

The project entitled “Zawiercie Local Development Plan for 2021-2030” financed from the funds of the Norwegian Financial Mechanism 2014-2021 implemented under the “Local Development” Program.



Good practices “Local Development Plan Local Development Plan for Zawiercie

Together we are working for a **green Europe,**
competitive and **inclusive Europe.**

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Ladies and Gentlemen,

When in 2021 I received a symbolic cheque for over 3.5 million EURO under the 'Local Development' - support for cities programme from the Norwegian Funds, I knew that this project would bring many benefits to the development of Zawiercie. As part of the implementation of the task, both investment projects awaited us, as well as social projects, which, as it turned out, were the greatest challenge for the teams involved in the project. I knew that by working together, we could work out activities that would bring real effects in the form of improving the quality of life of many social groups.

I am glad that we managed to qualify for the project, which supports the inhabitants of our city on many levels, stimulates social activity and improves Zawiercie's competitiveness against other cities.


PREZYDENT ZAWIERCIA

“The Zawiercie Local Development Plan 2021-2030 is a key component of Zawiercie’s economic growth and improving competitiveness against other cities. It aims to modernise the road infrastructure to the economic activity zone, as well as to improve the competence of local government employees. The actions taken also serve to solve problems of homelessness and violence and addiction among children and young people. The project will also contribute to the professional activation of the city’s young residents and their retention in the local labour market.

PROJECT IMPLEMENTATION PERIOD:

01.03.2022 to 30.04.2024.

BENEFICIARY:

ZAWIERCIE MUNICIPALITY

REALISER:

Zawiercie Municipality
Municipal Social Assistance Centre in Zawiercie
Zawiercie Development Agency

PARTNERS:

Møre and Romsdal County Authority
Zawiercie County Authority

TOTAL VALUE:

EUR 3,521,346
(16 010 503.86 PLN), **including:**

CO-FINANCING:**from norwegian funds:**

EUR 2,993,144.10
from the state budget:
EUR 528,201.90



Chapter I

Project objectives



MINISTERSTWO
FUNDUSZY I POLITYKI
REGIONALNEJ

Wspólnie działamy na rzecz Europy zielonej, konkurencyjnej i sprzyjającej integracji społecznej
Projekt: Plan Rozwoju Lokalnego Zawiercia na lata 2021-2030

INVITATION ACTIVITY SOCIAL ACTIVITY



Through streetworking and other tasks of the project, the inhabitants of Zawiercie can develop their interests, look for an optimal career path and make contacts with other people. Streetworkers working with young people activate different commu-

nities of minors and stimulate them to spend their free time actively, e.g. through team games.

Social activity also means taking part in different types of training, courses and workshops. The Local Career Centre will offer professional career counselling and enable young people to plan their careers consciously and independently. As part of the project, training courses will also be organised to equip young people with the skills to navigate the labour market or the ability to present themselves appropriately at job interviews.



Wspólnie działamy na rzecz Europy zielonej, konkurencyjnej i sprzyjającej integracji społecznej
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GROWTH ECONOMIC GROWTH AND IMPROVING COMPETITIVE- NESS AGAINST OTHER CITIES

Thanks to the social and investment solutions implemented and investment solutions, Zawiercie will increase its attractiveness in comparison to other cities. This will strengthen the chances of attracting potential investors, entrepreneurs as well as residents and tourists.

CELE PROJEKTU

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WZROST GOSPODARCZY I POPRAWA KONKURENCYJNOŚCI NA TLE INNYCH MIAST

„Wspólnie działamy na rzecz Europy **zielonej**, **konkurencyjnej** i **sprzyjającej integracji społecznej**”.
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The improvement in competitiveness is primarily related to an increase in the quality of road infrastructure, which will have an impact on Zawiercie's economic boom.

Increased competitiveness is also linked to improved living standards through a training system aimed at the youngest residents.

Improved competitiveness can lead to increased interest in the city from various social groups, which will consequently contribute to its development and prosperity.



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Wspólnie działamy na rzecz Europy zielonej, konkurencyjnej i sprzyjającej integracji społecznej
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IMPROVEMENT ACCESS TO HOUS- ING AND RETENTION OF YOUNG RESIDENTS

Young people very often leave the city in search of work or better lifestyle conditions. A positive image of the city can influence the retention of young residents who are looking for an interesting place to live. Creating favourable conditions for entrepreneurs to attract investors and help create new jobs can also result in the young generation staying in Zawiercie. Also improving ac-

CELE PROJEKTU

3 ZATRZYMANIE MŁODYCH MIESZKAŃCÓW

„Wspólnie działamy na rzecz Europy zielonej, konkurencyjnej i sprzyjającej integracji społecznej”.
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accessibility to housing - attractive flats at affordable prices - has an impact on keeping young people in the city.

The creation of training and education programmes to help develop careers and acquire new skills is one of the key elements of the project. An investment in a young person is an investment in the city and its development.



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REGIONALNEJ

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EFEKTYWNE ZARZĄDZANIE STRATEGICZNE

„Wspólnie działamy na rzecz Europy zielonej, konkurencyjnej i sprzyjającej integracji społecznej”.
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EFFECTIVE STRATEGIC MANAGEMENT

Effective strategic management is the process of making decisions and taking action to achieve specific objectives for a local authority. The process includes setting objectives, analysing the environment, identifying the strengths and weaknesses of the organisation and the opportunities and threats of the the environment. On this basis, a strategy is planned and actions are taken to achieve the set objectives. Effective strategic management enables an organisation to use its resources effectively,

make sound decisions and achieve success.

As part of the implementation of this objective, a number of training courses and workshops are envisaged to improve the soft skills and content knowledge of local government employees. These activities will increase the quality of services provided by territorial self-government units and will allow for effective use of human resources, exposing their potential and making the trained staff more efficient, reliable and professional.



MINISTERSTWO
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EFFECTIVE POLICY MANAGEMENT OF HUMAN RE- SOURCES HUMAN RE- SOURCES MAN- AGEMENT POLI- CY IN LOCAL AU- THORITIES

CELE PROJEKTU

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EFEKTYWNA POLITYKA
ZARZĄDZANIA ZASOBAMI
LUDZKIMI W JST

„Wspólnie działamy na rzecz Europy **zielonej**, **konkurencyjnej** i **sprzyjającej integracji społecznej**”.
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As part of the ‚Zawiercie Local Development Plan 2021-2030’, employees of the Zawiercie City Hall and municipal units and companies took part in, among other things, a psychometric study of dominant talents

and a training game on building a strong team. The test made it possible to assess the intensity of 34 traits (talents), five of which are the most dominant. The effective use of talents guarantees working at the most efficient level possible. In addition, JST employees will have the opportunity to take part in training and workshops to improve soft skills and subject knowledge. The training system will allow for an effective and effective human resources management policy.



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MONITORING AND IMPROVE- MENT OF PUB- LIC SERVICES PROVIDED BY JSTS AS ADEQUATE RESPONSE TO THEIR NEEDS RECIPIENTS

CELE PROJEKTU

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MONITORING I UDOSKONALENIE USŁUG
PUBLICZNYCH ŚWIADCZONYCH PRZEZ JST
JAKO ADEKWATNA ODPOWIEDŹ
NA POTRZEBY ICH ODBIORCÓW

„Wspólnie działamy na rzecz Europy zielonej, konkurencyjnej i sprzyjającej integracji społecznej”.
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Monitoring and improvement of public services provided by local self-government units (JST) are important elements ensuring adequate response to the needs of their recipients, i.e. inhabitants and local communities.

