



Multi-competent teams

Integrated services from PES and municipality working with multi-competent teams to reach out to young people in difficulty

SWEDEN

Title of the practice (in original language)

UngKOMP

Who is implementing the practice?

Arbetsförmedlingen - Swedish Public Employment Service (PES)

Which other organisations were involved in the practice?

The following organisations are involved :

- Municipalities (Local government)

What are the main objectives of the practice?

The principal objective is to provide a holistic integrated counselling service for young people delivered through one rather than numerous institutions and services. Each case worker will develop an approach adapted to the young person's specific situation, co-working with the various public agencies and services that are involved (e.g. this can range from prison psychiatrists to national health insurance) It is intended to improve young peoples' access and their benefit from careers services to ultimately reduce the numbers of young long-term unemployed.

When was the practice implemented?

2015 (to last until 2018) – the project Multi-competent teams is a follow up project from a former ESF project that initially tested the concept. The project UngKOMP aims to scale up the former successful experience to 20 cities. At its end in 2018 upon successful experience it may be scaled up to the entire territory.

Which groups are targeted by the practice?

Young people (aged 16 to 24) who are long-term unemployed or at risk of becoming long-term unemployed and are in need of integrated support.

What activities are carried out?

- By the end of 2018 the service will have been introduced in 19 cities where municipal services and the PES have agreed to establish multi-competent teams.
- Team set up
- A multi-competent team is put together, located in one single office.
- The design of the office is intended to have a 'lounge-inspired' feel, be welcoming, relaxed, and not look like a typical public employment service office.
 - 7 to 13 staff from the PES including case workers, employment advisers, psychologists and social counsellors

What activities were carried out?

- There are two staff members from the municipality: a vocational and an education adviser.

Outreach and support activities:

- The PES or the municipality identify possible service users and approach them, offering referral to the multi-competent team.
- Once potential users are identified, the multi-competent team provides them with a holistic, coherent, and individualised approach so that the individual only has to deal with the team (rather than a series of institutions and agencies).
- The integrated services offered should speed up processes (e.g. education advisers are in the same office as case workers).
- The average duration of a young person's engagement in the project is eight months.
- Multi-competent teams pay particular attention to issues of discrimination and accessibility. This is done through a number of methods, including gender-divided statistics to ensure each gender is given a fair distribution of resources. The teams also challenge gender stereotypes in study and career choices.

What are the sources of funding?

The total budget for the project is EUR 18 million. Funding is provided at three levels:

- European – European Social Fund (ESF) (50 % of the budget)
- National – Swedish PES
- Local – Municipalities

What are the outputs: people reached and products?

People reached (since start the 2015 up to September 2017):¹

- 8 584 young people – whereby 60 % are male, 40 % are female;
- Educational background of participants: 54 % of participants have a school educational achievement that is lower than secondary school education compared to all young people of the same target group registered at the PES which is about 36 %;
- Participants with disability represent 29 % compared 18 % of the young persons of the same target group registered with the PES; the disability most frequently mentioned relate to neuro – psychiatric disabilities and mental ill health.

Mid-term outcome of young people's trajectory after enrolment in the programme:

- 63 % of participants leave the project to either pursue employment or education opportunities.
- 29 % of participants leave the project for other known reasons (e.g. illness, relocation).
- 8 % of participants leave for unknown reasons (i.e. the participant inexplicably ceases contact with the team).

Additional outcomes

- Increased cooperation and coordination between government agencies (e.g. the PES and municipalities)
- Higher trust in the PES among the participants. After participation in sessions with multi-competent teams, the share of young people who still had little confidence in the PES decreased from 28 % to 13 % while 60 % of young people had high confidence in the PES.

What were the outcomes: medium-term results or effects?

A full-scale evaluation of the effects of the Multi-skilled teams will be conducted by the end of 2017.

1 The information provided in this section is based on internal data of the PES that will be updated and used for the on-going evaluation.

What are the lessons learnt and success factors?

Lessons learnt:

- The cooperation between the PES and the municipality should preferably be formalised in a written agreement to ensure commitment from both organisations.
- It has proven difficult to establish an efficient multi-competent team where the team has not been able to work together at a single location.

Success factors:

- Ensuring that young people do not have to navigate a complex web of institutions and are instead provided with a holistic service which deals with all of their employment and social issues. This approach is particularly useful for those who do not appear highly motivated to engage with the authorities and in the labour market.
- The structure provides possibilities for each member of the team to contribute to the young person's progress. It is possible for officials to provide specialised support to enable progress of the participant.
- Voluntary participation and a welcoming and relaxed atmosphere in which the teams interact with young people increased their active participation and to remain in the programme. There is always someone from the team present and that can be approached any time by the participants without having an appointment. The aim is to foster an environment that encourages open dialogue and exchange.
- The team focuses much on building trust. The objective is to build trust of the young person towards authorities. A trust relationship among team members is therefore also essential.

What are key source(s) of information?

<https://www.arbetsformedlingen.se/Om-oss/Om-Arbetsformedlingen/EU-projekt/Projektsidor/2016-02-29-UNGKOMP.html> (Swedish Language)