



FOR INTERNAL USE

European Network of Public Employment Services

PES Capacity Questionnaire
Country Factsheet

France
Pôle Emploi
2019



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¹ DECISION No 573/2014/EU

About Pôle Emploi

Name of PES	Pôle Emploi
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PES contact person and email address	Florence Dumontier florence.dumontier@pole-emploi.fr

1. Background

1.1. Status of the national PES

Pôle emploi (the PES) is a national public institution with a legal statute and financial autonomy. It operates autonomously on the allocation of staff, the services it offers and its partnerships. It is administered by a tripartite Board of Directors, whose 19 members include five representatives from the State (one of them represents the Ministry of Labour), five representatives from trade unions, five representatives from employers' organisations, two representatives from local authorities and two qualified people designated by the Minister of Labour.

Its overarching objectives are to provide support for jobseekers in their job search, and to meet the recruitment needs of companies. In meeting this objective, the PES undertakes a range of tasks including: labour market research; improving expertise on the labour market; collecting and publishing job offers; guiding and supporting jobseekers - including through unemployment benefits, as the paying agency-; helping and advising companies in their recruitment process; maintaining the link between job offers and applications; and actively participating in the fight against discrimination in the workplace.

1.2. Geographical organisation

The PES is organised according to the following structure:

Level	Description
National	<i>National</i> - mainly responsible for the design and development of functional national policies, the implementation of some aspects of these policies and evaluation of results.
Regional	<i>Regional (17)</i> - responsible for the development of the regional strategy in line with the national policies, but adapted to regional needs
Territorial	<i>Territorial (90)</i> - ensures the adjustment of the regional strategy to the territorial specificities.
Local	<i>Local (915)</i> - at the heart of the provision of services to clients (jobseekers, beneficiaries and employers) which represents its main activities. Some of these local agencies deliver specific services.

1.3. Relationships and cooperation with other organisations

The PES operates and cooperates with a wide range of organisations and with different types of levels of interaction, the main ones being as follows:

- The PES is overseen by a tripartite administrative Board of Directors, comprising representatives from the State, social partners and non-governmental bodies.

- Works closely with the dedicated benefits agency (UNEDIC, a trade union and employer representative body that defines the rules on unemployment benefits) on the monitoring and distribution of benefits to eligible unemployed jobseekers.
- Partnerships at national, regional and local levels in the delivery of services to jobseekers and employers, for example for young unemployed people (*Missions locales*) or disabled people (*Cap Emploi*).

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 – but some other public bodies deal with specific target groups, the main ones being: 'Mission Locale' for young people and 'Cap Emploi' for disabled people.
Implementation of ALMP (Active Labour Market Policies) measures (any measures within Eurostat LMP database Cat. 2-7) financed by national funds or ESF co-funding	Partly responsible – but most training is under the control of the Regional Councils. The PES prescribes measures ensuing from ALMPs, but the financial control lies with the Ministry of Employment. The PES offers specific support for jobseekers setting up a company.
Administration of national unemployment benefit (UB) scheme (handling of UB claims, payments, financial planning and reporting etc.)	Partly responsible – in charge of assessing benefit claims and the payment of benefits to jobseekers. There is a dedicated agency (UNEDIC) that sets the conditions to access unemployment benefits and subsequent rules.
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:	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:	Partly responsible – the PES administers, and monitors calls for tenders for outsourcing some services to PrES which must comply with the standards set by the PES. The PES works with some temporary work agencies but has no authority over them.

Activity/Task	PES Responsibility
Notification of apprenticeship places and placement of apprenticeship candidates	Partly responsible - apprenticeships under Work Contracts may be notified to the PES, resulting in publication on their website, but it is optional. The PES covers only a share of apprenticeship placement.
Career advice and guidance for young people still in education	Partly responsible – currently the PES contributes to the public service responsibility for guidance at a regional level.
Acting as Managing Authority for the ESF (European Social Fund)	Partly responsible - the ESF Managing Authority for employment is the DGEFP, part of the Employment Ministry. However, since 2014, the PES has been appointed as an intermediate body and directly handles some ESF funds in partnership with the ESF Managing Authority.
Managing training centres (that are an integral part of the PES) for jobseekers	Not responsible
Issuing of work permits for third country nationals (e.g. dealing with applications, approving and issuing permits, keeping records, reporting, etc.)	Not responsible
Other – please specify:	None

