, BE-FOREM, BG, FR (4)

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

Joint assessment of the LTU's needs, involving case managers from PES and from the other support service providers is only reported by four PES.

PES Ireland is the only PES mentioning that the needs of the LTU are assessed by a single case manager, on behalf of all service providers. The Irish PES explains that the majority of the LTU jobseekers engage with an external service provider under contract with PES. The vast majority of the LTU are referred to the JobPath programme⁶³. Following referral by the PES case officer working within the Intreo structure⁶⁴, in the first instance the majority of the LTU have their needs assessed by a personal advisor in the JobPath programme, resulting in a jointly agreed Personal Progression Plan setting out a plan of action to guide and support the LTU in their job-seeking efforts.

Other specific features of the needs' assessment process are described by PES Slovenia that reported a joint approach. If someone registered as LTU has employment barriers due

⁶² PES case managers assess the LTUs' needs (all LTU who are Unemployment Insurance claimants); the municipalities are responsible for all the LTU who are on the welfare system.

⁶³ JobPath, an employment activation programme, mainly targeted at the LTU, aiming to assist them to secure and sustain full-time paid employment or self-employment: <https://www.gov.ie/en/policy-information/9e575c-jobpath/>.

⁶⁴ Intreo Centres act as a SPOC (one-stop shop) providing financial support and PES services (including labour market activation) for all jobseekers, not only for the LTU, and also for employers: <https://www.gov.ie/en/directory/category/e1f4b5-intreo-offices/?referrer=http://www.gov.ie/en/service/40cf48-find-your-local-intreo-office/>.

to social issues (e. g. single parents, accommodation problems, poverty issues, etc.), then the PES *and* the Centres for Social Welfare will make a joint assessment (through inter-institutional commissions and assessment groups).

In a similar manner, PES BE-Actiris and BE-FOREM say they assess the LTU's needs when they register, but if additional and/or external support is necessary, then case managers from the respective service providers also undertake an assessment of the LTU's needs. In Finland, a needs assessment is done by the PES case managers. In multi-sectoral services (see section 2.3.) needs of LTU are jointly assessed by specific partners. In Bulgaria, the assessment is performed by the PES case managers⁶⁵, and as there is a small number of these case managers, the assessment can be done by 'labour intermediaries'⁶⁶ (when case managers are on vacation, or when the caseload is too high). In France, the assessment of the LTU's needs is not conducted in a homogeneous manner, so it was not possible to provide a clear answer.

5.2 Elements of the JIA

The Recommendation explicitly asks PES in Europe to offer a JIA for each LTU, within 18 months of unemployment. The minimum content of a JIA is defined in the SPOC Quality Standards and is part of this analysis.

Most of the PES reported that their JIAs (or their IAPs for the LTU) are in line with recommendations from the content point of view (see Table 10).

Table 10 Elements of the JIA

Elements of the JIA	PES
Individual assessment	AT, BE-Actiris, BE-FOREM, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, HR, IE, LT, LV, MT, NL, PL, PT, SE, SI, SK (24)
Method of contact	AT, BE-Actiris, BE-FOREM, BE-VDAB, BG, CY, DE, DK, EE, EL, ES, FI, HR, IE, LT, LU, LV, MT, NL, PL, PT, SE, SI, SK (24)
Frequency of follow-up meetings	AT, BE-Actiris, BE-FOREM, BE-VDAB, BG, CY, CZ, DE, DK, EE, EL, ES, FI, HR, IE, LT, LU, LV, MT, NL, PL, SE, SI, SK (24)
Re-assessments	AT, BE-Actiris, BE-FOREM, BE-VDAB, BG, CZ, DK, EE, EL, ES, FI, IE, LT, MT, PL, PT, SE, SI (18)
Service offers	AT, BE-Actiris, BE-FOREM, BE-VDAB, BG, CY, DE, DK, EE, EL, ES, FI, HR, LT, LV, MT, NL, PL, SE, SI, SK (21)
Other elements	AT, CZ, DE, EE, FI, HR, LU, LV, NL, NO, SK (11)

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

A few PES provided some additional explanations about the JIA. For example, PES France does not conclude JIAs and the practices of assessing the LTU person's needs differ. They point out that a very wide range of partners are involved in providing specific support. PES Luxembourg offer a mandatory action plan for all jobseekers, with a higher frequency of follow-up meetings for the LTU. The Norwegian PES develops an IAP for all registered jobseekers, which is signed by both parties (jobseeker and case officer). The plan is

⁶⁵ A case manager acts as an intermediary between people from the vulnerable groups and the institutions that provide the appropriate social, health, educational, etc. services that effectively complement the mediation services provided by PES.

⁶⁶ PES staff playing the role of case managers.

available online and can be updated by both parties (PES and jobseekers) whenever new actions/measures are introduced, or new milestones have been reached. In a similar way, a JIA/IAP is developed for all unemployment insurance ('UI') claimants in the Netherlands whenever they register as unemployed, and this may be changed after each contact between the PES and the UI claimant.

The PES were also asked how the elements of a JIA (or an IAP) for the LTU differ from the elements of an IAP for other categories of clients. In summary, the main differences identified by PES for each of the JIA elements are presented below.

- Individual assessment: a general conclusion is that the LTU assessment is deeper and more comprehensive. Some specific examples of how the assessment of the LTU differs from that for the other categories of PES clients are provided below.
 - The counsellors have the flexibility for a more intensive, more detailed and longer counselling meeting (CY).
 - Two types of assessment/profiling are in place: one is statistical, and the other is the counsellors' profiling/assessment (HR).
 - Deeper assessment is done by the internal assessment board⁶⁷ during an LTU/PES meeting (MT).
 - Assessment⁶⁸ includes (NL):
 - the 'jobseeker's vision' – e.g., how does the jobseeker feel about his/her opportunities on the labour market; what opportunities does he/she see, the obstacles encountered when they are looking for a job; actions already taken to find a job;
 - the 'PES's vision' – e.g., the possibilities on the labour market that PES see for the jobseeker; obstacles that the jobseeker might encounter when looking for a job as result of profiling; proposed support services defined on the basis of opportunities and obstacles identified.
 - Intensified assessment of the LTU person's overall situation (including the unemployed person's social circumstances and needs), after 12-15 month's unemployment (SI).
- Method of contact
 - In most cases the contact with the LTU person is face-to-face, but also through emails, telephone or online (e.g., CY, ES⁶⁹, LU, MT, PT and SI).
 - Frequency of contact and the type of contact is not the same for everyone, it is defined during individual counselling, the method of contact is agreed with clients and specified in the JIA (HR).
 - For the LTU, tripartite meetings (the PES, the unemployed client and the social services) are organised (LV).
 - A particular example of a contact approach/strategy that includes different steps and methods was provided by PES BE-VDAB. It includes:

⁶⁷ LTUs are assigned to a special unit which aims to offer a more personalised approach to the clients. When clients are referred to this unit, a board is set up to review the case. The board interviews the clients to establish the support that is suitable for those jobseekers.

