

REPORT TO THE PARLIAMENT OF THE BRUSSELS-CAPITAL REGION

Support for jobseekers by Actiris



The Brussels-Capital Region is responsible for developing specific responses to its labour market. In 2022, the Region had an average of 86,250 unemployed jobseekers. The unemployment rate calculated according to the standards of the International Labour Office amounted to 11.3% in the third quarter, which is higher than the national average (5.7%).

The Belgian Court of Audit assessed Actiris' supporting process of jobseekers between 2017 and 2021 and the resources allocated to this process.

Supporting process

Firstly, the Court of Audit notes that the pace and quality of support also vary from one jobseeker to another, with no systematic explanation for the differences in treatment between jobseekers. Secondly, support is not adequately monitored and the legal framework is insufficient. The effectiveness of jobseeker support is therefore limited. Finally, the Court of Audit considers that carrying checks on jobseekers should be part of an overall approach to getting people back to work: this is about avoiding the risk of information being lost due to the current operation based on separate administrative units.

Support resources

No overall budgetary assessment of support for jobseekers has been carried out. In spite of the resources allocated, not all jobseekers from the priority target group could be supported in 2021. The Court also identifies shortcomings in internal control: the lack of targeted strategic indicators in the 2017-2022 management contract, which compromises the assessment, and the uneven quality of the supporting activities and descriptions of the processes and procedures that underpin them. The data on which Actiris bases its steering are unreliable, given the various input practices and the weaknesses of retrieval procedures.

In light of these findings, the Court's recommendations are aimed at improving the legal framework, the assessment and the internal control of support for jobseekers, ensuring adequate staff numbers, and integrating the checks on the jobseekers' availability and the support provided to them.