



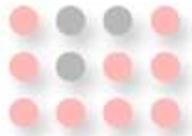
# External violence and abuse in central government administrations

Madrid

24 November 2016

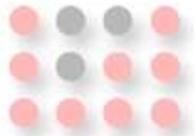
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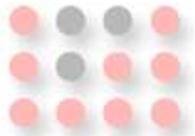
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- The impact of violence and abuse
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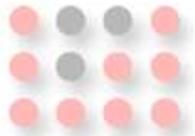
# The extent of violence and abuse

- Variety of sources at European level
  - Labour Force Survey (LFS)
  - European Working Conditions Survey (EWCS)
  - European Survey of Enterprises on New and Emerging Risks (ESENER)
- Some survey sources at national level
  - France: Dares-DGAFP Drees-Insee enquête Conditions de travail
  - Denmark: Den Nationale Arbejds miljøkohorte – NAK
  - Spain: Encuesta Nacional de Condiciones de Trabajo (now part of ESENER)
- Some administrative and union sources
  - UK: accident statistics Government ministries, prison service
  - Germany: crime statistics
  - Spain: CCOO



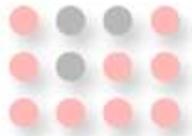
# Dealing with difficult customers

- Second most common risk factor reported in public administration
  - 68% of establishments reported it as risk factor
  - Behind only tiring or painful positions (76%)
- Public administration has the third highest score (68%) of any industry
- All industry average is 58%
- Human health and social work was highest at 79%
- Followed by education at 71%

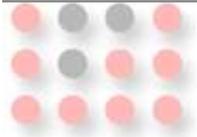
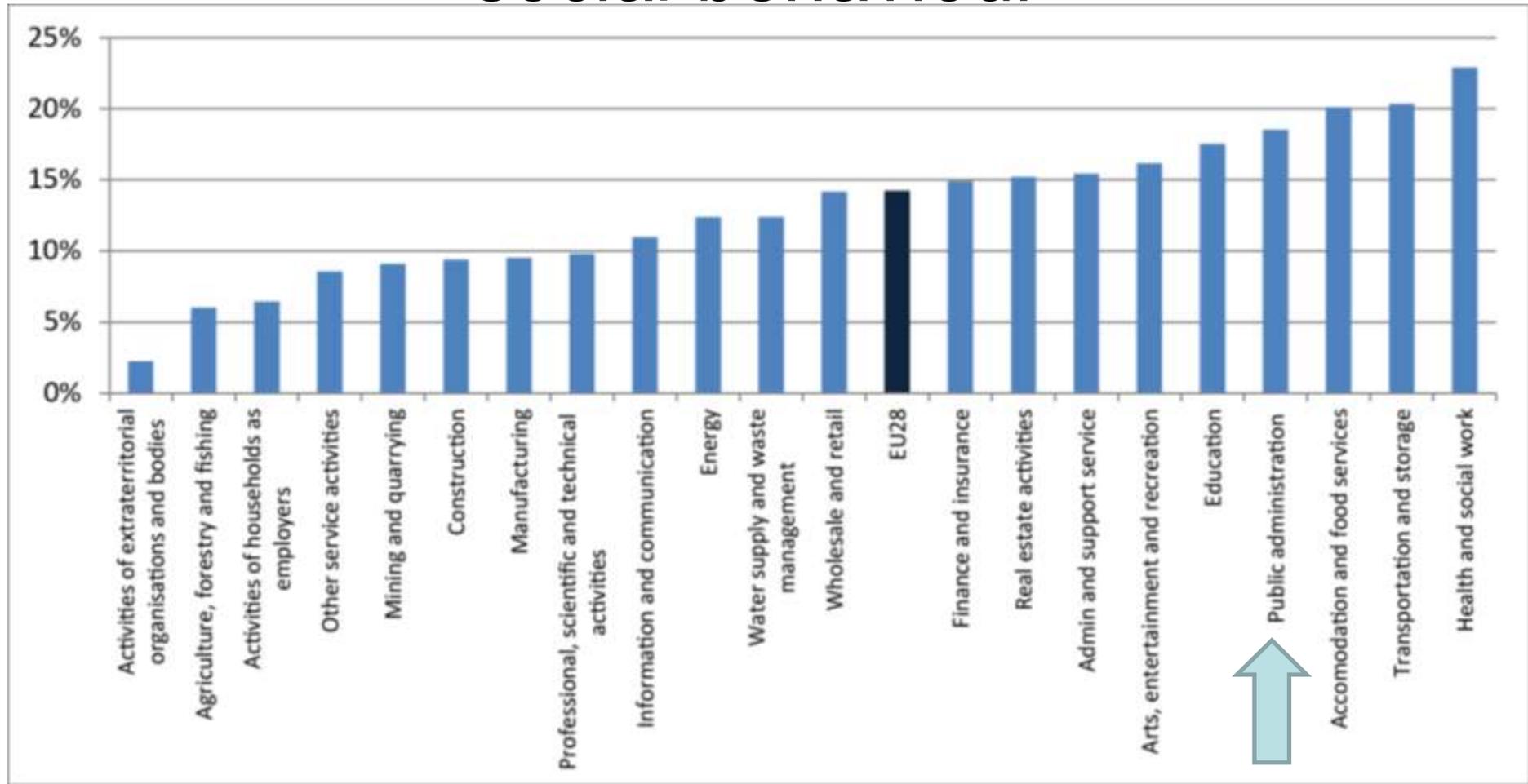