1.5. PES good practices

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

EN		PES Practice: France - La Fabrique	2019
EN		PES Practice: France - Emploi Store	2019
EN		PES Practice: France - La Bonne Boite	2019
EN		PES Practice: France - Pitch@Pôle	2019
EN		PES Practice: France - Le Lab	2019
EN		Promising PES Practice: Overcoming a new stage of digital transformation together	2018
EN		PES Practice: 'Valuing data' programme	2017
EN		PES Practice: 100% Web	2016
EN		PES Practice: Mail.net	2016

EN		PES Practice: InnovAction: a collaborative platform to put ideas into practice	2016
EN		PES Practice: Integrating customer satisfaction measurement as a key indicator of performance management	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 518.6 million or 111% between 2013 and 2018, reaching EUR 5 428.5 million by the end of the period. Within this total, expenditure on ALMPs (Active Labour Market Policies) increased by 38% (mostly due to the introduction of the reinforced training programme in 2016 creating more places for jobseekers).

The principal sources of funding for PES activities are Social Security Contributions and the Government Budget, with a small contribution from the ESF and other sources.

Table 1. Annual expenditure summary (EUR million)

Expenditure category	2013	2014	2015	2016	2017	2018
Total PES	4 909.9	5 130.1	5 222.4	5 695.3	5 626.9	5 428.5
All types of benefits	0.0	0.0	0.0	0.0	0.0	0.0
ALMPs	774.4	863.0	884.5	1 361.4	1 239.3	1 072.5
Staff costs	3 043.9	3 149.3	3 183.5	3 213.3	3 260.1	3 226.4
Staff training costs	21.0	34.2	37.8	37.6	36.5	33.5
Budget intended for other institutions	62.3	64.8	70.2	77.6	77.9	78.5
Other expenditure	1 008.3	1 018.8	1 046.5	1 005.4	1 013.1	1 017.5

Source: Annual PES Benchmarking Data Collection.

3. Human resources

The total number of PES staff fell by 3 085 or 6% over the 2016 to 2019 period, reaching 45 136 FTE (Full Time Equivalent) at the end of April 2019. The proportion of total staff directly and exclusively servicing jobseekers in 2019 was 66%, and the proportion of total staff directly and exclusively servicing employers was around 9%. The expectation is that there will be a progressive increase in staff dedicated to controlling job search, moving from 216 up to 600 FTE by the end of 2019.

There is expected to be a continuing reallocation of counsellors managing unemployment benefits activities towards career counselling and personalised support activities.

Overall staff turnover in 2019 was 4%.

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

Staff category	2016	2017	2018	2019
Total PES staff*	48 221	45 810	45 746	45 136
Of which (absolute and in % of total PES staff):				
Exclusively servicing jobseekers**	32 280	28 856	28 630	29 584
% exclusively servicing jobseekers	67%	59%	63%	66%
Exclusively servicing employers***	4 114	4 133	4 138	4 194
% exclusively servicing employers	9%	8%	9%	9%
Staff turnover (for all reasons – figure for calendar year)	3%	3%	N/A	4%

*Figures do not include headquarters and IT staff, as well as managers and function support staff.

**Figures include staff in charge of support, follow-up activities, the reception of jobseekers, the monitoring of job search efforts, managing benefits, the litigation management, debt recovery collection, job simulation recruitment, specialised guidance and international activities. Due to changes in definitions, the 2016 figures cannot be compared to those for 2017 and 2018.

***Figures included staff in charge of employers' services and relations and recruitment engineering.

Source: Responses to PES Capacity Questionnaire.

4. Registered unemployed

The number of registered unemployed jobseekers increased by 266 913 or 6% between 2013 and 2018, ending the period at 4 538 426. Over the same period, participants in ALMPs increased by 49 792 or 9%, with 591 492 in ALMP measures in 2018, although this figure represents a decrease of 82 635 compared to 2017.