⁶⁸ This type of assessment is done for all PES clients (UI claimants), JIA/IAP is concluded for everyone, not just for the LTU.

⁶⁹ Customised to suit the profile of the person being assisted.

- 'digital first', with alternative strategies for those jobseekers who are not reached digitally;
- face-to-face contact;
- outreach working for difficult-to-reach jobseekers;
- telephone contacts, registered in My Career file (by TAL⁷⁰ mediators).
- Frequency of follow-up meetings
 - More in-depth and higher frequency of follow-up meetings or contacts in BE-VDAB, BG, CZ, ES, LU, LV, MT, SI.
 - The frequency of the follow-up meetings is established to suit the profile of the person being assisted (ES).
 - The frequency of the follow-up meetings is defined/agreed during the individual counselling meeting and specified in the JIA (HR).
 - PES BE-Actiris explained its 'particular' approach⁷¹:
 - 'only the date of the next meeting is scheduled. The frequency of contacts is constantly evaluated throughout the coaching process, based on the jobseekers' needs and progress. The deadlines for each action to be performed by the jobseekers are mentioned in the IAP. The jobseeker is invited to contact the counsellor after the deadlines of the different actions and to provide feedback. If the jobseeker does not contact the PES, the counsellor then assesses the situation and decides if he/she will initiate further contact with the jobseeker.'
- Re-assessment
 - It allows a better match of support with the jobseekers' needs (BE-Actiris⁷²).
 - It enables PES to 'reconstruct' the assessment and improve the activation process if the final goal (employment) has not been reached. It includes deadlines and follow-up of actions (BE-VDAB).
 - It involves assessment of the progress done in the process of labour market integration and planning the next steps (EE).
 - The IAP/JIA is intensively re-assessed and adjusted according the person's needs. When necessary, PES initiate joint re-assessment with social services (CSW) (joint inter-institutional commission / assessment group) (SI).
 - Gradual goals are established, this allows more frequent evaluation of the employment integration plan (CZ).
 - It is linked to the end of benefits and starting dates for entering into other employment programmes / subsidy schemes (ES).
- Services offered
 - The offers for the LTU are more personalised and tailor-made to their needs / offers targeted to the LTU (MT, ES, HR and LV).

⁷⁰ Tender Activation Long-term Unemployed project/programme.

⁷¹ This approach is applied for all jobseekers.

⁷² This type of re-assessment is applied to all jobseekers, and not only those that are LTU.

- Service offers include the actions to be implemented by jobseekers themselves, or by jobseekers with support from PES, or by jobseekers with support from external service providers (BE-Actiris⁷³).
- A JIA includes any services that are agreed with the UI claimant and/or mandatory services, established by PES (NL).

Some other elements included in JIAs/IAPs are worth mentioning, such as:

- further next steps for support and agreements (AT);
- work ability assessment, especially for people with severe health problems and disabilities (EE);
- the nature and frequency of the long-term unemployed person's own efforts to get integrated/re-integrated into the labour market / job-search activity (DE and FI);
- a list of jobs and professions that the unemployed person can perform according to their defined professional, working and personal abilities (HR);
- standard obligations for the unemployed, e.g., an obligation to be active on job-search (HR and NL);
- an obligation on the jobseeker's part to register with temporary agencies or to make use of certain online services (NL);
- obligations for PES counsellors (HR).

⁷³ It is applied to all jobseekers, not only those that are LTU.

6. FOLLOW-UP FOR THE LTU

6.1 Referral pathways for the LTU

Comprehensive and systematic response to a complexity of problems that the LTU usually encounter in their integration/re-integration to the labour market requires clear referral pathways towards employment. Referral pathways should outline various support offers that are available and ensure that the LTUs are referred to the right services in line with their individual needs. This support should continue (and, if required, should be adapted) until there is a positive outcome and no additional support is required. Referral pathways also assume close cooperation and coordination among partners.

Given these considerations, this report analyses whether such referral pathways for the LTUs are in place and if they differ from the ones for other groups of PES clients.

As can be seen in Table 10 below, more than one third of PES (11 out of 27) reported dedicated referral pathways for the LTU in place. The majority of PES (16 out of 27), however, said that no such differentiated pathways are in place.

Table 11 Dedicated referral pathways for the LTU in places that differ from the one(s) available to the other groups of PES clients

Yes	No
BE-VDAB, BG, CZ, DE, ES, HR, IE, LU, LV, MT, PT (11)	AT, BE-Actiris, BE-FOREM, CY, DK, EE, EL, FI, FR, LT, NL, NO, PL, SE, SI, SK (16)

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

The practice of establishing or defining the referral pathways for the LTU differ among the 11 PES. As PES BE-VDAB mentioned, the follow-up actions (referring to specific support) for the LTU are established through a close cooperation with partners that can deploy specific support (e.g., Tender Activation Long-term Jobseekers). In Germany, the pathways towards employment for the LTU are established in two recently adopted regulatory instruments⁷⁴. The aim is to provide the LTU with a new perspective so they can become 'active actors' in the general and social labour market. The support is aimed at improving the LTU's employability through subsidised employment supplemented by holistic employment support, individual counselling and, if necessary, a qualification.

In Ireland, the clients of local employment services are referred to different support by Intreo⁷⁵ case officers, while JobPath⁷⁶ customers (usually the LTU) are referred based on the duration of their unemployment. In Latvia, the referral pathways for the LTU are under development, including the regularity of contacts and the recommended order of receiving services. Given the characteristics of long-term unemployment, support measures, such as career counselling or temporary public employment, are more often offered there. In Malta, the LTU are referred to a special unit which aims to offer a more personalised approach. The LTU there are assessed (a profiling system is in place) and allocated to an employment adviser. Based on the clients' profile, the employment advisers and jobseekers establish, by mutual agreement, the aspects for which the LTU need more

⁷⁴ Section 16i SGB II and Section 16e SGB II (SGB – Social Code Book): https://www.ilo.org/dyn/natlex/natlex4.detail?p_lang=en&p_isn=109094.

