



FOR INTERNAL USE

European Network of Public Employment Services

PES Capacity Questionnaire
Country Factsheet

Latvia
State Employment Agency
2019



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

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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>.

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¹ DECISION No 573/2014/EU

About the State Employment Agency

Name of PES	State Employment Agency of Latvia
PES Website address	www.nva.gov.lv
PES contact person and email address	Aiga Balode aiga.Balode@nva.gov.lv

1. Background

1.1. Status of the national PES

The State Employment Agency (the Latvian PES) is under the supervision of the Ministry of Welfare of the Republic of Latvia and has the overall executive responsibility for the delivery of employment services.

The objectives of the State Employment Agency (SEA) include:

- Providing support to the unemployed, jobseekers and people at risk of unemployment to increase their competitiveness on the labour market;
- Implementing active employment measures;
- Implementing and administering ESF (the European Social Fund) projects.

1.2. Geographical organisation

Level	Description
National	<i>Central office</i> - delivers strategic planning and management functions
Regional	No regional structure at present through in 2019 there were plans to introduce nine regional offices
Local	<i>Local employment offices (25)</i> – deliver local services to clients including jobseekers and employers

1.3. Relationships and cooperation with other organisations

The PES operates and cooperates with a range of organisations and with different types of relationship at local and national levels, the principal ones being as follows:

- At the local level, implementation of services take place in close cooperation with social services provided by municipalities.
- The provision of ALMP (Active Labour Market Policy) measures is generally outsourced.




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)	Partly responsible - implementation of the services take place in close cooperation with social services provided by municipalities
Implementation of ALMP measures (any measures within Eurostat LMP database Cats. 2-7) financed by national funds or ESF co-funding	Partly responsible – ALMPs are outsourced by the PES which keeps a monitoring role
Administration of national unemployment benefit (UB) scheme (handling of UB claims, payments, financial planning and reporting, etc.)	Not responsible
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:	Fully 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:	Fully responsible
Notification of apprenticeship places and placement of apprenticeship candidates	Not responsible
Career advice and guidance for young people still in education	Partly responsible – careers advice is available to everyone. Unemployment status can be given to those in extramural secondary education and not in a job who would be eligible for advice via the PES.
Acting as Managing Authority for the ESF	Fully responsible – the PES acts as the managing authority for resources already allocated in the ALMPs.
Managing training centre for jobseekers (that are an integral part of the PES)	Not responsible
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 Latvian PES identified by the European Network of PES are listed below:

EN		Promising PES Practice - Open Door Days	2018
EN		Promising PES Practice - Remote workplace for employees of the Latvian PES	2018
EN		PES Practice: Combined Econometric and Self-Assessment Motivational Profiling of jobseekers	2016

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

2. Annual expenditure

Total PES expenditure decreased by EUR 49.1 million or 51% between 2013 and 2018, reaching EUR 48.1 million by the end of the period. The latest figures show an increase from 2016 to 2018 of EUR 5 million or 11.6%. Between 2013 and 2018, expenditure on ALMPs fell by EUR 14.7 million or 34%.

The PES reports that variations in the budget intended for other institutions (2013-2018) were due to social insurance payments were reported in this category before 2015.

The principal source of funding for PES activities is the ESF with additional funds from Social Security Contributions and the Government Budget.

Table 1. Annual expenditure summary (EUR million)

Expenditure category	2013	2014	2015	2016	2017	2018
Total PES	97.2	73.6	37.0	43.1	47.9	48.1
All types of benefits*	1.4	1.7	N/A	N/A	N/A	N/A
ALMPs	43.6	35.0	23.4	31.7	31.4	28.9
Staff costs	7.9	8.8	7.7	9.3	10.8	11.2
Staff training costs	0.1	0.08	0.01	0.02	0.03	0.03
Budget intended for other institutions	40.9	26.1	4.0	0.02	0.07	0.2
Other expenditure	3.1	1.9	2.0	2.0	5.5	7.8

Source: Annual PES Benchmarking Data Collection.

*For the period from 2011 to 2014 SEA paid benefits to people with visual disabilities.

