



COMMISSION OF THE EUROPEAN COMMUNITIES

Brussels, 19.01.1996
COM(96) 3 final

EURES

(EUROPEAN EMPLOYMENT SERVICES)

Report on the Period 1994 - 1995

in accordance with Regulation (EEC) n° 1612/68, Article 19 (3)

(Presented by the Commission)

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Appendix

Summary

The EURES network is designed to facilitate the free movement of workers in the European Union and in the European Economic Area and thus to contribute to the development of a true European employment market. It is a partnership between the Commission, the national employment services of the Member States, Norway and Iceland and (in the case of border areas), organisations representing the social partners. Its objectives are to serve as a European employment agency, as well as providing a Europe-wide forum for the exchange of good practice and experience in the employment field.

Launched in November 1994 it has a human network of some 450 Euroadvisers, experts on the European labour market, and two data bases, one containing information on job vacancies throughout the 17 countries and the second general information on living and working conditions in these countries and regional labour market information. In 8 frontier regions where there is a high level of crossborder mobility, special structures have been set up, which, in addition to the main EURES missions of exchanging information on job vacancies and providing services to job-seekers, also focus their activities on the development of cooperation in the employment area concerned. The economic and social partners contribute actively in this cooperation. A number of universities are cooperating within the network on an experimental basis. The Commission is responsible for developing and maintaining the two European data bases, for coordinating the exchange of information, for training the Euroadvisers and animating and promoting the network.

In its first year of full operation, EURES has drawn together the public employment services and the other partners and the number of job vacancies exchanged is growing month by month. Good contacts have been made with the public and the number of people seeking information is increasing, particularly in the crossborder areas. The promotion of EURES to employers has begun and a coordinated strategy is being developed for implementation in 1996. A start has been made on the exchange of labour market information and this will be continued and developed. The technical system is being constantly improved to meet user needs and in particular to enhance the flow of data. Cooperation between the partners and in particular between the public employment services has developed very satisfactorily and has led to growing collaboration in other areas, for example the development of transnational projects financed by the European Social Fund (ADAPT initiative).

1. Introduction

1.1 Legal Base

The freedom of movement for workers, one of the basic principles of the European Community and established by Article 48 of the Treaty of Rome, entails the right to accept offers of employment in other Member States and to move freely for this purpose. This objective has to be achieved by cooperation between the Member States, in particular between the employment services of the Member States, and the Commission.

The main elements of this cooperation are laid down in the Regulation (EEC) No. 1612/68 of the Council of 15 October 1968¹, modified by Regulation (EEC) No. 2434/92² which constitutes the basis for the creation of the EURES network.

1.2 EURES as a renewal of the former SEDOC system

On the basis of this legislation the Commission and its national partners, mainly the employment services of the Member States, created the EURES network (EUROpean employment services) which was set up by Commission Decision No 93/569/EEC of 22 October 1993³.

In this way the Commission and the Member States renovated the former SEDOC system (European system for the international clearing of vacancies and applications for employment) which no longer met the requirements of the labour market in Europe. The SEDOC System, which was established in 1972, had aged rapidly, notably due to outmoded technology and a weak documentation base. In the context of the completion of the Single Market and the implementation of the Community Charter of the fundamental social rights of workers, the Commission made appropriate proposals for the revision of Part II of Regulation No. 1612/68 and the renovation of the SEDOC system. The European Parliament supported these proposals in its Resolution of 13 September 1990⁴.

This present report describes the setting up of the EURES network and the achievements of the first year of operation.

¹ OJ No. L 257, 19.10.1968, p. 2

² OJ No. L 245, 26.8.1992, p. 1

³ OJ No. L 274, 6.11.1993, p. 32

⁴ OJ No. C 260, 15.10.1990, p. 167

1.3 The Objectives of EURES

The Commission Decision 93/569/EEC of 22 October 1993 designates EURES as a network to:

- develop cooperation between Member States and in particular between the employment services of the Member States and the Commission
- exchange job vacancies and applications at Community level
- ensure the exchange of information on working and living conditions between the Member States
- coordinate and follow up the resultant exchange of information at the appropriate European level
- set up special cooperation and service structures providing information relating to mobility in border regions.
- exchange information concerning the situation and trends in the labour market

The importance of the EURES network for the support of a Community labour market is also cited in the White Paper on 'Growth, Competitiveness and Employment' and the White Paper on 'European Social Policy' specifies that EURES is:

- "a comprehensive European employment agency with a mandate to inform, counsel and place job-seekers across Europe, and
- a forum for discussion of European employment issues at operational level."

Moreover, it reflects the demands for a tool to:

- reduce existing structural labour market barriers
- develop the links between training and employment at European level
- facilitate the liaison between other EU initiatives and the world of work
- become a transnational framework for the exchange of experience and good practice relating to all issues in the field of employment.

2. The EURES network and its components

2.1 Member organisations

The EURES network consists of the European Commission and the public employment services of the 15 member states as well as Norway and Iceland. Due to national specificities there is more than one partner in three countries. Belgium has three public employment services (FOREM, VDAB and ORBEM), in France there is a special organisation concerned with the labour market for executives (APEC) and another one for migrants (OMI) and in Germany under the coordination of the 'Bundesverwaltungsamt' several welfare organisations are responsible for counselling immigrants and people willing to emigrate. In the case of border areas EURES cooperation is extended to include trade unions, employers and certain other institutions interested in mobility.

2.2 The structure of the network

The installation of the network was started in 1992 and after a test phase of the computer system in 1994 it became operational when it was launched officially on 17 November 1994 during the second European Employment Week.

2.2.1 Euroadvisers

The human basis of the network is formed by Euroadvisers, experts on the European Labour Market who are nominated by public employment services and other partner organisations. They receive a special basic training which is organized under the aegis of the European Commission. Their task is to inform and advise mobile workers as well as employers intending to recruit at European level; they may also carry out or support transnational placement operations.

By the end of 1994 basic training had been organized and in large part financed by the Commission for 358 Euroadvisers. Norway and the three new Member States financed this training from their own resources. In addition seventeen specialist staff from universities in several countries of the European Union work together in a pilot project within the EURES network and were also trained as Euroadvisers. This brought the total to 375. A basic training programme for a further 100 Euroadvisers was launched in September 1995 which, taking into account turnover, will bring the number of trained Euroadvisers to about 450 by the middle of 1996.

In addition to basic training Euroadvisers are provided with a programme of continuing training including courses to improve their language and computer skills and thematic seminars on a range of topics such as social security and tax legislation at European and national level.

The number of Euroadvisers and their distribution by organisation is given in table 1 of the appendix.

Depending on the specificities of national organisations Euroadvisers are often assisted by other staff (e.g. technicians, assistants).

