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Draft

# Annual Work Programme 2014



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



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## Foreword

On 11 March this year, the Justice and Home Affairs Council of the European Union adopted the Agency's new Multiannual Framework (MAF). This Council decision lays down the thematic areas in which the FRA will carry out its tasks from 2013-2017. Compared to the previous MAF, the changes are not fundamental. The area "Roma integration" was added and the area "Participation of the citizens of the Union in the Union's democratic functioning" removed. "Compensations of victims" was changed into "victims of crime, including compensation to victims of crime".

Following the adoption of the new MAF, the Annual Work Programme (AWP) for 2014 was amended as regards its structure and content. With the newly included project EU MIDIS II the Agency will for the first time repeat a large-scale survey. The results of the survey will allow us to identify trends over time with respect to different groups' experiences of fundamental rights. It is intended to continue with this practice in the framework of the future work programmes of the Agency.

This AWP also includes enriched information on monitoring and evaluation activities, which will allow us to prepare the FRA for the upcoming systematic gathering of information and data related to its performance.

I would like to thank the FRA Management Board for their valuable feedback and diligent oversight of the drafting process.

Additionally, I would like to acknowledge the assistance of the numerous valuable comments received from our stakeholders.

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## Section 1 - Overview of the FRA

### 1.1 The mandate of the FRA

The **European Union Agency for Fundamental Rights (FRA)** has been set up to provide independent evidence based advice relating to fundamental rights, in the domain of Union law. The FRA's activities serve to promote fundamental rights and to support the EU institutions and Member States in raising the level of protection for everyone in the European Union.

The objective, the scope and the tasks of the Fundamental Rights Agency are set out in Articles 2 to 4 of Council Regulation (EC) NO 168/2007 establishing the FRA. To achieve this objective, the Agency collects and analyses data in order to provide independent, evidence-based assistance and expertise to EU institutions and Member States, as well as other human rights stakeholders.



*The objective of the Agency shall be to provide the relevant institutions, bodies, offices and agencies of the Community and its Member States when implementing Community law with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate.*  
(Council Regulation (EC) N° 168/2007 - Art.2)

The Agency situates its work in the wider context of the Charter of Fundamental Rights of the European Union. The purpose of the Charter is to strengthen the protection of fundamental rights in the European Union in the light of changes in society, social progress and scientific and technological developments. The Agency fulfills its tasks, as defined by its Regulation, by implementing specific projects and horizontal activities within the thematic areas of its five-year *Multi-annual Framework 2013-2017*, which fall broadly under different chapters of the Charter of Fundamental Rights. The thematic areas of the Multi-annual Framework are of a cross-cutting nature, as they have implications on fundamental rights in different chapters of the Charter.

According to Article 5 of its Regulation, the Agency may respond to requests from the European Parliament, the Council or the Commission for scientific research and surveys, conclusions and opinions on specific thematic topics at the request of the European Parliament, the Council or the Commission outside the thematic areas of the Multi-annual Framework provided its financial and human resources so permit. Such requests may also deal with legislative proposals and their compatibility with fundamental rights. However, according to Article 4 (2) of its Regulation the Agency's conclusions, opinions and reports may not deal with the legality of acts within the

meaning of an action for annulment or with the question of whether a Member State has failed to fulfill an obligation under the Treaty within the meaning of an infringement procedure.

In accordance with Article 9 of its Regulation and with the Agreement of cooperation between the Agency and the Council of Europe, the Agency will coordinate its activities set out in this Annual Work Programme with those of the Council of Europe. In particular, the Agency bases its work on the standard-setting of the Council of Europe and the outcome of its monitoring, as well as its relevant research and communication work. Likewise, the Agency's work aims

- (a) collect, record, analyse and disseminate relevant, objective, reliable and comparable information and data ...
- (b) develop methods and standards to improve the comparability, objectivity and reliability of data
- (c) carry out, cooperate with or encourage scientific research
- (d) formulate and publish conclusions and opinions on specific thematic topics and surveys, preparatory studies and feasibility studies
- (e) publish an annual report on fundamental-rights issue...also highlighting examples of good practice;
- (f) publish thematic reports based on its analysis, research and surveys;
- (g) publish an annual report on its activities; and
- (h) develop a communication strategy and promote dialogue with civil society, in order to raise public awareness of fundamental rights and actively disseminate information about its work.  
(Council Regulation (EC) N° 168/2007 - Art.4)

to feed into and support that of the Council of Europe.

