COUNTRY FICHE: BELGIUM

PES NAME: *L'Office Régional Bruxellois de l'Emploi* (ACTIRIS)

Basic organisational model

Type of organisation/relation to government

ACTIRIS is the Public Employment Service of the Brussels-Capital Region. It has the status of 'public-interest organisation', which implies that it is not under the direct control of the Brussels Government.

Structure and organisational levels

- Head office
- 17 local offices.

Management structures and the role of social partners

- Management: ACTIRIS is managed by an independent Executive Board. General Director manages ACTIRIS according to a specific management contract with the regional Government.
- Supervision: ACTIRIS performance against the goals and targets set out in Management Contracts and yearly Business plans is assessed every year.
- Social partners: union and employer representatives are part of the Managing Board.

Financing model

PES financing by source, Euro (million)

	Expenditure (EUR million)						Change 2010-2011 (%)		
	2010			2011 (forecast)					
Source of funding (%)	Total Budget	Operating costs	ALMP	Total Budget	Operating costs	ALMP	Total Budget	Operating costs	ALMP
Total	263 ,5 (100%)	50,0	213,5*	281,0 (100%)	52,9	228,1	8%	7%	9%
Social security contributions									
Government and other public funding	250,4 (95%)	46,1	204,3	271,1 (96,5%)	49,2	221,9			
ESF	6,8 (2,6%)	1,4	5,4	4,3 (1,5%)	1,3	2,9			
Other EU Funding									
EURES									
PES own revenues	6,3 (2,4%)	2,4	3,9	5,6 (2,0%)	2,4	3,3			
Other									

Note: 'ESF' may include other EU funding
*: ACS: Financed permanent jobs : 169,9
PTP: Transitional jobs: 9,2.

Human resources

PES human resources. Date of observation: December 2010

	Number of staff	% directly servicing clients
Total	756	61%
Head office	535	49%
Local offices	221	91%

Note: 460 employees (260 in the Head Office and 200 in local offices) service clients directly.

Integration of employment services and benefit payments

Unemployment and related benefits:

- ACTIRIS is in charge of the initial registration of unemployment and the monitoring of continued eligibility.
- ONEM (National Office for Employment) is responsible for the payment of unemployment benefits as well as for the monitoring of the continued eligibility, whereas ACTIRIS is in charge of applicants' registration.

Other social benefits:

- Municipal bodies called CPAS are in charge of the payment of minimum income schemes and social benefits.

Clients/Customers

Jobseekers. Date of observation: December 2010

	Number	%
Jobseeker client groups		
Unemployed jobseekers	105.718	88%
Employed jobseekers	10.836	9%
Jobseekers in training activities	4.132	3%

Jobseeker clients are generally classified in relation to their employment/unemployment status, paying special attention to those who look for a job and, while seeking, participate in ALMP programmes (such as training) in order to update their skills. The biggest part of ACTIRIS clients is represented by the unemployed, whereas only 9% are job-changers. Conventional socio-demographic characteristics such as gender, age and level of qualification are recorded for all clients.

Employers. Date of observation: N/A

Employer clients are categorised by their size (large, medium, small and micro enterprises) and by sector for large enterprises (industry and energy, logistic, transport and construction, commerce, hotels, restaurants, cafés, telecom, insurance companies, services for enterprises, as well as socio-cultural services and caring services),. Public bodies are also taken into account as a separate category. By far, the largest share of clients is micro (less than 5 employees) and small and medium enterprises (from 5 to 100 employed).

Employer client groups	Numbers	%
Large Enterprises (>100)	552	2%
Public bodies	1.957	6%
Small and Medium Enterprises (5-100)	9.512	29%
Micro Enterprises (<5)	20.957	63%

Other clients

- Partners (such as public training bodies, local authorities, public services of social assistance, etc.) and Private employment agencies can have access to PES services in order to better match the labour demand.
- Government bodies, which request and use labour market information collected by ACTIRIS.

Types and methods of service provision

Services for jobseekers

- Registration and free consultation of vacancies database are available to everyone both on the web and at ACTIRIS local offices;
- Individual counselling, placement, job search coaching and career planning are provided to all registered jobseekers;
- More specific support, such as intensive guidance and counselling, re-orientation and training services, is offered to those with specific needs and provided partly by VDAB, Bruxelles Formation

and partly by external providers.

- Language skills testing services and specific training measures are provided to those who are registered with ACTIRIS, by private training institutions;
- Help in finding financing to start new businesses is managed by specialised ACTIRIS partners.

Services for employers

Employer clients are provided with a range of free-of-charge services:

- Registration of job vacancies;
- Free consultation of CV-database;
- General information on PES service provision and on Public aids management of specific schemes;
- Support to matching: pre-selection and recruitment;
- Selection services tailored for small and medium enterprises;
- Support for international recruitment;
- Language skills updating for employees.

