



FOR INTERNAL USE

European Network of Public Employment Services

PES Capacity Questionnaire
Country Factsheet

Malta
Jobsplus
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 Jobsplus

Name of PES	Jobsplus
PES Website address	www.jobsplus.gov.mt
PES contact person and email address	Felix Borg felix.l.borg@gov.mt

1. Background

1.1. Status of the national PES

Jobsplus (the PES) is a corporate body with a distinct legal status which falls under the remit of the Ministry for Education and Employment. The Board of Directors of Jobsplus is composed of a Chair and board members appointed by the Minister for Education and Employment. The Employment and Training Services Act (Cap 343 of the laws of Malta) determines the functions to be performed by Jobsplus.

The objectives of the PES are as follows:

- Enhance employability;
- Assist and train jobseekers to facilitate their (re-)entry into the labour market;
- Promote workforce development through skills and competency development and assisting employers in their recruitment and training needs.

1.2. Geographical organisation

The PES is organised according to the following structure:

Level	Description
National	<i>Head Office</i> – where the Executive Management team is located, comprising the Executive Chairperson and Heads of Divisions: the Corporate Planning Division; the EU Affairs, Labour Market Analysis and Employer Services Division; the Employment Services Division; the Inclusive Employment Services Division; the EU Funded Schemes Division; and the Finance, ICT and Procurement Division.
Local	<i>Jobcentres (5)</i> – located across Malta and a main office on the island of Gozo. Serving the whole country there is also a training centre and a sheltered employment training centre for people with disabilities

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:

- Employment services for the long-term unemployed clients or those with a disability are undertaken by external stakeholders that the PES works in partnership with.
- The PES cooperates with a range of training providers to meet the needs of its clients and to supplement the provision from its own training facilities.

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 for long-term unemployed (LTU clients) or those with a disability, these activities are undertaken by external stakeholders that the PES works in partnership with the PES
Implementation of ALMP (Active Labour Market Policies) measures (any measures within Eurostat LMP database Cats. 2-7) financed by national funds or European Social Fund (ESF) co-funding	Fully responsible
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:	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 centre for jobseekers (that are an integral part of the PES)	Partly responsible – the PES does have its own training centre but not all the off-the-job training within it is exclusively aimed at registered jobseekers. Jobseekers are also encouraged to seek out other training providers for training programmes that the PES does not cater for

Activity/Task	PES Responsibility
Issuing of work permits for third country nationals (e.g. dealing with applications, approving and issuing, keeping records, reporting, etc.)	Partly responsible - the PES issues employment licences to beneficiaries of national & international protection; asylum seekers & failed asylum seekers; and third country nationals (TCNs) who are not eligible for the Single Permit. In Malta, Single Permits are issued by Identity Malta and the PES provides feedback from a labour market perspective, for requests connected to their issue
Other – please specify: Jobseekers' Advisory Services for Job Changers	Fully responsible
Registration and the recording of employers and jobseekers	Partly responsible – Cap 594 of the Laws of Malta empowers Jobsplus to establish administrative provisions for the registration and the recording of employers and jobseekers. In addition, the PES is also given the authority to access any government register of people with disabilities to facilitate their integration into the labour market.

1.5. PES good practice

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

EN		Promising PES Practice: Job coaching for people with disabilities and mentoring for vulnerable groups	2018
EN		Promising PES Practice: Job-carving for jobseekers with disabilities	2018
EN		PES Practice: The CHIT-system to renew registration	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 6.5 million or 25% between 2017 and 2018, reaching EUR 32.2 million by the end of the period. Within this total, expenditure on ALMPs increased by EUR 5.1 million or 34%.

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

The principal sources of funding for PES activities are the Government Budget and 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	25.7	32.2
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	14.9	20.0
Staff costs	N/A	N/A	N/A	N/A	7.4	7.9
Staff training costs	N/A	N/A	N/A	N/A	0.1	0.2
Budget intended for other institutions	N/A	N/A	N/A	N/A	0.9	1.0
Other expenditure	N/A	N/A	N/A	N/A	2.3	3.1

Source: Annual PES Benchmarking Data Collection.

