



FOR INTERNAL USE

European Network of Public Employment Services

PES Capacity Questionnaire
Country Factsheet

Belgium Le Forem
Service Public Wallon de l'Emploi et de la Formation
2019



Written by ICON INSTITUT Public Sector GmbH
October 2019

ICON
INSTITUT

EUROPEAN COMMISSION

Directorate-General for Employment, Social Affairs and Inclusion
Directorate B — Employment
Unit B1 — Employment Strategy

Contact: Hilde Olsen

E-mail: EMPL-PES-SECRETARIAT@ec.europa.eu

*European Commission
B-1049 Brussels*

The European Network of Public Employment Services was created following a Decision of the European Parliament and Council in June 2014¹. Its objective is to reinforce PES capacity, effectiveness and efficiency. This activity has been developed within the work programme of the European PES Network. For further information: <http://ec.europa.eu/social/PESNetwork>.

This activity has received financial support from the European Union Programme for Employment and Social Innovation 'EaSI' (2014-2020). For further information please consult: <http://ec.europa.eu/social/easi>.

LEGAL NOTICE

Neither the European Commission nor any person acting on behalf of the European Commission is responsible for the use that might be made of the following information. More information on the European Union is available on the Internet (<http://www.europa.eu>).

¹ DECISION No 573/2014/EU

About Le Forem in Wallonia

Name of PES	Le Forem
PES website address	www.leforem.be
PES contact person and email address	Marie-Thérèse FOMBONA marietherese.fombona@forem.be

1. Background

1.1. Status of the PES

Le Forem (the Walloon PES) has the status of a 'regional public interest organisation' and although not under the direct control of the Walloon Government, it is accountable to it. As part of this mission, Le Forem maintains strategic contacts with other regional, federal and international institutions. The PES management committee includes representatives from employers' associations and trade unions while the overall supervisory body is the Walloon minister responsible for employment and training.

The main objectives of the PES are:

- integrating jobseekers into the labour market;
- advising employers and supporting them in their recruitment;
- providing training adapted to labour market expectations.

1.2. Geographical organisation

The PES is organised according to the following structure:

Level	Description
Regional (Wallonia)	<p><i>Head Office</i> with the following structure:</p> <ul style="list-style-type: none"> • General Director (monitoring, legal aspects, communication, etc.), • Directorate 'Strategy and External relations' (strategy, research and development, partnerships, labour market analysis, international and institutional relations, etc.), • Directorate 'Products and Services' (covering the services delivered in the territories) • Directorate 'Support Services' (human resources, real estate, budget, etc.).
Local (Territories)	<p>Four 'Territories' where services are organised around four axes:</p> <ul style="list-style-type: none"> • Free access services, including <i>Carrefours Emploi Formation Orientation (CEFO)</i> – • Services to jobseekers, including <i>Maisons de l'Emploi</i> and <i>Relais de l'emploi</i>; • Services to employers; • Skills services, including vocational training centres and skills centres.

1.3. Relationships and cooperation with other organisations

The PES operates and cooperates with a range of organisations and with different types of relationships the principal ones being as follows:

- the PES works under the supervision of the Regional Minister of Economy, Industry, Research, Innovation, Digital, Employment and Training as a 'regional public interest agency';
- the social partners are represented on the PES management committee and are regularly consulted in the implementation of employment policies;
- the PES maintains contacts with other regional organisations in Wallonia, with agencies of other Regions in Belgium (including the PES), with federal Ministries and with relevant international bodies.

1.4. Key PES responsibilities




The key activities and tasks and the PES responsibilities within them are set out in the table below:

Activity/Task	PES Responsibility
Implementation of services of individualised assistance (e.g. intensive counselling and guidance, job-search assistance) and follow-up for unemployed people provided as part of a planned path towards durable (re-)employment (cf. services as in Eurostat LMP database Category 1.1.2).	Fully responsible
Implementation of ALMP (Active Labour Market Policies) measures (any measures within Eurostat LMP database Cats. 2-7) financed by national funds or ESF (European Social Fund) co-funding.	Partly responsible as follows: Cat. 2 Vocational training: Le Forem is the public employment and vocational training service, but another institution (IFAPME) is responsible for sandwich courses. Cat. 4 Le Forem manages public aid for target groups (older workers, the long-term unemployed, young people and the low-skilled). Cat 5. Sheltered employment and rehabilitation measures for people with disabilities are managed by another institution (AVIQ). Cat. 6 Direct job creation and support to self-employment are dealt with by other public structures. However, Le Forem manages a measure called 'Airbag' to support small businesses starting up. Cat. 7 Le Forem is in charge of some start-up aid for businesses, but it is not the only organisation.
Administration of national unemployment benefit (UB) scheme (handling of UB claims, payments, financial planning and reporting, etc.)	Not responsible

Activity/Task	PES Responsibility
Administration of social types of allowances (e.g. child allowances for UB recipients), please specify each allowance separately:	Not responsible
Administration of benefits for people with disabilities or handicapped people, please specify exactly which group(s) are covered:	Not responsible
Approval of layoffs by employers. Please specify if this concerns specific conditions or situation only:	Not responsible
Licensing and supervising private employment agencies (PrES), please specify whether this covers PrES, temporary work agencies, or another type of service provision by private companies:	Not responsible
Notification of apprenticeship places and placement of apprenticeship candidates	Not responsible
Careers advice and guidance for young people still in education	Not responsible
Acting as Managing Authority for the ESF	Not responsible
Managing training centres for jobseekers (that are an integral part of the PES)	Fully responsible
Issuing of work permits for third country nationals (e.g. dealing with applications, approving and issuing, keeping records, reporting, etc.)	Not responsible (Le Forem simply checks that there is no Belgian jobseeker available to take the vacancy)
Other – please specify: Coordination of employment and training stakeholders, including education institutions	Fully responsible
Organisation of calls for proposals aiming at selecting operators offering specialized services to jobseekers	Fully responsible

1.5. PES good practices

Examples of good practice in the Le Forem PES identified by the European Network of PES are listed below:

EN		Promising PES Practice: 'Points CoM' - Occupation Knowledge Points	2019
EN		PES Practice: I Recruit	2019
EN		PES Practice: Training and Integration Contract (PFI)	2015

Source: EC DG EMPL, PES Practices: <http://ec.europa.eu/social/main.jsp?catId=1206&langId=en>

2. Annual expenditure

Total PES expenditure slightly increased by EUR 0.8 million or 0,05% from 2017 to 2018, reaching EUR 1 696.4 million by the end of the period. Within this total, expenditure on ALMPs (Active Labour Market Policies) accounted for 11% of the total PES expenditure.

Other types of expenditure developed in a similar fashion as can be seen in Table 1.

The principal source of funding for PES activities is the Government Budget, with additional funds from the ESF.

Table 1. Annual expenditure summary (EUR million)

Expenditure category*	2013	2014	2015	2016	2017	2018
Total PES	N/A	N/A	N/A	N/A	1 695.6	1 696.4
All types of benefits	N/A	N/A	N/A	N/A	N/A	N/A
ALMPs	N/A	N/A	N/A	N/A	182	181
Staff costs	N/A	N/A	N/A	N/A	252	260
Staff training costs	N/A	N/A	N/A	N/A	0.6	0.6
Other expenditure	N/A	N/A	N/A	N/A	1 178	1 176

Source: Annual PES Benchmarking Data Collection.

3. Human resources

The total number of PES staff was stable between 2016 and 2019, reaching 3 896 FTE (Full Time Equivalents) at the end of April 2019. The proportion of staff directly and exclusively servicing jobseekers increased sharply in 2018 and 2019 to around 43%, though comparison with previous years is problematic as the interpretation of the relevant staff has been redefined. In 2017, for example, a significant number of front-of-office staff were excluded (such as trainers) from being exclusively assigned to employers and/or jobseekers. Similarly, reception officers dedicated to groups of jobseekers or employers were also not included. However, the proportion of staff working directly and exclusively with employers was stable between 2016 and 2019, resting at around 6%.

Overall staff turnover in 2019 was 5%.