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*	4 271 513	4 450 564	4 627 053	4 572 055	4 565 851	4 538 426
Participants in ALMPs**	541 700	592 063	604 379	701 648	674 127	591 492

*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 59 862 or 27% between 2013 and 2018, reaching 289 390 in 2018. The proportion of monthly average job vacancies notified to the PES that were filled stood at 79% in 2018, from which 67% were filled within 60 days of notification.

The share of former job finders who found their current job through PES involvement at some point has remained stable between 2013 and 2018, ending the period at 9.7%.

Table 4. PES Job vacancies

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	229 528	223 327	236 266	249 910	290 243	289 390
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	200 591	188 217	194 829	199 533	226 193	229 518
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	N/A	161 938	168 359	169 961	193 342	194 019
Share of the formerly unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at some point in finding their current job (proxy for vacancies filled with PES assistance) **	9.7%	10.5%	8.9%	9.3%	9.4%	9.7%

Source:

* Annual PES Benchmarking Data Collection.

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

6. Active labour market policies (ALMPs)

Five new employment measures were introduced in 2018 (see Table 5). Three 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>Emplois francs</i> <i>Job creation in specific areas</i>	Jobseekers living in a sensitive urban area participating in the experiment.	4
<i>Prépa compétences</i> <i>Prepa(rative) Skills</i>	Jobseekers who are considering entering an upskilling course.	2
<i>Aide au projet d'inclusion numérique (APICN)</i> <i>Support for digital projects</i>	Jobseekers with low qualifications.	2
<i>Plan d'investissement dans les compétences (PIC)</i> <i>'Invest in Skills'</i>	Jobseekers furthest away from the labour market (the focus is on young NEETs and least qualified jobseekers)	2
<i>Valoriser son image Pro (VSI)</i> <i>Enhance your Professional image</i>	Available to all 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>Parcours emploi compétences (PEC)</i> <i>Employment and Skills pathway</i>	Jobseekers furthest away from the labour market. However, the precise target group is not defined, so as not to disincentivise applicants. It will depend on the local area, the employer and the advice of the counsellor.	4	<p>Since January 2018, all previous subsidised contracts have been transformed into an 'Employment and Skills Pathway'.</p> <p>The new subsidised contracts have three central components: employment, training and support. The objective is to offer a job that makes it possible for the jobseeker to develop transferable skills, and to ease his/her access to training. The support during the contract by both the employer and the counsellor in the PES are designed to ensure his/her sustainable inclusion in the job market.</p> <p>These PECs are only available for non-profit organisations and Public Sector.</p> <p>In the meantime, the number of contracts has decreased a lot: from 181 000 jobseekers as beneficiaries in 2017, to 90 000 in 2018.</p>
<i>Contrats en alternance</i> <i>Work-study contract apprenticeships</i>	Young jobseekers or jobseekers who need to reskill, upskill, or acquire a qualification	2, 4	Access to 'work-study' contracts have been enlarged when it comes to the target groups, granting access to more people.
<i>Emplois d'avenir</i> <i>Jobs for the future</i>	Young jobseekers	4	Abolished on January 1 st , 2018.

* 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

Type of ALMPs \ Target group	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.

Table 8. Targets for all clients in 2018

Indicator, including target group and time frame where applicable	Target(s) set for 2018
Number of placements	+3.0% more than 2017
Number of sustainable placements (more than 6 months)	No specific target
Number of jobseekers who stayed 12 months in Category A * during the last 15 months among jobseekers belonging to categories ABC	- 80,000 less than 2017
Access rate to a sustainable job 6 months after a training programme recommended by Pôle emploi	28.3%
Access rate to a job 6 months after a training programme recommended by Pôle emploi	55.6%
Jobseekers satisfaction rate regarding the follow-up to which they are entitled	70%
Number of jobseekers in intensive support schemes	500 000
Rate of first benefit payments done within the legal deadline	94%
Rate of legally valid decisions regarding benefit payments	95%
Jobseekers' satisfaction rate regarding information on their benefits (year to date)	72%
Share of job vacancies filled by Pôle emploi	74%
Share of job vacancies filled by jobseeker placement (even without Pôle emploi's intervention)	74%

Indicator, including target group and time frame where applicable	Target(s) set for 2018
Satisfaction rate on the last recruitment action undertaken by Pôle emploi	72%
Jobseekers' satisfaction rate regarding digital services	80%
Time dedicated to jobseeker individual support (in FTE)	+ 2,000 hours more than 2017

* Category A: jobseekers, without a job who are obliged to prove that they are actively seeking work.