3. Human Resources

The total number of PES staff remained stable over the 2016 to 2019 period, standing at FTE (Full Time Equivalent) at the end of April 2019. The proportion of total staff directly and exclusively servicing jobseekers was 34% at the end of April 2019, though this excludes another 35 staff working with jobseekers and employers. Those staff directly and exclusively servicing employers represented 22% of all staff at the end of April 2019.

During 2019, Jobsplus will take over the long-term unemployed caseload from private contractors. There are no plans to change the number of staff in 2019.

Overall staff turnover in 2017 was approximately 6%.

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

Staff category	2016	2017	2018	2019
Total PES staff*	308	305	306	307
Of which (absolute and in % of total PES staff):				
Exclusively servicing jobseekers**	162	130	108**	104
% exclusively servicing jobseekers	53%	43%	35%	34%
Exclusively servicing employers	52	70	67	67
% exclusively servicing employers	17%	23%	22%	22%
Servicing both (jobseekers and employers)	N/A	N/A	N/A	35
% Servicing both (jobseekers and employers)	N/A	N/A	N/A	12%
Staff turnover (for all reasons – figure for calendar year)	9%	10%	N/A	6%

*Total includes 23 staff in 2016 and 2017, 21 in 2018, and 20 in 2019. They are seconded out of the PES, but they are Jobsplus employees working in other government entities but not on Jobsplus work. In 2019 there were also 8 members of staff on maternity/parental leave or a career break.

** The PES also includes in this Category migrants and job changers.

Source: Responses to PES Capacity Questionnaire.

4. Registered unemployed

The number of registered unemployed jobseekers fell by 5 474 or 83% between 2013 and 2018, ending the period at 1 115. Over the same period, participants in ALMPs decreased by 63 or 8%, with 732 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*	6 589	5 915	4 049	2 517	1 461	1 115
Participants in ALMPs**	795	1 074	1 264	1 057	1 039	732

*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 Benchlearning Data Collection.

5. Job Vacancies

The monthly average of job vacancies notified to the PES increased by 1 197 or 84% between 2013 and 2018, reaching 2 504 in 2018. The proportion of monthly average job vacancies notified to the PES that were filled stood at 1.4% in 2018, from which 0.8% 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 has decreased slightly between 2013 and 2018 ending the period at 5.4%.

Table 4. PES Job vacancies

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	1 307	1 421	1 804	2 064	2 373	2 504
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	46	66	58	57	46	37
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	16	25	29	34	28	20
Share of the formerly unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at some moment in finding their present job (proxy for vacancies filled with PES assistance) **	7.0%	6.8%	4.7%	7.2%	4.1%	5.4%

Source:

* Annual PES Benchlearning Data Collection.

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

6. Active labour market policies (ALMPs)

No new employment measures were introduced in 2018. No amendments were made to existing measures last year.

Table 5. New ALMPs introduced in 2018

Intervention name	Target group(s)	Type
There were no new ALMPs introduced in 2018	N/A	N/A

Table 6. ALMPs modified in 2018

Intervention name	Target groups	Type	Main modifications
There were no ALMPs modified in 2018	N/A	N/A	N/A

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
<u>Targets in respect of all clients:</u> Personal action plan is developed for each registered jobseeker within one month from first time registration. Meeting with Employment Advisor to result in referral to an employment and training opportunity	100% 100%
<u>targets in respect of youth jobseekers:</u> Percentage of youth jobseekers who have been registering for six months and over Percentage of registered unemployed youths participating in an active measure within 4 months of registration	<30% for mainstream clients <35% for disadvantaged clients <40% for people with disability 60% for mainstream clients 50% for disadvantaged clients 50% for people with disability
<u>Target in respect of the long-term unemployed (LTU):</u> Number of long-term unemployed jobseekers placed in employment by service providers	Annual target of 40% of total number of LTU jobseekers referred
<u>Target in respect of Adult Jobseekers:</u> Percentage of adult jobseekers who have been registering for 12 months and over	<50% for mainstream clients <85% for disadvantaged clients <90% for people with disability
<u>Targets in respect of Jobseekers who are people with disability:</u> Number of people with disability placed in employment Number of people with disability provided with work experience	230 120
<u>Targets in respect of Jobseekers who are considered vulnerable:</u> Number of vulnerable jobseekers* placed in employment Number of vulnerable jobseekers* provided with work experience	110 70
<u>Target in respect of employers:</u> Employers are referred suitable candidates within 48 hours of notification of vacancy to PES	100%
<u>Target in respect of Third Country Nationals & asylum seekers:</u> Weeks taken to process application for the issue of an employment licence	<4 weeks