Systematic monitoring of public services makes it possible to track the quality, efficiency and accessibility of services provided by TSU. This can be achieved through data collection, including surveys of local residents. Monitoring makes it possible to identify areas for improvement and to take appropriate action. Based on the results of monitoring, actions can be implemented to improve public services. This can include making changes to processes, improving infrastructure, training staff, facilitating access to services for people with different needs and developing innovative solutions.

In order to provide effective customer service to territorial self-government units, the project will implement a series of trainings on subject knowledge and soft competencies for employees of territorial self-government units.



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EFFECTIVE COOPERATION AND COMMUNI- CATION WITHIN THE WHOLE JST

Effective cooperation and communication are key components of the effective functioning of a local government unit. It is important that the territorial self-government unit maintains open communication both internally, between different organisational units, and externally, with the inhabitants and the local community. Availability of information, providing access to public docu-

CELE PROJEKTU

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EFEKTYWNA WSPÓŁPRACA
I KOMUNIKACJA
W RAMACH CAŁEJ JST

„Wspólnie działamy na rzecz Europy **zielonej**, **konkurencyjnej** i **sprzyjającej integracji społecznej**”.
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ments and regular information about decisions and activities of the territorial self-government contribute to increased trust and public participation. Effective cooperation requires building positive relations between territorial self-government units' employees. Creating an atmosphere of trust, open communication, shared values and goals fosters cooperation and creative problem solving.

The project teaches teamwork and cooperation between project teams. In addition, a series of trainings in soft competences for TSU employees is envisaged as part of the task, including the importance of communication and its impact on achieving team and individual goals.



Współnie działamy na rzecz Europy celowej, konkurencyjnej i sprzyjającej integracji społecznej
Projekt: Plan Rozwoju Lokalnego Zawiercia na lata 2021-2030



CELE PROJEKTU

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WIELOLETNIE EFEKTYWNE ZARZĄDZANIE FINANSOWE

„Wspólnie działamy na rzecz Europy celowej, konkurencyjnej i sprzyjającej integracji społecznej”
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LONG-TERM EFFECTIVE MANAGEMENT FINANCIAL MANAGEMENT

Multi-annual effective financial management is crucial for local and regional government units (LGUs) to ensure financial stability and efficient use of public funds.

Multi-year financial management starts with the development of a coherent and realistic multi-year budget plan. Planning over a longer period of time allows for a better assessment of financial needs, the development of

strategic objectives and the identification of priorities. Budget planning should take into account financial forecasts, income, expenditure, investments and financial commitments.

Effective financial management requires meticulous monitoring and control of income and expenditure.

The project 'Zawiercie Local Development Plan 2021-2030' runs from March 2022 to 2024.



Chapter II

**Bilateral cooperation
with the partner country
in terms of exchanging
experience and practical solutions**

The Zawiercie Development Agency, in connection with the implementation of the bilateral agreement, is cooperating with the Norwegian Partner Country in the project entitled 'Zawiercie Local Development Plan 2021-2030', financed by the Norwegian Financial Mechanism 2014-2021.

Cooperation with the Partner Country in terms of exchange of experience and practical solutions includes study visits, a number of online meetings, exchange of materials and documents.

The task of cooperation with Norwegian partners is primarily to create modern development solutions at the local level. Its main objective is to provide proven experience in creating spatial, environmental and social policies from Norwegian cities and to reduce economic and social disparities. Bilateral cooperation also serves to strengthen bilateral relations between donor and beneficiary states. Important aspects of cooperation also include: exchange of good practices, information and experience in the area of organising cooperation between institutions, schools and employers, especially in the field of dual vocational education, as well as in the field of vocational training. in the field of dual vocational education, as well as the creation of individual career paths for young people using the example of the Partner.

It is worth mentioning that the project partner has the best programme in Europe in the area of business start-ups and enterprises. Norway, according to international surveys and rankings, is among the top countries with the highest quality of life, so we see in this cooperation an opportunity to draw good solutions for our city in order to improve quality of life and strengthen the labour market.



PROJECT LAUNCH CONFERENCE

A visit by the Norwegian partner to Zawiercie took place in June 2022. The main purpose of the visit by guests from the Donor State was to sign a Partnership Agreement between the Zawiercie Municipality and Møre and Romsdal County Authority during the project launch conference, as well as to establish the scope of cooperation and prepare the schedule of study visits. Before the agreement was signed, meetings were held with groups involved in the project in the educational, entrepreneurial and social spheres. The aim of the visit was also to identify expectations from both sides and to get to know better the people who will be involved in the project. The result of the visit was the ceremonial signing of a partnership agreement by Mayor Łukasz Konarski and a representative of the Norwegian side, Kristian Severeide - international advisor of Møre and Romsdal County. Our guests became acquainted with the charms of Zawiercie and the surrounding area, and issues of tourism cooperation were also discussed during their visit. The Norwegian delegation also had the opportunity to visit the Economic Activity Zone, new production facilities and investment areas.



CONFERENCE ON VOCATIONAL TRAINING IN THE ZAWIERCIE DISTRICT

In November 2022, the first of three study visits of the Partner's representatives to Zawiercie was organised. The main purpose of the visit of the guests from the Donor State was to participate in the planned conference „I learn to work - vocational education in Zawiercie County”. Guests of the Norwegian partner: Kristian Severeide, Jon Hjortdal, Egil Ruud, John Atle Henriksen, Stig Gunnar Støylen, Damian Cruz started their stay in our country on 20 November 2022.

On 21 November, a delegation of the Norwegian partner together with representatives of the Zawiercie Municipality is scheduled to leave for Krakow. The delegation from Norway, together with the Mayor of Zawiercie Łukasz Konarski, participated in a study visit to the Faculty of Mining Geodesy and Environmental Engineering at the Stanisław Staszic AGH University of Science and Technology in Kraków. Representatives of the UM in Zawiercie and the foreign guests attended a meeting with the Vice-Dean for Education and Student Affairs, Dr Elżbieta Jasińska, and the Dean, Prof. Ryszard Hejmanowski. The study visit provided an opportunity to exchange experiences at an international level, as well as to learn about the activities of the AGH University of Science and Technology in terms of vocational education. The delegation was shown around the AGH building by Assistant Professor Paulina Lewińska, who talked about the history of the university and familiarised the guests with the activities of the individual faculties.





On 22 November 2022, a conference was held at MOK Zawiercie, realising the theme: 'I learn to work - vocational education in the Zawiercie district'. During the conference, the concept of vocational education from the perspective of the employer, realised by CMC Poland Sp. z o.o., and the concept of vocational education from the perspective of the educational institution, realised at Z.S. H. Kołłątaja in Zawiercie, were presented. The presented concepts show how vocational education and practical vocational training are implemented in the aspect of dual training. Subsequently, a discussion during an expert panel allowed for defining the needs and scope of activities to be implemented during cooperation with the Norwegian partner.







Participants of the delegation were invited to professional schools of the city of Zawiercie. The visitation took place at: Zespole Szkół. H. Kołłątaja School Complex, Vocational and Continuing Education Centre, S. Staszic School Complex, and Economic School Complex. The Norwegian delegation also had the opportunity to visit the employer, CMC Poland Sp. z o.o., which provides vocational training for future graduates and future employees. The Norwegian partner highlighted the high level of education of young people in the field of programming numerical control machines and preparation for the mechatronics technician profession. The Norwegian delegation expressed its appreciation for the dual training provided at CMC Poland Sp. z o.o. The interest in Polish didactic solutions stems from the desire to cooperate and improve Polish solutions, which is the essence of the project. The visit of the Norwegian partner's delegation was very fruitful and built far-reaching conceptual cooperation on the level of vocational education development in the Zawiercie district.