Table 2. Staffing summary (FTE, as at 30 April each year)

Staff category	2016	2017	2018	2019
Total PES staff	3 849	3 800	3 854	3 896
Of which (absolute and in % of total PES staff):				
Exclusively servicing jobseekers	411	461	1 072	1 660*
% exclusively servicing jobseekers	11%	12%	28%	43%
Exclusively servicing employers	224	198	260	244
% exclusively servicing employers	6%	5%	7%	6%
Staff turnover (for all reasons – figures for calendar year)	8%	5%	N/A	5%

*Including in-house trainers for clients.

Source: Responses to PES Capacity Questionnaire.

4. Registered unemployed

The number of registered unemployed jobseekers fell by 43 698 or 17% between 2013 and 2018, ending the period at 206 398. Over the same period, participants in ALMPs fell by 3 156 or 17% - there were 15 064 in ALMP measures in 2018.

Table 3. Registered unemployed jobseekers and participants in ALMPs (average monthly stock each year)

Client Group	2013	2014	2015	2016	2017	2018
Registered unemployed jobseekers*	250 096	251 121	239 577	227 542	216 754	206 398
Participants in ALMPs**	18 220	17 093	16 216	15 142	14 925	15 064

* The number of people registered with the PES, who are available for the labour market and who are, or should be, looking for a job, excluding those on any active labour market policy (ALMP) measure.

** The number of people participating in ALMP measures in the following categories (according to the LMP database): Training (Category 2); Job rotation and job sharing (Category 4.3); Sheltered and supported employment and rehabilitation (Category 5); Direct job creation (Category 6).

Source: Annual PES Benchlearning Data Collection.

5. Job Vacancies

The monthly average of job vacancies notified to the PES increased by 1 922 or by 24% between 2013 and 2018, reaching 10 041 in 2018. The proportion of monthly average job vacancies notified to the PES that were filled stood at 89% in 2018, of which 78% were filled within 60 days of notification in the twelve months running up to December.

The share of the job finders who found their current job through PES involvement at any point remained relatively stable between 2013 and 2018, ending the period at 8.7%.

Table 4. PES Job vacancies

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	8 119	7 775	8 120	9 371	10 609	10 041
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	7 335	6 989	7 153	8 479	8 951	8 980
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	6 618	6 346	6 445	7 715	7 934	7 880
Share of the unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding the present job (proxy for vacancies filled with PES assistance) **	9.9%	11.6%	8.7%	10.6%	10.5%	8.7%

Source:

* Annual PES Benchlearning Data Collection.

** European Union Labour Force Survey (EU LFS).

6. Active labour market policies (ALMPs)

One new employment measure was introduced in 2018 (see Table 5), and one single amendment was made to the existing measures last year (see Table 6).

Table 5. New ALMPs introduced in 2018

Intervention name	Target group(s)	Type*
<i>SINE (Economie d'insertion sociale)</i> Social integration economy	Fully compensated jobseeker (or equivalent) who does not hold a Higher Education diploma or certificate, and with a fixed vacancy period that varies according to whether the jobseeker is over or under 45 years of age	6

*Classification of ALMPs according to the EU LMP database: Training (Category 2); Employment incentives (including job rotation and job sharing) (Category 4); Sheltered and supported employment and rehabilitation (Category 5); Direct job creation (Category 6); and Start-up incentives (Category 7).

Source: Responses to PES Capacity Questionnaire.

Table 6. ALMPs modified in 2018

Intervention name	Target groups	Type*	Main modifications
'Impulsion insertion' (impetus intervention)	Young jobseekers under 25, registered with Le Forem, without any professional experience and not in employment or training for at least 18 months.	4	This measure was abandoned by the government in 2018 because the conditions for employers were less favourable than for the other 'impetus' measures.

*Classification of ALMPs according to the EU LMP database: Training (Category 2); Employment incentives (including job rotation and job sharing) (Category 4); Sheltered and supported employment and rehabilitation (Category 5); Direct job creation (Category 6); and Start-up incentives (Category 7).

Source: Responses to PES Capacity Questionnaire.

The following table shows the types of ALMPs that are primarily used for each of the client sub-groups listed in the table.