**This Category includes former convicts, people who may have been victims of abuse, former substance abusers or people still on methadone, and people with other kind of social problems for whom the integration in the labour market poses additional challenges.*

Source: Responses to PES Capacity Questionnaire.

Supporting Youth

Implementing the Youth Guarantee

Responsibilities for the Youth Guarantee

PES is one of the implementers of the national Youth Guarantee (YG) scheme. The main responsibilities of the PES in the context of the YG are as follows:

- Management and coordination of the national YG scheme
Registration of young jobseekers;
- Provision of PES services - including YG services - to young jobseekers;
- Coordination of partners;
- Outreach to NEETs (Not in Education, Employment or Training);
- Follow-up of all young people who received YG services;
- Design and maintenance of the YG monitoring system;
- Other: Outreach with employers to encourage them to offer a work placement to YG participants.

The PES offers several employment and training schemes targeted at young people which are in line with the objectives of the YG. These include training courses, traineeships, the work trial scheme, and the work exposure scheme.

The PES works with educational providers at different levels to ensure that young people are aware of the services offered by the YG and to update the awareness of educational providers of labour market needs.

Involving young people and youth organisations

Youth associations and young people have been involved in designing/re-designing or improving the Youth Guarantee. A Youth Guarantee Committee was set up to serve as a consultative body and it is composed of a number of Youth Organisations including the National Youth Council. The Committee is responsible for reviewing the efficacy of Youth Guarantee policies and schemes and recommend revisions as required including proposing new ideas for the development of the Youth Guarantee Project.

Partnerships in place and main developments

The following PES partnerships are in place:

- Partnerships to ensure that young people have full information and support available, e.g. careers guidance providers, education and training institutions or youth support services over the period April 2017 to April 2019. The PES Youth Guarantee Office, in cooperation with psychosocial teams in schools, has developed a careers guidance system (referrals to related services) aimed to ensure that future graduates of compulsory education, who are unlikely to continue their studies, receive support in finding employment through the YG scheme. In this way the risk of becoming NEETs is reduced.
- Partnerships aimed at increasing employment, apprenticeship and traineeship opportunities (e.g. with employers that have led to increased job, apprentice or training opportunities).- Since 2015, the PES has no longer been responsible for the administration of apprenticeship schemes, with responsibility delegated to the Malta College of Arts, Science & Technology. The PES is focused more on traineeships for the inactive and registered unemployed and has introduced a work placement component in most of its accredited training programmes. There were no changes in this type of partnerships over the past 24 months.
- Partnerships aimed at supporting transitions from unemployment, inactivity or education into work (e.g. with private employment services, third sector organisations or youth associations). These are currently not in place but there have been some specific developments over the last 24 months. A call for

expression of interest was published by the Youth Guarantee Consultative Implementation Committee to involve civil society in supporting the PES in the delivery of specific interventions for NEETs. The PES cooperation with civil society organisations made a more comprehensive approach to working with NEETs possible.

New projects focusing on young people

Over the period April 2017 to April 2019, no new projects targeting youth were introduced.

Resources for implementing the Youth Guarantee

Human resources

At the end of April 2019, 3 PES staff were exclusively dedicated to implementing the YG and all are directly servicing clients.

In the last 24 months (April 2017 to April 2019), between 26% and 50% of staff working on the implementation of the YG received training on how to work with youth.

Funding for youth programmes (planned)

Specific YG measures are principally funded from the ESF with additional funding from government.