STUDY VISIT TO MØRE OG ROMSDAL



Møre og Romsdal is one of Norway's 11 counties, with an area of 15,12 thousand km². The administrative centre of the county is Molde. The weather varies throughout the county. The mild coastal climate prevalent in most areas is a result of the proximity to the ocean, the Gulf Stream and the prevailing westerly wind. The topography with high mountains, long fjords and deep valleys leads to large temperature fluctuations and frequent rainfall. The relief also provides ample opportunities for summer and winter

ter sports, including the Strand.

Good practices gained during the study visit:

- Supporting local businesses and new start-ups by the public sector
- Innovative, mechanised technologies in factories and enterprises, Business-to-business cooperation including the purchase of equipment for new facilities from local manufacturers,
- Prosperous vocational training, enabling people to find jobs immediately after secondary school,
- Professional equipment of the dual vocational training facilities with modern, innovative equipment (especially in the field of robotics and automation),
- Application of the zero waste principle at, among others, 'Aquaculture' and the Ekornes furniture factory,
- Maximising the potential of Norwegian renewable energy sources, including hydropower,
- Caring for the environment and ecology
- Pioneering solutions for the use of floor space at the cultural centres in Sykkylven and Stranda,
- Targeting the development of innovation and advanced technologies,
- Responding strategically to professional needs in connection with the ageing population by learning the helping professions (e.g. caregiver, nurse) already at secondary school level.

Sykkylven Secondary School



The Polish delegation visited Sykkylven, a Norwegian town and municipality located in the Møre og Romsdal region, where they had the opportunity to see the facilities introduced at this secondary school.

Students can study subjects such as robotics, automation, mechanics and nursing assistance, among others. Already at this stage of their education, young people are given paid internships in local businesses. The school has spaces that are conducive for students to relax and study between classes.

The Polish delegation was introduced to the Norwegian education system, which consists of: primary and lower secondary school (from 6 to 15 years of age - grades 1-10). Schooling is free and compulsory. The next level is high school (from age 16 to 19 - grades 11-13). Tuition at secondary school is also free of charge and funded by the district councils. The task of dual vocational education is primarily to strengthen innovation capacity and competitiveness in local industry. It is part of the municipality's business strategy and serves to retain young people in smaller towns. Through the paid apprenticeship programme, young people have more opportunities to work in local businesses.

Ekornes factory

During the visit to Sykkylven, the Polish delegation had the opportunity to familiarise itself with the entire furniture production system at the Ekornes factory. The company is Scandinavia's largest furniture manufacturer and thus one of the largest employers in Norway. It uses the same techniques taught by its great-grandparents. The company combines processes that have been perfected



for many generations with modern improvements and technical solutions, continually creating products that stand out for their elegance, quality and class.

Ekornes is a company with a long tradition, paying particular attention to the quality and durability of its products and maintaining the best standards. The company exports its products to global markets, including Europe and the USA. The company's domain is 'zero waste', which means that no material is wasted. In the production process, the company takes great care of the quality of its products. Representatives of the Zawiercie institutions had the opportunity to familiarise themselves with various production mechanisation processes.



„Aquaculture”

The Polish delegation went to the Hofseth Exhibition Centre in Valldal 'Aquaculture' on the next day of its visit to Norway. The company is one of the largest salmon producers in Norway and has the largest fish farms. Representatives of the Zawiercie institutions travelled by boat from Valldal to the "Aquaculture" fish farming demonstration facility.

The company is committed to environmental sustainability, operating its business in a sustainable way that protects the fjord's wildlife and offers its customers high-quality products as the basis for a healthy and balanced diet. The company adheres to the 'zero waste' principle, which means that in addition to the typical use of salmon, other products are made from it, including fish oil, food supplements and pet food. Where salmon leftovers were once considered waste, this waste is now being processed into high-value health food products for humans and ani-

mals. In the future, the products produced may also form the basis of new medicine.

“Aquaculture ensures that fish farms are looked after at the highest level, including by recreating the salmon’s journey from river to sea and back again. As a result, the company has greater control over the population and encounters fewer disease risks. The company carries out regular checks and daily inspections of the fish, ensuring they are in good physical condition, and twin cameras monitor both the food and the behaviour of the fish.

The company is expanding all the time, the salmon population is growing and, as a result, ‘Aquaculture’ needs new employees of various technical specialisations, from fields such as biology or chemistry, for example, as well as manual workers. One of the biggest threats is the departure of young people to larger locations (Bergen and Oslo). It is worth mentioning that in 2022, a class was started in the nearby village of Stranda, whose students will in future feed the factory. Currently, a dozen people from the school are on apprenticeships.

The company owns shares in Norwegian Hydrogen and Ava Ocean, among others. One of the main concerns buying their products is, among others, Lidl.



Stranda Kommune

The Polish delegation was invited to the Stranda Kommune building, where the topic of Norwegian residents setting up their own businesses was discussed. Support is mainly given to innovative companies, start-ups, but any resident can apply for business funding. The meeting was conducted by Inge Bjordal employed by the Stranda municipality administration. The County of More og Rommsdal is very supportive of local business initiatives, through funding, courses, business advice and advertising services. The main objective of the partnership is to attract more start-ups with high quality and the ability to grow and survive in the market. The general principles of the hoppid.no business development programme are presented, which offers entrepreneurs free advice and guidance, courses and training, advice on grants and funding, and assistance with search and networking processes.

Hoppid.no aims to attract and retain talented people. It is one of the tools used to establish new companies and workplaces. The system was created in 2007 and is operated by the county M&R authority. Start-up offices are located in each municipality. The system has 29 offices and 50 advisors. Certified and trained advisors provide courses on business development. The tool was implemented to make more efficient use of potential resources and to strengthen the quality of start-ups. Approximately NOK 100,000 is allocated annually for hoppid.no, which goes towards grants (start-up assistance) for candidates. Counselling is a free service. A very important role at the municipal level is to cooperate with other regional authorities in important entrepreneurship development programmes.



Grilstad sausage factory



On 2 March, a Polish delegation went to the local Grilstad sausage factory in Stranda. The representatives of the Zawiercie institutions were shown around the facility by Grete Mogstad Nass, accompanied by Karolina, an employee from Poland. The brand sells under three names: Grilstad (traditional Norwegian products for the whole family for every day), Stranda (traditional Norwegian products for weekends, produced only in Stranda) and TIND (local, aromatic, innovative products for special occasions).

Grilstad AS sells food and is one of the largest Norwegian producers of meat products in Norway. Grilstad is also the market leader in frozen burgers. The group currently has approximately 400 employees spread across three processing plants in Norway (in Trondheim, Stranda and Brumunddal) and one in Sweden (Østersund). Turnover in 2019 was NOK 1.8 billion. Grilstad supplies meat products to the food market throughout Norway. Interestingly, the company's products are distributed exclusively in the country.

Stranda Secondary School



Representatives of the Zawiercie units also held a meeting with the hosts of the local school in Stranda, where the education system and business development in the town were presented. The Norwegian education system makes it possible to obtain a vocational qualification already at secondary school level. Such a model includes two years at school (with in-service training) and a two-year apprenticeship. Among the courses taught are health care, culinary and food production, agriculture, forestry, aquaculture and fisheries. Qualifications for university study are provided

by three years at a comprehensive school, covering natural sciences and mathematics, languages, social sciences and economics, and physical education.

The Polish delegation had the opportunity to learn about modern technologies for training in health care professions - including donning virtual reality glasses and administering medication to a virtual patient, as well as pioneering systems for improving the functioning of people with disabilities in society (including automated lowering of kitchen worktops).