Table 7. Types of ALMP for specific client groups

Target group Type of ALMPs	Young people (aged under 25)	Long-term unemployed	Older workers	Disabled*	Refugees**
2: Training	✓	✓			✓
4: Employment incentives	✓				
5: Supported employment and rehabilitation					
6: Direct job creation		✓	✓		
7: Start-up incentives	✓				

*Note: ALMPs for these groups of clients are not managed by Le Forem so clients needing these services are referred to the relevant agencies. However, job search support for these groups is carried out by Le Forem, with dedicated staff for refugee clients with a temporary or permanent residence permit status.

**Applies only to those with a temporary or permanent resident permit (status).

Source: Responses to PES Capacity Questionnaire.

7. Main strategic targets for 2018

Table 8 lists the main strategic targets set by the PES in 2018 for all clients and for sub-groups. The first column describes the indicators used, while the second column contains the actual targets set. In 2018 a revision of targets was made, hence there is a new set of targets adjusted to current PES priorities and feasibility.

Table 8. Targets for all clients in 2018

Indicator, including target group and time frame where applicable	Target(s) set for 2018
Number of unemployed successfully completed a training session in a labour shortage occupation	7500
Number of new employers having used Le Forem's services (new 'clients')	2000
Insertion rate of young people within 6 months after registration	61%
Insertion rate of young people within 12 months after registration	69%

Source: Responses to PES Capacity Questionnaire.

Supporting Youth

Implementing the Youth Guarantee

Responsibilities for the Youth Guarantee

The Youth Guarantee (YG) was introduced in Wallonia on 31 December 2013. At the federal level SYNERJOB (the Belgian Federation of public services involved in Employment and Vocational Education and Training - VET) is the coordinator for the YG in Belgium. The national Youth Guarantee Implementation Plan (YGIP), in line with European Council Recommendations of April 2013, was presented in December 2013 (and updated in April 2014 and April 2017).² It is structured according to the four regional implementation plans. In Wallonia, the PES is responsible for establishing and managing the YG scheme and coordinating partnerships across all levels and sectors. The regional YG plan was included among the other regions/communities' plans within the national Belgian YGIP.

The main actors involved in the management and implementation of the youth guarantee are:

- Youth council;
- International youth office;
- Youth community centres;
- IFAPME (training public operator for alternate training, for self-employed and for SMEs);
- Skills centres;
- EPS (further education);
- CPAS (local public centres for social action);
- Mires (regional missions for employment, non-profit organisations aimed at social and occupational integration);
- EFT/OISP (work-based training enterprises and socio-occupational integration agencies) (now CISP: Centres d'insertion socio-professionnelle);
- Awiph (Agency for the integration of disabled people in Wallonia) (now AViQ: Agence pour une Vie de Qualité);
- Cefa (alternative education and training centres);
- Régie de quartier (non-profit association for social housing area and urban rehabilitation);
- Service d'accrochage scolaire (services to prevent dropping out of school);
- Education permanente (further education);
- Centre régionaux d'intégration (regional integration centres).

The main areas that Le Forem is responsible for within the YG are as follows:

- Management and coordination of the YG scheme in the region of Wallonia;
- Registration of young people;
- Provision of PES services including YG services to young people
- Coordination of partners;
- Outreach to NEETs (from 2015 onwards).

Involving young people and youth organisations

In the past, the PES has involved both young people and youth organisations in the design of the YG measures. However, as (completely) new interventions have not been developed recently, further involvement of young people in designing or re-designing the YG services was not necessary. But the new *ANCRE (Accroche Neets*

² <https://ec.europa.eu/social/main.jsp?catId=1161&langId=en>. DG EMPL monitoring data: Main features of the YG schemes, 2018.

Charleroi REMobilisation) project involves AMO ('Actions en Milieu Ouvert') which are a kind of youth organisation.