⁷⁵ <https://www.gov.ie/en/directory/category/e1f4b5-intreo-offices/?referrer=http://www.gov.ie/en/service/40cf48-find-your-local-intreo-office/>.

⁷⁶ JobPath is an approach to employment activation which caters mainly for people who are long-term unemployed to assist them to secure and sustain full-time paid employment or self-employment: <https://www.gov.ie/en/policy-information/9e575c-jobpath/>.

specialised support, such as occupational therapy, job coaching and/or psychological counselling/intervention.

PES Portugal said that a JIA is more comprehensive than an IAP, which may be designed for other jobseekers registered with the PES. A JIA includes the specific support that the LTU are referred to, support that is defined on the basis of their individual needs. The LTU person's 'personal manager' follows and supports the LTU person who must participate in specific agreed services and measures. The personal manager has to assess the LTU's situation periodically, at least every six months and adjust the support, if necessary, accordingly.

6.2 Follow-up of the LTU after concluding a JIA

Following up the LTU, or regular monitoring post completion of a JIA, is pointed out in the Recommendation. Follow-up should be done in the light of, firstly, changes in an individual's situation, secondly, their achievements in the implementation of specific support and, thirdly, if necessary, adapting this support to improve the LTU's transition into employment.

Different institutions and case managers can be responsible for follow-up after completion of a JIA/IAP. A summary of responses related to practices in place in what is related to the LTU follow-up is provided in Table 12 below.

Table 12 An LTU's follow-up responsibilities (after concluding their JIA)

Responsible case managers for LTU follow-up	PES
A specifically assigned case manager from the PES	AT, BE-Actiris, CY, CZ, EE, FR, HR, LT, LU, MT, NO, PL, PT, SE, SI, SK (16)
Any case manager from the PES	DK, EL, ES, FI, LV, SI (6)
Joint follow-up – a specifically assigned case manager from the PES and from other partner institutions	BE-FOREM (1)
Any case manager from the PES and from other partner institutions (joint follow-up)	BE-VDAB, FI (2)
Other approaches	BG ⁷⁷ , DE, IE, NL, SE (5)

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

A majority of PES (22 out of 27) reported that the PES, through its case managers, is in charge of the follow-up after a JIA has been completed. Follow-up is done by specifically assigned case managers in almost three quarters (16 out of 22) of these 22 PES, while in over one quarter (6 out of 22) any case manager can do this.

Joint follow-up ensured by case-managers from PES and from other partners has been reported by only 3 PES.

The Finnish, Slovenian and Swedish PES said that two approaches are in place. In Finland, LTU follow-up is done by any of the PES case managers, or by PES case managers in cooperation with related staff from partner institutions/providers (if needed). In Slovenia, the PES's dedicated LTU counsellors are responsible for follow-up, but if they are absent

⁷⁷ Labour intermediaries or case-managers have follow-up responsibilities, both are PES staff.

then the LTU person can be assigned to another counsellor, not necessarily another LTU counsellor.

An interesting approach was mentioned by PES Sweden and Netherlands, where the LTU themselves are an integral part of the process – for example, the LTU are asked to report monthly (SE) or the client himself/herself has the main responsibility for follow-up after concluding their JIA (NL).

In some cases, such as in Denmark, every unemployed person has a PES caseworker and the unemployed are required to book their own follow-up interviews. In this process, caseworkers can be the same or different. However, the unemployed person has a right to an intensified scheme after 16 months of unemployment, which can be in the form of a personal job-counsellor. An example of other approach is the one applied in Germany, where the long-term unemployed customers are either supported by an integration specialist who also supports other jobseekers or by an integration specialist who only supports the LTU.

7. MONITORING THE DELIVERY OF COORDINATED SERVICES TO THE LTU

7.1 Aspects of monitored coordinated support for the LTU

Monitoring the coordinated support for the LTU is an integral element of the process itself. It can provide valuable information on how the LTU Recommendation has been implemented, the outcomes or the results of the coordinated support as well as directions for further improvement.

As shown in Table 13 below, progress of the LTU towards employability and employment/integration outcomes (including placement targets) are the most common aspects monitored – a majority of PES reported this form of monitoring. Instead, the effectiveness of coordination of services or support is monitored by nearly half the PES (12 out of 26⁷⁸), while the LTU are traced after their exit from the PES register in only eight PES (above a quarter of responding PES).

Table 13 Aspects of coordinated support to LTU that are monitored

Aspects monitored	PES
Progress of LTU towards employability	AT, BE-FOREM, BE-VDAB, BG, CY, CZ, DK, ES, FI, HR, LT, LU, LV, MT, NO, PL, PT, SE, SI (19)
Employment/integration outcomes (including placements targets)	AT, BE-Actiris, BE-FOREM, BE-VDAB, BG, CY, CZ, DE, DK, ES, FI, HR, IE, LT, LU, MT, NO, PL, PT, SE, SI, SK (22)
Effectiveness of coordination of services/support	AT, BE-VDAB, BG, CZ, DE, DK, FI, LV, MT, NO, PL, SE (12)
Situation of the LTU after exit from the PES register	AT, BE-VDAB, DE, DK, LT, MT, PL, SI (8)
Other aspects	CZ, EE, EL, LV, NL (5)

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

It should also be mentioned that more than one third of the PES (10⁷⁹ out of 26) reported that the monitoring system in place analyses both main aspects – the LTUs' progress towards employment (including their integration outcomes) as well as the effectiveness of coordination, which is a prerequisite for improving the related outcomes. A more comprehensive monitoring system that analyses all the four aspects of the coordinated support for the LTU, shown above, was only mentioned by five PES⁸⁰.

On the other hand, the survey asked PES what instruments, except self-reporting, are used to trace the LTU, after exiting the PES register. The instruments mentioned by PES, include:

- administrative data / employment statistics / PES or interconnected databases of PES and other relevant institutions (e.g., AT, BG, DE, DK, EL and SI);
- a specific service of 'mentoring after starting work' (e.g., BG);
- clients' files where the 'after-care must be included' (e.g., BE-VDAB);

⁷⁸ FR. No answer to the related question/not applicable as coordinated support for the LTU is carried out in various ways (see answers to Question 2 and 2.1) and does not always focus solely on LTUs.

⁷⁹ AT, BE-VDAB, BG, CZ, DK, FI, MT, NO, PL, SE.

⁸⁰ AT, BE-VDAB, DK, MT, PL.

- special surveys (e.g., DE);
- phone tracing studies (e.g., MT and PL).