The Polish delegation also learned about the operation of "sosialhjelp" - social assistance in Norway, which is granted by NAV, the Norwegian Labour and Social Policy Administration. Persons in a particularly difficult life situation may apply for support, provided they are legally and permanently resident in Norway. Interestingly, it is not a bad financial situation that is the main reason for support, as the percentage of unemployed people in Norway is very low. The main reasons for support are ill health and age. There is an extensive infrastructure of care homes in Norway, and the education system already trains students at secondary school level in "socialhelp" so that young people can acquire the necessary skills to become nurses/carers for the elderly and sick. The Norwegians also have a wide catalogue of benefits granted for children, due to the fact that the birth rate is extremely low and the population is ageing very rapidly.



Orkla Stranda in Svemorka - pizza factory

The Polish delegation also went to the Grandiosa Pizza Factory - unofficially Norway's national dish. Pizza Grandiosa is the most popular brand of frozen pizza in Norway.

Production of the original Grandiosa began on 11 February 1980 and was produced by Nora (now Stabburet). Grandiosa was one of the first frozen pizzas produced in Norway, where it became hugely popular and is still the best-selling pizza brand in Norway, despite increasing competition from other local and international brands. In 2002, Stabburet responded to the growing competition in the frozen food segment by revitalising the brand with creative marketing and several new versions of Grandiosa. In smaller quantities, the pizza is also exported to neighbouring countries: Sweden, Finland and Iceland. Interestingly, the pizza is not exported to many European countries, despite its good quality and long shelf life.

The delegation from Poland was able to see every stage of pizza making and was impressed by the mechanised production system.

Norwegian Maritime Competence Center

The Norwegian Maritime Competence Centre (NMCC) is one of Norway's most innovative and technologically advanced centres. It has collaborations with the public sector, private sector and academia. The NMCC is a meeting place for innovation, competence and development. One of the objectives of the establishment of the Centre is to connect the investment community with innovative, growing companies seeking capital. In addition, the NMCC hosts collaborations between different organisations, and NMCC partners include a company developing new technologies from the seabed to space. Also worth mentioning is the OSC (Offshore Simulator Centre), a world leader in the development of simulation and visualisation of maritime operations working with shipping companies, equipment suppliers and research institutions.

The Offshore Competence Centre is based on interdisciplinary cooperation and thus contributes to national as well as international social sustainability.





Chapter III

Civic Zawiercie

Support system for residents through STREETWORKING

As part of the project „Zawiercie Local Development Plan 2021-2030” The Municipal Social Welfare Centre is implementing a task called „System of support for residents through STREETWORKING”.

Streetworking is an innovative form of social work outside institutions, in the client’s environment.

Streetworkers support residents from two areas:

- work for the homeless in the Zawiercie Municipality

It mainly consists of working with homeless people who choose not to stay in a shelter and refuse this type of support. The work of streetworkers, in the field, is aimed at motivating homeless people in small steps to change their lifestyle.

Streetworkers conduct motivational talks, establishing them with homeless people, mainly in the evening hours in places where homeless people stay - around recreational plots or vacant buildings. They also activate homeless people who are already in the shelter socially and professionally - by helping them to take up employment, and by helping homeless people to participate in volunteering.

- work for the benefit of young people in Zawiercie municipality

In the case of the second type of streetworking, a separate team, experienced in working with young people, carries out activities for young people. Streetworkers motivate young people to develop, point out alternative forms of leisure activities, mobilise them to seek passions and find their own development paths.

So far, a number of meetings have been held for primary school pupils and wards of the day care centre, during which soft skills workshops were conducted and places where young people can seek help for themselves and their families were pointed out. and their relatives.



Joanna Konopka, Joanna Maciąg, Anna Iłczyk, Monika Chojnacka, Monika Wierzbička, Aleksandra Przybylik, Sylwia Marciszewska, Iwona Łukasik, Agnieszka Pawłowska and Sylwia Janeczek - this is a team for special tasks. For them, nothing is impossible, and their empathy and ability to connect with people has given many people in need hope for a better tomorrow. In their vocabulary, the word „impossible” does not exist, because in their professional work they have succeeded many times in supporting people who previously stubbornly and uncompromisingly rejected such help.

What should a street educator be like? Zawiercie streetworkers admit that the qualities most helpful in their work are: openness, empathy, ability to talk to people from different environments and an individual approach to each person, as well as the ability to establish contacts and a tireless belief in the effects of their actions. Streetworking is a mission that results in reducing the number of excluded people and minimizing the isolation and rejection of people from marginalized communities. Before working „on the street”, streetworkers prepare and familiarize themselves with the area of activity. Then they observe the environment, assimilating directly into the culture of the community. Then comes the familiarization stage, which results in relationship building and support based on assistance and intervention activities.

Zawiercie’s streetworkers complement and cooperate with each other - above all, exchanging experiences. Each of them faces different dangers, which is why the intervention of the Police or Municipal Police is sometimes necessary. Regardless of the environment into which street educators penetrate, the principle of success is the method of small steps, as confirmed by streetworker Joanna Maciąg: - Here there are such small steps. We have to do everything so that the person in question doesn’t back down. Both in the case of the homeless and in our work with young people, we encourage in various ways and look for the best solution so that they want to talk to us,” Joanna Maciąg stresses.

Streetworking with young people

Gaining the trust of young people is a complex and lengthy process. It requires great openness and the ability to establish contacts, despite the generational barrier.

Joanna Konopka - a streetworker working with young people - says that establishing contact with young people was not at all easy: „Contrary to appearances, it was a difficult task,” she points out. - We walked around the city, were in a dozen places before we actually met this target group. We overcame some resistance, approached, talked, tried to give the impression of being laid back and „youthful.” In the end it sparked,” Joanna Konopka emphasizes. Monika Chojnacka adds: - It's good that we are mothers. Our children also support us in this in some way, they show us the way or stop us in certain activities. We have a lot of knowledge thanks to them,” points out the streetworker.

Youth workers go to those places in Zawiercie where young people hang out on a daily basis. They offer support and show alternative ways to spend their free time. The street educator makes sure that the supported group keeps growing and gets what it really wants. Among other things, a Youth Club has been set up as part of the assistance, with Monika Chojnacka, among others, being involved in its activities: - This process is still ongoing, this observation of ours and getting new people and opportunities for alternative leisure activities. That's why this club is open on Friday - that's when young people have more free time and we can meet, talk and discuss current problems,” says Monika Chojnacka. The group already has about 100 young people. In addition to weekly meetings at the Youth Club, street educators also activate youth through sports activities. Joanna Konopka is involved in this aspect of helping the youth: - We have a group of athletes under our care - we established contact with young people who met at the Orlik. The coach of the group is a nice and warm person, who helped us establish a relationship with the youth,” the streetworker stresses.





Young people who receive help from streetworkers have multidimensional problems that do not necessarily go hand in hand with the problem of poverty in the family. Often these are young people who are looking for their way and feel a lack of support from their caregivers, and it is not uncommon to find some who have chosen the wrong company. This generates a wide range of individual problems that require intervention. Each of the streetworkers has an educational background and is a social worker, so she provides advice, points out possible avenues and highlights problems and environments that are a threat to young people. In addition, the community center employs a psychologist who offers counseling to young people.

Zawiercie's streetworkers form a close-knit team, so young people know that with their help they can count on various forms of support and activation of their free time - there is a community center, there is a sports field, there are other places where they can meet and count on company. Young people are beginning to be aware that there is a group of people to whom they can turn for help. An increasing number of young people are no longer spending their time in stairwells or bars, with the the prospect of free forms of activation. In addition, streetworkers are constantly expanding the scope of their activities. This is confirmed by the words of Joanna Maciag: - We organize workshops for the alumni of the community center, and we have many streetworkers who participate in this. For them these workshops are a form of showing the possibilities - that you can earn money somewhere, that you can strike out, that you can be, for example, an extra in some short film. And in the near future, we are also planning to give lectures at schools as part of streetworking on such issues as cyberbullying," says Joanna Maciag.

