COUNTRY FICHE: ITALY

PES NAME: Employment Centres (*Centri per l'impiego*, CPI)

Basic organisational model

Type of organisation/relation to government

Decentralised structures managed by Regional and Provincial administrations, subject to the coordination and control of the Ministry of Labour and Social Welfare.

Structure and organisational levels

- 638 job centres (registered in Cliclavoro portal and accredited) within 107 Provinces and 20 Regions (one of which – Trentino-Alto Adige – is split into 2 Autonomous Provinces). It is worth underlining that in Italy is not possible to provide final data about numbers of job centres, because they open and close very quickly. Moreover some Regions have organised integrated structures where are delivered services to employers, employees and jobseekers. These Agencies organise also educational services. We are making a census in order to know the number of the Agencies.

Management structures and the role of social partners

- Management: the Ministry of Labour and Social Welfare is in charge of the coordination of PES actions, of the keeping and running of the national Labour Information System, of defining aggregate budget figures and the regulatory framework of employment services. Regional governments plan and coordinate services on their territories, while Provincial administrations manage services provision through local PES offices (Job Centres).
- Supervision: the Ministry of Labour and Social Welfare sets the targets to be achieved and funds allocation.
- Social partners: they are not involved in the PES management, but can provide feedback on the improvement of management as well as on service performance.

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									
Social security contributions									
Government and other public funding									
ESF									
Other EU Funding									
EURES									
PES own revenues									
Other									

Note: The Regions plan and coordinate services on their territories, while Provincial administrations manage services provision in the employment services centres. So as the Regions manage also the funds and it falls solely within their remit, at the moment it's not possible for us to give the information required.

Human resources

PES human resources

	Number of staff	% directly servicing clients
Total		
Currently we do not have any kind of centralised monitoring system, so the data are not available. For the last 6 months we have been implementing a new survey system, so in we will be able to provide you with the data in the future. In Italy we are working very hard to face the crisis and, above all, to renew the ancient system in order to guarantee the employability of our both the employed and the unemployed, and also to participate in the European system.		

Integration of employment services and benefit payments

Unemployment and related benefits

- PES are not involved in the management and payment of unemployment or other benefits, which is the mandate of the Social Security Institute (INPS).

Clients/Customers

Jobseekers

Jobseeker clients are classified by category (teenagers, young adults, adults and women seeking re-entry into the labour market) and employment status (the unemployed, employed jobseekers and those who have never been employed). No figures on numbers of jobseeker clients were provided.

Employers

Employer clients are categorised by sector of activity and by the type of National Collective Labour Agreement applied.

Date of observation: 2010

Employer client groups	Numbers	%
Agriculture, forestry and fishing	27.506	1.71%
Mining industry	3.672	0.23%
Manufacture industry	1.244	0.08%
Electricity, gas, steam and air conditioning providing	1.602	0.10%
Water providing, sewage pipeline, waste management and recovery	8.516	0.53%
Building industry	1.842	0.11%
Wholesale and retail trade, autos and motorbikes repair shops	193.296	12.00%
Transports and logistics	15.858	0.98%
Hotels and restaurants	264.794	16.44%
Information and communication services	74.960	4.65%
Financial and insurance services	162.494	10.09%
Real estate services	345.144	21.42%
Professional, scientific and technical services	72.718	4.51%
Renting, travel agencies and business support services	1.372	0.09%
Public administration and defence, compulsory social security	450	0.03%
Education	27.674	1.72%
Health and welfare	1.740	0.11%
Arts, sports and entertainment activities	65.484	4.06%
Other services	327.272	20.32%
Family businesses	7.948	0.49%
Extraterritorial organisations	5.376	0.33%

Other clients

- The Ministry of Labour and Social Welfare may provide some services to private job agencies, in order to help the match between job demand and request.

Types and methods of service provision

Services for jobseekers

- Registration service and information on PES service provision are available to all unemployed, through a customer desk service;
- Information on vacancies or other opportunities and CV submission can be found online, through the Cliclavoro;
- Counselling and matching services are provided by job centres to the unemployed, with specific services for some vulnerable targets.

Services for employers

The employers' service offers free-of-charge services to employers:

- Submission and promotion of job vacancies;
- Pre-selection/recruitment service;
- Legal counselling;
- LIE – Management of lists of Italian workers who want to work abroad;
- Unimare – Management of all legal requirements to be carried out by maritime workers;
- Flexi – Job demand/request matching system for extra-EU workers who want to work in Italy;
- Gestione Istanze – Management of extra-EU work permission requests collected by the Immigration service;
- CIGS – management of Extraordinary Redundancy Payments.

Job vacancies and market share

Collecting information on job vacancies

Job vacancies are collected through the *Cliclavoro* website. Both employers and jobseekers can freely access the portal and publish vacancies or CVs.

Information on vacancies can be collected also at regional and provincial level online or by phone, fax or direct contact with employers.

Vacancies and referrals

Latest stock of vacancies: 1.849 vacancies notified on *Cliclavoro*.

Matching of supply and demand

Supply and demand on the labour market are analysed on a regular basis by the Ministry of Labour and Social Welfare through the so-called *Excelsior* information system. The latter aims at forecasting labour demand and training needs on a yearly basis. The *Excelsior* system identifies the main trends on the labour market.

Market share

PES estimate market share through a system that matches the vacancies managed by *Cliclavoro* portal and the Compulsory Communication e-service. At the moment this feature is work in progress.

Active labour market policies

LMP Services

Name of measure	Brief description	Delivery
First level interview	Interview with the worker with the aim of verifying his CV, work experiences and inclinations.	Job centres.
Job orienteering interview	Specialised intervention: an exhaustive exam of experiences and personal features.	Job centres/Authorised training agencies.
Skills testing	Specialised intervention: an exam of personal competences and elements which are to be emphasised to help placement.	Job centres/Authorised training agencies
Support in active job search	Counselling activity with the aim of supporting users in the search of a job or a training experience.	Job centres.

LMP Measures

Name of measure	Category	Brief description	Delivery
Training courses for unemployed	2	Training activities with the aim of providing skills to be used in the job market.	Authorised training agencies.
Permanent training for workers	2	Training activities for workers, aimed at improving and updating skills	Job centre/Authorised training agency.
Traineeship	5	Activity of job placement in a firm. It could be joined by a training course.	Authorised training agency.
Support for creating a new business	7	Support and counselling to help creating a new business.	Job centre.

Cooperation/partnership

ALMP programmes are managed by the PES itself, but some specific activities may be performed in cooperation with external partners. Training and job-orientation activities can be outsourced to authorised training agencies: workers can access these services through a voucher system.

Evaluation

Evaluation on ALMP programmes is regularly performed by benchmarking the employment status of those who benefited from an active policy support.

Management logic and performance measurement

Planning process

N/A.

Types of objectives and targets

N/A.

Monitoring

N/A.

Lean management

N/A.