The FRA cooperates with Union bodies, offices and agencies, Member States, governmental organisations and public bodies competent in the field of fundamental rights in the Member States, including National Human Rights Institutions, Equality Bodies, Ombuds institutions, and civil society organisations. The FRA takes in particular into account in its work reports and research initiated by the European Commission – for example, research under the EU Research Framework Programmes. This basis serves to avoid duplication and to enhance synergies between the work of the Agency and the Commission services. In addition, the Agency cooperates with the Organization for Security and Co-operation in Europe (OSCE), the United Nations and other international organisations. The Agency considers the output of the UN human rights system related to EU Member States, in particular resulting from the Universal Periodic Review, Special Procedures of the UN Human Rights Council and UN treaty bodies. In addition to the issues and activities related to the specific thematic areas outlined in the Multi-annual Framework, the Agency also carries out work on fundamental rights in general and undertakes activities which cut across the various thematic areas (transversal and horizontal tasks). These activities relate in particular to the Agency's activities on human rights awareness raising as well as its work with civil society in its Fundamental Rights Platform.



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## 1.2 Planning the work: integrated methodology and stakeholder engagement

In order to implement its long-term strategic approach the Agency has adopted a multi-annual planning method: its Annual Work Programmes are prepared three years in advance. Stakeholders start contributing to the Agency's Annual Work Programme at least two years in advance through systematic, continuous dialogue and consultation which continues throughout the planning process. Such a multi-annual planning approach allows the Agency to develop large scale multi-annual projects based mostly on fieldwork research. The consistency of the objectives and the mitigation of potential uncertainties related to long-term planning are regularly checked and revised. The Agency monitors and evaluates its activities on an ongoing basis providing its Management Board and main stakeholders with early and regular feedback on any essential changes in its projects. This long term planning approach allows the Agency to adhere to the limits set in its multi-annual staff policy plan and provides robust forecasts for procurement.

The Agency designs and implements its projects based on an integrated cross-departmental approach: cooperation and engagement with project stakeholders, research, analysis and the development of opinions and expert advice are undertaken in the departments Equality and Citizen's Rights (ECR) and Freedoms and Justice (FJ); communication and awareness raising activities, as well as cooperation and engagement with the Agency's key partners (such as National Liaison Officers, EU institutions, Fundamental Rights Platform, NHRIs, Equality Bodies and Ombuds institutions) are carried out by the Communication (CAR) department. Much of the Agency's work is carried out through multi-annual rolling projects to address more resource and time demanding issues. In addition, cross cutting activities allow the Agency to cover a broad spectrum of fundamental rights issues. In order to ensure a flexible implementation of the Work Programme, projects have been given priority according to the following model:

### FIRST PRIORITY

Projects that follow-up on past work, correspond to key EU priorities and are considered essential to complete work in a specific area

### SECOND PRIORITY

Projects which, although essential, could be postponed to next year owing to, for example, unforeseen requests by stakeholders

### THIRD PRIORITY

Projects that can be done only if funds become available in the course of the financial year.

## 1.3 The core activities of the FRA

### Providing evidence-based advice

The FRA provides evidence-based assistance and expertise to those who develop and implement policy and legislation at EU and national level supporting their work to fully respect fundamental rights. In this context, the FRA produces an annual report on fundamental rights in the EU and thematic reports on key fundamental rights issues, such as on discrimination, racism, access to justice, migration and asylum, homophobia, rights of the child, right to privacy, and data protection etc.

### Collecting and analysing data

The FRA collects and analyses official and non-official data on fundamental rights issues in the EU. Given the differences in data availability across the EU Member States, the Agency also develops methods to improve data quality and comparability. To address the paucity of data, and, in particular of comparable data, the FRA also conducts its own primary fieldwork research and surveys. All FRA reports go through a scientific and language editing process. All reports are drafted in English by expert staff in-house and translated into French and German, while many reports are also translated into other EU languages depending on stakeholder demand and availability of financial resources.

### Cooperating with key actors

The Agency engages systematically with a broad range of fundamental rights actors from international to local level. In this way, the FRA exchanges information and creates synergies with the work carried out by various human rights actors. Their feedback also allows the Agency to tailor its projects to policy needs and developments. The Agency also engages with civil society organisations from across the EU through its Fundamental Rights Platform.

### Communication and awareness raising

The FRA develops communication, multimedia, information and dissemination resources for specific target groups in order to inform about the results of its work. It also raises awareness of fundamental rights among the general public.



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## Section 2 - FRA ACTIVITIES IN 2014

### 2.1 Providing evidence-based advice

The Agency provides evidence based advice to EU institutions and Member States to support them in their efforts to fully respect, protect, promote and fulfill fundamental rights. This advice is provided in different ways, for example through conclusions and opinions based on its independent research, data collection and analysis; or by providing a specific opinion after request by the European Parliament, the Council or the Commission on a legislative proposal.

FRA conclusions and opinions, contained in its comparative reports, are addressed to the EU institutions and Member States. In addition, the work of the FRA supports the activities of other key actors, in particular the Council of Europe and international organisations, such as UNICEF, UNHCR, OHCHR, OSCE/ODIHR, etc., as well as regional and local authorities, National Human Rights Institutions, Equality Bodies and Ombuds institutions, as well as civil society organisations.

