



FOR INTERNAL USE

European Network of Public Employment Services

PES Capacity Questionnaire
Country Factsheet

The Netherlands

Institute for the Administration of Employee Insurances
Uitvoeringsinstituut voor Werknemersverzekeringen
(UWV)

2019



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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 Institute for the Administration of Employee Insurances (Uitvoeringsinstituut voor Werknemersverzekeringen, UWV)

Name of PES	UWV Werkbedrijf
PES Website address	www.uwv.nl
PES contact person and email address	Corine Peeters Corine.peeters@uwv.nl

1. Background

1.1 Status of the national PES

UWV WERKbedrijf – the Dutch PES – was formed in 2009 following a merger between UWV (*Uitvoeringsorgaan Werknemersverzekeringen* – the Employee Insurance Implementation Body, a national public institute for the administration of unemployment insurance benefits, sickness benefits and incapacity benefits), and CWI, a national public institute for active labour market services for people during the first six months of their spell in unemployment. The UWV WERKbedrijf, as a division of the UWV, oversees the organisation of part of the national investment in active labour market services. A network of 35 regional employment offices provides services for individual jobseekers and employers. The regional offices are grouped into eleven district centres which make up the intermediate level of the UWV's structure.

The UWV has the formal status of an 'Autonomous Body of Public Administration'. It is guided by a professional Governing Board (composed of four members appointed by the Minister for Social Affairs and Employment) which has a degree of freedom on issues of policy implementation. Policy is largely developed and then fully decided at Ministry level. Social partners are not involved in the management, supervision or monitoring of the UWV. However, they are important stakeholders and are represented through an Advisory Board.

The objectives of the UWV are to ensure the adequate administration and payment (mainly the 'employee insurance type') of social benefits and to support re-integration into employment, especially for people claiming those benefits. It also supports other unemployed people as well. Those who claim social assistance benefits from municipalities are required to register as a jobseeker with the PES. Digital basic matching services are also provided to these clients. Other jobseekers (both unemployed and employed) who are not entitled to benefits can also register as a jobseeker and receive digital basic matching services.

1.2 Geographical organisation

The PES is organised according to the following structure:

Level	Description
National	<i>Central</i> - The Minister of Social Affairs and Employment provides a budget to municipalities for ALMPs who, under the control of municipal councils, define and implement their own strategies. Some national legislation sets a framework, but the direct influence of the Ministry on these policies is much less than is the case with the activities of the UWV <i>Werkbedrijf</i> which is responsible for job mediation and reintegration of jobseekers (Category 1)
Local	<i>Employment offices (35)</i> - a national network of decentralised employment offices provides services for individual 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 relationships, the principal ones being as follows:

- The PES works closely with the municipalities who have ultimate responsibility for the delivery of services to clients.
- The PES cooperates with municipalities and institutes for vocational training in 'service points' for vocational training'.

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 Cat. 1.1.2)	Partly responsible – the UWV WERKbedrijf is responsible for providing these kinds of services to unemployment benefit recipients and (some) people with disability benefits. Municipalities implement and provide services for those who claim social assistance benefits
Implementation of ALMP (Active Labour Market Policies) measures (any measures within Eurostat LMP database Cats. 2-7) financed by national funds or ESF co-funding	Partly responsible – the UWV Werkbedrijf oversees part of the delivery of ALMPs and services. In terms of expenditure, municipalities play a much larger part.
Administration of national unemployment benefit (UB) scheme (handling of UB claims, payments, financial planning and reporting, etc.)	Fully responsible - the UWV but not the Werkbedrijf (i.e. the PES, which focuses on job counselling) has a Benefits Division responsible for the administration of unemployment benefit claims, payments etc.
Administration of social types of allowances (e.g. child allowances for UB recipients), please specify each allowance separately:	Not responsible

Activity/Task	PES Responsibility
Administration of benefits for people with disabilities or handicapped people, please specify which exact group(s) are covered:	Fully responsible - the UWV but not the Werkbedrijf (i.e. the PES, which focuses on job counselling) has a Benefits Division for the administration of benefits for people with disabilities, except for those under the Participation Act. These people with disabilities (who still have at least partial ability to work) fall under the responsibility of municipalities.
Approval of layoffs by employers. Please specify if this concerns specific conditions or situation only:	Partly responsible - employers who want to lay off employees due to labour incapacity or business-economic reasons, need permission from the UWV.
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 – placement of apprenticeship candidates where there is a special arrangement with employers (up to 12 months maximum where there is a job guarantee).
Careers advice and guidance for young people still in education	Not responsible – but the PES cooperates with municipalities and institutes for vocational training 'IN-service points' for vocational training'.
Acting as Managing Authority for the ESF (the European Social Fund).	Not responsible
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.)	Fully responsible
Other – please specify:	None