Partnerships in place and main developments

The PES works with the following types of partnership:

- *Partnerships to ensure that young people have full information and support available* – between April 2017 and April 2019, the number of partnerships with the education sector increased (e.g. more information sessions took place in schools);
- *Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities* – new partnerships with employers in the construction and chemical sectors were initiated in the period April 2017 to April 2019;
- *Partnerships aimed at supporting transitions from unemployment, inactivity or education into work* – developments between April 2017 and April 2019 led to a new project, called *ANCRE (Accroche Neets Charleroi REMobilisation)*, which aims to support NEETS who have come across different difficulties (personal, administrative, school, judicial, financial, etc.) ANCRE involves associations called AMO (Actions en Milieu Ouvert).

New projects focusing on young people

New projects over the period April 2017 - April 2019: Le Forem, in partnership with the 'Actions en Milieu Ouvert' associations that provide support to young people encountering different difficulties (personal, administrative, school, judicial, financial, etc.), has set up a new project *ANCRE (Accroche Neets Charleroi REMobilisation)* aimed at supporting NEETs in their transition from unemployment, inactivity or education into employment.

Resources for implementing the Youth Guarantee

Human resources

YG activities are incorporated into the overall activities of PES staff and none are exclusively working with young people.

Within the period April 2017 - April 2019, all PES counsellors (servicing all types of client) participated in training courses on different topics, such as: counselling, how to work with youth, interviewing techniques, individual action plans, and job search on the internet and through social networks.

Funding for youth programmes (planned)

The planned funding for youth programmes comes from the Walloon government, with additional resources from the European Social Fund (ESF) and the YEI (Youth Employment Initiative).

Reaching out to young people, including NEETs

The PES reaches out to young people (including NEETs) through the following activities:

- *proactive work with schools* – in secondary schools in the Hainaut region. Proactive contacts with schools have led to information sessions for students (e.g. on jobs with a future);
- *cooperation with NGOs and youth organisations* – involving youth organisations, cultural centres and social services. Outreach for technical skills and for the

remobilisation of NEETs in collaboration with trade unions; Cooperation with 'AMO' - 'Actions en Milieu Ouvert' (see above) in one city - Charleroi;

- *employing or working with designated youth outreach workers* – institutions for socio-professional integration, cultural centres and CPAS (public centres for social action). Eleven projects for promoting technical jobs;
- *providing new points of YG entry, internet and social media services* – specific website for young people (<http://jeunes.leforem.be/>); Facebook ads, videos on YouTube, Instagram, Twitter;
- *awareness-raising events or campaigns*;
- *follow-up on young people who drop out from activation schemes or who no longer access benefits* – close cooperation and agreement with the Federation of CPAS (public centres for social action) so that when a young person drops out, the CPAS then takes charge.

Information management

The PES has no access to the database of apprenticeship and traineeship vacancies.

Timing in the provision of PES services

- The average time between the young jobseeker registering on the YG scheme and having their first meeting with a counsellor is six weeks;
- The average time for making an offer to the jobseeker after registration is four months.

Monitoring and evaluation

Numerical targets

Various numerical targets exist based on particular initiatives as follows:

- key competences for the future (2014-2020) – targets: Target 2018: 3 250 young people supported per year; Target 2019: 2 850
- individualised support to young jobseekers – Target 2018: 2 060 young jobseekers accompanied per year; Target 2019: 960;
- alternative training programme – target of 336 contracts in 2018 and 133 in 2019;
- highly skilled young people: 500 unemployed will be supported remotely (2019).

Proportionate targets

- Integration rate of young people into the job market or education within 6 months after registration: 61% (2019).
- Integration rate of young people into the job market or education within 12 months of registration: 69% (2019).

Monitoring and evaluation activities

- *Satisfaction surveys for young jobseekers*;
- *Monitoring young people who leave the unemployment register*;
- *Monitoring how many young people receive an offer within four months*;
- *Follow-up of young people once they have entered employment or training*;
- *Follow-up of young people referred to education and training providers*.

Le Forem also surveys employers each year, but not specifically concerning YG services.

Mutual learning activities

During the period April 2017 to April 2019, representatives of the PES were involved with the following mutual learning or technical assistance activities relating to youth:

Name of event or activity	Location and Host	Date
Support for the Cypriot PES in implementing Youth Guarantee	Cyprus and Belgium	2018
Peer review on the identification and retention of young people in the integration-to-work and training system	Wallonia – Le Forem and other Walloon organisations	1/12/2017