



**FOR INTERNAL USE**

# **European Network of Public Employment Services**

PES Capacity Questionnaire  
Country Factsheet

Belgium VDAB  
Vlaamse Dienst voor Arbeidsbemiddeling en  
Beroepsopleiding  
2019



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## **EUROPEAN COMMISSION**

Directorate-General for Employment, Social Affairs and Inclusion  
Directorate B — Employment  
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The European Network of Public Employment Services was created following a Decision of the European Parliament and Council in June 2014<sup>1</sup>. 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>.

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<sup>1</sup> DECISION No 573/2014/EU

## About VDAB in Flanders

<b>Name of PES</b>	VDAB (Flanders)
<b>PES Website address</b>	www.vdab.be
<b>PES contact person and email address</b>	Erik Arckens erik.arckens@vdab.be

## 1. Background

### 1.1. Status of the national PES

Employment policy in Belgium is devolved to the Regions. VDAB is the Public Employment Service (PES) for Flanders and is an external and autonomous agency so it does not fall under the direct control of the Flemish Secretary for Employment.

The agency is managed by an independent Executive Board. Strategic projects are usually launched at the central level, while the implementation is left to local branches. Local branches are also free to carry out their own projects and successful ones are sometimes replicated in other regions or adopted by the entire organisation.

The objective of the VDAB is to enhance the efficiency of the labour market for jobseekers, employees, employers and trainees.

### 1.2. Geographical organisation

The PES is organised according to the following structure:

Level	Description
<b>Central (Regional)</b>	Central Office
<b>Provincial</b>	Provincial offices (6)
<b>Local</b>	Job centres (80) – spread throughout the six Flemish provinces, plus 60 locally-based vocational training centres

### 1.3. Relationships and cooperation with other organisations

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

- The PES works under the supervision of the Flemish Secretary for Employment as an autonomous agency.
- The PES works with a wide range of partner organisations to jointly deliver services to jobseekers and employers, and to implement the Youth Guarantee.
- It applies 'conditions' to jobseekers and reports cases of non-compliance with an activation offer to the National Employment Office (RVA) which has responsibility for the disbursement of benefits.

## 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 the Eurostat LMP database Category 1.1.2).	Fully responsible
Implementation of ALMP (Active Labour Market Policies) measures (any measures within Eurostat LMP database categories 2-7) financed by national funds or by ESF (European Social Fund) co-funding.	Partly responsible - the PES is focused on helping to get clients into regular jobs. Supported employment and self-employment are handled by specialist agencies (e.g. Syntra for the self-employed)
Administration of national unemployment benefit (UB) scheme (the handling of UB claims, payments, financial planning and reporting, etc.)	Not responsible However, since the 6 <sup>th</sup> State Reforms the PES carries out eligibility checks
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 which exact group(s) are covered:	Partly responsible – the PES (and employers) provide the necessary admin information
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	Partly responsible - within the remit of the activities of the PES (but not education-related).
Career advice and guidance for young people still in education	Partly responsible – the PES trains educational professionals in giving career advice to students.
Acting as Managing Authority for the ESF	Partly responsible – the ESF is managed by the Dept for Work and Social Economy but has delegated some funding to the PES for specific tasks (e.g. organising tenders, setting up contracts for specific beneficiaries and monitoring them)
Managing training centre for jobseekers (that are an integral part of the PES)	Fully responsible

Activity/Task	PES Responsibility
Issuing of work permits for third country nationals (e.g. dealing with applications, approving and issuing, keeping records, reporting, etc.)	Not responsible
Other – please specify:	None

### 1.5. PES good practices

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

EN		PES Practice: Everyone Mediator programme	2019
EN		PES Practice: Integration Through Work	2017
EN		PES Practice: Mobile Mentor Application ('Mentor App')	2017
EN		PES Practice: Activation guidance programme for people with severe mental health problems	2017
EN		PES Practice: Competence based matching	2016
EN		PES Practice: Lab New Services	2016

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

## 2. Annual expenditure

Total PES expenditure increased by EUR 158 million or 25% between 2013 and 2018, reaching EUR 782 million by the end of the period. Within this total, expenditure on ALMPs (Active Labour Market Policies) increased by 57% between 2014 and 2018.