1.5 PES good practice

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

EN		PES Practice: The Netherlands: To work SMART	2019
EN		PES Practice: The 'Work Profiler' and the 'Personal Work Folder'	2016
EN		PES Practice: 'Frontrunners' for effective change management	2016
EN		PES Practice: Improving PES by measuring customer satisfaction and implementing manager bonuses	2016

EN		PES Practice: Exercise as a warm-up for reintegration	2015
EN		PES Practice: Reintegration Scheme for Partially Disabled Workers (WGA)	2015
EN		PES Practice: Self-employment	2015
EN		PES Practice: Step2work	2015
EN		PES Practice: The Participation Ladder	2015

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

2. Annual expenditure

Note: the UWV Werkbedrijf oversees part of the delivery of active labour market measures and services. In terms of expenditure, municipalities play a much larger part. Information on budget for active measures and services cannot be provided for two reasons: a) because the largest source of social security contributions flow in throughout the year and cannot be predicted at the start of the period, and b) because, in financial reporting terms, these budgets are to a major extent an unspecified part of total expected funds, relating to both active and passive expenditure under the headings of unemployment insurance, incapacity insurance, etc.

Total UWV Werkbedrijf operational expenditure decreased by EUR 43.3 million or 10% from 2017 to 2018, ending the period at EUR 391.7 million. This decrease is mainly related to a reduction in the inflow of jobseekers (a decrease in the unemployment rate), which directly brings down the number of staff, training costs, ICTs (Information and Communication Technologies), among other costs. Within this total, expenditure on all types of benefits also decreased by EUR 27.7 million or 95%, ending the same period at EUR 1.6 million. The considerable decrease in ALMP expenditure is related to the finalisation of the 'Provision of schooling vouchers' measurement at the end of 2017

Information on expenditure on unemployment benefits is outside the scope of the UWV Werkdrijf. Other types of expenditure developed in a similar fashion as can be seen in Table 1.

The UWV is also responsible for other benefits (e.g. disability benefits, sickness benefits, and miscellaneous other benefits). The principal source of funding for PES activities are Social Security Contributions, with additional funds from the Government Budget.

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	435.0	391.7
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	29.3	1.6
Staff costs	N/A	N/A	N/A	N/A	356.3	349.2
Staff training costs	N/A	N/A	N/A	N/A	6.2	4.6
Budget intended for other institutions	N/A	N/A	N/A	N/A	4.5	4.5
Other expenditure	N/A	N/A	N/A	N/A	38.7	31.8

Source: Annual PES Benchmarking Data Collection.

3. Human resources

The total number of UWV Werkbedrijf staff increased between 2016 and 2019, reaching 4 561 at the start of April 2019. However, between 2017 and 2018, staff numbers fell by 56 or just over 1% due to a reduced inflow of claimants to unemployment benefit. At the start of April 2019, around 71% of all staff were engaged in directly servicing jobseekers, while a further 13% were servicing employers.

In 2018, a greater number of FTE (Full Time Equivalent) were allocated for vulnerable jobseekers, especially with labour constraints. For 2019 is expected that more FTE are also allocated for unemployment beneficiaries.

Overall staff turnover in 2019 was 2%.

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

Staff category	2016	2017	2018	2019
Total PES staff*	4 447	4 532	4 476	4 561
Of which (absolute and in % of total PES staff):				
Exclusively servicing jobseekers**	N/A	3 273	3 771	3 241
% exclusively servicing jobseekers	N/A	72%	84%	71%
Exclusively servicing employers	N/A	664	586	602
% exclusively servicing employers	N/A	15%	13%	13%
Staff turnover (for all reasons – figures for calendar year)	N/A	1%	N/A	2%

*This represents the staff employed by the UWV Werkbedrijf which is that part of the UWV engaged with integrating clients into employment.

**This combines staff involved with servicing Unemployment Insurance benefits and those involved with (re-)integration services for people claiming Incapacity Benefits. These figures exclude staff at Head-office but include indirect staff at local offices.

Source: Responses to PES Capacity Questionnaire.

4. Registered unemployed

The number of registered jobseekers decreased by 70 851 or by 20% between 2013 and 2018, ending the period at 280 503. Information on participants in ALMPs (Active Labour Market Policies) is 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*	351 354	401 986	391 019	393 358	354 522	280 503
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); 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 decreased by 19 881 or 63% between 2013 and 2018, reaching 9 109 in 2018. This decrease is mainly due to changes made to the calculation method in 2016. The proportion of monthly average job vacancies notified to the PES that were filled stands on 35% in 2018, from which a 20% 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 between 2013 and 2018, ending the period at 2.8%.