# Violence and abuse: European figures

- 1.9% of workers report being subject to physical violence at work (EWCS 2010)
  - Highest in France (3.8%), UK (3.3%), Ireland (3.2%), Belgium (2.9%), Denmark (2.9%) and Netherlands (2.8%)
  - Lowest in Italy, Hungary and Lithuania
- Eurofound (EWCS) uses a wider concept of “adverse social behaviour” which includes other forms of harassment
- EU average is 14.9%
  - But higher in public administration



# Proportion suffering from “adverse social behaviour”

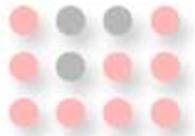


# Why higher in public administration?

## Risky situations

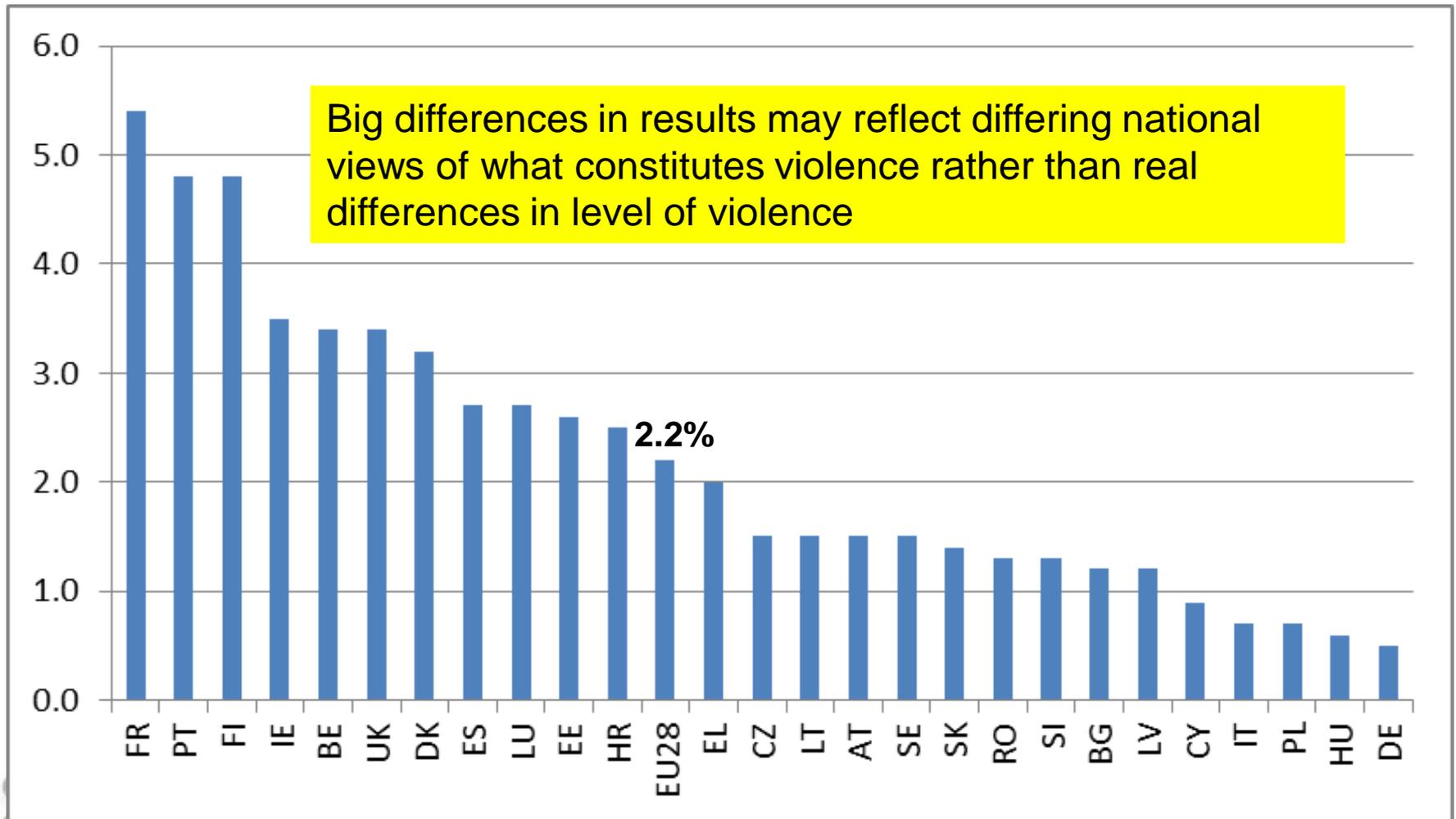
- Working face-to-face with clients, customers or others
- Working with people who have drug problems
- Working alone
- Evening and night work
- Handling goods, cash, valuables
- Inspection, control and general 'authority' functions
- Working for poorly managed organisations (too few staff)

