COUNTRY FICHE: BELGIUM

PES NAME: Wallonia's Public Service for Employment and Training (Le FOREM)

Basic organisational model

Type of organisation/relation to government

Public Employment Service for Wallonia. It has the status of 'regional public-interest organisation', which implies that it is not under the direct control of the Walloon Government.

Structure and organisational levels

- Head Office;
- 11 local offices for job-search services;
- 9 local offices for vocational services;
- 33 vocational training centres;
- 25 skills centres;
- 12 "*Carrefour Emploi Formation*" (open access Information and Documentation Centres);
- 60 "*Maisons de l'Emploi*" local job centres;
- 4 "*Relais de l'emploi* " (for disadvantaged groups).

Management structures and the role of social partners

- Management: Le FOREM is run by a Managing Board chaired by a President who is appointed by the Walloon Government. The management is supported by a range of other structures, such as an executive committee, a functional management structure, an audit committee and an internal audit cell.
- Supervision: Le FOREM is accountable to the Walloon Government.
- Social partners: unions and employers are represented in the Managing Board. An Intermediate Dialogue Committee has been created for the implementation of a social dialogue within the organisation. At all organisational levels.

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	1.006,7 (100%)	292.082.999	158,1 (100%)	1.017,9 (100%)	314.242.100	145,4 (100%)	1%		-8%
Social security contributions									
Government and other public funding	902 (89,6%)			986,35 (96,9%)					
ESF	10,06 (1,0%)			14,25 (1,4%)					
Other EU Funding	7,05 (0,7%)			5,09 (0,5%)					
EURES									
PES own revenues									
Other	88,6 (8,8%)			12,21 (1,2%)					

Human resources

PES human resources. Date of observation: N/A

	Number of staff	% directly servicing clients
Total	**4.280**	N/A
Head office	906	
Regional offices	N/A	
Local offices	3.374	

Note: no data on staff breakdown by level of governance or share of staff on front-office duties were provided. Staff was only broken down by task. The questionnaire response maintains that 79.2% of all staff work in the regional offices, but does not specify the reference year.

Integration of employment services and benefit payments

Unemployment and related benefits

- The National Employment Office is responsible for the payment of unemployment insurance benefits, but Le FOREM is in charge of the initial registration of claimants and the monitoring of continued eligibility.

Clients/Customers

Jobseekers. Date of observation: December 2010

	Number	%
Jobseeker client groups		
Total	245.622	
DEDA (Jobseekers claiming for benefits)	197.850	81%
Young job-seekers in waiting period	20.023	8%
DEI inscrits obligatoirement (Jobseekers registered on a compulsory basis)	18.353	7%
DEI inscrits librement (Jobseekers registered on a voluntary basis)	9.396	4%

Conventional socio-demographic characteristics such as gender, age, duration of unemployment and educational level are recorded for all clients.

Employers

Employer clients are categorized by size. Other categories will be probably implemented in the framework of the new Management Contract. However, no data were provided on the number of employers serviced by category.

Other clients

- Partners such as public training bodies, local authorities, public services of social assistance, etc.;
- Private employment agencies can have access to PES services in order to better match the labour demand.

Types and methods of service provision

Services for jobseekers

- Registration service as well as individual counselling on the rights connected to the unemployed status and on work opportunities are provided to all jobseekers through several channels;
- Collective job search sessions and career guidance are provided by specialised counsellors in order to facilitate the match between supply and demand on the labour market;
- Interregional mobility counselling is available for all the registered clients who are willing to work in a different city or country, in order to combat unemployment.

Services for employers

The employers' service offers a range of free services and advice to employers:

- Human resources management counselling;
- Recruitment counselling;
- Public aids management of specific schemes;
- Multi-channel services/ICT services.

Job vacancies and market share

Collecting information on job vacancies

Employers report vacancies to PES on a voluntary basis. Employment agencies' staff have regular contacts with employers, thanks to face-to-face meetings or multi-channelling techniques (teletext, SMS, interactive posts/job points, emails). In order to enlarge and reinforce the vacancies transmission, partnerships have been concluded with other regional employment services (VDAB, Actiris …) and temporary work agencies. In the same way, the EURES European channel is being used to reinforce European labour mobility.

Vacancies and referrals

Number of job vacancies advertised by the PES (2009): 115.997.
Jobseekers' referrals to vacancies: 326.648 (2009); 316.654 (2010).

Matching of supply and demand

Supply and demand on the labour market are analysed on a regular basis. Studies and statistics are produced by the Department *'Analyse du Marché de l'Emploi et de la Formation'*, on different sectors and companies in order to anticipate future needs. The results are used notably to plan training actions (for instance: "Bottlenecks").

Market share

The market share amounts to 86% (31.12.2010).

Active labour market policies

LMP Services

Name of service	Brief description	Delivery
Forem Conseil	See http://www.leforem.be	

LMP Measures

Name of measure	Category	Brief description	Delivery
Plan d'accompagnement des chômeurs (Support Plan for Unemployed)		See www.leforem.be	
Dispositif integeré d'insertion socio-professionelle (Integrated socio-professional insertion measure) DIISP		See www.leforem.be	
Job tonic Accompagnement individualisé (Personalised support)		See www.leforem.be	

Cooperation/partnership

Le FOREM is the overall coordinator of several external partners who deliver measures and services on the basis of a joint management model. Subsidies, calls for tenders, calls for proposals are used to outsource the provision of training and placement services. Special attention is paid to specific fields or sectors of cooperation such as illiteracy problems.

Evaluation

Le FOREM conducts evaluations on the efficiency and the results of ALMP programmes.

Management logic and performance measurement

Planning process

Signed by the two concerned parties - the FOREM Managing board and the Minister in charge of Employment and Training - the 5-year Management Contract represents the mutual commitments of the Government and the PES. The main objectives and targets are set in the Contract and then concretely defined by four-year business plans, which set down the guidelines the Agency should follow for implementation and the resources attached to them.

Types of objectives and targets

Targets are of three main types:

- Greater dissemination of individual vacancies;
- Increase of 23% in the volume of workers to be trained;
- Setting up new intensive linguistic training.

Monitoring

Regular follow-ups take place during the year. Each month, the implementation of the Management Contract is monitored through a management chart. This chart is composed by output indicators and means/resources indicators which relate to activities and services offered to individuals and enterprises.

Lean management

The principle of lean management is integrated in the framework of socio-economic management.