Working with young people is not easy and involves many challenges, but satisfaction can compensate for everything. A large part of the youth covered by the program shows willingness to cooperate and their own initiative. An example is the feelings of streetworker Monika Chojnacka: - When we organized a Day to Fight against Depression, the question immediately arose - when do we organize something next? The youth are thinking about some kind of rally, if the weather is good," Monika Chojnacka points out.

The youth became closer to the streetworkers and began to give them respect and trust, which is evident even from simple, mundane gestures. Monika Chojnacka recalls: - „Recently we were walking down the street and a group of young people waved at us from afar and shouted, good morning'. The young people recognize





us and you can see that they are reaching out to us. It's a really cool feeling," stresses the streetworker. Joanna Konopka adds: - I was sick, and the youth called me and wished me recovery, asked me questions, you could hear the concern in my voice. It was very nice," she stresses.

Streetworking with the homeless

Streetworking in the homeless community has a similar pattern of functioning as streetworking with young people, despite the completely different nature of the work. Street educators look for people who are excluded and at risk of homelessness, observe the environment and get acquainted with them. Then, by various means, they try to build ties with the person in need of support and offer her assistance activities, urging her to report to a homeless shelter. Currently, there are not many homeless people in Zawiercie. There are isolated cases, and among them you can usually find visitors or people who have left the shelter with disciplinary action, having consumed alcohol. It is worth mentioning, following the words of streetworker Iwona Lukasik, that: „homelessness does not affect only pathologies. Among the homeless there are also educated people, and even directors or CEOs. Just as alcoholism affects different circles, so does homelessness affect people from different circles.”

Statistically, there is a clear preponderance of men among the homeless. They are mostly over 40, but there are also younger people, even in their 20s. Streetworkers know where to look for them - in Zawiercie these are permanent places.

The work of a streetworker working with the homeless is fraught with high danger - some of the homeless are sometimes aggressive, so street educators often have to use the support of the Police or Municipal Police. An additional difficulty is the ever-present negative attitude of society towards the homeless. Low social awareness generates additional problems, which streetworkers want to solve by organizing lectures that deepen social sensitivity to the problem of homelessness.

It is worth mentioning that streetworkers also work with people who are at risk of homelessness. This is handled by Aleksandra Przybylik: - We work with people who currently have somewhere to live, but it's „conditional” housing. They have already been in a shelter in the past, and the fact that they managed to leave it doesn't mean they won't return there. I myself am working with one such person, we meet regularly, I try to guide her, show her how to deal with her addiction, and be „on call” when she has a crisis. Sometimes, when there is no contact for a longer period of time, I intervene to prevent a moment of „disequilibrium” that will cause a return to homelessness,” says the streetworker.

In working with the homeless, the „small steps” method is important. For many in need, small gestures of kindness are something that prompts them to cooperate. This gesture can be a simple thermos of warm tea or coffee. Successive and multi-step dialogue, with the support of seemingly insignificant small deeds, results in the establishment of a bond and, consequently, the inducement to report to a homeless shelter.

Although the entire process of moving people out of homelessness is in many cases arduous and lengthy, there are also successes in this specific type of work. The greatest satisfaction for a streetworker is the fact of persuading a long-term homeless person to go to a homeless shelter. Iwona Lukasik emphasizes: - When someone has already been in the shelter for some time and with our support becomes independent, this is already the greatest success and satisfaction.



Thanks to the work of streetworkers, several homeless people have become independent and are functioning well in society, which is a great achievement, because it affects the reduction of the number of excluded and marginalized people. The move out of homelessness is the greatest proof of the vital importance of the work of street educators. Iwona Lukasik adds: - We have gentlemen who have become independent and are functioning well with our support. We also meet them on the street, and then they tell us how they are doing. Such stories do happen,” the streetworker concludes.

Active prevention of violence and addictions among children and adolescents - trainings and workshops

On December 5, 2022, within the framework of the „Local Development Plan in Zawiercie for 2021-2030” financed by the Norwegian Financial Mechanism 2014-2021 and the state budget, a conference was held on the subject of addiction and violence prevention. The speaker was Malgorzata Fatek-Skobel - a specialist in addiction therapy, head of the addiction and alcohol co-dependence therapy clinic in Tarnowskie Góry. She touched on the extremely important topic of addiction to psychoac-

tive substances and provided a large dose of knowledge on behavioral addictions. In the next part, the gathered audience had the pleasure of listening to a speech by Iwona Wozniowska - sociotherapist, suicidologist, passionate about developmental behavioral disorders, critic of the family support system, founder of the 180 Degrees Association. Together with the volunteers of the Association, she presented in an extremely creative way the tools of work to counter violence and addiction among children and adolescents.

The lectures were followed by an expert panel, in which practitioners answered questions about their daily work. Among the experts were employees of the Municipal Social Welfare Center: Iwona Łukasik - social work specialist, Joanna Maciąg - Manager of the Day Care Center, Anna Iłczyk - Day Care Center tutor, Michał Janusz - psychologist and representative of the alcohol commission, Sylwia Marciszewska and Monika Chojnacka - social workers and streetworkers for youth work, and Justyna Sztykiel - family assistant. In addition to the Center's staff, the experts included: Joanna Antas - President of the „Przystań” Association, Agnieszka - Coordinator for cooperation with professionals and institutions on behalf of the AI Anon Family Group Services Association, and Marek - leader of the self-help movement for people with addiction problems.

As part of the task „Active prevention of violence and addiction among children and adolescents,” the Municipal Social Welfare Center also plans to conduct a series of workshops:

1. Self-esteem as a tool against violence and addiction, or „I like me and you”

- Goal: Formation of the ability to see positive qualities, skills, abilities, talents in oneself and in others.

Scope:

- Self-esteem and its types,
- Techniques for building self-esteem,
- Factors that threaten self-esteem,
- Analyzing and evaluating one's behavior and personality traits.





2. Why do young people drink, smoke and take? - Assertiveness as the art of refusal

- Goal: Forming the ability to express oneself in a firm, gentle way with respect for oneself, as well as for the freedom and rights of another person - distinguishing assertive from aggressive and submissive behavior.

Scope:

- Refusal Training,
- Conformism as a social phenomenon,
- Ways to deal with social/peer pressure,
- Assertive communication according to the „O.W.P.S.” model,
- Witnessing difficult situations,
- The world seen through alkogoggles and narcogoggles - the harmfulness of alcohol and psychoactive substances on the human body

3. How to deal with stress, or „taming the enemy”

- Goal: To acquire the ability to recognize symptoms of stress in oneself, to deal with in difficult situations, practicing the ability to de-stress, and expanding the range of methods used to cope with tensions.

Scope:

- What is stress?
- Types of stress (motivating and destructive stress) - how to distinguish positive (motivating) stress from the harmful one?
- Symptoms and sources of stress - stressors,
- Styles and ways of coping with stress - how to deal with difficult situations and when to ask for help?

- How to deal with pressure at school?