EU OSHA



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# Violence or threat of violence (LFS)



# National figures show public service at risk

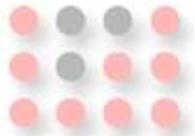
- France (2013)

Type of behaviour	Total	Private sector	Public sector	Central government*
Abuse from member of public	18.4%	15.4%	28.6%	29.3%
Physical assault from member of public	2.5%	1.9%	4.6%	4.1%

\* FPE Includes teachers

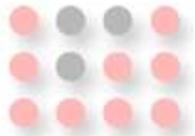
- Spain (2011)

Type of behaviour	Total	Public administration & education
Threat of physical violence	3.8%	7.8%
Physical violence by colleague	0.6%	1.2%
Physical violence by third party	2.4%	5.1%



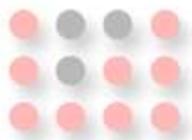
# Examples from administrative statistics

- UK
  - Tax Authority (HMRC):
    - Cases of violence and verbal abuse
    - 2014/15: 353      2015/16: 383
  - Employment and pensions (DWP):
    - Incidents of verbal abuse/threat
    - 2011/12: 22,928    2012/13: 35,161      2013/14: 33,115
    - Actual assault
    - 2011/12: 465      2012/13: 672      2013/14: 637
    - Attempted assault
    - 2011/12: 676      2012/13: 530      2013/14: 575