In monitoring the delivery of services to the LTU, a combination of quantitative and qualitative indicators are used, covering all three levels of monitoring (aggregate, direct and follow-up – see Annexe A, Table A 1).

Data and information are mainly collected from administrative/internal (PES) data sources. External sources are also used (e.g., specific statistics developed by the statistics institutions, other institutions' database and/or reports from partners). Qualitative instruments or tools, such as surveys, studies or evaluations seem to be less used in monitoring or assessing the delivery of services to the LTU.

7.2 Joint monitoring of the delivery of the coordinated support

From the section 7.1 above it can be concluded that monitoring the coordinated support is implemented in a majority of countries included in the survey.

However, the current report also analyses whether the monitoring has been implemented in a joint manner, more specifically, whether the PES together with the other partners are all involved in monitoring the delivery of the coordinated support for the LTU.

The PES were therefore asked if joint monitoring is in place and if the joint monitoring is based on agreement between all SPOC partners on joint performance standards. Joint monitoring being in place was reported by over a third of PES (10 out of 26⁸¹, see Table 14). Eight⁸² of these ten PES also said in their replies that the joint monitoring is based, in different ways, on agreement between all SPOC partners on joint performance standards.

The joint performance standards for the delivery of the coordinated support are defined and agreed in different ways, including:

- when designing the IT platforms / monitoring system / data warehouse (AT and DK);
- when designing the clients' files (career files) used by different partners (BE-VDAB);
- when concluding local agreements (BE-VDAB and BG);
- when planning the activities implemented by different partners. Monitoring is part of the planned activities (BG);
- when establishing shared responsibilities among partners (FI);
- on the basis of legal standards and target agreements (DE).

Table 14 Joint monitoring (PES and other partners) in place for the delivery of the coordinated support for the LTU

Yes	No
AT, BE-VDAB, BG, DE, DK, ES, FI, PL, SE, SK (10)	BE-Actiris, BE-FOREM, CY, CZ, EE, EL, HR, IE, LT, LU, LV, MT, NL, NO, PT, SI (16)

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

⁸¹ Coordinated support for the LTU is carried out in various ways, not always focussing solely on LTUs, so an answer to this question could not be provided.

⁸² AT, BE-VDAB, BG, DE, DK, ES, FI, SE.

No joint monitoring in place was reported by a majority of PES (nearly two thirds – 16 out of 26). In the majority of these cases, the respondents indicated that PES is the sole institution with the monitoring responsibilities (in a very few cases the PES jointly with the Ministry of Labour⁸³ or based on information exchanged with social services⁸⁴). In Ireland, the Labour Market Council⁸⁵ monitors the implementation of the Pathways to Work strategy⁸⁶ and provides input and feedback on the development of the JobPath⁸⁷ contracting model.

⁸³ CZ and SI.

⁸⁴ PT.

⁸⁵ The Council supports and advises the Minister for Employment Affairs & Social Protection on the Implementation of the Pathways to Work strategy Government on wider policy issues relevant to the employment agenda of supporting the LTU returning to work.

⁸⁶ <https://www.gov.ie/en/publication/5b410e-pathways-to-work-2016/>.

⁸⁷ Employment activation programme, mainly targeted to the LTU, implemented on a contract basis.

8. BUDGETING THE SPOC SERVICE

8.1 Joint budgeting of SPOC service

To support the coordinated services for the LTU, especially the inter-sectoral interventions (e.g., labour and social welfare), appropriate financing mechanisms, that allow budget sharing between different partners and ensure accountability, are necessary.

Taking into account these considerations, the survey looked over the financial mechanisms, specifically whether there is a system of joint budgeting (PES and other partners / service providers) for the SPOC / coordinated services.

Analysis of the responses shows that only 6 PES (out of 27) said that joint budgeting mechanisms are in place (see Table 15).

Table 15 Joint budgeting (PES and other partners) in place for a SPOC service

Yes	No
AT, BE-VDAB, BG, DK, FI, SK (6)	BE-Actiris, BE-FOREM, CY, CZ, DE, EE, EL, ES, FR, HR, IE, LT, LU, LV, MT, NL, NO, PL, PT, SE, SI (21)

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

The majority of PES (21 out of 27) specified that there is no joint budgeting in place. The services and measures for the LTU are financed from national funds or the PES budget. Additional financial resources come from the ESF (BG, CY, FR, LV, PT, SE and SI), local authorities (LT, FR and EE), other partners (SE), and the National Solidarity Fund (LU).

8.2 Types of joint budgeting for SPOC services

The survey also asked PES what type of joint budgeting is in place, and the answers are presented in Table 16.

Table 16 Type of joint budgeting (PES and other partners) for SPOC services

Type of joint budgeting	PES
Multi-annual inter-institutional budgetary system based on partnership and service commitments	BE-VDAB, BG, DK
Other type of joint budgeting	AT, FI, SK

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

As it can be seen from table above, only three PES reported a joint budgetary system based on partnership and service commitments. Other types of joint budgeting were specified by three PES. In Finland, for example, the SPOC budget (different resources) is agreed in the Multi-sectoral Joint Service Centres while other resources are attracted on annual basis. PES Austria uses funding contracts and cost-sharing.

9. KEY FINDINGS

In the Recommendation, the coordination of services and inter-institutional coordination to tackle long-term unemployment is laid down in the 'Single Point of Contact' (SPOC) concept, and the establishment of, or the nomination of, Single Points of Contact throughout the EU is a key part of the Recommendation.

The current analysis shows that in the majority of European countries included in the survey, an institution has indeed been **appointed or identified as responsible for the SPOCs** (usually the PES or the PES in cooperation with other partners). Only in a few countries no institution has yet been appointed as the SPOC.

All PES declare to work in close cooperation with a variety of partners, at the national and the local level. More than half the PES have **partnership agreements** in place. Nearly half the remaining PES applied different approaches to working with partners, i.e., cooperation takes place via project-based partnerships. In other countries, cooperation is defined by legal obligations, in specific contracts for implementing the support for the LTU, or there can be specific regulations or legislation. In some countries there are informal agreements in place to ensure coordinated support for the LTU.

Different **types of partnerships** are in place. More than one third of PES⁸⁸ have partnership agreements aimed at ensuring there is coordination in the support given to the LTU. A higher level of coordination defined by partnership agreements with joint-goals and clear allocation of responsibilities among partners was reported by another third of PES. An advanced level of coordination is reported by only one PES. This country has a formal body/network with joint goals and joint management board, which coordinates support and offers and establishes referral pathways. Other types of partnership agreements or ways of coordinating the LTU support are mentioned by nearly half of PES.