Job vacancies and market share

Collecting information on job vacancies

Employers report job vacancies to the PES offices both through the website and by contacting ACTIRIS counsellors personally. Other means such as phone or email are used in order to notify and collect new job vacancies. The EURES network is a useful tool to collect information on job opportunities abroad.

Vacancies and referrals

2010: total of 15,218 vacancies registered with ACTIRIS.

Matching of supply and demand

There is no regular monitoring of supply and demand on the labour market. A partial evaluation is made, on a yearly basis, by the Brussels Employment Observatory on labour market analyses and skills forecasting. The data collected, however, are not used to plan future training actions.

Market share

ACTIRIS' estimated market share in term of registered vacancies in 2010 was 41.6%.

Active labour market policies

LMP Services

Name of service	Brief description	Delivery
Public employment services	The aim is to provide general services for jobseekers during their job-search. ACTIRIS is also responsible for job creation and recruitment promotion measures.	ACTIRIS.
Active job-search workshop	The objective is to learn and apply an effective job-search method.	ACTIRIS and different partners.
Partnership for childcare for jobseekers	The aim is to allow jobseekers with young children (0-3 years) to undertake the necessary actions in the context of their insertion course by providing childcare, whether occasionally (one day, or a few hours) or for longer periods (3 months or up to a year if the parent follows a training course).	ACTIRIS and 12 partners.
Vocational re-integration	The social and vocational guidance service deals with difficult to place jobseekers (long-term unemployed, low skills, etc.).	ACTIRIS as coordinator, actions carried out by partners.
Vocational Project Construction	The aim is to provide all young jobseekers (under 25), registered with ACTIRIS and living in the region of Brussels, a personalised service in order to help them to improve their skills	ACTIRIS.

LMP Measures

Name of measure	Category	Brief description	Delivery
Training cheques for vocational integration	2	The aim is to promote the hiring of jobseekers with low language and ICT skills. Jobseekers can have access to a certain number of hours of training, whether in language or ICT programmes.	ACTIRIS coordinates and finances the measure, but training is delivered by partner schools/training firms.
Training and integration contract	2	The aim is for the jobseeker to become employed after on-the-job training. It concerns only jobs for which jobseekers cannot be placed by the PES without training.	The measure is co-managed by ACTIRIS and Bruxelles Formation.
Relocation allowances for the unemployed	4	The aim is to encourage unemployed persons who found paid work in the Brussels Region to settle there.	ACTIRIS.
Transition-to-work subsidy	4	This measure does not exist anymore, but ACTIRIS still pay for the demands introduced before the 4th of November 2008. The new measure is called "Aide au recrutement pour des projets spécifiques".	ACTIRIS was not directly responsible for the measure but paid the premium.
First job agreement in projects of public interest - learning work experience in Brussels public services	6	The selected youngsters can benefit from a position in the labour market via a learning plus work experience programme in the Brussels public services	ACTIRIS is responsible for the refund of the gross salary and social security contributions.
Subsidised contractors	6	The measure allows local and provincial authorities, non-profit organisations and certain other forms of association to take on subsidised contractors.	ACTIRIS.

Cooperation/partnership

ACTIRIS has established almost 150 different partnerships with several actors. Cooperation is established mainly with private and public operators, according to their sector of activity, in order to satisfy all the needs of the enterprises. The main goal of these partnerships is to create an inclusive labour market, which combines economic growth and social integration. These services and measures are outsourced to different partners through calls for tenders. Via the creation of a "Réseau des Partenaires d'Emploi", ACTIRIS offers, according to the ethical code, free access to its jobseekers' CV database.

Evaluation

Evaluation on ALMP programmes is conducted by the Brussels' Employment Observatory, once a year, though the results are not necessarily incorporated in the design of new active labour market measures. Evaluation is mandatory for every project or intervention co-financed by the ESF.

Management logic and performance measurement

Planning process

The Brussels regional government sets the main targets and objectives to be pursued by ACTIRIS. These are laid out in a Management Contract signed with the agency's management. On this basis, ACTIRIS plans its activities through the use of different documents, among which, the enterprise plan and the external and internal communication plan.

Types of objectives and targets

Targets are set in 5 different areas:

- Jobseeker registration (number of new registrants, number of contacts, time allowed to provide information, etc.);
- Support (client satisfaction, number of placements, etc.);
- Job insertion (number of registered vacancies, number of employers registering vacancies, etc.);
- Management of ALMPs (ALMP budget available/spent, number of participant jobseekers, etc.);
- Management of ACTIRIS (number of registered jobseekers, ratio between clients and staff, etc.).

Monitoring

Regular follow-ups take place during the year. Each year, a report on the implementation of the management contract is produced and forwarded to the Brussels Labour Ministry. This document can be further examined by an independent and external evaluation committee.

Lean management
The principle of lean management is integrated in the organisation.