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## **„Prevention Third party violence on local level” project 2012/104608**

Project Promoter: Hungarian National Association of Local Authorities (TÖOSZ)

Partners:

- Norwegian Association for Local and Regional Authorities (KS)
- Trade Union of Hungarian Civil Servants and Public Employees (MKKSZ)
- Fagforbundet (FAFO) Norwegian Union of Municipal and General Employees





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## About the Partnership:

**KS** is a membership organization for all Norwegian local and regional authorities

- Representing interests of the members at the national arena, promoting legal and economic framework

for local authorities, local democracy and local service delivery.

- Representing the members in the social dialogue and tripartite negotiations

- Representing and coordinating Norwegian local authorities in international organisations as UCLG, CEMR

as well as international projects, e.g. EEA and Norway Grants projects.





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- **Fagforbundet** is the largest union in LO (The Norwegian Confederation of Trade Unions), with more than 300,000 members. The members work in the private sector, for local and county governments and in the hospitals.
- Fagforbundet's main task is to ensure that their members' pay and job conditions are good and secure.





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- MKKSZ The Trade Union of Hungarian Civil Servants Public Servants and Civil Service Employees (MKKSZ) is the
- national interest representation and interest protection organisation of the national and local administration; institutions, economic and civil organisations financed from the national budget; and pensioners in Hungary.
- MKKSZ represents the workers of the public sphere on a regional and vocational basis .
- The present number of its members :14.247 persons.
- In addition to the national organizations, within MKKSZ national councils of professional activity, sectoral
- interest reconciliation forums represent the workers.





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- TÖOSZ is a national interest representing organ that was created by Hungarian local authorities for the collective representation and promotion of the rights and interests of local authorities and functions. More than 1600 local authorities from the 3100 participate in the work of the Association.
- Key tasks: capacity-building for local governments, interests protecting, representing, and promoting them on national and international level.



TROLL = Threats and violence





# History

- Care units saw the problem
- In Fredrikstad municipality they are filling out deviation forms
- We have around 15 000 deviations a year
- Underreporting
- Most of them from the care units but also schools
- 3 party cooperation at every individual workplace

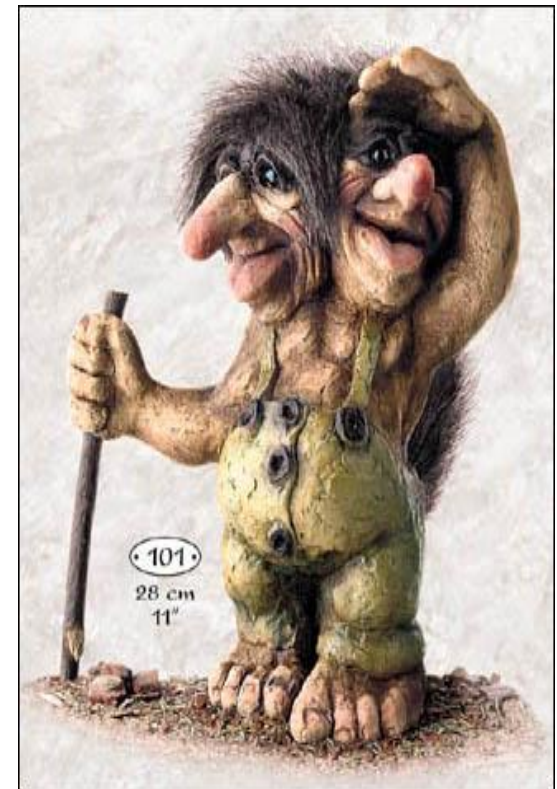




# Procedures

The procedures are adopted in "AMU"  
(cooperation agency for politicians,  
management, union- and safety  
representatives)

- Training in the handling of TROLL
- What to do in a threatening situation.
- How to follow up employees who have been exposed to aggressive behavior.
- Necessary steps after a traumatic incident







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## Objectives of the project:

- enhanced understanding of the benefits of decent work: **research** the third party violence in local governments (LGs) and its institutions; **supporting actions** by LGs and their public servants to prevent, reduce and mitigate third-party violence and its consequences through Norwegian experiences. **Ensuring** that LGs in Hungary would have a results-oriented **policy** which addresses the issue of third-party violence.





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## Expected results:

- Wide-range **research** about third party violence in Hungary firsts of all in social care and child protection
- enhanced **understanding** of decent work and importance of managing third party violence and necessity of creating LG policy based on Norwegian methods for identifying, preventing, reducing and mitigating work related harassment and violence by third-parties; **training of 20 trainers (municipal employees) in Hungary** and implementation 3 pilot trainings for LGs, wide range communication about results.





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## Outcome:

- Improved mutual understanding of factors contributing to better work life in local governments offices through the project
- Improved local governments capacity to systematically work on prevention third party violence
- Improved legislation in Hungary
- Increased bilateral cooperation between Norwegian and Hungarian municipalities





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## Outputs:

- Adapted training method for local governments officers with printed guideline
- Pilot training with training of trainers
- 19 dissemination events on county level
- International final conference on the results and experiences
- Two study visits to Norway involving Ministries and research institutions





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## Activities:

1. Research and assessment third party violence in LGs, particular in social services and child protection (until end of February 2013)
2. Creating method to prevent, mitigate violence from third part (until May 2013)
3. Piloting method (from July - October 2013)
4. Dissemination of the results
5. Project management, monitoring
6. Communication





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## Lessons learnt so far

- The only constant element of the project planning is the change.
- From common previous project implementation we can benefit always.
- You cannot communicate to much.
- Importance of meeting, when you have the chance to seat down and speak with each other.





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## Challenges

- Cuts in the budget – and keep the main objectives
- Finding the proper activities than reshuffle the whole plan.
- Fears from too much bureaucracy and administrative burdens.
- Indicators, outcomes, outputs... effective assessment method.





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In the name of our Partnership we are  
looking forward to work with you!