Different types of **offers** are **available to the LTU**, including a variety of employment and social support-oriented measures or services. An individualised offer aiming to find a job as a minimum offer is provided by all PES / SPOC service. In addition to this, one third of PES also provide at least one other offer, tailored to individual needs. To assist the LTU in their integration/re-integration into the labour market, more complex support (a combination of several individualised offers) is used by over half the PES.

The majority of PES (nearly three quarters) appreciate that the services offered to the LTU are **different** from services offered to other categories of clients. Among the differences identified by PES are: related services and measures specifically targeted to the LTU (through legislation, eligibility criteria for participants, etc.) and implemented in a more individualised approach (either one-to-one or in small groups); support for the long-term unemployed has a higher intensity than the support provided to other jobseekers and activation, motivation, psychological counselling, social integration or post-placement support is more often provided; a more complex and in-depth assessment and/or re-assessment is performed for LTU clients, who in many cases are allocated to dedicated LTU counsellors.

Looking to the other categories of clients that are, or should be, key PES partners, this analysis shows that basic support, in the form of services and subsidies to hire the long-term unemployed, is offered to **employers** by a majority of PES. Over one third of PES seem to have closer links with employers and joint efforts are undertaken to tackle long-term unemployment: PES partnership agreements with employers are in place to ensure that more long-term unemployed are hired, so LTU placements are based on these

⁸⁸ One third of PES reporting partnership agreements in place. See section 2.2.

agreements. Post-placement support that aims to achieve sustainable and meaningful employment for the LTU is provided by just over one third of PES.

Information/data sharing among partners is an approach to fulfil the role of a SPOC. The majority of PES reported using data sharing practices, or that a mechanism for the exchange of data was in place. In more than a quarter of PES⁸⁹, the information is transmitted to SPOC partners based on specific protocols. Another practice that implies a higher degree of coordination is shared access to client information. In more than a third of PES, appropriate counsellors from different service providers have shared access to discretionary client information. In contrast, only four PES reported a shared access to *all* the client's data: in two cases a limited number of counsellors have full access, and in two other cases all counsellors from different service providers have full access. A closer look at the responses from PES shows that the **client information** that is shared most frequently refers to employment; education and unemployment history; job search activities and the support received; clients' assessments; and obstacles to finding employment (this includes health problems, and their family and personal situation– e.g., whether the client is a single parent, or is on a low income, or if they are on social assistance support).

This analysis also looked at approaches in place for **assessing the needs of the LTU**. It shows that in a majority of countries included in this report, the PES case managers are responsible for and carry out the needs' assessment of the long-term unemployed. Joint assessment, involving case managers from PES and from the other support service providers, is used by only a few PES, while a single case manager assessing the LTU's needs on behalf of all service providers is almost non-existent (only one PES).

A **Job Integration Agreement (JIA)** is a specific measure proposed and defined in the Recommendation. Most of the PES reported that JIAs (or Individual Action Plans, IAPs, for the LTU) are in line with the proposals in the Recommendation. The JIA includes the LTU's individual assessment, the method of contact, the frequency of follow-up meetings, re-assessment and the services offered. The PES reported that some of the features of a JIA make it different from an IAP, which tend to be made for other categories of clients, for a variety of reasons. Firstly, the LTU's assessment/re-assessment is deeper and more comprehensive, secondly, when it is appropriate there is a joint assessment/re-assessment with social services, thirdly, in most cases the contacting method is face-to-face, fourthly, the frequency of follow-up meetings is higher, and finally the offers are more personalised and tailor-made to the LTU's specific needs.

One of the purposes of a SPOC service is to bring the LTU into contact with individual agencies and services through referrals to serve their needs. Referral pathways also assume close cooperation and coordination among partners. This is why the survey investigated whether **dedicated referral pathways** are in place for the LTU. Unfortunately, these 'referral pathways' are not very common in practice – they were only reported by just over a third of PES.

Follow-up of the LTU or regular monitoring post completion of a JIA is referred to in the Recommendation, and different institutions can be involved in this process. This analysis shows that the main institution responsible for follow-up after completion of a JIA is the national PES through its case managers. Joint follow-up ensured by case-managers from PES and from other partners is very rare (this is only reported by three PES).

Monitoring the coordinated support for the LTU is an integral element of the process itself. All countries monitor different areas or aspects of their coordinated support for the LTU. The LTU's progress towards employability, employment/integration outcomes

⁸⁹ 22 PES reporting data sharing/exchange in place. See section 4.2.

(including placement targets) and the effectiveness of coordination of services or support are the most frequent outputs that are monitored. Monitoring is less common after the LTU have left the PES register – it is only (almost) one third of PES that monitor this. Again, as in the case of follow-ups, the PES is the main institution with responsibility for this. Only (just over) a third of PES report that joint monitoring is in place.

To support these complex and coordinated services, **financial resources** are necessary. Appropriate finance mechanisms allow budget sharing between different partners and ensure accountability. An analysis of responses shows that joint budgeting is not widespread (less than a quarter of PES report this), related services and measures tend to be financed from national funds and/or the PES budget. Additional financial resources come from the ESF, and in few cases from other partners as well.

To sum up, it is clear that PES play an important role in implementing one-stop help and coordinated assistance for the LTU. It appears that the European countries included in this report have indeed put in place certain measures in line with the Recommendation concerning the SPOC. However, there remains room for many different sorts of improvements to ensure full operationalisation of the single points of contact, and to strengthen the capacity of the various labour market players to deliver integrated and coordinated support to the LTU. The key for all necessary improvements is the capacity of the main actors to steer and lead integration across several organisations. This calls for changes that are often structural and require political backing.

10. ANNEX

Annex A. PES Capacity Questionnaire 2020 part II: integrated services for the long-term unemployed

The **Council Recommendation on the integration of the long-term unemployed (LTU) into the labour market**⁹⁰ adopted in February 2016 aims to support the sustainable reintegration of the LTU into the labour market by calling on Member States to:

- *encourage registration of jobseekers with an employment service;*
- *provide registered long-term unemployed with individual in-depth assessment and guidance as well as a job integration agreement (JIA) with a single point of contact (SPOC) at the very latest when they reach 18 months of unemployment;*
- *develop closer links with employers and partnerships in order to increase job opportunities for registered long-term unemployed.*

As part of its 2020 work programme, the Network of Public Employment Services (PES) will continue to monitor the implementation of the Council Recommendation on the LTU by the PES.