Table 4. PES Job vacancies

Vacancy measure	2013	2014	2015	2016	2017	2018
Vacancies notified to the PES (monthly average inflow) *	28 990	31 411	40 657	10 779	10 833	9 109
Vacancies notified to the PES that were filled (monthly average outflow at the end of the month) *	3 334	4 010	3 973	3 991	3 814	3 206
Vacancies notified to the PES that were filled within 60 days of notification (monthly average outflow at end of month) *	2 360	2 757	2 676	2 300	2 103	1 798
Share of the formerly unemployed who stated in Eurostat's Labour Force Survey that the PES was involved at any moment in finding their present job (proxy for vacancies filled with PES assistance) **	4.1%	4.3%	3.2%	3.6%	3.6%	2.8%

Note: the number of registered vacancies from 2016 onwards only covers those vacancies directly registered in the internal vacancy system. It should be noted that this method differs from the 2010 to 2015 period where vacancies from the jobsite were included so it accounts for the significant difference between the figures. Apart from the data processed by the internal vacancy system, additional vacancies were registered (monthly average) on the jobsite Werk.nl. This number does not include vacancies that were scraped from other online services. The monthly average of notified vacancies including job scraping was 80 990.

Source:

* Annual PES Benchmarking Data Collection.

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

6. Active labour market policies (ALMPs)

Note: Expenditure on ALMP measures for unemployed people claiming an insurance benefit (apart from job search assistance for jobseekers, which is mainly subsumed in staff expenditure) was abolished in 2012. Support for jobseekers is largely focused on reductions in tax and social security contributions, which do not appear in the PES budget (the PES only verifies eligibility for such reductions). The strategy for supporting labour market re-integration is based on programmes designed and adopted by social partners in various sectors. Social partners provide a substantial amount of funding themselves and receive additional financial support from the government. The PES assists in the implementation of these plans, but the additional financial support by the government does not feature in the PES budget.

Definition of ALMPs

ALMP measures to improve vocational qualifications and/or take up employment are partially subsumed in the existing benefit schemes. Also, job search services and reintegration services are often used in parallel. Whether a substantial part-time or full-time commitment is necessary could differ according to an individual situation. This is also reflected in job search activities. Moreover, both the UWV and the municipalities have the mandate to activate unemployed jobseekers belonging to different benefit schemes.

From July 2018, a budget will be made available for re-skilling and upskilling of unemployment benefit recipients (known as the 'Scholingsbudget') and over the course of two years, the PES will be able to provide training opportunities for unemployment benefit recipients. This initiative replaces the intervention 'Training vouchers for jobs with favourable labour market prospects' (where the duration and intensity varied).

Note: Tables 5, 6 and 7 are not appropriate to the situation in the Netherlands.

Table 5. New ALMPs introduced in 2018

Intervention name	Target group(s)	Type
Not applicable	N/A	N/A

Table 6. ALMPs modified in 2018

Intervention name	Target groups	Type	Main modifications
Not applicable	N/A	N/A	N/A

Source: Responses to the PES Capacity Questionnaire.

Table 7. Types of ALMP for specific client groups

Note: Table not applicable

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					

Source: Responses to the 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
1. Key performance indicators 'unemployment insurance claimants'	
Percentage of UI claimants with a 'work profiler score of 0-50%' having a (face-to-face) 'work orientation interview' within agreed timeframe	>80% External KPI
Percentage of UI claimants with a 'work profiler score of 0-50%' having a (face-to-face) 'work orientation interview'	>95% Internal KPI
Percentage of UI claimants with a 'work profiler score of 50%-100% or no work profiler score' having a (face-to-face) 'monitoring interview' after 6 months unemployment	>75% Internal KPI
Number of UI claimants exiting towards employment	> 155.000 Internal KPI
Number of UI claimants receiving a suitable job offer shortly after passing 12 months of unemployment	>5.000 External target
Survey tools for measuring client satisfaction about treatment received applied to distinct client groups	Rating score (on a scale of 1-10) of at least 7.0 Internal KPI
Percentage of UI claimants 'on hold' (there is no appointment or active action within the next 6 months)	<10% Internal KPI
Number of service hours performed for an average client per year	5-6 hours on a yearly basis for an average client Internal KPI
2. Key performance indicators 'Incapacity Insurance benefit claimants'	
Number of Incapacity Insurance benefit claimants (<i>Wajong</i>) successfully placed in a vacancy	>8.000 External KPI
Number of Incapacity Insurance benefit claimants (<i>WIA/WGA</i>) leaving for employment	>2.500 Internal KPI
Percentage of Incapacity Insurance benefit claimants (<i>Wajong</i>) having one contact moment a year	>90% Internal KPI
Percentage of Incapacity Insurance benefit claimants (<i>WIA/WGA</i>) having one contact moment a year	>90% External KPI
Average number of contact moments with Incapacity Insurance benefits claimants (<i>WIA/WGA</i>) per year	1,8 External KPI

Source: Responses to the PES Capacity Questionnaire.