2.2.2 The European Coordination Office

The European Coordination Office has been established within the Commission (DGV/D/4-EURES). It has the following tasks within EURES:

- installation, promotion, administration and management of the network
- coordination of cooperation between all partners of EURES
- cooperation with other Community services and programmes
- analysis of movement of workers and provision of information on labour market trends
- installation and updating of the databases of job vacancies and of general information on living and working conditions
- training of Euroadvisers and animation of the network
- operation and development of the computer system

2.2.3 The EURES Working Party

Each partner organisation has appointed a EURES manager to be responsible for the development of EURES in that organisation. Representatives of the Commission and these managers form a working party in order to provide for the maintenance and development of EURES in accordance with the needs of the users. The meetings of this working party are organized by the Commission in order to discuss all issues concerning the network and to take decisions on a common basis.

In addition, experts have been nominated by the EURES partners in the fields of promotion, general information and computer systems. Arrangements are made by the European Coordination Office for these experts to meet frequently in order to solve current problems, specify details of future development and integrate their knowledge on national level into the work of the Commission

2.3 The EURES Computer System

The EURES System is a computerised tool to help Euroadvisers in their work. Through this system, they have access to a database of European Job Vacancies and a database of information concerning living and working conditions throughout the European Economic Area. They can also communicate with other Euroadvisers through the Electronic Mail facility. The system has been developed within the guidelines of the Commission's IDA (Interchange of Data between Administrations) programme, and is fully supported by this programme.

The primary objective of the IDA Programme is to allow the European Commission to contribute to projects in the field of telematic interchange between administrations with a view to facilitating cooperation between them. A list of projects is laid down for the period 1995 - 1997 for which a specific need is recognised for a Community contribution in order to ensure that they are implemented throughout the Community.

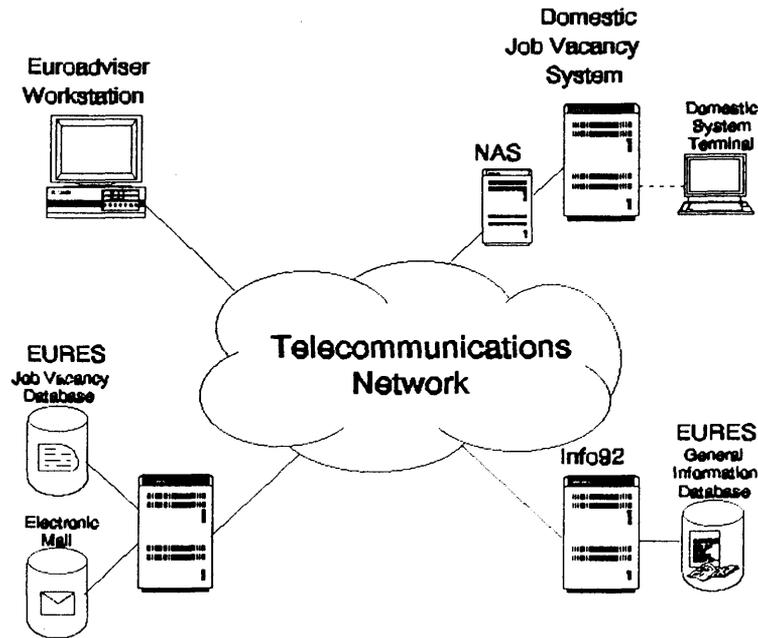
The EURES Computer System, as a discrete project, was, and remains, an obvious candidate for a project covered by the IDA programme. The objective of EURES is precisely to link the job vacancy computer systems of the employment service administrations of the Member States and set up a network of "Euroadvisers" all connected to the centre and to each other. EURES was therefore able to take advantage of the experience, advice and sharing of good practice that characterises the IDA programme. The economies of scale of this approach, as well as the avoidance of mistakes due to the sharing of information has greatly helped EURES and of course helps to ensure against duplication of effort at Commission and Community level. EURES has adhered to the central guidelines and the centrally-defined common architecture of the IDA programme and has made progress at a rate that would not have been possible had we been acting alone.

The contribution of the IDA budget has also proved indispensable.

The diagram below shows the elements of the EURES System

At the heart of the EURES System are two separate computers that contain the information that Euroadvisers need. The first of these is the **EURES Job Vacancy Database**. This is where EURES Job Vacancies are held, following notification by employers, for use by Euroadvisers, according to the needs of jobseekers. Much of the system is interactive, in that Euroadvisers can add and modify Job Vacancies and address them to colleagues. The EURES Job Vacancy Database is available in most of the languages of the European Union, except Greek. The machine itself is located in Brussels.

The second computer is **the EURES General Information Database** (see chapter 2.4) and this is located in Luxembourg.



The computer housing the Job Vacancy Database also houses the software that gives Euroadvisers access to an Electronic Mail (E-Mail) facility. Euroadvisers can use this facility to send free-text messages to each other, and to the central EURES Help Desk.

Access to the two databases and the E-Mail facility is through a PC-based Workstation. Euroadvisers can input, maintain and query Job Vacancies, scroll through the information on the General Information database and compose E-Mail messages. Since the Workstation is a Personal Computer, they can also use it for software packages such as Word Processing and Spreadsheets.

The EURES Job Vacancy Database is fed by vacancies from the member countries of the EEA. Euroadvisers can input Job Vacancies directly from their Workstation. However, although this process has been made as simple as possible, it still takes up valuable time that could be better spent advising and counselling clients.

For this reason, the main input of Job Vacancies to the EURES Job Vacancy Database comes directly from the **Domestic Job Vacancy Systems** of the employment services of most of the member countries.

A "Front-end" computer called the **National Access Server (NAS)** connects each Domestic System to the EURES Job Vacancy Database. This means that when a job vacancy is input into the domestic system, it can be "flagged" as a

potential EURES vacancy (according to certain criteria) and sent *automatically* to the EURES System. There is no need for the Euroadviser to re-enter the details from a Workstation.

Using the same system architecture, Job Vacancies can also be addressed and sent to other Domestic Systems.

The Euroadviser Workstations of each administration, and the Domestic Job Vacancy Systems in each employment service are connected to the National Access Server (NAS). Each NAS is connected, via a central **Telecommunications Network**, to the EURES Job Vacancy Database and the EURES General Information Database. In this way, the various elements of the EURES System are linked together and can communicate with each other.

2.4 Database "living and working conditions"

This database contains general information on the living and working conditions and on the labour market of the European Economic Area Member States. It is an essential element of the tools which the EURES network places at the disposal of Euroadvisers for their work of counselling, informing and placement.

It enables the Euroadviser to set out, through his/her computer, precise and practical information for any person seeking a job or wishing to follow a training course in another EEA Member State. It also provides essential information to help the job-seeker's family to integrate in the host country.