Reaching out to young people, including NEETs

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

- *Proactive work with schools* - there are no specific partnership agreements in place and the work is carried by the Youth Employment Advisors in the Jobseekers Advisory Services Unit within the PES. The support provided is offered either in the form of group sessions and one-to-one information sessions, or through information stands during fairs, etc. These Advisors also participate in various school activities including schools' careers days and educational fairs. As mentioned in the section '*Partnerships in place and main developments*', the PES in cooperation with schools developed a careers guidance system to ensure that future graduates of compulsory education, who are unlikely to continue their studies, receive support in finding employment, thus reducing the risk of becoming NEETs.
- *Cooperation with NGOs and youth organisations* - there are no specific partnership agreements in place. Outreach is carried out by the Youth Employment Advisors in the Jobseekers Advisory Services Unit within the PES. Support provided is offered either in the form of group sessions/one to one information sessions, or through information stands during fairs etc. Past collaboration situations witnessed advisors acting as mentors to groups of young people. The key players are the National Youth Agency (*Agenzija Zghazagh*), the National Agency for Children, families and the community (*Appogg*) which forms part of the Foundation for State Welfare Services, and youth centres. As mentioned in the section '*Partnerships in place and main developments*', the PES cooperation with civil society organisations made possible a more comprehensive approach in working with NEETs.
- *Employing or working with designated youth outreach workers* - usually careers guidance practitioners who work with youths and are also qualified youth workers;
- *Providing new points of entry for the YG* - promotion of events on the Jobsplus Facebook page and website. In addition, mail shots are sent to jobseekers informing them about events or training/employment opportunities. A good

resource remains the Youth Employment Programme website where assistance can also be requested;

- *Single point services (one-stop shop)* – young people can visit jobcentres and staff will assist them with information, guidance and advice;
- *Awareness-raising events of campaigns* –through PES participation in Careers Guidance Week and in cooperation with state post-secondary Education institutions;
- *Follow-up on young people who drop out from activation schemes/no longer access benefits* – tracer studies are used for this.

Information Management

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

- Database of traineeship vacancies
- Database of job vacancies notified to the PES;
- Database of registered unemployed people;
- Database of the employed population.

Timing in the provision of PES services

- The average time between a jobseeker registering in the YG Scheme and having a first meeting is within one month;
- The average time between a jobseeker registering in the YG scheme and receiving a first offer is within 3 months

Monitoring and evaluation

Proportionate targets

PES tries to ensure that:

- Encounter with Employment Adviser results in referral to employment, training or ALMP measure – 100%;
- Percentage of young jobseekers who have been registered for six months or longer - <30%.

Combined targets

- Personal Action Plan is developed for each registered jobseeker within one month of initial registration – 100%;
- Percentage of youth, registered as unemployed, participating in an ALMP measure within 4 months of initial registration – 60%.

Monitoring and evaluation activities

- Satisfaction survey of young jobseekers - feedback is sought from young people after their participation in various schemes within the Youth Guarantee (YG) EU Funded Project;
- Satisfaction surveys of employers - feedback is sought from those employers that offer YG participants work exposure or traineeships;

- Monitoring young people who leave the register of unemployed - in respect of those people that were formally registered as unemployed prior to their participation in the YG;
- Monitoring how many young people receive an offer within 4 months - this is done as required in the Indicator Framework for Monitoring of the YG of the Employment Committee;
- Follow-up of young people once they have entered employment or training – this is done as required in the Indicator Framework for Monitoring of the YG of the Employment Committee;
- Follow-up of young people referred to education and training providers - this is done as required in the Indicator Framework for Monitoring of the YG of the Employment Committee;

Mutual learning activities

During the period April 2017-April 2019, PES staff took part in the following mutual learning or technical assistance activities relating to youth:

Name of event or activity	Location and Host	Date
Youth Guarantee Mutual Learning Seminar on Tracking and Mapping young people not in education, employment or training (NEET)	Zagreb	June 2018
Enhancing support to young people through integrated services	Luxembourg	8-9 October 2018
Erasmus Plus Study Visit: Unemployed Young People	Finland	7-10 May 2019