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

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

**Table 1. Annual expenditure summary (EUR million)**

Expenditure category	2013	2014	2015	2016	2017	2018
Total PES	624	667	814	822	760	782
All types of benefits	N/A	N/A	N/A	N/A	N/A	N/A
ALMPs	N/A	285	437	448	441	452
Staff costs	N/A	249	247	251	274	290
Staff training costs	N/A	N/A	N/A	0.8	1.0	1.1
Budget intended for other institutions	N/A	131	130	120	43	39
Other expenditure	N/A	2.1	0.7	2.3	0.4	0.5

Source: Annual PES Benchmarking Data Collection.

### 3. Human resources

The total number of PES staff increased by 219 or 5% between 2016 and 2019, reaching 4 399 FTE (Full Time Equivalent) staff at the end of April 2019. Staff numbers increased by 9 or less than 1% between 2018 and 2019. The proportion of total staff directly (though not necessarily exclusively) servicing job-seeking clients and employers increased to 66% in 2018 from 63% the previous year. In 2018, a total of 44 FTE staff were included to strengthen services for clients with disabilities and 35 FTE staff ceased to strengthen competencies for refugees. Since January 2018, 100 FTE counsellors have been deployed to run *Wijk-Werken* (district/neighbourhood work).

There are plans to decrease staff numbers in 2019 by 65 FTE due to the centralisation of the employee administration within the Flemish Administration.

Overall staff turnover in 2019 was 6%.

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

Staff category	2016	2017	2018	2019
Total PES staff	4 180	4 254	4 390	4 399
Of which (in absolute numbers and as a % of total PES staff):				
Exclusively servicing jobseekers	2 399	2 694	2 887	N/A
% exclusively servicing jobseekers	57%	63%	66%	N/A
Exclusively servicing employers	2 399	2 694	2 887	N/A
% exclusively servicing employers	57%	63%	66%	N/A
Staff turnover (for all reasons – figure for calendar year)	5%	4%	N/A	6%

\* Counsellors and instructors are expected to serve both client groups (jobseekers and employers).

Source: Responses to PES Capacity Questionnaire.

### 4. Registered unemployed

The number of registered unemployed jobseekers fell by 25 912 or 12% between 2013 and 2018, ending the period at 195 991. The numbers of participants in ALMPs are not available.

**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*	221 903	233 345	232 929	224 780	212 678	195 991
Participants in ALMPs**	N/A	N/A	N/A	N/A	N/A	N/A

\*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 Benchmarking Data Collection.

## 5. Job Vacancies

The monthly average of job vacancies notified to the PES increased by 121 or 2% between 2013 and 2018, reaching 7 166 in 2018. The proportion of monthly average job vacancies notified to the PES that were filled stands on 73% in 2018, from which a 39% were filled within 60 days of notification in the same year.

The share of the job finders who found their present job with PES involvement at any point remained stable between 2013 and 2018 (varying between 10.1% and 11.6%).

**Table 4. PES Job vacancies**

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	7 045	6 504	5 278	5 297	6 093	7 166
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	6 033	5 526	4 161	3 971	4 422	5 260
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	3 630	3 431	2 514	2 409	2 500	2 808
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 ( <i>proxy for vacancies filled with PES assistance</i> ) **	10.7%	10.8%	10.0%	10.9%	10.1%	11.6%

Sources:

\* Annual PES Benchmarking Data Collection.

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

## 6. Active labour market policies (ALMPs)

Three new employment measures were introduced in 2018 (see Table 5). Six amendments were made to existing measures last year (see Table 6).

**Table 5. New ALMPs introduced in 2018**

Intervention name	Target group(s)	Type
<i>Acceleration plan</i>	Jobseekers and inactive people	2
<i>Wijk- Werken District working</i>	Jobseekers without work experience	2
<i>Integration through work</i>	No native speaking jobseekers	2

\* 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
<i>De bijblijfwerving voor de 55+</i> <i>Renewed Active+ operation</i>	55+ jobseekers	2	Reoriented towards supporting and developing their digital skills/ entrepreneurship skills.
<i>NEET youth approach with and through youth organisations</i>	NEET youth	2	Assigned youth counsellors in major cities and the mining regions in Limburg.
<i>Upskilling Pathways (UP)</i> <i>New opportunities for adults</i>	Flemish citizens	2	A tailor-made training offer and the validation and recognition of the skills acquired during the learning process has been improved.
<i>Extension of integrated training</i>	Migrants	2	Elaboration and extension language policy framework with partners, enterprises and education
<i>Target group reduction of permanent employees in the hotel and catering industry</i>	Expansion to permanent employees in the hotel and catering industry	4	Reduction in employers' contributions to employers in the hotel and catering sector for the recruitment of a maximum of five full-time permanent employees
<i>Target group reduction of elderly workers (older employees)</i>	Expansion to employers based in the Flemish Region and employers belonging to the private profit sector	4	For older people recruited as from 1 January 2019, the target group reduction is no longer limited to a fixed amount, but there is a completely exemption from the basic contribution and the wage moderation contribution for 8 quarters.