An inventory of the information to be found in this database was decided by Commission Decision 93/569 (cf. Annex I, item 2.5.1.). Currently, important chapters such as *Working conditions*, *Living conditions*, *Social Security*, *Conditions of entry into another state* or *Useful addresses* are available, on computer, for all the Member States, translated into all the Community languages (see table below). Information concerning the labour market and cross-border workers will be included in the next important phase of updating of the base. With regard to the "Labour Market" section, a call for tender was launched to develop a model which will allow for the addition of qualitative data to EU statistical data on the underlying trends of each regional labour market.

The database is accessible, free of charge, through the Euroadviser's personal computer, in an environment identical to the one offered for the consultation of EURES job vacancies. The Euroadviser must, however, be connected to the main computer, located in Luxembourg and managed by the Commission's Computer Centre.

Searching for information is a simple process: the Euroadviser can select the information by tree or by direct access (via indexes or numbers). It is also easy

to obtain the selected text in various languages or to find the equivalent text for another Member State.

In the last few months, a particular effort has been made to ensure an efficient follow-up and up-dating of the information available. In this context a permanent structure has been set up consisting of a group of national experts (one expert for each country participating in EURES). They are designated by the Public Employment Services and their work is coordinated by the Commission. These experts meet four times a year in Brussels, under the aegis of the Commission. During these meetings, they review the state of their work of up-dating national information, inform each other of important changes which have occurred in their country as regards living and working conditions, exchange experience and suggest amendments for improving the distribution, within the network, of the data base. They are also kept informed by the Commission representatives of relevant developments occurred in the management of the database.

Contacts have also been made with the various operators who, within the network, have developed or are planning to develop one or more local databases. These contacts led to a meeting, organised by the Commission, of all the persons concerned. This exchange made it possible to identify the topics on which a common approach must be formulated in order to achieve the agreed goal, namely the connection between the central base and these local bases, or at least the exchange of the data contained in each one of these information systems. These key-topics are as follows: standardisation of the data formats, harmonisation of drafting methods and bibliographical references, adoption of tools for indexing (thesaurus).

The question of the modernisation of the way in which the database is distributed is always of interest. In the near future, this issue will most probably take two complementary directions: the distribution of the EURES database on the new Info'92 version (which has been baptised Infoplus) and the opening, under certain conditions, of this EURES database to a larger audience in addition to EURES members, and secondly the development of an off-line version of this same database adapted to the individual needs of the members of the network.

A list of thematic fields and rates of coverage of texts in the database on 27.10.95 in relation to the programme initially established is given in table 2 of the appendix.

2.5 The University Pilot Project

There are at present 16 universities from 6 Member States (B, F, FIN, IRL, NL, UK) participating on an experimental basis in EURES. The university Euroadvisers have full access to the EURES data bases and cooperate with the other Euroadvisers in the network and with the public employment services. During this pilot phase, however, they are financed separately. The current phase of the university experiment comes to an end in October 1996 and future developments will then be decided in the light of the results obtained so far.

3. EURES crossborder

3.1 The specific character of Crossborder collaboration

One group of people particularly concerned with the opening of borders are, quite naturally, frontier workers. Euroadvisers working in frontier regions are directly confronted, more than others, with problems of occupational mobility and expatriation. This involves, for cross-border Euroadvisers, integrating not only the European dimension into their approach to the labour market but also, more specifically, the cross-border dimension of this market. They must also go beyond the administrative logic of cross-border relations in order to place their activities within a global vision of an employment area located astride one or more borders.

Since for Europeans, working on the other side of a border has increasingly become something natural, cross-border employment areas are of particular interest today. They are areas where European integration is especially well developed and lie within regions which themselves are characterised by a high level of transnational activity. Crossborder work as a factor which unites and stimulates cooperation contributes, consequently, to the valorisation of the economic and social dimension.

However, numerous obstacles remain to be tackled in order to ensure harmonious crossborder cooperation. Because of the specific features of certain regions (sectors of activity, social protection system, environment, etc.), some job seekers are less tempted to prospect in a neighbouring region.

3.2 Definition

While all Member States collaborate within the EURES network under the terms of the regulation concerning free movement of workers the cross border projects are created on a **voluntary basis**, on the initiative of the persons responsible in the area concerned.

Cross-border EURES consists of a number of cooperation structures which, within the framework of the EURES network, aim at meeting the need for information and collaboration linked with mobility specific to frontier regions.

Cross-border EURES brings together public employment and vocational training services, employers and trade union organisations, local authorities and institutions dealing with employment and vocational training issues in frontier regions with the European Commission.

Cross-border EURES, compared with the rest of the EURES network, presents the following features:

- an action focused on regions with important cross-border flows of workers, representing transnational employment areas or which experience an important interpenetration of the regional economies;
- a voluntary partnership created at the local level. In addition to the Public Employment Services, they include social and economic partners and local political authorities. Trade union organisations take an active part via the Interregional Trade Union Councils and cross-border trade union associations; the latter representing approximately half of the Euroadvisers of the structures. Within certain structures, employers organisations of both sides of the frontier are associated and/or have also provided Euroadvisers;
- a broader field of activity, which consists of four missions: 1) distribution of job vacancies and job applications 2) information on living and working conditions 3) exchanges of information on vocational training 4) the stimulation of co-operation on labour market issues, thanks to the links between the various partners on both sides of the frontier

To fulfil these four missions, Cross-border EURES have two authorities:

- a Steering Committee, which takes decisions as regards the budget and ensures a general coherence of the structure. It consists of representatives of Public Employment Services, the Interregional Trade Union Council, employers organisations, the Commission and the other contributors (local authorities);
- working groups which have a more technical role. They are charged with carrying out the actions which have been agreed. The members of the working groups are, in addition to certain Steering Committee members, the Euroadvisers and other specialised members according to the missions of the working groups.

3.3 The existing EURES Crossborder Structures

By 1 May 1995, eight EURES Crossborder structures were functioning in Europe, in the following Member States and frontier regions :

1. Hainaut / Nord-Pas-de-Calais / West Flanders / Kent (H.N.F.K)
(Belgium, France, United Kingdom) since 1 July 1991;
2. Schelde / Kempen (IGA I)
(Belgium, Netherlands) since 1 December 1991;
3. Euregio Enschede / Gronau
(Germany, Netherlands) since 1 January 1993;
4. Euregio Meuse / Rhin (IGA II)
(Germany, Belgium, Netherlands) since 1 June 1993;
5. European Development Pole (P.E.D.)
(Belgium, Luxembourg, France) since 1 June 1993;
6. Lorraine / Saarland
(France, Germany) since 1 February 1994.
7. Provence / Alpes-Côte d'Azur / Liguria (Eurazur)
(France, Italy), since 1 September 1994;
8. Rhône-Alpes / Piemonte / Valle d'Aosta (Transalp)
(France, Italy), since 1 September 1994

There are initiatives to set up new projects in other crossborder regions.