The recipients of the workshop will be the following groups of residents:

1. Group Youth prevention leaders, i.e. young people aged 16 - 18 from the Zawiercie area, socially active, who are interested in their own interpersonal development and solving problems related to the phenomenon of violence and addiction among children and adolescents;
2. Group School prevention leaders, i.e. representatives of the following operating in Zawiercie: care and educational institutions, secondary and elementary school, psychological counseling centers (pedagogical and psychological staff, teachers);
3. Group Community prevention leaders, i.e. employees of social welfare units operating in Zawiercie, including social workers, family assistants, streetworkers;
4. Group Community prevention leaders, i.e. representatives of the following operating in Zawiercie: non-governmental organizations working with youth, organizations dealing with the subject of counteracting violence and/or addiction, as well as employees of child and family support institutions, employees of cultural and sports institutions and representatives of informal groups working with youth.

As part of this task, the Municipal Social Assistance Center in Zawiercie will also conduct a series of training sessions:

1. Children and adolescents as perpetrators of violence

- Goal: To gain knowledge about the phenomenon of violence and the mechanisms of violence at school and among the peer group.

Scope:

- Peer violence and legal aspects,
- Causes of aggressive behavior - theoretical approaches,
- Procedures and rules for dealing with cases of violence,
- Forms of violence and their consequences.

2. Children and adolescents as victims of violence

- Goal: To gain knowledge about the causes of peer violence and how to deal with it.

Scope:

- Models of the victim of violence,
- Ways to respond to violence against children and adolescents,
- Internet heist - phenomenon and response,
- Witnessing difficult situations.

3. Dangerous fad for stimulants

- Goal: To provide knowledge about psychoactive substances on the market, behavioral addictions and the effects of addiction.

Scope:

- Behavioral addictions - discussion of basic concepts,

- Drugs and legal highs - discussion of basic issues,
- Mechanism of addiction,
- Health and social consequences.

The recipients of the training will be the following groups of residents:

- Group Youth prevention leaders, i.e. young people aged 16 - 18 from the Zawiercie area, socially active, who are interested in their own interpersonal development and solving problems related to the phenomenon of violence and addiction among children and adolescents,
- Group School prevention leaders, i.e. representatives of the following operating in Zawiercie: care and educational institutions, secondary and elementary school, psychological counseling centers (pedagogical and psychological staff, teachers),
- Group Community prevention leaders, i.e. employees of social welfare units operating in Zawiercie, including social workers, family assistants, streetworkers,
- Group Community prevention leaders, i.e. representatives of the following operating in Zawiercie: non-governmental organizations working with youth, organizations dealing with the subject of counteracting violence and/or addiction, as well as employees of child and family support institutions, employees of cultural and sports institutions and representatives of informal groups working with youth.



Chapter IV

New infrastructure Economic Activity Zones

NEW INFRASTRUCTURE OF THE ZONE OF ECONOMIC ACTIVITY

The aim of this measure is to increase the economic growth of Zawiercie and improve its competitiveness against other cities, as well as to modernise the road infrastructure to the Economic Activity Zone. Thanks to this investment task, communication facilities will be created for residents and potential investors, which will contribute to increasing the economic potential of the city and reducing unemployment among residents.

The contract with the Contractor has already been officially signed. The contractor for the task is Drogomex Sp. z o.o., based in Pruszków. Under the contract, the Contractor has accepted to carry out construction work on: Sub-stage 1 of the investment - extension of the municipal road ul Podmiejska - Stage I, section from km. 0+000.00 (ZGK) to km. 1+230.60 as part of the task "Reconstruction, renovation and extension of ul. Podmiejska along with water infrastructure and sewerage infrastructure (from Zakład Gospodarki Komunalnej to ul. Rolniczej)."





Chapter V

New economic governance for Zawiercie

Establishment of a Local Career Centre for students and graduates

The Zawiercie labour market requires us to take measures that will result in a cadre of young workers gaining qualifications in various professions. The Career Centre for Students and Graduates, as part of the Local Career Centre operating at the Zawiercie Development Agency, is a place for school pupils and graduates. The centre will enable professional career counselling and planning cooperation with local entrepreneurs.

The Local Career Centre was established on 29 June 2022 and aims to provide comprehensive services to 400 students and graduates from the city of Zawiercie in terms of navigating the labour market, choosing individual development paths, as well as assistance in navigating the labour market or choosing the right education.

Professional career guidance will be provided to prepare students and graduates for conscious and independent decisions. Students and graduates will be encouraged to consciously and independently plan their careers and make educational and professional decisions, taking into account knowledge of their own resources and information about the labour market and education system.

Together with the Poviastarosty in Zawiercie, training courses will also be organised, which will equip young people with competences such as how to navigate the labour market, how to edit their application documents and how to present themselves appropriately during job interviews.

The main objective of the Local Career Centre is to retain young people on the local labour market and to help them find employment.

In the framework of the Local Career Centre are scheduled meetings of students and graduates from the city of Zawiercie with labour market advisors. They aim to consolidate the participants' knowledge in the field of conscious and independent career planning and making educational and professional decisions, taking into account the knowledge of their own resources.

Local forum for promoting entrepreneurship, innovation, labour market and vocational education - conferences

As part of this task, the Zawiercie Development Agency will hold a series of conferences related to the local labour market and career counselling.

Labour market:

September 2023.

1st conference: ‚Stay in Zawiercie - the local labour market‘,
22 September 2023,

Hotel Zawiercie,

October 2023.

2nd conference: ‚Career guidance and the modern labour market‘
20 October 2023,

Hotel Zawiercie,

November 2023

III conference: ‚The labour market in the process of change‘,
30 November 2023, Hotel Zawiercie,

December 2023

IV conference: ‚The labour market for young people, or everything you wanted to know, and you were afraid to ask‘,
12 December 2023, Hotel Zawiercie.

Vocational education:

May 2023.

1st conference: ‚Vocational education of the future‘ 26 May 2023, Hotel Zawiercie,

Conference II: ‚Vocational orientation without borders - professions of the future part I‘,
31 May 2023, Hotel Zawiercie,

June 2023

Conference III: ‚Vocational orientation without borders - professions of the future part II‘,
23 June 2023, Hotel Zawiercie,

IV conference: ‚Vocational orientation without borders - professions of the future part III‘,
30 June 2023, Hotel Zawiercie,

September 2023

5th conference: ‚Professionals needed right away - vocational training as a remedy for staff shortages in strategic industries‘, 29 September 2023, Zawiercie Hotel,

October 2023

VI Conference: ‚Employer - key partner in vocational education‘,
27 October 2023, Hotel Zawiercie,

November 2023

VII Conference: ‚Modern vocational education as a chance for a good start‘,
24 November 2023, Hotel Zawiercie.

Training for students on Navigating the labour market



The Zawiercie Development Agency, in connection with the implementation of a bilateral agreement with the Norwegian Partner as part of the implementation of the project entitled Local Development Plan for 2021-2030 financed from the funds of the Norwegian Financial Mechanism 2014-2021 and the state budget - organises training courses on the organisation of dual vocational education.

Taking into account the challenges of today's labour market, the needs of the economy and the opportunities available to Polish vocational education, the development of dual education seems to be an ideal solution. The acquisition of skills by young people through practical vocational training offered at the workplace is an effective way of improving employment opportunities for young people and thus supports a smooth transition from school to the labour market. Furthermore, through such an education system, young people at risk of early exclusion from the initial education process are already guaranteed an education pathway. Countries such as Norway, for example, where the vocational training system is co-shaped by entrepreneurs, do much better in supporting young people's entry into the labour market. This is because companies participate in the education programme development cycle and offer work-based learning. Dual training consists of vocational training organised by the employer and theoretical and general education in the school system. Among other things, it is characterised by the fact that it takes place in two locations. The enterprise and the vocational school are partners.

