COUNTRY FICHE: THE NETHERLANDS

PES NAME: Institute for the Administration of Employee Insurance (*Uitvoeringsinstituut voor Werknemersverzekeringen*, UWV)

Basic organisational model

Type of organisation/ relation to government

Autonomous Body of Public Administration operating under the Minister of Social Affairs and Employment. The Minister of Social Affairs and Employment gives specific directions to the operations of UWV through an annual cycle of policy planning and implementation.

Structure and organisational levels

- UWV has a head office in Amsterdam;
- Within UWV, 'UWV Werkbedrijf' – as a distinct division - charged with the organisation of active labour market services for claimants of unemployment insurance and incapacity benefits.;
- 6 regional/district offices;
- Over 100 local employment offices (called "Employment Squares"), which provide services for individual jobseekers.

Management structures and the role of social partners

- Management: A Governing Board of 3 members manages the UWV. The members of this board are appointed by the Minister of Social Affairs and Employment.
- Supervision: The Minister of Social Affairs and Employment gives directions to the operations of UWV, in the month of May, as a first step in the annual cycle of policy planning and implementation.
- Social partners: A tripartite advisory board (named Council for Employment and Income) operates to second the Minister of Social Affairs and Employment in active labour market policies. It includes representatives of the social partners and municipalities.

Financing mode

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	832 (100%)	574,1 (100%)	258 (100%)	752,3 (100%)	494,3 (100%)	258 (100%)	-10%	14%	0%
Social security contributions	258 (31%)		258 (100%)	258 (34%)		258 (100%)			
Government and other public funding	574,1 (69%)	574,1 (69%)		494,3 (66%)	494,3 (100%)				
ESF									
Other EU Funding									
EURES									
PES own revenues									
Other									

Human resources

PES human resources. Date of observation: 2011

	Number of staff	% directly servicing clients
Total	**5010**	87,2%
Head office	400	
Regional offices	N/A	
Local offices	N/A	

Integration of employment services and benefit payments

Unemployment and related benefits:

- Unemployment Insurance (UI) benefits are paid by UWV, while municipalities are responsible for social assistance benefits for those who do not qualify for UI benefits or whose entitlement to them has expired.

Other social benefits:

- Incapacity benefits are paid by UWV. Municipalities are responsible for the provision of social assistance benefits. Social assistance benefit recipients are obliged to register with UWV Werkbedrijf, though Municipalities can set individual benefit claimants free of this obligation on specific grounds. Through registration, these jobseekers become part of the basic services (information and matching services) of the PES.

Clients/Customers

Jobseekers

Jobseeker clients are categorised into two main sub-groups:

- According to the labour market description/status. Within the total stock of non-registered jobseekers a split is made between “still in employment” and “out of employment”. UVW uses the title ‘registered non-employed jobseekers’, rather than ‘registered unemployed’ as per LFS definition. Furthermore, basic descriptive categories, such as gender, age, occupation, duration of employment, and others are recorded for all clients
- According to the PES service delivered. The second classification entails a distinction by type of social benefit claimed (UI, Social Assistance, Incapacity) and/or social-demographic categories causing special concern (i.e. young people - and among those school drop-outs, young people with disabilities -, non-employed jobseekers over 45, migrants from non-EU countries, disabled etc.).

Expected total inflow of clients into register in 2011: 678.000, of which 470.000 claimants of UI-benefit, 188.000 claimants of Social Assistance benefits and 20.000 claiming no benefit.

Employers

UWV does not target its services to specific groups of employers. However, services are to some extent articulated according to business branches. In addition, special attention is paid to some categories of employers. For instance, temporary work agencies are regarded as a special category of employers with whom various forms of cooperation are developed.

Total number of vacancies filled in 2010: 105.000.

Other clients

N/A.

Types and methods of service provision

Services for jobseekers

- Individual services provided directly by UWV through face-to-face interviews to all registered unemployed. But gradual shift from face-to-face to e-services via a "personal work-file" that is created for all registered clients (UI-claimants) on the internet-portal WERK.nl;
- Group information and coaching activities;
- Intensified reintegration services to UI-benefit claimants at distance from the labour market (mainly outsourcing the service delivery to private "reintegration firms";
- Self-service provided on internet-portal "WERK.nl" (labour market information, job-search via jabb-cancy and CV database, self-assessment, guidance, etc.);
- Reintegration services to workers who have been officially assessed (by another division of UWV)_ as partially disabled.

Services for employers

UWV offers a range of services to employers:

- Self-service recruitment services (via WERK.nl) and, where required, active pre-selection of candidates;
- Labour market information services;
- Facilities to help employers to transfer redundant employees to other (recruiting) employers;
- Support facilities to enable employers to hire jobseekers with disabilities.