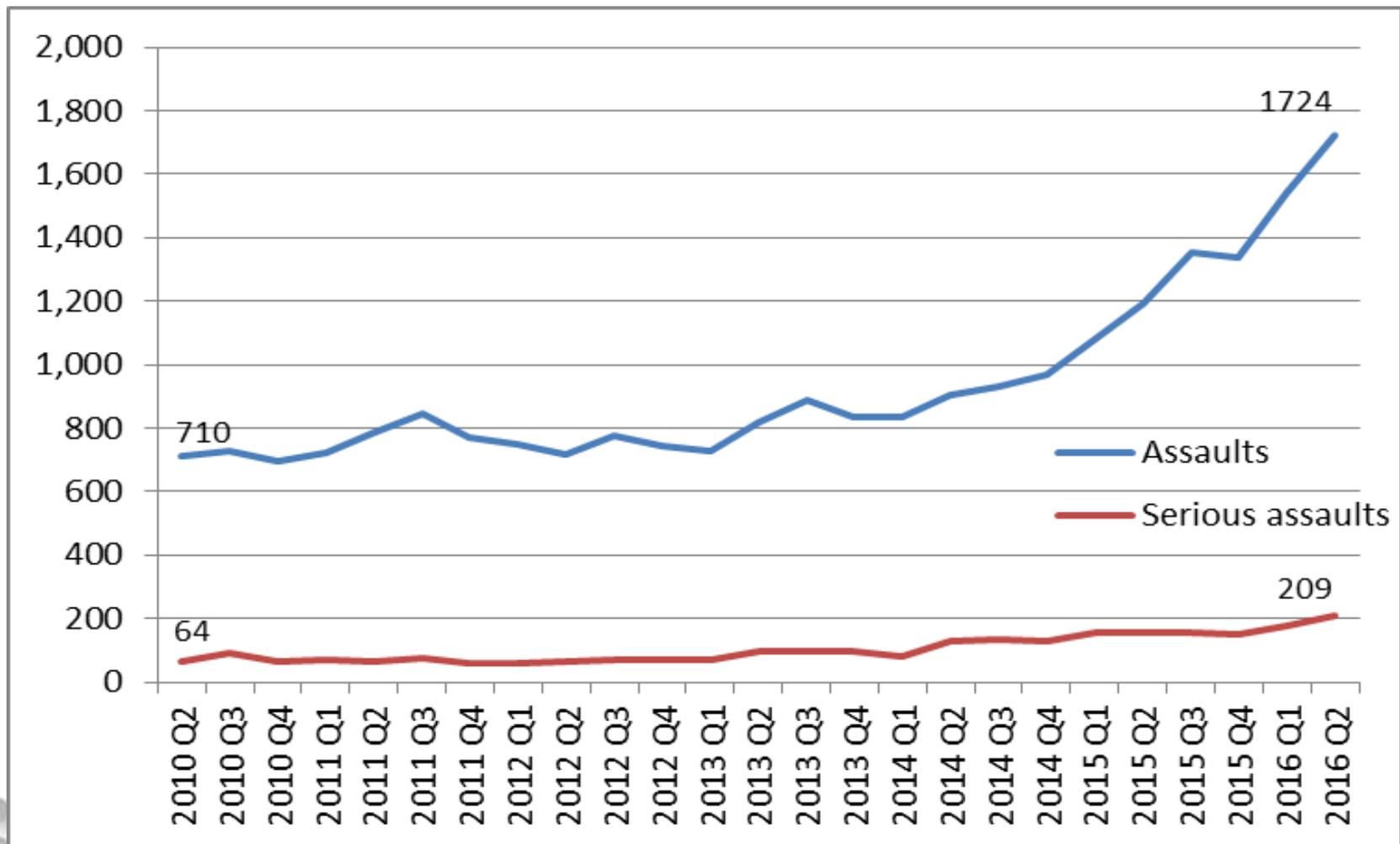


# Examples from administrative statistics

- Germany (Criminal statistics 2015)
  - 68,212 attacks on police and rescue services (1.9% more than 2014)
  - Of these 4,071 were attacks on police causing serious bodily harm (4.9% more than in 2014)
- Spain (CCOO)
  - Attacks on prison staff
    - 2010: 323      2012: 348      2013: 424      2014: 467
  - Abuse and attacks on other central administrative staff
    - 2015: abuse 461      physical assaults 78
    - Abuse towards staff in employment offices: 2011: 206      2015:326

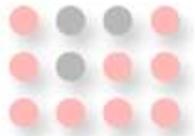


# UK: assaults on prison staff



# Key findings on extent of violence and abuse

- It exists
- Workers in public administration are particularly affected
  - Although on average less than those in the health services
- Some indication that things are getting worse



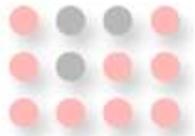
# Impact of violence and abuse

Behaviour of workers subject to violence and harassment (Eurofound)

Behaviour	Countries
Absenteeism	BE, DE, DK, FR, IE, MT, NL, SE, UK
Presenteeism	DK, IT
Lack of concentration	CY, FI
Work accidents	BE, ES
Fear of work	CT, DE, EE, FR, MT, SK

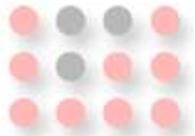
*“The experience of adverse social behaviour is associated with a greater number of negative health and well-being outcomes, and for the most part more strongly, than any of the physical risks”*

- Twice as likely to say that work affects their health negatively and to report sleeping problems than the average ( Eurofound/EU-OSHA survey 2014)



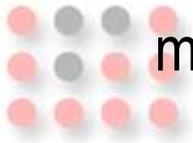
# Legal position on external violence at work