The dual system's combination of school and company-based learning provides many young

people with an opportunity for a successful future and facilitates the transition from school to work. Access to good and thorough learning not only contributes to the wages of future employees, but also protects them from long-term unemployment. Particularly for young people with a more difficult start to adulthood, dual education represents an opportunity to integrate into the labour market. The combination of practical learning, provided at a high level by workplaces, with a state-recognised diploma, enables graduates to enter the labour market quickly and achieve financial independence. This is a good motivation, providing prospects and hope for the future.

Dual education benefits all participants in the process and ultimately has a positive impact on the labour market and the economy as a whole. Pupils acquire practical skills that will actually be of use to them in their careers. Schools that offer dual training are perceived as having an attractive educational offer. They are therefore more popular with applicants.

Meanwhile, an entrepreneur who provides practical apprenticeships in his company can train young people according to his expectations and needs. In this way, he is potentially creating his future workforce. In most cases, companies that take on apprentices do not need to recruit for new employees. They can hire the best apprentices while saving on training and preparing outsiders for the job.

Practical apprenticeship at the employer's premises corresponds to the pillars of vocational education that determine the quality of vocational training and enables, among other things:

- Good theoretical preparation, providing vocational knowledge for the acquisition of various professions with a broad profile,
- Good practical preparation for the efficient execution of specific jobs, specialities, activities, tasks, operation of machinery, etc,
- Good social preparation, knowledge of labour relations in an enterprise (institution), organisation of workplaces, knowledge of and respect for a certain hierarchy and discipline in the workplace,
- High results in the formation of a positive personality of the young person.

As part of the project, a total of 12 training courses on how to navigate the labour market will be organised. Through them, 400 secondary school students will be trained.

Training topics:

- How to match your competences with job offers?
- Where and how to look for a job/
- How to gain first experiences on the labour market?
- Competences of the future - in which competences to invest?
- How to create an attractive CV?
- How to find strengths and match them to the job?
- Preparing for a job interview?
- Negotiating salary conditions?
- Self-presentation during a recruitment interview - how to make a good first impression,
- Planning a development/career path?
- Soft and hard competences?
- How do I find my career path?



URZĄD MIEJSKI

STOP
ZAWIĘCIE PRZECIW KOPALNI

Chapter VI

Improving the competences of the employees of the Municipal Council and the units of the Zawiercie Municipality

As part of the 'Zawiercie Local Development Plan 2021-2030', a series of training courses and workshops is being held to improve subject knowledge and soft skills for employees of local government units.

So far, employees of the City Hall and municipal units and companies and companies have taken part, among others, in a psychometric test of dominant talents and a training game on building a strong team. The test has made it possible to assess the intensity of 34 traits (talents), of which five are the most dominant. The effective use of talents makes it possible to work at the most efficient level possible.

Thanks to the project and funding from the Norwegian Financial Mechanism 2014-2021, the employees of the Town Hall and municipal units and companies will take part in a number of training courses, covering such topics as: public procurement, project management, administrative procedure code, labour code, office instructions, personal data protection in the public sector, audit, management control and risk management, enforcement of local taxes and fees, accounting and control of EU subsidies, carrying out and accounting for investments in TSU.

In addition, soft skills workshops will be held for the employees of the Town Hall and municipal units and companies, covering the improvement of interpersonal and organisational skills. The project will make it possible to conduct training among territorial self-government units' employees in, inter alia, effective conflict resolution, personal effectiveness in time and team task management, the importance of communication and its impact on the achievement of team and individual goals, effective handling of difficult and conflicting clients and good practices in servicing disabled clients. good practices in handling clients with disabilities.

No.	Type training	Number of training	Number of people	Number of hours training hours	Training implementation schedule
1	Workshop Programme to improve project management competences - full-time, 2-day training	5 training sessions (14 hours each), each attended by 16 participants	80	70	September 2023
2	Administrative Procedure Code in practice - taking into account the latest legal changes and case-law of the administrative courts - Full-time, 2-day training course	4 training sessions (12 hours each), 10 participants each	40	48	June 2023
3	Reform of the CPC - full-time, 1-day training course	2 training sessions (7 hours each), each attended by 15 participants	30	14	July 2023
4	Public information in local government practice - Full-time, 1-day training	4 training sessions (7 hours each), 10 participants each	40	28	July 2023

No.	Type training	Number of training	Number of people	Number of hours training hours	Training implementation schedule
5	Changes to the Labour Code in 2023. New scope of employee documentation, provisions in regulations, procedures and policies - discussion of sample documents - full-time, 1-day training course	4 training sessions (7 sessions each), 10 participants each	40	28	August 2023
6	Current guidelines for dealing with records in organisational units under the supervision of the state archives and producing archival materials - full-time, 1-day training	2 training sessions (7 hours each), each attended by 15 participants	30	14	August 2023
7	Clerical instruction in public administration. Traditional system and EZD - stationary training, 1-day training	2 training sessions (7 hours each), each attended by 10 people	20	14	September 2023
8	Practical analysis of personal data protection in the public sector - full-time, 1-day training course	4 training sessions (7 hours each), each attended by 10 people	40	28	September 2023

No.	Type training	Number of training	Number of people	Number of hours training hours	Training implementation schedule
9	Audit and control in the entity and proposed changes to the Public Finance Act from 2023 - full-time, 1-day training course	3 training sessions (7 hours each), each attended by 10 people	30	21	July 2023
10	Management control and risk management in a public institution - Full-time, 2-day training course	4 two-day training sessions (12 hours each), each attended by 10 people	40	48	October 2023
11	Accounting for the salaries of employees and contractors using the regulations in force from 1 January 2023 - full-time, 1-day training course	2 training sessions (7 hours each), each attended by 10 people	20	14	September 2023
12	Enforcement of taxes and local fees and other public law receivables. Changes in 2023 - full-time, 1-day training course	1 one-day training session, 7 hours, 10 participants	10	7	November 2023



No.	Type training	Number of training	Number of people	Number of hours training hours	Training implementation schedule
13	Revenue and expenditure of budgetary units. Recording, classification and reporting of budgets. Practical aspects - Full-time, 1-day training	2 training sessions (7 hours each), each attended by 10 people	20	14	October 2023
14	Controlling financial management, accounting and reporting in local authorities and their organisational units - Full-time, 1-day training	3 training sessions (7 hours each), each attended by 10 people	30	21	August 2023

No.	Type training	Number of training	Number of people	Number of hours training hours	Training implementation schedule
15	Accounting and control of EU subsidies. New EU perspective 2021- 2027 - full-time, 1-day training course	1 training session, one day, 7 hours, 10 participants	10	7	November 2023
16	Carrying out and accounting for investments in the municipality and its subordinates, taking into account the Polish Government, the Strategic Investment Programme and RFIL, as well as other sources, including grants - full-time, 1-day training	2 training sessions (7 hours each), each attended by 10 people	20	14	November 2023
17	Obligations of municipalities in the context of the law on money laundering and terrorist financing - classroom training, 1 day	2 training sessions (7 hours each) with 10 participants each	20	14	November 2023
18	Public procurement - the most important aspects in the light of current case law - Full-time, 1-day training course	2 training sessions (7 hours each), each attended by 15 participants	30	14	November 2023

No.	Type training	Number of training	Number of people	Number of hours training hours	Training implementation schedule
19	Public procurement - principles for the qualification of contractors in public procurement procedures - full-time, 1-day training course	2 training sessions (7 hours each), each attended by 10 people	20	14	January 2024