4. Animation and promotion

The EURES network was inaugurated officially on 17 November 1994 by Commissioner Flynn on the occasion of the Employment Week in Brussels and at virtually the same time by the public employment services in each of the 17 EURES member countries. The actions organised for the official launch in Brussels included a stand at the Employment Week held at the Congress Palace from 14 - 17 November 1994 and a press conference. A number of Euroadvisers from different countries belonging to the network were present on the stand. They informed the public about the services provided by the network and invited interested parties to consult the two databases. There were on-line connections with both the database on living and working conditions and the database containing European job vacancies.

The actions organised by the members of the network in the member countries varied from special actions directed towards employers, a demonstration of EURES for the general public, to information campaigns targeted towards their own employment organisations.

The promotion of the EURES network commenced in 1994 on the basis of a joint strategic plan adopted by the Commission and the members of the EURES network. The aim was to facilitate access to the network, to raise awareness and accordingly promote use of the services offered by EURES. After a promotion needs' analysis, a group of promotion experts, comprising active parties in the EURES network, was established to define the necessary promotional activities. The list of promotional products issued by the Commission includes both internal communication products (such as EURES newsflashes, a directory of Euroadvisers, a guide to the use of the computer system for Euroadvisers, an application form for jobseekers) and external promotion products (for example brochures presenting the network, posters, leaflets for workers and employers, slides for workers and employers, a radio jingle, a video, a press release and kit, press inserts).

In conclusion, the promotion and official launch in 1994 highlighted the importance of close cooperation between the Commission and the members of the network with a view to developing products and measures which can best satisfy grassroots requirements.

5. Budget and human resources

5.1 Budget

The budget made available by the Commission for the development of EURES was 7.5 MECU in 1994 and 9.4 in 1995. These funds were used for the installation of the computer system and the development of the database of job vacancies and of information on living and working conditions, for the animation and promotion of the network (notably the training of Euroadvisers and the promotion of EURES towards the public) and to develop cooperation in the crossborder regions and between national public employment services and the other partners.

In 1994 2.5 MECU (30%) of the total budget was reserved for the crossborder structures and this was increased, on the decision of the European Parliament, to 3.5 MECU (37%) in 1995. Each crossborder structure received a maximum of 110000 ECUs for each region concerned.

Cooperation between the national public employment services was supported by means of national activity plans put forward by each partner. These plans enable the organisation concerned to develop additional continuing training (e.g.

language training) for their Euroadvisers, to finance actions designed to promote EURES services to employers and workers, to animate the network on a national level and to extend the capacities of the Euroadviser's workstations in line with the development plan prepared by the Commission and agreed with the partners. The activity plans enable the partners to develop EURES so that it responds to specific national contexts and needs while remaining within the context of the overall aims and objectives of the network.

It should be remembered that the EURES network is based on co-financing by the partners and that the public employment services themselves provide the salaries of the Euroadvisers, office space and equipment other than the workstations (personal computers which are supplied by the Commission) and for local telecommunications costs (the Commission pays the costs of communications from the national NAS server to the two data bases). In 1995 an additional sum of 150 000 ECU was received from a separate budget line for the development of the social dialogue by 3 pilot actions in selected crossborder regions.

5.2 *Human resources*

The Euroadvisers form the essential human resource element of EURES. Nevertheless a flexible structure has been developed to coordinate their activities and to ensure the harmonious development of EURES services. Starting from the objectives set out in its legal base, the network is designed to be as responsive as possible to user needs and a structure has therefore been established which is based on the principle of collaboration in order to identify problems and find solutions acceptable to all EURES members.

The European Coordination Office is a separate section of some 12 persons which forms part of Unit 4 (Migration policy and promotion of free movement of workers) of Directorate D (Social Dialogue and Free Movement for Workers) of DG V. They are assisted by a small number of consultants responsible under the control of the Commission for the development and implementation of the informatics system.

At the national level each partner organisation has nominated a EURES manager to be responsible for the implementation of EURES within the organisation concerned and he/she is assisted by technical experts, general information experts and experts responsible for promotion. All of these meet regularly under the auspices of the Commission. The Crossborder coordinators play an important role in the management of the crossborder structures, they participate in meetings of the EURES working party and ensure that regular meetings of the crossborder steering committee are organised.

Occasional use is made of outside consultants for specific specialist activities eg studies and evaluation, the preparation of certain promotional tools.

6. Evaluation

On the basis of the legal obligations of the EURES network its evaluation must be mainly focused on the efficiency of its services, which must be provided for the target groups: information, counselling and placement for job seekers, employers and others taking part in the labour market.

6.1 Monitoring

As a first step procedures have been established to make sure that all components of the network are available and functioning in accordance with the agreed planning. These procedures are designed to monitor structural or functional problems on a continuing basis.

The training of Euroadvisers was begun in 1992 and took into account that there is a fluctuation staff in public administrations so that a certain turnover had to be expected. By July 1995 in fact 26 out of 360 trained Euroadvisers were no longer available for the network so that for the future a rate of 3-5% turnover per year must be assumed for the planning of basic training.

Approximately 40% of Euroadvisers are working full-time for EURES, the others are spending on average of 15 hours per week on their transnational activities.

The EURES computer system is operational everywhere in Europe. Availability of the central job vacancy database is more than 98%. All Euroadvisers workstations are connected to this computer in Brussels via INFONET telecommunication lines. At present the access is only used on a regular basis by 80% of the authorized users. In consultation with the managers the Commission is taking steps to identify the reasons for this in order to ensure that the network reaches full capacity use as soon as possible.

Generally speaking all components of the technical network are fully operational, that is the network can be used for the delivery of EURES services. Current problems (more user-friendly interface for both databases, improved speed and comfort of access) have been recognized and are being addressed (see chapter 7).

Many Euroadvisers stress that the human network is functioning well. With the help of EURES they have all built up personal relations to colleagues in each country of the European Economic Area who are ready to help them in counselling and placing mobile workers.

6.2 Quantitative Results

To establish whether the quantitative objectives are being met statistical information is collected and compiled automatically by the computer systems. In those cases where this is not possible (e.g. for certain activities of euroadvisers), statistical information is collected manually.

For the first 10 months after the network was officially launched Euroadvisers reported nearly 180,000 contacts with jobseekers (by telephone, post or in person). More than 30,000 applications were handled and 5500 placements were made (see detailed statistics in table 3 of the appendix).

The development of the number of job vacancies stored in the central database in Brussels at the end of each month is given in table 4 of the appendix. At the end of September 1995 nearly 5000 posts were on offer in the database. The distribution by countries and level of education is given in table 5 of the appendix. On average 500 new posts are input into the database each month and 300 existing ones are closed so that the stock is growing by approximately 200 per month.

The use of the network's databases and electronic mail is given in table 6 and 7 of the appendix.

6.3 Qualitative Results

With respect to the objectives of EURES the following remarks can be made:

Cooperation:

During the 2 years during which EURES was being set up and in 1995 when the network was fully operational cooperation between the members of the network has been steadily growing. A number of bilateral, multilateral and transnational seminars have been organized by the employment services of the Member States and the Commission. These seminars have intensified cooperation between public employment services themselves and with the Commission. The exchange of experience and good practice has also been initiated and is beginning to extend to areas beyond those strictly concerned with EURES.