The Evaluation of the Council Recommendation on the integration of the long-term unemployed into the labour market⁹¹, conducted by the European Commission (EC) in 2018, highlighted the need to better monitor the qualitative aspects of the implementation, in particular related to the single point of contact. Therefore, the current ad hoc questionnaire focuses on the delivery of integrated services and the single point of contact. The ad-hoc questionnaire is based on the Quality Standards developed by the PES Network on a single point of contact⁹².

Your contribution to the exercise will support qualitative monitoring and analysis of PES actions to tackle the LTU. The data provided will also serve as a valuable input for the PES Benchmarking (BL) site visits, will be presented in a separate Report on Implementation of the Council Recommendation on the LTU by the PES, and will also be integrated into the PES Network Annual Report.

The questionnaire should be completed in English. Please provide country-specific explanations, as necessary. Before filling-in the questionnaire, please carefully read the glossary.

⁹⁰ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32016H0220%2801%29&qid=1456753373365>.

⁹¹ <https://ec.europa.eu/social/main.jsp?catId=89&langId=en&newsId=9346>.

⁹² <https://data.consilium.europa.eu/doc/document/ST-12493-2016-ADD-2/en/pdf>.

Glossary of terms and abbreviations

ALMPs	Active Labour Market Policies: Labour market interventions aimed at helping jobseekers find employment and to improve the balance between the supply and demand for labour ⁹³ .
EMCO	Employment Committee
Individual in-depth assessment	The individual in-depth assessment should cover employability prospects of the LTU, barriers to employment and previous job search efforts ⁹⁴ .
JIA	<p>Job-integration agreement – a written agreement between a registered LTU person and a single point of contact (SPOC), with the objective of facilitating that person's transition into employment on the labour market. It should detail explicit goals, timelines and the obligations which the registered LTU person must meet, and the service provider's offer to the LTU person⁹⁵.</p> <p>Job-integration agreements should be concluded before an LTU person has reached 18 months of unemployment. JIA also includes individual in-depth LTU assessment and specify individual follow up of the unemployed person's situation⁹⁶.</p>
LTU	Long-term unemployed in PES – unemployed registered with the PES and with continuous period(s) of unemployment as defined in national legislation or practice ⁹⁷ (usually people with 12 or more months in a spell of unemployment) ⁹⁸ .
MS	Member State
N/A	Information / data not available
NGO	Non-Governmental Organisation
PES	Public Employment Services
SPOC	<p>Single Point of Contact</p> <p>Single Point of Contact refers to an authority responsible 'for supporting registered LTU persons through a coordinated service offer involving available employment and social support services. This point of contact could be based on a framework of inter-institutional coordination and/or be identified within existing structures'⁹⁹.</p> <p>A range of actors can be involved in provision of a SPOC, including: PES, social service providers, public authorities, training and education institutions,</p>

⁹³ <http://ec.europa.eu/eurostat/web/products-manuals-and-guidelines/-/KS-GQ-13-002>.

⁹⁴ Council Recommendation of 15 February 2016 on the integration of the long-term unemployed into the labour market':

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32016H0220%2801%29&qid=1456753373365>.

⁹⁵ European Network of Public Employment Services, Ad Hoc Module to the 2018 PES Capacity Questionnaire, Survey report: <https://ec.europa.eu/social/BlobServlet?docId=20186&langId=en>.

⁹⁶ The European Network of Public Employment Services Proposal to EMCO for Quality Standards was elaborated by a Working Group on LTU mandated by the PES Board. Following EMCO endorsement standards were adopted by EPSCO on 13 October 2016:

<https://www.eumonitor.nl/9353000/1/j9vvik7m1c3gyxp/vk837780drz2#p1>.

⁹⁷ European Network of Public Employment Services Proposal to EMCO for Quality Standards –

<https://www.eumonitor.nl/9353000/1/j9vvik7m1c3gyxp/vk837780drz2#p1>.

⁹⁸ European Network of Public Employment Services, Ad Hoc Module to the 2018 PES Capacity Questionnaire, Survey report: <https://ec.europa.eu/social/BlobServlet?docId=20186&langId=en>.

⁹⁹ Council Recommendation of 15 February 2016 on the integration of the long-term unemployed into the labour market: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32016H0220%2801%29&qid=1456753373365>.

integrated job centres (PES and benefit authorities), municipalities, private employment agencies, NGOs, organisational consortia, etc.

A SPOC may be based on various models of cooperation, but one actor will have responsibility for ensuring provision of a SPOC service (in most cases from one organisation).

The responsibilities for arranging and offering SPOC services and support for the LTU can be related to employment-oriented services (e.g., ALMP measures), complementary social services and benefits¹⁰⁰.

The Quality Standards developed by the PES Network on single point of contact¹⁰¹, suggested a **three-tier definition** for a SPOC:

- a) Minimal** – specifying the basic essential services that Member States would be required to deliver to meet the requirements of the Recommendation.
- b) Intermediate** – defining elements of a more developed service which Member States should introduce to offer a more integrated and personalised service.
- c) Advanced** – describing a premium level of service which Member States could provide for clients offering a highly integrated and comprehensive support system.

¹⁰⁰ European Network of Public Employment Services, Ad Hoc Module to the 2018 PES Capacity Questionnaire, Survey report: <https://ec.europa.eu/social/BlobServlet?docId=20186&langId=en>.

¹⁰¹ European Public Employment Services (PES) Network Proposal to EMCO for Quality Standards including supplementary qualitative and quantitative indicators to monitor implementation of the Council Recommendation on the integration of the long-term unemployed into the labour market: <https://data.consilium.europa.eu/doc/document/ST-12493-2016-ADD-2/en/pdf>.