Supporting Youth

Implementing the Youth Guarantee

Responsibilities for the Youth Guarantee

The main areas that the PES is responsible for within the Youth Guarantee YG are:

- Implementation: the PES is just one of the implementers of the national YG scheme;
- Registration of young people;
- Provision of PES services including YG services to young people (general information and vacancies on the website and digital/face-to-face mediation services for unemployment beneficiaries);
- Coordination of partners;
- Outreach to NEETs.

Involving young people and youth organisations

Young people have been involved in designing/re-designing or improving the YG services though youth organisations have not.

Partnerships in place

The PES works with the following types of partnership:

- Partnerships to ensure that young people have full information and support available - service points are established in each of the 35 labour market regions providing information about vacancies, education and training in partnership with the municipalities, the PES and schools;
- Partnerships aimed at increasing employment, apprenticeships and traineeship opportunities – the PES has established several partnerships within the framework of the 'learning and working' programme that aims to strengthen the link between education and the labour market and which involves the PES, municipalities, schools, knowledge centres and the business community. Jointly, they develop activities, arrangements, products and services to improve the link between education and the labour market. An Editorial Board has been created for the programme's website. The partners involved include the Ministry of Education, the Ministry of Employment and Social Affairs, the PES, the Knowledge Centre for Early Acquired Skills, and the Foundation of Cooperation between Vocational Education, Training and Labour Market;
- Partnerships aimed at supporting transitions from unemployment, inactivity or education into work - public-private cooperation between the PES and temporary agencies is in place for young people who are on unemployment benefits. Municipalities may also have partnerships related to inactive young people and those without qualifications.

No changes or new developments related to partnerships over the period April 2017-April 2019.

New projects focusing on young people

Over the April 2017 to April 2019 period, there have been no new projects focusing on young people.

Resources for implementing the Youth Guarantee

Human resources

Service delivery for young unemployment recipients registered at PES is based on individual profiling and not related to the YG target group as such. However, in 2016 35 FTEs were added to the regional Employers Service Points (ESP) (One FTE for each

ESP) to recruit job vacancies for young unemployed jobseekers. Information on PES staff training over the past 24 months is not available.

Funding for youth programmes (planned)

Specific funding for youth programmes comes from the government budget.

Reaching out to young people, including NEETs

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

- *Proactive work with schools* – working with schools, municipalities, knowledge centres and business communities through the infrastructure of 35 regionals service points ('learning and working programmes');
- *Providing new points of YG entry, internet sites and social media services* – partners include the Ministry of Education, the Ministry of Employment and Social Affairs, the PES, the Knowledge centre for Early Acquired Skills, and the Foundation of Cooperation between Vocational Education, Training and Labour Market which has an editorial board for the website '*lerenenwerken.nl*';
- *Single point services and one-stop shops* – through municipalities, knowledge centres and business communities with regional service points available to young people and with outreach facilities;
- *Mobile PES services* – online services are available for everyone though the PES does not undertake outreach activities for young people;
- *Awareness-raising events or campaigns* – through 'your first EURES (European Employment Services) job';

The PES also cooperates with other actors in the *follow-up of young people who drop out of activation schemes or no longer access benefits* – carried out by the Ministry of Social Affairs and Employment through the Youth Action Team.

Information management

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

- Database of apprenticeship vacancies;
- Database of traineeship vacancies;
- Database of CVs of young jobseekers.

Timing in the provision of PES services

- If on the basis of the profiling system early intervention is needed, the average time between jobseeker registration in the Youth Guarantee scheme and their first meeting is within 4 months (a personal face-to-face conversation).
- Every jobseeker, including young people, is sent relevant vacancies immediately after registration. Moreover, depending on the jobseeker's profile, they will be recommended tasks or given tips for using self-help e-services, for instance, subscribing to an e-learning module on how to make a CV, preparing for a job interview, etc. Similarly, 'Expedition Work' is an online game that provides young people with five online elements that support them in their job search (i.e. 'your CV', 'your vacancies', 'your interview', 'your network' and 'your future').

Monitoring and evaluation

Time-bound targets

- The recruitment of vacancies for unemployment insurance recipients.

Monitoring and evaluation activities

- Satisfaction surveys for young jobseekers;
- A general survey for all jobseekers including young people;
- 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;
- Follow-up of young people referred to education and training providers;

Mutual learning activities

During the period April 2017 to April 2019, PES staff did not take part in any mutual learning or technical assistance activities relating to youth.