Exchange of information:

The network of Euroadvisers has been established. A computer system enables them to exchange job vacancies and electronic mail in all Member States of the European Economic Area, furthermore they have access to a database of information on living and working conditions. Altogether

EURES is a European-wide network that is operational and can be used to deliver the services demanded by mobile workers and employers who wish to recruit at international level.

Projects in border regions:

Eight partnerships of "EURES crossborder" have been created on the basis of initiatives from frontier regions where there is a need for special information as a large number of workers cross the border daily. Another four partnerships of this type are being build up in other frontier districts. The previous experiences of the eight partnerships show different, but in the long run considerable, levels of success have been achieved in the cooperation between the partners (usually employment services and social partners from both sides of the border). Cooperation has been facilitated and efficiently organized by coordinators who were elected to these partnerships. Responding to the main tasks of EURES, notably to provide information and advice for workers, EURES crossborder partnerships have developed a considerable number of special products, well prepared and having particularly in mind the interests of the respective crossborder workers (e.g. in the form of special brochures and seminars for crossborder workers). In addition, there has been some initial success in using EURES partnerships (and their different working groups) as part of a concerted action against existing legal and structural obstacles to mobility in frontier districts (e.g. mutual recognition of vocational training). In the future some of these partnerships are expected to intensify their efforts for the development of interregional social dialogue and in this way to improve the conditions of the employment market and for vocational training within their frontier districts.

Labour market information:

The Commission has launched two studies, one concerning an analysis of the crossborder flows of workers in Europe, the other to set up a framework for regional labour market description (including trends) within the database on living and working conditions.

6.4 Assessment of the Results

As EURES has been operational now for less than a year the establishment of evaluation criteria for the success of EURES in the form of fixed values (e.g. for costs of a placement, customer contacts with a euroadviser per day, number of job vacancies offered) makes no sense in this initial phase of the operation of the network. Although survey and analysis of quantitative facts is absolutely necessary to judge efficiency and use of the services, it will be difficult in the future to base the evaluation of success or failure on such figures alone. While all EURES services are available in each Member State, each partner

organisation has different priorities depending on the structure and aims of the organisation concerned. In addition, as in many areas within the social sector, since EURES services are offered on a cost-free basis to the client there is no basis on which to quantify the exact benefit. The establishment of more explicit criteria will be considered further in the light of the experience of the first year of operation. Evaluation of EURES must take into account the labour market situation in Europe and its impact on public employment services in the Member States. For example many public employment services are now set targets for reducing unemployment (e.g. number of placements, number of job vacancies collected).

EURES is a tool designed to give people access to their right to freedom of movement which ultimately is aimed at international placement but also includes information and counselling of jobseekers in order to assist them in arriving at sound decisions. If therefore EURES services go beyond what is the main priority for public employment services certain implications of implanting the network in these countries must be taken into consideration.

An initial evaluation can be summarized by listing strengths and weaknesses:

Strengths:

- the key strength of EURES is the *human resource network* which in many ways is operating very effectively. Real problems are being solved every day and a large number of jobseekers are being helped.
- the *legal base* guarantees that all partners contribute to cooperation and investment within the network
- the *partnership* has drawn together the public employment services in the EEA and established a level of operational contact which goes far beyond those built up in the past
- the network provides its basic functions *european-wide*

Weaknesses:

- the number of posts in the job vacancy data base (see chapter 6 2) are not enough to give a mobile jobseeker a sufficient impression about his chances on the international labour market
- the *technical infrastructure* must continue to be improved (e.g. user-interface, access and performance of both databases)
- the main aims and structures of EURES are laid down in its legal base, the

development of *different interpretations* of these objectives at Community, national or local level must be prevented

- EURES needs more *political support* at local, national and European level

7. Objectives for the development of the EURES network in the future

7.1. Improvement of the two databases

7.1.1 The job vacancies and job applications database

In the first place, the information and procedures relating to the treatment of job vacancies to be introduced into the database will continue to be improved technically and qualitatively. Secondly, the integration into the EURES network of domestic systems of more of the public employment services will allow for the automatic transfer of job vacancies. The criteria for possible future introduction of job applications into the system will also be considered. Finally, efforts will be made in order to ensure a uniform and centralised computer system which also integrates cross-border regions.

7.1.2 The EURES database on living and working conditions

The Commission will take all necessary steps to update and improve the quality of the information disseminated (modernisation of the base). It will also endeavour to supplement the information contained in the EURES database. This involves contacts with and the periodic organisation of meetings with the experts of the public employment services in order to update information and to provide new information (e.g. on tax systems, education, comparability of qualifications, specific information for cross-border and for self-employed workers). Another main priority is the provision of information on regional labour markets.

7.2. Animating the EURES network

The Commission will continue to provide for the vocational training of Euroadvisers, both basic and continuing. Essential in order to improve the professional transnational skills of the Euroadvisers, vocational training is also an important element for developing cooperation within the network at the European level and with the European Economic Area (EEA) area. As for the promotion of the cohesion of the network, the Commission, in its role as coordinator, intends to organise once a year a seminar addressed to the

persons nationally responsible for EURES and to Euroadvisers. Other meetings will be animated by the Commission so as to facilitate the exchange of ideas among the public employment services concerning the development of the network and in order to find solutions to the operational problems with which the network is daily confronted. Other seminars can be organised on the initiative of the public employment services.

7.3. Promotion of the EURES network

Since a substantial increase of job vacancies in the computer system is one of the main objectives of the EURES network, a considerable effort must be made both by the public employment services and the Commission in order to make EURES known to employers and to guarantee that each citizen can obtain EURES services without difficulty. Public employment services should step up their efforts with a view to promoting their contacts with companies, as well as to promote media actions on EURES. The Commission will coordinate these promotion efforts and will endeavour to formulate, with the partners, a promotion policy towards employers.

7.4. Development of the EURES Cross-border structures

The creation of new EURES Cross-border structures in regions representing genuine employment areas with a considerable flow of cross-border workers, represents one of the main objectives for the future. In this context, the Commission will provide practical assistance and financial support within the limits of the budget available. A study has been launched which will describe cross-border employment areas in Europe and in particular will indicate where the needs for information and orientation of cross-border workers are. The Commission's efforts will also focus on the improvement of cooperation between Cross-border EURES partners and with other institutions on all levels (local, regional, national and community) and also on ensuring that they develop as an integral part of the total EURES network.

