

*Mutual Learning
Benchmarking among
Public Employment Services*

Interim Report
September 2006

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1 *Organizational framework*

Working Group of ... The »Mutual Learning« project is carried out by a Working Group of 14 Participating Partners. Their work is supported by a team of consultants. The AMS Österreich has taken on the role of the project leader. The project has received financial support from the European Commission.

... 14 Partners The Participating Partners are:

- Arbeitsmarktservice Österreich (AMS), Austria
- FOREM Administration Générale, Belgium
- ORBEM-BGDA, Belgium
- VDAB, Belgium
- Ministry of Labour Policy, Finland
- Agence Nationale Pour l'Emploi (ANPE), France
- Bundesagentur für Arbeit, Germany
- FÁS, Ireland
- State Employment Agency, Latvia
- CWI, the Netherlands
- Central office of labour, Slovakia
- Employment Service of Slovenia
- Arbetsmarknadsstyrelsen (AMS), Sweden
- JobCentrePlus, United Kingdom

AMS Österreich The meetings are hosted by AMS Österreich in Vienna.

2

Tasks: planned, achieved and still open

<i>Tasks</i>	The Participating Partners have set themselves the following tasks:
<i>Performance indicators (T1)</i>	<ul style="list-style-type: none">• To draw a list of eight PES performance indicators (T1)
<i>Context indicators (T2)</i>	<ul style="list-style-type: none">• To agree on four »harmonized« context indicators reflecting on the specific »environment« in which the PES operates (T2)
<i>Database (T3)</i>	<ul style="list-style-type: none">• To set up a database on performance and context indicators (T3)
<i>Benchmarking (T4)</i>	<ul style="list-style-type: none">• To carry out benchmarking exercises based on the PES performance indicator data set (T4)
<i>Identification of good practices (T5)</i>	<ul style="list-style-type: none">• To provide a methodological link between benchmarking results and the identification of good practices among the Participating Partners (T5)
<i>Discussion of good practices (T6)</i>	<ul style="list-style-type: none">• To design a format for the presentation and discussion of good practices (T6)
<i>Reporting system (T7)</i>	<ul style="list-style-type: none">• To establish a standardized reporting system (on the benchmarking results and the exchange of good practices) for the Head of PES (T7)
<i>Progress made</i>	<p>The project has made substantial progress in the period January to September 2006:</p> <ul style="list-style-type: none">• The tasks T1 and T2 have been fully achieved• The task T3 (which has to be carried out in several waves as the project goes along) has been partially achieved• A procedure for tasks T4, T5 and T6 has been agreed upon• Task T7 has yet not been tackled

*Completion of data
base needs sufficient
resources*

The following Participating Partners have forwarded data on the PES performance indicator:

<i>Participating Partner</i>	<i>Data on indicators (Q1 – Q8) provided</i>
Arbeitsmarktservice Österreich (AMS), Austria	Q1, Q2, Q3, Q4, Q5, Q6, Q7, Q8
FOREM Administration Générale, Belgium	
ORBEM-BGDA, Belgium	A variant of Q1
VDAB, Belgium	Q1, Q2, Q3, Q5
Ministry of Labour Policy, Finland	Q1, Q2, Q3, Q5, Q6, Q7, Q8
Agence Nationale Pour l'Emploi (ANPE), France	Q1, Q2, Q5
Bundesagentur für Arbeit, Germany	Q1, Q2, Q3, Q4, Q5, Q6, Q7
FÁS, Ireland	Q1, Q3, Q4, Q5, Q6
State Employment Agency, Latvia	Q1, Q2, Q3
CWI, the Netherlands	Q1, Q2, Q6, Q7, Q8
Central office of labour, Slovakia	Q1, Q2, Q3
Employment Service of Slovenia	Q1, Q2, Q3
Arbetsmarknadsstyrelsen (AMS), Sweden	Q1, Q2, Q3
JobCentrePlus, United Kingdom	Q1, Q2

It will be of utmost importance that each Participating Partner represented in the Working Group ensures that there are sufficient resources available to complete the performance indicator base.

3

Overall assessment of mid point

Difficult start ...

The Working Group started with its first meeting in January 2006. It was supported to build upon the results of the previous Working Group. This made for a difficult start since the number Participating Partners increased from 6 to 14.

*... nevertheless
swift progress*

However, the Working Group managed to find common grounds already at the second meeting . Since then, the discussion progressed swiftly. The atmosphere at the meetings (each of them lasting for »full« three half days) has become very focussed on arriving at joint decisions on concepts, methods and data interpretation.

Tasks will be achieved

By now, it has become quite certain that the group will achieve at all the tasks T1 to T7 next summer.

Risk

The only remaining risk is related to the forwarding of data (on performance indicators) by the individual Participating Partners. It might be, by the end of the project, that some of the Participating Partners cannot take part in all the benchmarking exercises, because they have not provided all the necessary data.