Job vacancies and market share

Collecting information on job vacancies

Most vacancies are notified via the PES internet site (WERK.nl). Also vacancies can be directly notified to the vacancy teams at the local employment offices. Unless employers make objections, many vacancies that are directly notified to the local offices are also displayed on the PES website. Also, in order to develop an "in-real-time" overview of the labour market as comprehensive as possible, internet-spider techniques are under development. These techniques enable the recognition of vacancies that are communicated via various internet channels.

Furthermore, visits to employers are a standard part of the activities of the vacancy teams at the local offices. In addition, job fairs are organised every year and annual events covering all economic sectors are organised in every local office in the Autumn.

Vacancies and referrals

2010: around 500,000 vacancies were notified to UWV (240,000 via the PES internet site, 260,000 via local employment offices).

Just over 1.1 million job-referrals were made. An employment contract (often temporary) resulted from 105,000 of these.

Matching of supply and demand

The quantitative relationship between the supply of registered jobseekers and the registered demand of notified vacancies (identifying shortages and surpluses) is continuously and systematically analysed on various dimensions and breakdowns. Findings of the matching are used as input for the planning ofservice interventions of various kinds (sometimes also vocational training projects).

Market share

It is difficult to say what share the 500.000 registered vacancies is of the total number of vacancies in the labour market ; likewise it is difficult to say what share the 105.000 accounted fillings of registered vacancies is of all filled vacancies in the labour market. What has been reliably observed is that, depending on stage of the business cycle, between 250.000 and 350.000 registered non-employed jobseekers find a job each year

(first job often being a temporary job). More than 2 mln new employment contracts come about each year for jobs that will last for more than 3 months.

Active labour market policies

LMP Services

N/A. The LMP services as mentioned under category 1 of the Eurostat LMP database are delivered partly by UWV-Werkbedrijf and partly by Municipalities (for claimants of social assistance benefits). But UWV-Werkbedrijf also registers all clients of the Municipalities and delivers information and part of the job matching services to them.

LMP Measures

N/A.

Cooperation/partnership

UWV's responsibilities in employment services are performed in cooperation with other actors, notably Municipalities. To a large extent, active labour market policy in the Netherlands should be seen as a co-production of UWV and Municipalities- the latter, through Municipal Social Services, providing work-related services to claimants of social assistance benefits. Collaboration in local employment offices is to some extent prescribed by law. "Employment squares" co-locate the local staff of UWV-Werkbedrijf and their counterparts in Municipal Social Services. In addition, the current political credo is that larger Municipalities (also representing the smaller ones) should have the leading role in organising active labour market policy at regional level (national territory comprising around 30 such regions). At regional level a wide network of relevant organisations, also including institutions for professional education and regional business communities, should work together. A wide ranging collaboration has been shaped between public and private employment services. The latter composed of two kinds that have only a very limited overlapping: staffing businesses (temporary work agencies and the like) and firms to which re-integration services for persons at distance of the labour market are outsourced.

Evaluation

No mention is made of evaluation.

Management logic and performance measurement

Planning process

The definition of the annual activity plan proceeds by an interactive process between the PES and the Ministry of Employment and Social Affairs. Reference sources in the planning process are the previous year annual report and the current performance reports sent to the ministry every 4 months. On the basis of the national annual activity plan targets and objectives are articulated up to the level of the regional districts and local offices.

Types of objectives and targets

- Applicable to 2011:A specific percentage of new claimants of Unemployment Insurance benefits should exit the register towards employment within 3 months;
- On the basis of expected volumes of the stock of registered UI-claimants targets are articulated for the numbers of them those that should exit the register towards employment between 3-12 month of unemployment and after 12 month of unemployment;
- A specific number of UI-claimants on the register for more than 3 month should exit the register towards vacancies successfully filled by UWV-WB;
- This year for the first time no longer a quantified target for the number of vacancies to be filled by UWV-WB;
- 70% of vacancies in the total vacancy market should be accessible via WERK.nl;

- Various targets with regard to the numbers of disabled workers that should be placed in employment;
- Also various targets for service procedures with regard to disabled workers (timeliness of established participation plans, purchase of pathway-services from private re-integration firms, etc.);
- Rating to be obtained on the annual jobseeker client and employer client satisfaction surveys: 7 various performance targets with regard to administrative operations (not exceeding available budget) and with regard to HRM (satisfaction score on staff satisfaction survey, volume of staff on flexible contracts, volume of sickness absenteeism, etc.).

Monitoring

Defined performance targets are continuously monitored on both local and national level. Weekly, monthly, and 4-monthly reporting. Also the developments in the register itself are continuously monitored (monthly reporting).

Lean management

N/A.