Since one of the distinctive elements of EURES Cross-border structures is the participation of the social partners into the EURES network, this participation will be developed and supported bearing in mind their capacity to reduce practical and legal obstacles to mobility in cross-border regions. Regarding the employers' organisations, this involves improving their commitment, stimulating their role and participation in cross-border structures and thus balancing their action in relation to the other partners. The Commission supports the development of this social dialogue at regional level. Three cross-border structures

have been nominated as pilot projects so as to test new hypotheses of collaboration between the social partners, thanks to additional financial resources made available in 1995. This social dialogue, which will be conceived and developed according to the missions of EURES Cross-border structures, could then spill-over to a wider co-operation between regional social partners which will tackle problems of the labour market in cross-border regions.

7.5 Interregional Cooperation

As there are a number of important flows of workers between different regions (e.g. Ireland/London, Greece/Southern-Italy, Greece/Southern Germany) the Commission has begun to discuss with the partner organisations whether special measures need to be developed in order to ensure that EURES services respond to the needs of these flows.

7.6 Synergies with other Community programmes

The development of synergies with other Community programmes is another objective of the EURES network. Handynet which provides information on technical aids for handicapped people within the HELIOS programme is using the E-mail of the EURES technical network. Cooperation between EURES and the Community initiative INTERREG has already been started on Community level and within EURES Cross-border structures.

Other synergies are being developed with the Community initiatives within the ESF, notably ADAPT and EMPLOYMENT. Contacts have also been established with the Euroqualification project under the European Social Fund with a view to generate other forms of cooperation with national employment and training agencies.

With respect to the LEONARDO programme closer cooperation is being developed. At the European level by an exchange of information, in addition EURES partners are beginning to make joint applications for transnational projects. The European handbook for guidance counsellors was distributed to all Euroadvisers. In addition Euroadvisers have access to a wide range of information on Community programmes via the general information database (see chapter 2.4)

Information meetings will also be organised by the Commission and the persons responsible at national level for the projects, so as to contribute to the reinforcement of links between training and employment at the European level.

7.7. National Activity Plans

Through the financing of National Activity Plans, the Commission will continue to support the activities undertaken, at the national level, by national employment services. The Activity Plans which benefit from Commission support, present actions consolidating and developing the EURES network at the national level and also taking into account the legal and political framework and the medium term aims of the network.

7.8. Pilot projects

New cooperation between partners can be tested within the framework of the expansion and development of the EURES network in agreement with the public employment services. This involves in particular the extension of the EURES network to universities and to other partners who can bring a certain added-value to the network. This also involves pilot projects which will test cooperation with other Community programmes and also new regional cooperation which is based on real flows of mobility.

8. Conclusion

The setting up and official launching of the network represents a considerable human and technical achievement. EURES has drawn together the public employment services of Europe both at the operational, in that all the services are now in direct contact with each other for the exchange of information and job vacancies. There is considerable potential for improving and developing the technical aspects of the system to enhance the flow of data. At the same time experience to date has shown that the development of cooperation between the public employment services and the Commission with respect to EURES has also led to growing collaboration between the partners in other areas, eg measures to combat unemployment, and EURES is contributing actively to the creation of a European labour market.

APPENDIX

Table 1

Distribution of Euroadviser by Organisation

Country	Organisation	Euro-adviser	Country	Organisation	Euro-adviser
Austria	Arbeitsmarktservice	4	Ireland	FAS	24
Belgium	FOREM	16	Iceland	Ministry of Social Affairs	-
Belgium	VDAB	8	Italy	Ministerio del Lavoro	31
Belgium	ORBEM	2	Luxembourg	ADEM	6
Germany	Bundesanstalt für Arbeit	34	Netherlands	Arbeidsvoorziening	19
Germany	Bundesverwaltungsamt	15	Norway	Arbeidsdirektoratet	2
Denmark	Arbejdsmarkedsstyrelsen	20	Portugal	IEFP	17
Spain	INEM	33	Sweden	Arbetsmarknadsstyrelsen	6
Finland	Arbetsministeriet	6	United Kingdom	Employment Services	15
France	ANPE	23		Trade Unions	43
France	APEC	5		Employer Organisations	5
France	OMI	5		Universities	17
Greece	OAED	16		others	3
TOTAL					375

FOREM: Office Communautaire et Régional de la Formation Professionnelle et de l'Emploi

VDAB: Vlaamse Dienst voor Arbeidsbemiddeling en Beroepsopleiding

ORBEM: Office Regional Bruxellois de l'Emploi

INEM: Instituto Nacional de Empleo

ANPE: Agence National Pour l'Emploi

APEC: Agence Pour l'Emploi des Cadres

OMI: Office des Migrations Internationales

OAED: Office de l'Emploi de la Main d'Oeuvre Administration

FAS: Training and Employment Authority

ADEM: Administration de l'Emploi

IEFP: Instituto do Emprego e Formação Profissional

Database "living and working conditions"

Table 2

Thematic fields

1.1	Salaried Workers	1.1.11.7	Particular Categories of Workers
1.1.1	General Remark	1.1.11.8	Professional Training
1.1.2	Definition of the worker and his family	1.1.11.9	Risks of Working
1.1.3	Formalities for Emigration	1.1.11.10	Protection against Sexual Harassment
1.1.4	Formalities for Immigration	1.1.11.11	Representation of Workers
1.1.5	Residence Permit	1.1.11.12	Working Agreements and Conventions
1.1.6	Driving Licence	1.1.11.13	Working Conflicts
1.1.7	Removal of Goods	1.1.11.14	Transfer of Social Rights of Workers
1.1.8	Border Crossing with Plants and Animals	1.1.12	Professional Qualifications
1.1.9	Border Crossing with Vehicles	1.1.13	Labour Market
1.1.10	Living Conditions	1.1.14	Social Security
1.1.11	Working Conditions	1.1.14.1	Protection of people moving within the EU
1.1.11.1	Recruitment	1.1.14.2	National Regulations
1.1.11.2	Payment	1.1.15	Respection of Rights
1.1.11.3	Working Hours	1.1.16	Useful Addresses
1.1.11.4	Holidays	1.2	Crossborder Workers
1.1.11.5	Working Contracts	1.3	Independant Workers
1.1.11.6	Particular Forms of Work		

Texts available in the database at 27.10.95

(absolute numbers and percentage of the programme initially fixed)

Texts per country (all languages)			Texts per language (all countries)		
Country	Number	%	Language	Number	%
Austria	1587	80	danish	3229	70
Belgium	2175	61	german	3206	69
Germany	2162	83	greek	3182	69
Denmark	2115	83	english	3258	70
Greece	1848	81	spanish	3243	70
Spain	2126	71	french	3244	70
France	2117	81	italian	3177	68
Ireland	2111	81	dutch	3186	69
Italy	2063	81	portuguese	3149	68
Luxembourg	2085	79			
Netherlands	2099	80			
Portugal	1955	75			
Finland	280	11			
Sweden	1028	39			
United Kingdom	2120	81			
Norway	1003	38			
Total	28874	69	Total	28874	69