- European level
  - Framework Directive (89/391/EEC) imposes a general duty on employers (Articles 5 (1) and 6 (1)) but no explicit reference to violence
  - Equal Treatment Directives (200/78/EC and 200/43/EC) define harassment as a form of discrimination
- National level
  - All EU members states have introduced legislation to implement Directives and have national legislation against violence
  - But some have gone further



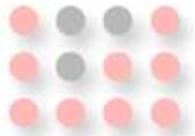
# Examples of countries with specific legislation on violence at work

- Belgium: health and safety law defines violence at work and says employers need to prevent third-party violence
- Finland: health and safety law requires employer to prevent harassment, threats and violence (including third-party)
- France: specific reference in Labour Code to “moral harassment”
- Luxembourg: health and safety law refers to violence at work (including third-party)
- Netherlands: requirement to take violence into account as one of the risk factors
- Sweden: “The employer shall investigate the risks of violence or threat of violence which may exist in the work and shall take such measures as may be occasioned by the investigation” AFS 1993:2



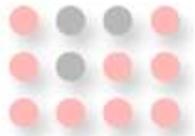
# Negotiating on violence and abuse

- European level
  - Autonomous framework agreement on violence and harassment at work
  - (signed by European social partners BUSINESSEUROPE, UEAPME, CEEP and ETUC – 26 April 2007)
  - *“Violence occurs when one or more worker or manager are assaulted in circumstances relating to work.”*
  - *“Where appropriate, the provisions of this chapter can be applied to deal with cases of external violence.”*



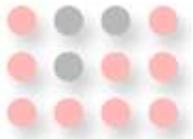
# National level agreements

- Cyprus: policy statement on harassment and violence (2009)
- France: Agreement on harassment and violence at work (March 2010; extended and made universally binding)
- Luxembourg: collective agreement (2009; extended and made universally binding 2010)
- Spain: included in agreement AINC (signed in 2007 for 2008) recommended adoption by lower-level negotiators



# Public sector agreements

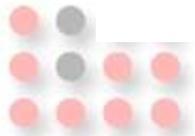
- Denmark: public sector implemented framework agreement through a well-being agreement (Trivselsaftale)
- Netherlands: agreements on tackling violence against those carrying out public duties (Includes agreements (ELA) that police will prioritise action against aggressors)
- Spain: agreement covering central government administration (2015) includes:
  - Action to be taken, before during and after acts of violence
- Sweden: included in agreement for central government in 2010 (“Change and development – a constant condition”); 2016 agreement also contains improvements in area of harassment and violence



# European-level agreement in another sector



**EUROPEAN SOCIAL DIALOGUE:  
MULTI-SECTORAL GUIDELINES TO TACKLE THIRD-PARTY VIOLENCE AND  
HARASSMENT RELATED TO WORK**  
EPSU, UNI europa, ETUCE, HOSPEEM, CEMR, EFEE, EuroCommerce, CoESS  
16 July 2010

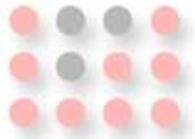


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# Tackling violence: organisational solutions

- Reduce the cash kept on the premises
- Don't isolate workers
- Introduce a 'buddy' system
- Introduce/increase security and accompanying staff
- Have a proper transparent information management for clients
- Increase transparency about staff location
- Ensure limited access by outsiders
- Introduce/improve management support

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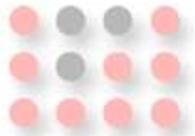


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# Tackling violence: work environment solutions

- Video surveillance
- Adequate lighting
- Emergency exits
- Broad counters
- No hiding areas close to entrance

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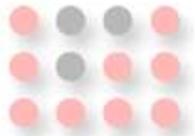


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# Tackling violence: provide employees with

- Information
  - Teach staff how to recognise unacceptable behaviour and handle threatening situations
- Training
  - De-escalation training and self-defence courses

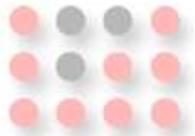
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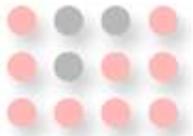
# Case studies: summary

- Total of 21 case studies
  - Belgium – 4
  - France, Germany – 3 each
  - Hungary, Italy – 2 each
  - Finland, Lithuania, Luxembourg, Portugal, Romania, Spain, UK – 1 each
- Six case studies relate to external violence



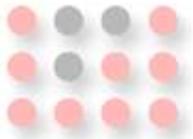
# Portugual: Authority for Working Conditions (ACT)