No.	Type training	Number of training	Number of people	Number of hours training hours	Training implementation schedule
20	Public works contracts with particular emphasis on changes to the contractor's remuneration due to defects in the project documentation and inflation - 1-day residential training course	1 training session, one day, 7 hours, 10 participants	10	7	January 2024
21	EU funds specialist - new programming period 2021-2027: - full-time, 2-day training	3 two-day training sessions (16 hours each), each attended by 12 participants	20	24	December 2023
22	Workshop Effective Conflict Resolution 2 days - classroom training	3 sesje szkoleniowe dwudniowe (16 godzin każda), w każdej weźmie udział 12 osób	36	48	October 2023
23	Warsztaty Efektywność osobista w zarządzaniu czasem oraz zadaniami zespołu 1 dzień - szkolenie stacjonarne	1 training session (8 hours each), each attended by 12 participants	12	8	December 2023
24	Workshop Personal effectiveness in time and task management of a team 1 day - classroom training	4 two-day training sessions (16 hours each), each attended by 12 participants	48	64	November 2023

No.	Type training	Number of training	Number of people	Number of hours training hours	Training implementation schedule
25	Effective handling of difficult and conflicting customers - building up an assertive attitude - Full-time, 1-day training	8 training sessions (7 hours each), 10 participants each	80	56	January 2024
26	Good practice in serving customers with disabilities - classroom training, 1 day	8 training sessions (7 hours each), k Good practice in serving customers with disabilities - classroom training, 1 day each with 10 participants	80	56	February 2024



Chapter VII

**Zawiercie for people
with reduced mobility
or communication**



W ramach tego zadania zostały zakupione i zamontowane urządzenia ułatwiające słyszenie (typu pętla indukcyjna) w punktach obsługi klienta Urzędu Miejskiego i jednostek gminy. Celem tego działania jest poprawa dostępności usług dla osób niedosłyszających dzięki systemowi wspomagania słuchu, umożliwiającemu odbiór nieskazitelnie czystego i wyraźnego dźwięku poprzez aparat słuchowy.

„Pętle indukcyjne są bardzo ważnym udogodnieniem dla osób niedosłyszających. Poprawiają ich komfort życia, dzięki selekcji najważniejszych informacji spośród innych dźwięków. Wykorzystują zjawisko indukcji elektromagnetycznej, z pomocą którego dźwięk z zastosowaniem pętli jest czysty i precyzyjny. Pętle ułatwiają życie osobom niedosłyszającym, dlatego ogromnie cieszy mnie fakt, że urządzenia ułatwiające słyszenie zostały zamontowane w punktach obsługi klienta JST na terenie Gminy Zawiercie” – mówi Damian Madejski, Pełnomocnik Prezydenta ds. Osób z Niepełnosprawnościami.



Chapter VIII

Summary

“The Zawiercie Local Development Plan 2021-2030 allows for the development of many effective technological and organisational solutions that can also be implemented in municipalities that are potential beneficiaries of the programme. Zawiercie is developing in terms of investment and social development. The multifaceted range of activities undertaken as part of the project results in more effective social activity and an improvement in Zawiercie’s competitiveness in relation to other cities. The benefit is primarily an increase in the quality of life of the community’s residents. Multi-person project teams are involved in improving the quality of life for various social groups. The project helps both those who find themselves in a difficult life situation (the homeless) and young people who need support and direction. Facilities for people with disabilities have been created thanks to the Norwegian funds. Employees of local government units have also benefited, as they have the opportunity to improve their professional competences and factual knowledge, which translates into more efficient customer service. In addition, the project gives young people a chance and makes it easier for them to take their first steps on the path to professional success.

AN INVESTMENT IN A YOUNG PERSON IS AN INVESTMENT IN THE CITY AND ITS DEVELOPMENT.

Cooperation with Norway enables the exchange of good practices, information and experiences in the area of organising cooperation between institutions, schools and employers, primarily in the field of dual vocational education. The project makes it possible to learn about pioneering solutions applied in Norway in the field of vocational education enabling people to find employment immediately after secondary school, or innovative technologies in factories and enterprises. Norwegian public institutions support local enterprises and new start-ups, and there is harmony between companies from different sectors of the economy, resulting in cooperation such as purchasing equipment for new facilities from local manufacturers. Companies apply the zero waste principle and maximise the potential of Norwegian renewable energy sources, taking care of the environment. Advanced technologies are found both in educational facilities with professional and modern equipment, as well as in enterprises introducing innovative production systems. Norway is also introducing a strategic response to professional needs in relation to the ageing population by teaching helping professions (e.g. caregiver, nurse) already at secondary school level.

The human factor is a very important component of the project 'Zawiercie Local Development Plan 2021-2030'. The teams involved in the project work for the residents and to improve their wellbeing. Thanks to the practical solutions developed, the project is delivering results in the form of:

- Effective bilateral cooperation with the partner country,
 - An effective system of support for residents through streetworking,
 - Investment benefits related to the reconstruction, renovation and extension of Podmiejska Street with water and sewage infrastructure,
 - Creation of a Local Career Centre for Students and Graduates, which will allow vocational activation of the city's young residents,
 - Strengthening the competencies of local government employees through a series of training courses to improve their substantive knowledge and soft skills.
- and soft skills,
- Facilities for people with limited communication skills through the installation of hearing aids such as induction loops at customer service points of local government units.



ABOUT ZAWIERCIE

Zawiercie is the capital of Zawiercie County. Called the gateway to the Krakow-Czestochowa Jura, it has a rich industrial tradition. After 1990, however, factories collapsed or underwent a serious crisis. In recent years, there has been a decline in the number of jobs, among others due to the liquidation of the Glassworks, the Zawiercie Cotton Industry or the Zawiercie Spinning Mill. The result was an increase in the level of unemployment and, consequently, an exodus of the population. In 1991, there were more than 57,000 people living in the town. Over the years, this number has been decreasing all the time and this is due, among other things, to the situation on the labour market. Young people are leaving the city in search of well-paid jobs, choosing larger cities. When they go away to study, they no longer return to Zawiercie. The main reason for this is the level of earnings, as well as the greater opportunities for professional development outside the city.

Despite the pandemic and the war in Ukraine, the objectives to be realised remain the same: counteracting the negative demographic changes - above all by attracting new investors and enabling the development of companies already operating in the Economic Activity Zone. An opportunity is provided by the so-called Norway Grants, which help, among other things, in the development of the zone and thus in the development of the entire town.

Another very important issue is the construction of new housing, and in this case the activities of the SIM SMS company, specifically the plans to build new blocks of flats in Zawiercie-Kromołów, are a milestone. in Zawiercie-Kromołów.

The attractive cultural and entertainment offer for families with children and young people should not be forgotten either. with children and young people. This is already taken care of by the MOK, the Zawiercie Library, the OSiR and the Old Bath Gallery.



THE NORWEGIAN FUNDS

The Norwegian and EEA funds represent Norway's contribution to a green, competitive and inclusive Europe.

Through the Norwegian and EEA funds, Norway contributes to reducing social and economic inequalities and strengthening bilateral relations with beneficiary countries from Central and Southern Europe and the Baltic Sea area. Norway cooperates closely with the EU under the European Economic Area (EEA) Agreement. Together with other donors, Norway has provided €3.3 billion in successive fund programmes between 1994 and 2014.

The Norwegian funds are exclusively funded by Norway and are available in countries that joined the EU after 2003. The Norwegian funds for 2014-2021 amount to €1.25 billion.

Priorities for this period are:

1 innovation, research, education and competitiveness;

2 social inclusion, youth employment and poverty reduction;

3 environment, energy, climate change and low-carbon economy;

4 culture, civil society, good governance and fundamental rights;

5 justice and home affairs.

For more information see: www.eeagrants.org, www.eog.gov.pl

Together we are working for a **green Europe,
competitive and **inclusive** Europe.**

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