Table 3

Euroadviser Activities 1995

By 30 - 9 - 1995

Organisation	Contacts with			Applications	Placements *)
	jobseekers	employers	others		
AT-AMS	8162	816	1569	1010	1140 **)
BE-FOREM	1811	62	95	1364	0
BE-VDAB	10045	448	1297	4841	153
BE-ORBEM	9457	547	1015	1110	0
DE-BA	26689	3084	2140	4522	1389
DE-BVA	3790	66	1574	122	0
DK-AMS	3427	109	329	224	117
ES-INEM	16352	185	1058	2736	181
FI-ML	16850	590	1040	1795	354
FR-ANPE	5234	963	484	2108	452
FR-APEC	620	39	78	36	4
FR-OMI	1283	208	195	219	1
GR-OAED	905	324	392	432	3
IR-FAS	10337	717	1964	1380	359
IT-ML	17686	1061	4234	3057	674
LU-ADEM	180	12	25	45	5
NL-AV	15379	1733	2296	4388	522
NO-ADIR	5915	842	858	907	42
PT-IEFP	760	190	411	173	42
SW-AMS	7704	872	1152	784	131
UK-ES	11890	1830	4775	2237	195
TRADE UNIONS	5235	41	650	***)	***)
Total	179711	14739	27631	33490	5764

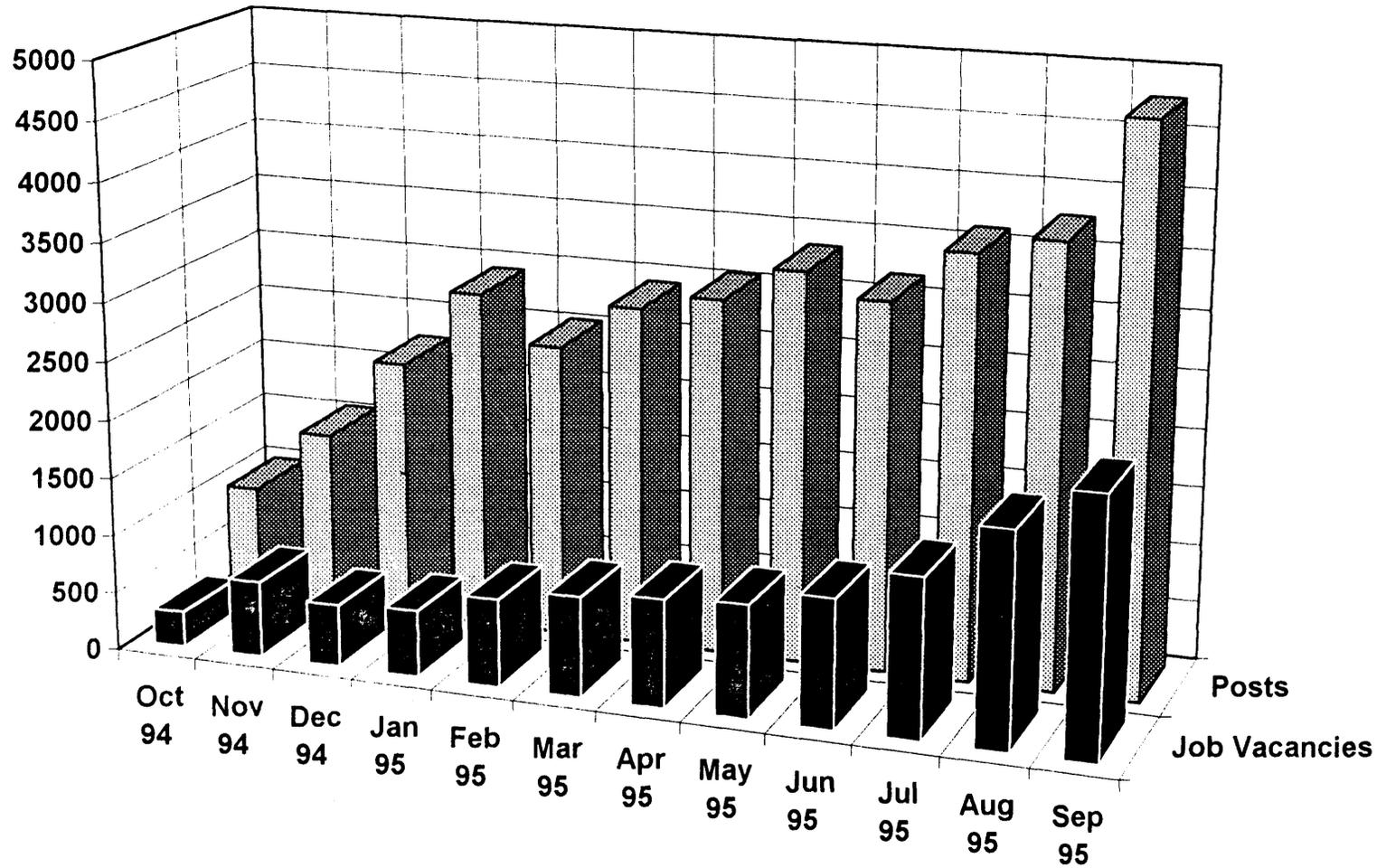
*) Some organisations have difficulties in reporting these figures since the EURES computer system cannot yet provide an automatic follow-up of placement activities.

***) Austrian Euroadvisers only count written applications. There are more placements since the Austrian Hotel and Tourism Industry recruits very often only by an oral procedure.

***) Trade Union Euroadvisers are not involved in application and placement activities.

Open Job Vacancies/Posts by End of Month

Table 4



27

A single Job Vacancy can actually be advertising a number of posts.
 There is more than one job of the same type on offer.

EURES Job Vacancies Database

Table 5

30/09/95

Open Posts by level of education*)

Country	0	1	2	3	4	5	n.a.	Total
Austria	3	506	474	229	27	16	0	1255
Belgium	38	65	6	64	37	54	32	296
Germany	289	53	941	15	258	70	7	1633
Denmark	7	2	5	2	7	10	1	34
Spain	0	0	1	9	0	8	1	19
Finland	11	1	2	33	0	21	3	71
France	0	1	39	31	2	64	95	232
Greece	0	3	3	4	118	9	29	166
Ireland	0	15	0	0	0	4	10	29
Iceland	0	0	0	0	0	0	2	2
Italy	2	0	11	0	0	4	3	20
Luxembourg	0	0	7	0	0	1	1	9
Netherlands	4	2	91	17	50	47	2	213
Norway	4	1	12	6	4	0	0	27
Portugal	0	0	0	0	0	2	0	2
Sweden	10	0	10	6	3	45	2	76
UK	11	6	134	15	12	82	12	272
EU	0	0	0	0	0	213	0	213
outside EU	0	0	8	4	4	211	1	228
Total	379	655	1744	435	522	861	201	4797

*) Level of Education:

0	None Required
1	Compulsory Education and Professional Initiation
2	Compulsory Education and Vocational Training (incl. Apprenticeship)
3	Compulsory Education and/or Vocational Training and Additional Technical Training or Technical Educational Training or other Secondary-Level Training
4	Secondary Training (General or Vocational) and Post-Secondary Technical Training
5	Secondary Training (General or Vocational) and Complete Higher Training

Actions on BEC Computer

Table 6

login
 Job Vacancies
 E-Mail
 Notifications
 other

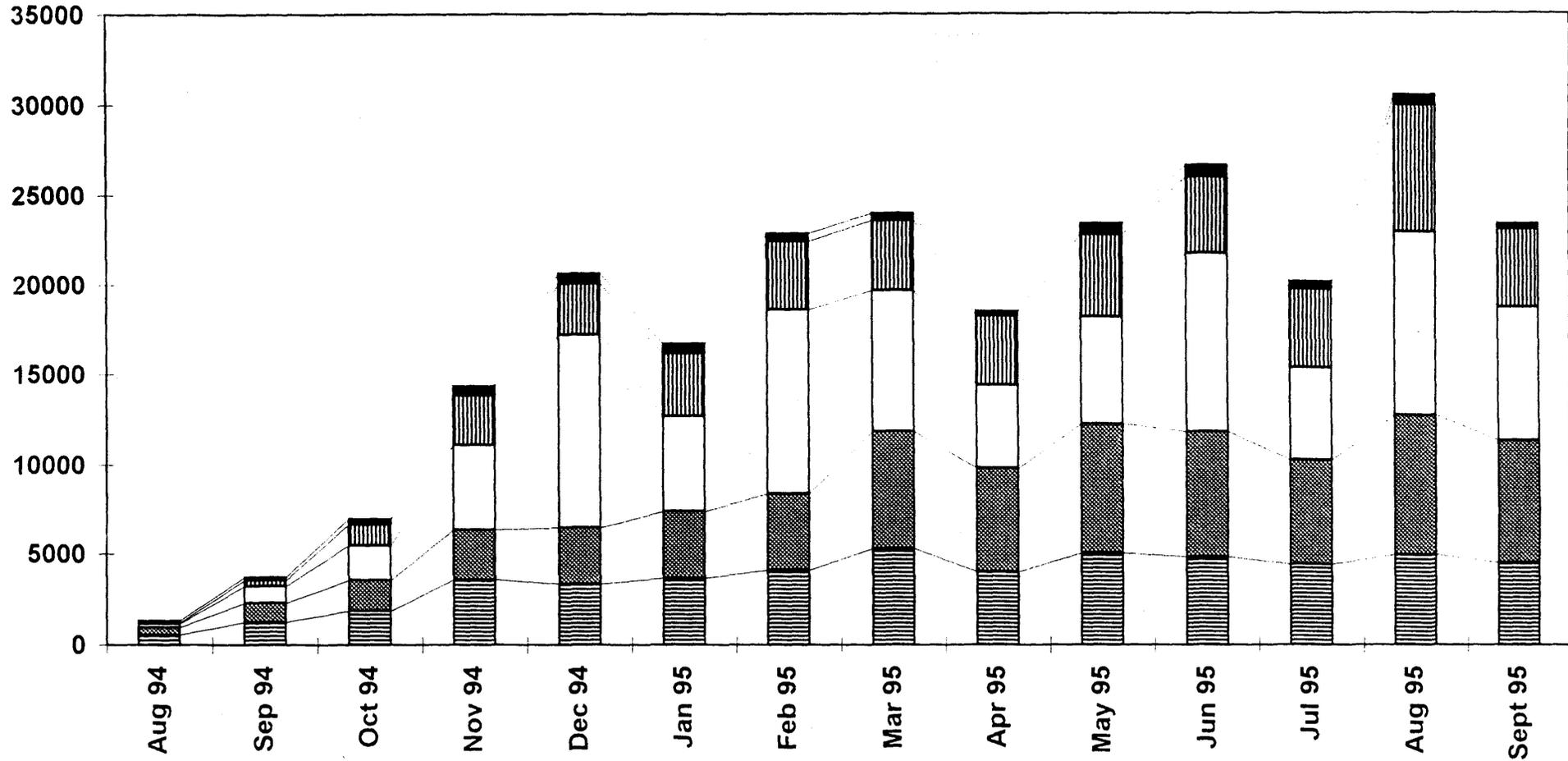


Table 7

Use of General Information Database

	1994	1995											Total
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
Organisation	Users	in minutes											h
AT-AMS	6	82	76	53	2	128	0	155	132	296	67	30	17,0
BE-FOREM	14	86	62	404	724	360	350	445	122	69	176	60	47,6
BE-VDAB	9	304	307	558	505	716	559	446	696	639	301	495	92,1
BE-ORBEM	3	50	235	48	172	439	56	96	108	539	29	316	34,8
DE-BA	38	855	2272	1079	2081	2219	1115	1046	1154	1685	1856	1515	281,3
DE-BVA	18	619	704	941	722	1070	809	579	577	566	993	668	137,5
DK-AMS	23	1649	1317	949	933	980	500	597	737	877	567	577	161,4
ES-INEM	28	864	183	273	488	912	294	372	323	478	138	391	78,6
FI-ML	15	181	572	515	678	450	390	796	2288	735	871	823	138,3
FR-ANPE	16	74	706	1110	752	720	751	198	220	302	896	681	106,8
FR-APEC	5	66	40	106	9	2	36	218	18	16	255	210	16,3
FR-OMI	7	40	272	55	72	113	535	535	681	328	276	118	50,4
GR-OAED	0												0,0
IR-FAS	24	882	286	537	165	204	748	119	128	193	142	46	57,5
IS-MSA	1	0	0	0	0	0	0	123	53	95	95	129	8,3
IT-ML	20	53	15	16	62	247	277	375	420	89	159	226	32,3
LU-ADEM	2	31	51	14	0	6	0	0	6	0	16	0	2,1
NL-AV	17	366	484	1033	671	763	604	905	693	402	747	266	115,6
NO-ADIR	4	28	0	59	11	78	11	26	28	18	22	349	10,5
PT-IEFP	12	564	139	190	102	185	111	189	192	273	45	511	41,7
SW-AMS	8	855	911	772	1070	668	516	933	404	360	552	520	126,0
UK-ES	13	713	392	1150	596	556	283	586	496	551	773	433	108,8
UNIVERSITIES	15	4	0	179	236	515	87	618	338	29	359	130	41,6
TRADE UNION	28	154	271	367	404	302	205	67	250	105	264	207	43,3
Total hours	326	142,0	154,9	173,5	174,3	193,9	137,3	157,1	167,7	144,1	160,0	145,0	1749,7

ISSN 0254-1475

COM(96) 3 final

DOCUMENTS

EN

05 04

Catalogue number : CB-CO-96-006-EN-C

ISBN 92-77-99455-X

Office for Official Publications of the European Communities

L-2985 Luxembourg