\* 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					

\*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. Most of the indicators reported regarding effects and CSFs (Critical Success Factors) are included in 2018 targets, however, the set of measured indicators has been reduced in 2018.

**Table 8: Targets for all clients in 2018**

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<b>Effect: Outflow to work</b>	
(1) 6 months after inflow (<25y)	(1) 60%
(2) 12 months after inflow (<25y)	(2) 65%
(3) 6 months after inflow (25-54y)	(3) 50%
(4) 12 months after inflow (25-54y)	(4) 57%
(5) 6 months after inflow (>=55y)	(5) 27%
(6) 12 months after inflow (>=55y)	(6) 27%
(7) 3 months after competence enhancement (vocational training)	(7) 60%
<b>Effect: Fulfilment of vacancies</b>	
(1) Vacancies in shared management, 3 months after they were filled	(1) 52% (target)
(2) Vacancies managed by the employer, 3 months after they were filed	(2) 34% (target)
<b>CSF: Clients get tailor-made service</b>	
(1) Young unemployed (<25y) for which the service level is determined 4 months after inflow.	(1) 50%
<b>CSF: employers get tailor-made service</b>	
(1) Vacancies for which the employer requests service, with a service offer within 5 days	(1) 83%

Indicator, including target group and time frame where applicable	Target(s) set for 2018
<b>Numeric qualitative satisfaction of VDAB customers</b> 1) Satisfaction job seekers 2) Satisfaction employers (information) 3) Satisfaction workers 4) Satisfaction citizens about my Career 5) Satisfaction employers satisfied on(vacancies) 6) Satisfaction SME's (vacancies) 7) Satisfaction trainees 8) Satisfaction partners on cooperation 9) Satisfaction costumers (local governments)	(1) 85% (2) 85% (3) 85% (4) 75% (5) 70% (6) 70% (7) 80% (8) 70% (9) 70%

## Supporting Youth

### Implementing the Youth Guarantee

#### Responsibilities for the Youth Guarantee

The main areas of PES responsibility for the Youth Guarantee (YG) are as follows:

- Management and coordination of the regional YG scheme;
- PES is just one of the implementers of the national YG scheme;
- Registration of young people;
- Provision of PES services including YG services for young people;
- Coordination of partners;
- Outreach to NEETs (young people Not in Employment, Education or Training);
- Follow-up of all young people who received YG services;
- Design and maintenance of the YG monitoring system (including indicators (from 2016)).

In Belgium, the central contact point for the implementation of the YG Scheme is the SYNERJOB. In Flanders, the PES plays a leading role in coordinating the implementation of the YG and has strengthened the existing Youth Employment Plan to offer a job or personal counselling services to every young person enrolled within four months after registration.

It has also set up projects with partner organisations such as NGOs to reach out to young NEETs. Since January 2014, local partners in cities have implemented a strategy to identify groups of disadvantaged young people. The aim is to draw up tailored action plans to remove the main barriers to entering the labour market faced by this group of people. To reach NEETs, preliminary trajectories have been created and subsidised by the ESF (the European Social Fund).

The PES works in partnership with the Ministry of Education and the Ministry of Labour to identify the most vulnerable young people, to develop systems for the validation of skills and prior learning, and to offer work experience opportunities suited to the needs of young people.

The PES has cooperation agreements with Gemeenschapsonderwijs (GO! which is responsible for education within the Flemish community), with the Catholic Education organisation and with the 'Provincial Education Flanders' (Provinciaal Onderwijs Vlaanderen - POV - in Flanders). It has renewed its partnership with *De Ambrassade* (an organisation that works together with the Flemish Youth Council and various partners set up the Flemish youth and children's rights policy) where the focus is on sharing expertise and joint communication.