- Problem:
  - Inspectors facing violence and abuse when they deal with infringements of labour legislation
- Solutions:
  - Training for managers and inspectors on the theme “Prevention and management of risk situations in inspecting activity”
  - Clear guide to procedures to be adopted in the case of aggression (includes legal assistance)
  - Questionnaire to establish frequency of incidents
- Consultation with employees
  - Through annual consultation with specific reference to violent incidents



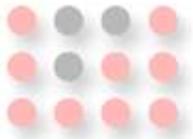
# Germany: Job Center Hof

- Problem:
  - People working at job centre facing daily threats and abuse; although this did not normally result in violence it had an impact on the health of employees
- Risk assessment
  - A questionnaire established the level of risk (level 3)
- Solutions:
  - Environmental: ensuring unauthorised individuals could not enter, enlarging rooms for two-person use, improving lighting, creating a children's corner, installing persona alarms
  - Organisational: promoting a team approach, procedures for common situations (such as suicide threats), bring people together for evening sessions
  - Training: on communications, assertion and intercultural expertise
- Result:
  - No complete solution but greater confidence among staff



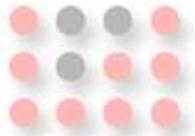
# Germany: Federal Police Dortmund

- Problem:
  - Police officers, often dealing with violent incidents, showed signs of stress
- Assessment:
  - This showed that the problem went beyond what could be expected in the circumstances and was linked to organisational factors (lack of communication between officers working in different areas)
- Solutions:
  - Team building through sporting activities, allowing officers working in different areas to cooperate and understand one another's problems
  - Improved training for supervisors to help them recognise unusual behaviour
  - Psychosocial emergency care for individuals facing major problems



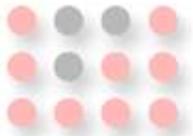
# Italy: Labour inspectors in Lazio

- Problem:
  - Employees respond to activities of labour inspectors with hostility and threats
- Solutions:
  - Training to those involved to help them understand the dynamics of the situation and how their approach can avoid or reduce possible aggressive attitudes
  - Training was based on the real experiences of those involved
- Results
  - All those taking part found that the training had been very useful and had helped them in their work
  - Plan to extend the training more widely



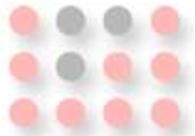
# France: Ministry of the Interior

- Background:
  - Part of an overall strategy to tackle psychosocial risks in the Ministry
- Solutions: sets out in detail the procedure to follow after a case of aggression or abuse
  - Colleagues: should tell management and stay with the individual concerned
  - Management: should relieve the individual of his/her duties, tell the head of department, and, if necessary, accompany the individual to the police
  - HR: should support the individual and his/her colleagues, inform them of their rights, ensure that the medical and social services of the Ministry are informed and take appropriate action, alert the unit dealing with psychosocial risks if necessary
  - Head of department: should contact the police and ensure that a complaint is made without delay



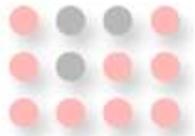
# Belgium: Service public fédéral

- Developing a policy for dealing with violence and abuse
- Sets out how to do this in seven steps
  - Make people aware and get a written agreement to go ahead
  - Set up a project group to undertake the project
  - Establish the current situation in terms of the problems and possibilities
  - Develop a policy for dealing with violence and abuse
    - Check lists
    - Procedures to follow
    - Model forms in case of violence or abuse
  - Implement the policy and communicate that it is in place
  - Evaluate the policy
  - Adapt the policy to changing circumstances



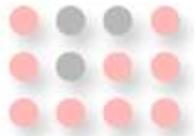
# Issues for further discussion 1

- Overall women are seen as more likely to face violence and abuse than men because of where they work (hospitals, shops etc)
  - Is that the case in central administration?
- New technology?
  - How do you tackle abuse in call centres?

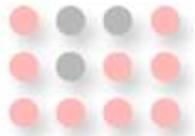


# Issues for further discussion 2

- In 7 countries (Finland, France, Hungary, Portugal, Slovenia, Poland, Romania) more than 90% of establishments rely on occupational health doctors for health and safety advice.
- In 5 countries (UK, Ireland, Greece, Cyprus, Denmark) it is under 30%
- What impact does this have on producing a European guide for action?



Thank you for your attention!



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