Category B: jobseekers who have worked part-time (78 hours or less during a month) and who are obliged to prove that they are actively seeking work.

Category C: jobseekers who are obliged to prove that they are actively seeking a job, who have worked part-time (more than 78 hours during a month).

Source: Responses to PES Capacity Questionnaire.

Supporting Youth

Implementing the Youth Guarantee

Responsibilities for the Youth Guarantee

The Ministry of Labour (especially the Directorate General for Employment and Vocational Training - DGEFP), in cooperation with State Secretariat for young people are the coordinating organisations at the national level. The governance system of the YG scheme includes all the actors (the administration and services providers in the fields of education, employment, career guidance, training, and social partners and local authorities). *Pôle emploi* (the PES) is a member of this Steering Committee (two meetings take place each year) and a member of ad hoc working groups, more specifically groups concerning indicators monitoring the system.

The French PES is just one of the implementers of the scheme. It is responsible for the implementation of the YG for young registered jobseekers, along with other organisations. The main areas of responsibility are:

- Registration of young people (a)
- Provision of PES services, including YG services for young people (b)
- Coordination of partners (c)
- Outreach to NEETs (d)
- Follow-up of all young people who receive YG services (e)
- Design and maintenance of the YG monitoring system (and indicators) (f)

(a): The annual rate of youth unemployment is just above 20% (20,7%) and the NEETs' share is 11.1% (European Commission date May 2018). The registration of all jobseekers lies within the responsibility of *Pôle emploi*. However, some young jobseekers are supported by other providers (for example, by the Missions Locales, which do not register young jobseekers at *Pôle emploi*).

(b): General and specialised support at *Pôle emploi* are available for registered young jobseekers. Moreover, a specific intensive support is delivered by *Pôle emploi*'s local agencies through dedicated counsellors (*'Accompagnement intensif des jeunes' -AIJ*) within the framework of the YG Scheme, supported by the ESF and the YEI (Youth Employment Initiative). This service is deeply inspired by local young jobseekers' clubs established in 'sensitive urban areas'. The AIJ combines collective meetings, face-to-face individual interviews and prospecting employers.

(c): At the national level, PES signed many agreements with actors involved in youth support. A reinforced partnership with the 'Missions locales' network was signed for the 2015 to 2017 period, and renewed in 2018. The 'Missions Locales' network is composed of 436 local agencies fully dedicated to young people aged from 16 to 25 (but these young people are not registered as jobseekers). The objective of this partnership is to maximise the expertise from both *Pôle emploi* (job search support) and the 'Missions Locales' (social and job search support) and to deliver additional services. Agreements with universities were also signed in 2014 and are ongoing. Their aim is to inform students adequately on the labour market and to offer appropriate vocational guidance. Moreover, many other partnerships are set up at the regional or local levels.

(d): By using e-platforms (such as *Pôle emploi*'s *'Emploi Store'*), social networks or websites dedicated to young people, there are new ways for outreach. PES increasingly uses these tools to reach out to NEETs. Many other providers are also involved, i.e. the

Ministry of Education, through its platform for young dropouts such as l'Ecole de la 2ème chance; and the Ministry of Defence through the EPIDE and Citizenship Days. The 'Missions Locales' and the platforms for young dropouts are the most important instruments to reach out to NEETs.

(e): It includes all young jobseekers registered and benefitting from *Pôle emploi's* diagnosis, advice and support. Those oriented towards special youth services receive a follow-up after taking on their job, training or business lunch. In addition, the '*Accompagnement intensif des jeunes*' service integrates a follow-up assistance at the end of the trial period, or 2 months after having launched a business or training (82 000 in average each year). For statistical follow-up, a project has been launched with all stakeholders involved in the YG called *TRAJAM (Trajectoire des jeunes appariés aux politiques actives du marché du travail)*. It includes all beneficiaries of the YG, and it ensures follow up once the measures and programmes have ended (after 6, 12 and 18 months).