#### Involving young people and youth organisations

The PES has a formal agreement with *De Ambrassade* (as above) dating from 2014 which provides for the involvement of young people in the design of the YG. Another example of involvement of youth and youth organisations is the cooperation with 'JES', a city 'lab' for children and young people.

#### Partnerships in place and main developments

The PES works with the following types of partnerships:

- Partnerships to ensure that young people have full information and support available – implementation of the YG within the VDAB is not simply restricted to the offer of employment, training, work placements and suitable employment within four months. In addition, there is also a focus on actions aimed at young people attending school and education professionals;

- Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities – working with ESF managing authorities and business sectors to train young people in the workplace. This includes 'sector covenants' which encourage investment in training and work placements appropriate to the needs of the labour market;
- Partnerships aimed at supporting transitions from unemployment, inactivity and education into work – working with the Ministry of Education and Ministry of Labour to ensure smooth transitions to work, to identify those individuals most at risk and undertake skills recognition work and work experience initiatives within the education sector.

The main developments related to partnerships in place, over the period April 2017-April 2019, are summarised in the following:

- The PES continued its cooperation (with renewed or with new agreements) in the field of career guidance and labour market information, with education networks or institutions, such as: the 'Education of the Flemish Community', the organisation 'Catholic Education', and the 'Agency for Higher Education, Adult Education, Qualifications and Student Finance'.
- The partnership with 'De Ambrassade', focussing on sharing expertise and joint communication, was renewed.
- In 2018, PES BE-VDAB started, in cooperation with local authorities, a new approach: young NEETs are referred, by partners, to specialised PES counsellors for specific support.
- PES BE-VDAB also participates in the provincial networks 'Samen tegen Schooluitval' ('Together against School dropout'). These networks bring together numerous actors from education, welfare and the labour market, in common activities aimed to ensure that a maximum number of young people leave education with a valid qualification. The main target groups are the early school leavers, young people with increased vulnerability and young NEETs.
- Partnerships with 'Group Intro', 'JES' and 'In Brussels' to provide intensive guidance '*Growth path for Brussels NEET Youths*': it concerns 600 young people;
- PES continued the 'Train the trainer' programmes for education of professionals in which it aims to pass on the career expertise of the PES using four modules;
- Continuation of the *ten day scheme* - the PES offers schools the opportunity to give practical lessons in their competence centres for a maximum of ten days per pupil but this only applies if the intended competences appear in the curriculum, in a related professional qualification or in the VDAB sheet of the related professional route(s).
- The sectors work together with VDAB – preparing the integrated dual system of learning and working

### **New projects focusing on young people**

A number of recent developments in the past 24 months (April 2017 - April 2019) are summarised as follows:

- In 2018, the PES was the first Flemish government body to conclude a Social Impact Bond (SIB) to tackle youth unemployment on the Flemish labour market (NEET's Antwerp). With this pilot project, VDAB also wants to investigate to what extent the concept of the SIB can be an added value for the Flemish labour market.
- From June 2018 different projects are focusing on providing intensive guidance to individuals most at risk ('*Growth path for Brussels NEET Youths*': it concerns 600 young people, the services are offered in the Brussels-Capital Region);

- Project *Radical Dual*: VDAB creates an integrated dual system of learning and working in which each partner is deployed in a complementary manner. From the 2019-2020 school year onwards, the system of dual learning and working will be generally implemented;
- Service providing within outsourcing/tenders:
  - *Employment empowerment and employment empathy of young people*: intensive counselling of young people; it concerns low skilled young people 25 years old;
  - Tender *Intensive Mediation and Job Guidance* (TIBB) - Service '*Intensive counselling*' (TIBB 4) and '*Intensive counselling for non-native speakers*' (TIBB 4 non-native speakers and SCRABA).
  - *Temporary Work Experience* (TWE): the aim is intensive counselling through workplace learning

## Resources for implementing the Youth Guarantee

### Human resources

At the end of 2018, there were four FTE staff working on the implementation of the YG, but they only worked on establishing partnerships, monitoring the progress of the programme, etc. During the year 2018, 41 extra FTE staff were dedicated to implementing the youth guarantee.

Staff working with young clients, calculated on the basis of the inflow of youngsters (as share of the inflow of clients and extrapolating this share to the total of front-office counsellors) increased from 508 FTE in 2017 (31 December) to 529 FTE in 2018 (31 December). This figure includes staff working on different services, such as mediation counselling, guidance and temporary work experience.