3. Human resources

The total number of PES staff decreased by 70 people, or by 9%, over the 2016 to 2019 period, reaching 714 FTE (Full Time Equivalent) at the end of April 2019. Staff numbers fell by 86 or around 11% between 2018 and 2019 due to a combination of factors including the planned closure of the ESF project and reforms in public administration towards greater effectiveness of SEA activities. In 2019 the proportion of staff in direct contact and dealing with clients (front office staff) was around 71%, of which 53% is exclusively servicing jobseekers and 15% was exclusively servicing employers.

Overall staff turnover in 2019 was 21%.

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

Staff category	2016	2017	2018	2019
Total PES staff	784	838	800	714
Of which (absolute and in % of total PES staff):				
Front office staff	618	N/A	620	508
% front office staff	79%	N/A	77%	71%
Exclusively servicing jobseekers	N/A	N/A	498	380
% exclusively servicing jobseekers	N/A	N/A	62%	53%
Exclusively servicing employers	N/A	N/A	81	104
% exclusively servicing employers	N/A	N/A	10%	15%
Staff turnover (for all reasons – figure for calendar year)	11%	10%	N/A	21%

Source: Responses to PES Capacity Questionnaire.

4. Registered unemployed

The number of registered unemployed jobseekers fell by 34 884 or 41% over the period 2013-2018, ending the period at 49 179. Over the same period, participants in ALMPs decreased by or 2 406 or 21% with 9 139 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*	84 063	77 404	75 957	74 349	60 211	49 179
Participants in ALMPs**	11 545	7 666	4 350	5 712	5 452	9 139

*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); and 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 4 657 or 207% between 2013 and 2018, reaching 7 374 in 2018. The share of the job finders who found their present job with PES involvement at any point has decreased between 2013 and 2018 ending the period at 3.7%.

Table 4. PES Job vacancies

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	2 717	2 245	2 887	4 694	5 945	7 374
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	N/A	N/A	N/A	N/A	N/A	N/A
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	N/A	N/A	N/A	N/A	N/A	N/A
Share of the formerly unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding their current job (proxy for vacancies filled with PES assistance) **	6.3%	5.0%	3.1%	4.1%	2.7%	3.7%

Source:

* Annual PES Benchmarking 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). Two amendments were made to existing measures last year (see Table 6).

Table 5. New ALMPs introduced in 2018

Intervention name	Target group(s)	Type
'Atbalsts profesionālās kompetences novērtēšanai' 'Support for the assessment of professional competence'	Unemployed people	4

* 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
'Motivācijas programma darba meklēšanai un sociālā mentora pakalpojumi', atsevišķi nodalot atbalsta pasākumu 'Motivation programme for job search and social mentor services' separating the	Long-term unemployed: - someone who has been unemployed for at least 12 months and has not been considered as a worker or as self-employed during this period, under the 'On State Social Insurance' Law for more than two months without interruption; - the person has been out of work for at least 12 months, and has	4	This measure was previously part of the project 'Support for the long-term unemployed'. Over the last year became a separate measure.

Intervention name	Target groups	Type	Main modifications
<i>support measure separately</i>	not been considered as a worker or self-employed during this period under the 'On State Social insurance' Law for more than 2 months without interruption, and has at least once refused to take up a suitable job offer or refused to participate in the unemployed individual job search plan (active employment measures envisaged in these situations);		
<i>Aktīvais nodarbinātības pasākums 'Pasākumi noteiktām personām personu grupām bez darba algas dotācijas bezdarbniekiem'</i> <i>ALMP 'Measures for certain groups of people without wage subsidies for the unemployed'</i>	People with disabilities	4	This measure was previously part of the 'Measures for people without wage subsidies for the unemployed' policy implemented and funded by the EU. It has now become a separate measure that offers specific support services (e.g. 'ergotherapists' who use physical exertion as a treatment for diseases, sign language translators and support workers) to the disabled unemployed. It is funded by a Latvian government budget.

* 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.

Table 8. Targets for all clients in 2018

Indicator, including target group and time frame where applicable	Target(s) set for 2018
On site customers serviced (average number per month)	60 317
Customers served by a customer service employee (average number per month)	99
Number of unemployed and job seekers supported by active labour market policy measures	49 974
Average duration of unemployment of registered unemployed who became employed (measured by median), days	177
Percentage of unemployed and jobseekers involved in active employment measures or job placements within six months of becoming unemployed or a job seeker	57%
Number of remotely serviced customers by the SEA	31 225
Number of registered vacancies per year	68 160
Percentage of all registered vacancies registered by employers via CV and vacancy portal	30%

Source: Responses to PES Capacity Questionnaire.