Responsibility for ensuring provision of SPOC service

Q1. Which institution(s)/authority has been appointed/nominated as a SPOC in your country (i.e., the institution/authority that has the responsibility for ensuring provision of a SPOC)? *Please select one of the four options given below:*

- ☐ PES only
- ☐ PES in cooperation/partnership with other institutions/service providers and actors
- ☐ Other institution/authority/formal body/inter-institutional network

Please name this institution/authority/inter-institutional network:

- ☐ No institution/authority has been so far appointed as a SPOC

Please explain why:

Partnership/cooperation agreements for providing single and coordinated support to LTU

Q2. Are there any partnership/cooperation agreements in place for providing coordinated support to LTU? *Please select one of the two options given below:*

- ☐ Yes (*Please continue answering from question 2.1*)
- ☐ No

Please explain why and if any specific measures have been implemented; please provide examples and continue answering from question 3:

Q2.1. What model of partnership/cooperation is in place for providing coordinated support to LTU? *Please select one of the five options and provide additional information in the table below:*

Model of partnership/cooperation:	For the option selected please provide the concrete name of partners/other service providers/actors/members of the Network ¹⁰² :
<input type="checkbox"/> PES partnership/cooperation agreement with other service providers/actors, aimed at coordinating the support and offers	
<input type="checkbox"/> PES partnership/cooperation agreement with at least one other service provider/actor, aimed at coordinating the support and offers, with joint-goals and service commitments (clear responsibilities)	

¹⁰² Other service providers and actors: public (including central or local authorities etc.), private (for and non-for profit) or civil society organisations representing users or service providers; can include providers of: social support, crisis and psychological support, early childhood education and care, health care services, debt-counselling, housing and transport support, disbursement of social assistance benefits, etc.

Model of partnership/cooperation:	For the option selected please provide the concrete name of partners/other service providers/actors/members of the Network ¹⁰² :
<input type="checkbox"/> <i>Formal body/network</i> coordinating support and offers and establishing referral pathways, <i>with joint goals and joint management board</i>	
<input type="checkbox"/> <i>A shared inter-institutional</i> infrastructure, e.g., one-stop shop	
<input type="checkbox"/> <i>Other type of partnership, please explain:</i>	

Services offered to LTU and intensity of support

Q3. What type of offers are proposed/available to LTU? *Please select one of the three options given below:*

- ☐ An individualised offer aimed as a minimum at finding a job
- ☐ An individualised offer aimed at finding a job and at least one other offer/service tailored to the individual needs

Please provide the concrete name of provider of the other offer/social service¹⁰³:

--

- ☐ An individualised offer aimed at finding a job and *other several offers/services* tailored to the individual needs

Please provide the concrete name of providers of the other offers/social services¹⁰⁴:

--

Q4. Do the services offered to LTU differ from offers to other groups of PES clients? *Please select one of the two options given below and provide additional information:*

- ☐ Yes

Please list the services offered to LTU and explain how they differ from the offers to other groups of PES clients. If a basic offer for all PES clients is in place, please describe it:

Services ¹⁰⁵ offered to LTU; main differences ¹⁰⁶ from offers to the other groups of PES clients (<i>add more rows if necessary</i>):	Basic offer available for all groups of PES clients, <i>if any</i> :

- ☐ No

¹⁰³ E.g. crisis centre, psychological support centre, counselling centre, psychologist, etc.

¹⁰⁴ E.g. crisis centre, psychological support centre, counselling centre, psychologist, etc.

¹⁰⁵ Employment oriented and social, health care, rehabilitative services, etc.

¹⁰⁶ E.g. in terms of category/type of services, intensity of interventions (duration/length, frequency and nature of contacts) etc.

Q5. What services are available to employers for integration of the LTU into the labour market?
Please select all options that apply:

- ☐ Services and subsidies
- ☐ Placements of LTU, based on a partnership agreement between PES and employers
- ☐ Post-placement services
- ☐ Other services, please explain:

Data sharing between SPOC partners/different actors

Q6. Is a system of data sharing/exchange between different partners/relevant actors dealing with LTU in place? Please select one of the two options given below:

- ☐ Yes

Please continue answering from question 6.1.

- ☐ No

Please explain why and if any specific initiatives/measures have been implemented/are in place to share data/information (examples) and continue answering from question 7:

Q 6.1. What approach of data sharing/access to data is in place? Please select one of the five options and provide additional information in the table below:

Approach of data sharing/access to data:	Please describe what information is shared for the selected approach:
<input type="checkbox"/> Assigned contact point for information referral transmits client information ¹⁰⁷ to counsellors of other service providers, via smooth and secure mechanisms (e.g., based on protocols)	
<input type="checkbox"/> Appropriate counsellors from different service providers have shared access to discretionary client information	
<input type="checkbox"/> Limited number of counsellors from different service providers have shared access to full client information	
<input type="checkbox"/> All counsellors/ agents from different service providers have shared access to full client information	
<input type="checkbox"/> Other approach, please explain:	

Assessing the LTU's needs and the JIA

Q7. Which case managers assess the needs of the LTU? Please select one of the four options given below:

- ☐ PES case managers assess needs of the LTU

¹⁰⁷ E.g. client history, assessment etc.

☐ Needs of the LTU are jointly assessed by the case managers from PES and from the other support service providers

☐ A single case manager assesses the needs of the LTU on behalf of all service providers

☐ Other, *please specify*:

Q8. What elements are included in JIA/IAP concluded with LTU? *Please select all elements that apply and explain if and how they differ from the ones related to other categories of the PES clients:*

Elements of JIA/IAP for LTU:	Differences, <i>if the case</i> (e.g., in terms of approach, scope, frequency, duration, etc.):
<input type="checkbox"/> Individual assessment	
<input type="checkbox"/> Method of contact	
<input type="checkbox"/> Frequency of follow-up meetings	
<input type="checkbox"/> Re-assessments	
<input type="checkbox"/> Service offers	
<input type="checkbox"/> Other elements, <i>please specify</i> :	

Follow-up of LTU

Q9. Is a dedicated referral pathway for the LTU in place that differs from the one(s) for the other groups of PES clients? *Please select one of the two options given below and provide additional explanation:*

☐ Yes

Please explain the differences:

☐ No

Q10. Who is responsible for follow-up of the LTU (after concluding the JIA)? *Please select one of the six options given below:*

☐ Specifically assigned case manager from PES

☐ Any case manager from PES

☐ Specifically assigned case manager from PES and from other partner institutions (*joint follow-up*)

☐ Any case manager from PES and from other partner institutions (*joint follow-up*)

☐ A single case manager from all partners is responsible for follow up of the assigned client and coordinates the support/services

☐ Other, *please specify:*

Monitoring the delivery of coordinated services to LTU

Q11. Is a joint monitoring (PES and the other partners) system in place for the delivery of the coordinated support¹⁰⁸ for the LTU? *Please select one of the two options given below and provide additional explanation:*

☐ Yes

Please specify if the joint monitoring is based on agreement between all SPOC partners on joint performance standards:

☐ No

Please specify what institution/authority is responsible for monitoring of the delivery of the coordinated support for the LTU:

Q12. Which aspects are monitored by the system in place? *Please select all options that apply:*

☐ Progress of LTU towards employability

☐ Employment/integration outcomes (including placements targets)

¹⁰⁸ Monitoring the implementation of Council Recommendation on the integration of the LTU into the labour market.