(f): The DGEFP (and the DARES - the Statistical Office of the Ministry of Labour, Employment, Vocational Training and Social Dialogue) monitors the implementation of the YG and it collects data from the providers. As one of the main actors, the PES also developed indicators for all young people aged between 15 and 25 that have not registered with the PES in the previous 6 months, in order to identify the most appropriate type of services (intensive, supportive, guided, with a follow-up service) most needed, the duration of unemployment, and the reason for putting an end (e.g., employment, training, etc.).

Involving young people and youth organisations

The PES has involved young people and youth organisations in designing/re-designing or improving the YG services. For example, education organisations' involvement in a LAB in Hauts de France Region, for 'outreaching' and preventive processes for young NEETs. Youth organisations have also been involved in developing new '*Atout Jeunes*' services and in developing ideas for the Government guidelines on integrative processes between Pôle emploi and the Missions Locales (these ideas are not numerous, and they focus on specific areas).

Partnerships in place and main developments

The PES has the following types of partnership in place:

- *Partnerships to ensure that young people have full access to information and available support*– during the period April 2017 to April 2019 the past partnerships continued without significant changes. New developments of partnerships of this type includes:
 - New partnership agreements were signed between the PES and: (1) EPIDE, (2) Ecole de la 2ème Chance, (3) Service Militaire Volontaire and Service Militaire Adapté, (4) ONISEP, and (5) APEC (specially for youth).
 - PES continued to extend e-services available on its '*Emploi store*' platform (over 315 services were available in May 2019) and on a blog with over 120 articles. This blog shares the latest news on employment and testimonies from people who have boosted their job search.
- *Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities* – the partnership with '*Nos Quartiers ont du Talent*' is ongoing.

- *Partnerships aimed at supporting transitions from unemployment, inactivity or education into work* - the partnerships developed previously are still ongoing. Other developments within the period April 2017-April 2019 include:
 - PES partnership with the Ministry of Defence through their experimental 'Voluntary Military Service' (Service militaire volontaire – SMV) was extended as this experiment was conclusive and produced positive results. Six SMV centres implement this programme and will be funded until 2025. The aim of SMV is to give the volunteers the tools and know-how necessary for successful professional integration.
 - The partnership with the 'Adapted military services' (SMA) was renewed in February 2019.

New projects focusing on young people

Starting with April 2019, a new measure - '*Atouts jeunes*' (Young assets) is offered by youth intensive support counsellors, who have been trained specifically for this purpose. *Atouts jeunes* consists of collective workshops lasting 3 days and it is aimed at developing young participants' professional skills.

Specifically, the workshops aim to enable young people to:

- better understand the expectations of companies;
- identify the professional skills necessary for the jobs they aspire to do;
- train, progress, and enhance their strengths;
- better adjustment to the company that will hire them.

Resources for implementing the Youth Guarantee

Human resources

All counsellors at the PES are expected and able to work with young people (as well as other client groups). The number of staff dedicated to the implementation of the YG is 788 FTE counsellors, who focus on implementing the '*Accompagnement intensif des jeunes*', part of the national YG scheme. This staff is co-financed by IEJ, the YEI (the European Youth Employment Initiative) and ESF.

Information is not available on the number of staff participating in training related to the implementation of the YG, as the information system and data gathered on training offered is not in a format enabling compilation. However, it is more than likely that the AIJ counsellors benefited from training sessions over the period April 2017 to April 2019.

Financial resources (planned)

The funding for youth programmes come from the ESF (the main source), the French Government and the YEI. The ESF funds are available from 2014 to 2020 and they account for 50% of the YG scheme. In a few regions, the YEI is responsible for 92% of YG funding. Some 'Départements' within regions were already covered by the ESF.

Reaching out to young people, including NEETs

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

- *Proactive work with schools* – 'second chance schools' have been created for 20 years in the framework of municipal policy for disadvantaged areas ('*Politique de la ville*'). Their target group comprises dropouts with a very open teaching method in order to bring them towards the most relevant pathway: training, the PES or Missions locales. They may be carried out at a local level by local agreements between schools and local employment agencies. The PES cooperates with these schools and the cooperation agreements may cover

activities such as career guidance and information on the labour market. In addition, a national agreement with universities was signed to provide access to better information.