Over the period April 2017-April 2018 around 25% of the staff working on the YG received training. The main topics covered in the training included: counselling, outreach to NEETs, career guidance, how to work with youth, the activation of youth, communication, working with marginalised youth, ALMPs and youth, and how to coach urban youth.

### Funding for youth programmes (planned)

The principal source of funding for the YG is government funds (EUR 98m Euro and a contribution from ESF (EUR 6m).

## Reaching out to young people, including NEETs

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

- *Proactive work with schools* – through signed agreements with the Department of Education, trade unions and municipalities;
- *Cooperation with NGOs and youth organisations* – through agreements between the PES, municipality and third parties;
- *Employing or working with designated youth outreach workers* – through agreements between the PES, the local authority and third parties;
- *Providing new points of YG entry* – working with specialist IT partners for developing apps and with the Vierick Management School and the 'Digital First' laboratory for innovative service delivery;
- *Single point services and one-stop-shop* – centres for social welfare, local authorities and third parties working with local job shops;
- *Mobile PES services* – with inputs from the education and private sectors;

- *Awareness-raising events and campaigns* – though the Youth Council and youth organisations and the 'Ik Wil' campaign
- *Follow-up of young people who drop out of activation schemes or no longer access benefits* – working with the local authorities;
- *Other* – working with employer bodies, intermediaries and Flemish TV and Radio to stimulate young people to consider different forms of workplace learning and apprenticeships; cooperation agreements with the 'Education Services Agency' (AgoDi) for the financial and practical regulation of special employment support measures targeted at pupils with disabilities.

## Information management

The PES has access to a database of apprenticeship and traineeship vacancies (WELP – *werkleerplekken*).

- Subsidies paid to employees;
- Sheltered and supported employment and rehabilitation;
- Start-up incentives:
  - Support for entrepreneurship.

## Timing in the provision of PES services

- Immediately after registration every young jobseeker receives a digital start communication with links to e-services.
- The average time between registration and first meeting with a PES counsellor is (indicatively) under one month for low-medium skilled clients and under 3 months for highly skilled clients.
- Immediately after first registration the young client automatically receives (online) vacancies matching their skills profile. At the same time, they receive a digital start package providing details of their rights and duties, about the labour market and other relevant details.

## Monitoring and evaluation

### Time-bound targets

- 107,785 young people are reached by the YG (91.7%) and receive an offer within four months after registration; four months after their inflow, 66,768 of the 117,518 young people had left for work (56.8%).

### Proportionate targets

- PES tries to support every young unemployed person aged 18-25 who is registered with the PES.

### Combined targets

- PES also monitors activities related to preparing and monitoring the implementation of the individual action plans - one of the following conditions needs to be met:
  - 1) The needs have been estimated (registered, or in a trajectory with a partner without registration);
  - 2) The customer has left unemployment;
  - 3) A transmission has taken place for the customer;

- 4) The Eurostat date has been changed (= start of unemployment date);
- 5) The customer is considered to be 'unavailable'.

### Monitoring and evaluation activities

- Satisfaction surveys of young jobseekers - satisfaction surveys for jobseekers in general, including young jobseekers and specific satisfaction surveys on contact services, online services and educational services. Satisfaction measurements among jobseekers and employers, namely both traditional and new measurements are planned for 2019;
- Satisfaction surveys of employers - satisfaction measurements among jobseekers and employers, namely both traditional and new measurements are planned for 2019.
- Monitoring young people who leave the unemployment register – it is difficult to monitor the young people who leave the PES register without declaring a reason. However, the vast majority are followed up even after finding work or restarting education;
- Monitoring how many young people receive and 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.

### Mutual learning activities

Representatives of the PES have been involved with the following mutual learning or technical assistance activities related to youth, over the period April 2017-April 2019:

Name of event or activity	Location and Host	Date
Joint Euroguidance study visit for Euroguidance centres Guidance for vulnerable groups (NEETs services for youth)	Slovenia and Euroguidance Croatia	4-7 September 2018
Youth Guarantee Mutual Learning Seminar on 'Enhancing support to young people through integrated services'	Luxembourg	8-9 October 2018
Youth Guarantee Peer Support follow-up visit,	Nicosia	5 April 2019