☐ Effectiveness of coordination of services/support

☐ Situation of LTU after exits from the PES register

Please specify what instruments, except self-reporting, are used and which institution is responsible for tracing the LTU, after exiting the PES register:

☐ Other aspects, *please explain:*

Q13. What specific indicators and methods/instruments are used to collect data/information and to monitor the delivery of services to the LTU? *Please list the specific indicators and the monitoring instruments used:*

Indicators (<i>add more rows if necessary</i>):	Methods used to collect data/ information:

Budgeting the SPOC service

Q14. Is a mechanism/system in place for joint budgeting (PES and other partners/service providers) of SPOC service? *Please select one of the two options given below:*

☐ Yes

☐ No

If no, please explain what budget/funds is/are used to support implementation of specific offers to LTU:

Q14.1. What type of joint budgeting is in place? *Please select one of the three options given below:*

☐ Multi-annual inter-institutional budgetary system based on partnership and service commitments

☐ Some pooling of budgets

☐ Other type of joint budgeting, *please explain:*

Table A1. Examples of monitoring indicators

PES	Examples of monitoring indicators
AT	The duration of unemployment
BE-Actiris	'EMCO' LTU data monitoring, no specific or recurring 'in-house' monitoring of LTU
BE-FOREM	Insertion rate on the labour market of LTU Number of unemployed who have participated in the activity Number of participants who completed the activity Results: number of participants who achieved the objectives of the action
BE-VDAB	Information about the jobseekers Evolution of the estimation and activation process Obtained output Data in 'My career' files Qualitative monitoring Mapping out the profiles of jobseekers who we are unable to find work, despite PES' efforts and measures
BG	Indicator for average monthly number of LTU and comparison on annual basis Relative share of registered LTU to all registered unemployed Indicator for prevention of long-term unemployment – reduction in the relative share of unemployed people with 6 to 12 months of unemployment spell. Share of transitions in employment from non-subsidised jobs among the long-term unemployed Average monthly number of clients served by the Centres for Employment and Social Assistance Average monthly number of people involved in employment/training at the time of leaving the operation Indicators for monitoring LTU according to the EC Recommendation for LTU Direct monitoring indicators (indicators for reference year 'Y') 1. Overall indicator: use of JIAs among LTU registered for at least 18 months 2. Supplementary indicator: use of JIAs among LTU registered for less than 18 months 3. Supplementary indicator: proportion of unemployment spells ending in employment for JIA users 4. Context indicator: use of JIAs among LTU Follow-up monitoring indicators (indicators for reference year Y-1) Indicators for sustainable employment of LTU: 1. The share of the re-registered as unemployed within a year after their transition to employment is measured. 2. Overall indicator: JIA users in employment 12 months after exiting unemployment 3. Context indicator: JIA users in employment 6 months after exiting unemployment
CY	Number of LTU as a % of total unemployed Number of Referrals of LTU to job vacancies as a % of total referrals Number of Placements of LTU to jobs as a % of total placements Number of LTU IAPs as a % of total IAPs Number of LTU IAPs as a % of total LTU Number of non-completed IAPs of LTU compared to total IAPs of LTU
CZ	Indicators from IT system of Ministry of Labour
DE	Outflow and inflow rate, stock development Integration rate Duration of benefits Activation rate Net integration effects of services/instrument Net participation effects of services/instruments

	Indicators of implementation of services/instruments
DK	Number of long-term unemployed
EE	No specific indicators are currently in place for monitoring.
EL	LTU breakdown by: <ul style="list-style-type: none"> - sex (men-women) - age (25-54, 55-64) - education (low-medium-high) - duration of unemployment <ul style="list-style-type: none"> >= 12 months >= 12 and < 18 months >= 18 and < 24 months >= 24 months Annual average stock of registered LTU Annual exits Total exits Exits to employment Exits to ALMPs Exits to other known destination Exits to other unknown destination
ES	63 measures included in the PLAN REINCORPORA-T: tracking milestones, monitoring using quantitative indicators, and a combination of both. The monitoring model is designed (with technical assistance from the World Bank) to indicate progress with implementation, achievements, and results obtained.
FI	PES statistics related to LTU Qualitative aspects from evaluations and research
FR	Not applicable, as coordinated support for the LTU is carried out in various ways and does not always focus solely on LTU.
HR	Employment rate of LTU LTU included into the motivation/activation counselling LTU exits into positive activity (employment, self-employment, on-the job training)
IE	Individual JIA for each LTU on JobPath Frequency of customer interactions is as agreed with JobPath Customer satisfaction with JobPath Service
LT	Use of JIAs among LTU registered at least 18 months Use of JIAs among LT registered for less than 18 months Proportion of unemployment spells ending in employment for JIA users Use of JIAs among LTU JIA users in employment 12 month after exiting unemployment JIA users in employment 6 months after exiting unemployment Number of unemployed participating in the pilot model Share of pilot model participants returned to employment, including self-employment
LU	Duration of unemployment Duration of inactivity Number of signed re-integration contracts for LTU
LV	Job search activity
MT	Percentage of adult jobseekers who have been registering for 12 months and over: <ul style="list-style-type: none"> <50% for mainstream clients <85% for disadvantaged clients <90% for people with disability
NL	Number of UI (Unemployment Insurance) claimants receiving a suitable job offer shortly after 12 months of unemployment

	Number of placements per year
NO	Exit to job/activity/education Participation ALMPs Exit to other social insurance measures
PL	Quantitative indicators, e.g., number of people participating in programmes, projects, types of assistance applied, etc. Breakdowns of LTU by age, education, length of service, duration of unemployment, disability Employment efficiency Cost efficiency Training effectiveness Statistical analysis e.g.: number of the long-term unemployed registered with their PES, share of long-term unemployed in the total number of the unemployed, number of long-term unemployed covered by professional activation, inflow-outflow, group structure, exclusions from the register of the long-term unemployed. Cancellation rate of financial support offered by the social welfare centre Increase of social competences and activity in social and professional life of people covered by the support
PT	LTU as a % of total registered unemployment in PES % of LTU with social benefits as a % of total LTU % of LTU receiving unemployment benefits as a % of total LTU No of LTU by gender No of LTU by education levels
SE	Statistical indicators (for instance, how long the client has remained LTU).
SI	Number of in-depth assessments by PES (12-18 months) Number of LTU using IAP or JIA Number of LTU exits Counsellors' caseload Quality of IAP/JIA
SK	Length of registration as a jobseeker Age Education

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