- *Cooperation with NGOs and youth organisations* – with EPIDE, a public body that acts under the authority of the Ministry of Defence and deals with young dropouts giving them basic and social skills and training in their centres. There is no national agreement but there are regional agreements.
- *Providing new points of YG entry* - a digital platform, 'Emploi Store' launched in July 2015 provides free access to a large range of employment and training services and is open to everyone. Young people may find online traineeships, apprenticeships, job offers or general information (<http://www.emploi-store.fr>); public and private actors participate to *Emploi store platform*.
- *PES mobile services* – the PES website 'Emploi Store' provides 340 online services from 150 private and public partners targeting youth. The services are available on mobile phones. They can include, but are not limited to, information on sandwich courses, traineeships, and job offers for young graduates (<http://www.emploi-store.fr/portail/services/rechercher/jeunes>).
- *Awareness-raising events or campaigns* - national campaigns are launched from time to time on general topics such as apprenticeships. Usually, communication on events such as 'job dating', or employment days, where different actors in the labour market gather, is implemented at the local or regional level. A national portal on apprenticeship is available for young people and employers. It provides information on the different types of employment contracts and how to benefit from financial support, and it has thousands of jobs offers. Conditions for accessing apprenticeship contracts were revised by the government in September 2018. PES and other partners play an active role in encouraging young people and employers to use apprenticeships schemes - 'Le portail de l'alternance' https://www.alternance.emploi.gouv.fr/portail_alternance/jcms/pa_5012/navigation/accueil.
- *Following up young people who drop out of activation measures or who no longer have access to benefits* - the young jobseeker is followed by the PES if they are registered. Historical partners such as Missions Locales (for young people) or *Cap emploi* (disabled people) are involved in supporting young people referred by the PES, depending on their needs. The 'Accompagnement Intensif des Jeunes' (AIJ) ensures a follow-up beyond the initial period of support until the end of a trial period or during the first two months of the creation of a business, or training. This represents the third phase of the support. In case of social difficulties, the young person may be referred to social assistance delivered by the Council of the Department through a service called 'Global support', also provided to all jobseekers.

Single point services/one-stop shops – are not the sole responsibility of the PES, though they directly cooperate with the 'Missions Locales' in implementing these interventions. As well as the 905 PES agencies, many other providers are also dealing with young people, including the Ministry of Education through its 535 Information and Guidance Centres (CIOs), the 383 platforms for young dropouts, and the 450 'Missions locales' which link up with the local authorities. Only young people registered as jobseekers receive active PES services.

Information management

The PES has access to the following sources to support the implementation of the YG:

- Database of vacancies.
- Database of apprenticeship vacancies.

Timing in the provision of PES services

The first face-to-face interview for setting a diagnosis (*'Entretien de situation'*) with a counsellor - between 2 weeks and one month following registration;

The first interview with the personal counsellor (*'conseiller référent'*) - within two months after registration.

Information is not available on the average time for making an offer to a jobseeker after he/she registers in the YG scheme.

Monitoring and evaluation

Numerical targets

For the AIJ (*Accompagnement Intensif des Jeunes*), services are financed by ESF and YEI funds, and comply to quantitative targets and placement objectives:

- YEI: the objective is to support 138 736 young jobseekers over the 2018-2020 period;
- ESF: the objective is to support 143 541 young jobseekers for the 2018-2020 period

Monitoring and evaluation activities

- Satisfaction questionnaires aimed at young jobseekers
- Satisfaction questionnaires aimed at employers
- Monitoring young people who end their registration with the PES
- Monitoring how many young people receive an offer within 4 months (currently underway)
- Follow-up of young people once they have entered employment or training - there is also a follow-up 18 months after the registration at Pole emploi, whether the young people are still looking for a job or whether they leave Pôle emploi for any other reason (e.g. work or training).
- Follow-up of young people referred to education or training providers.

Mutual learning and areas of improvement

During the period April 2017 to April 2019, representatives of the PES did not participate in any mutual learning or technical assistance activities related to supporting youth.