Supporting Youth

Implementing the Youth Guarantee

Responsibilities for the Youth Guarantee

The Youth Guarantee (YG) came to an end on 31.12.2018 but similar measures were put in place, i.e.: 'Employment measures during the summer holidays for people who acquire general education, or who require special or vocational education institutions. The aim of the measure is to promote the short-term employment of students in the summertime in state co-funded workplaces, enabling pupils to acquire skills and experience.

The PES is just one implementer of the national YG scheme. By the end of 2018, the main areas that the PES was responsible for within the YG were as follows:

- Registration of young people;
- Provision of PES services including YG services to young people;
- Follow-up of all young people who are registered with the PES and who have received YG services.

Involving young people and youth organisations

The PES has not involved young people and youth organisations in the design/re-design or improving the PES services.

Partnerships in place and main developments

The PES works with the following types of partnership:

- To ensure that young people have full information and access to available support - the PES works in partnership with youth NGOs, state institutions and agencies and municipalities to provide information on how to find a way back into employment or education and where to turn to for support;
- To aim at increasing employment, apprenticeships and traineeship opportunities - the PES works with employers as well as schools and education institutions;
- To support transitions from unemployment, inactivity and education into work - the PES works with employers, NGOs, municipalities, and schools to offer information, to reach out to young people, and to provide them with education or work programme opportunities.

There have been no changes to partnerships in place to support the implementation of the YG in the period April 2017-April 2019.

New projects focusing on young people

There have been no new projects targeting youth during the period April 2017-April 2019.

Resources for implementing the Youth Guarantee

Human resources

From 2014 the PES allocated staff to work exclusively with young people under the YG programme and this reached 114 FTE at the end of April 2017, of which 88 were client-facing, directly and exclusively servicing young people.

Between April 2017 and December 2018, over 75% of staff working on the implementation of the YG receiving training. The main topics covered were counselling, careers guidance, how to work with youth, the activation of youth, and specific services and ALMPs for youth.

Funding for Youth Programmes

By the end of 2018, specific YG measures were principally funded from the ESF with additional funds from government, the EU's Youth Employment Initiative (YEI) and private sources.

Reaching out to young people, including NEETs

The PES did not carry out outreach activities targeted at NEETs (people not in Education, Employment or Training).

Information management

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

- Database of vacancies published by employers – from the vacancy portal module of the PES website.

Timing in the provision of PES services

- On the same day as registering as unemployed, almost all young people meet with a coordinating expert who informs them about available measures. After being granted the status of unemployed, each young person is provided with a career consultation within a week.
- The average time for making an offer to a jobseeker after they have registered with the YG scheme is 10 weeks.

Monitoring and evaluation

Targets: Not applicable, YG was completed at 31.12.2018

Monitoring and evaluation activities

- Satisfaction surveys of young jobseekers;
- Satisfaction surveys of employers;
- Monitoring how many young people receive an offer within 4 months;
- Follow-up of young people once they have entered employment or training, which ends when the client leaves to take up employment or loses their unemployed status. In cases of training, this is followed up until the young person loses their unemployed status;
- Follow-up of young people referred to education and training providers - the follow-up ends when the client leaves to take up employment or loses their status as unemployed. In the case of training, follow-up continues during the training process and afterwards until the youth loses the status of unemployment (enters into employment).

Mutual learning activities

During the period April 2017-April 2019, representatives of the PES have been involved in the following mutual learning or technical assistance activities related to supporting youth:

Name of event or activity	Location and Host	Date
Youth Guarantee Learning forum	European Commission, Brussels, Belgium	26-27 October 2017
Social cost benefit analysis of the Youth Guarantee	International Labour Office, Turin, Italy	12-14 July 2017
Study visit 'Youth Guarantee'	Department of Youth Affairs under the Ministry of Social Security and Labour, Vilnius, Lithuania	24-28 April 2017