There is growing demand for more evidence based expertise from EU institutions both through informal consultations and formal requests requiring a Work Programme with the flexibility to respond to these, while continuing planned research projects.

### 2.2 Collecting and analysing data

Data collection and analysis on the situation of fundamental rights in the EU provides the basis for the Agency's assistance and expertise. In 2014 the FRA will carry out data collection activities on fundamental rights issues, as outlined below, which are often cutting across several areas included in the EU's Charter of Fundamental Rights.

Research activities are interdisciplinary articulating legal and social research. Comparative reports are mostly written in-house by expert staff. All publications follow a rigorous review process to ensure the highest possible quality involving the FRA's Scientific Committee, senior research staff, Heads of department and the Director and often external experts.

The Agency's departments work closely together so that results in one area, for example on asylum issues, inform the analysis in other areas, for example racism or child rights, and vice versa.

The Agency's research often spans into multi-annual rolling projects, when addressing more resource or time demanding issues or when substantial fieldwork research needs to be undertaken. In addition, horizontal activities allow the Agency to cover comprehensively a broad spectrum of fundamental rights issues and respond to needs that might arise during the year.

FRA research is policy driven and needs to be policy relevant. With this in mind, the Agency engages with key stakeholders both at the planning and at the implementation stages of projects to ensure that the work carried out actually corresponds to their needs.

Data are collected in two ways: as secondary source information or as primary data collection based on fieldwork. Data and information are collected across the EU through the FRA's own research network (FRANET), which is composed of contracted national focal points for each Member State (and Croatia), or through other contracted experts for particular projects.

Secondary sources include data and information from governmental sources, as well as from non-governmental sources such as academic research, civil society reports and studies, results of monitoring by international organisations, etc. The FRA's past work has established that secondary source data and information are often not available or not comparable on a range of issues; for example in the areas of recorded hate crime or discrimination complaints. Therefore, the FRA undertakes primary fieldwork research to fill this knowledge gap in key areas. Examples are the Agency's large-scale EU-MIDIS survey in 2009, its Roma survey in 2011 and its violence against women survey, which serve to fill a gap in current EU-wide data on particular fundamental rights issues.

For primary data collection, FRA experts utilise robust, scientific methods and in-house expertise, and work together with contractors in the development of research and the application of different methodologies when collecting data and information across the EU27 (plus Croatia).

FRA reports are drafted by expert staff in-house based on an analysis of primary and/or secondary data. In some cases, the analysis draws on background analysis and other deliverables developed by external contractors from various EU Member States. All reports go through a careful scientific and language editing process in-house to ensure the publication of readily understandable reports pitched towards diverse target audiences.

FRA reports are published in English, French and German as well as other EU languages, where applicable.

### 2.3 Cooperating with stakeholders and partners

FRA works closely with its partners at all levels of the European Union to ensure that its activities are relevant to current fundamental rights issues. FRA maintains close working relations with the European Union institutions - namely the European Parliament, the Council of the EU, the European Commission. It cooperates with its advisory bodies - the European Economic and Social Committee and the Committee of the Regions, as well as with a number EU Agencies (in particular Eurofound, Frontex, EASO, Europol, EIGE and CEPOL).



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FRA cooperates with the Member States of the EU, in particular through its network of National Liaison Officers (NLOs). NLOs are the main contact points for the Agency in Member States. Continuous exchange and regular meetings help to create a strong working partnership, which guarantees that information is shared and national needs are known and addressed as far as possible. In close cooperation with NLOs, the FRA will also reach out and disseminate FRA reports and other deliverables to national parliaments. At the national level, also National Human Rights Institutions, Equality Bodies and Ombuds institutions, civil society organisations working in the area of fundamental rights, and other institutions working on fundamental rights issues are important partners.

Finally, the FRA has a close working relationship with the Council of Europe, employing its standards in its work. A Cooperation Agreement determines the scope and nature of the cooperation. The FRA also cooperates with the United Nations system and the Organization for Security and Co-operation in Europe (OSCE) .

This cooperation with stakeholders and partners is essential in connecting the Agency’s projects and activities to the thematic priorities and decision-making cycles of the EU institutions, allowing the Agency to feed into key legislative and policy developments on fundamental rights in the EU. It enables the Agency to undertake its advisory role by providing evidence-based information, results, conclusions and opinions.

The Agency also has to ensure that its work is well coordinated with the work of other Agencies or bodies working at the European and national level on fundamental rights. In order to ensure FRA’s added value, its priorities and programmes aim at enhancing the consistency and coherence to fundamental rights work at both the European and national level.

society organisations also engage directly in the projects and activities of the Agency.

The Agency also undertakes human rights training with specific stakeholders helping them to develop their capacity to be more effective positive agents of change for fundamental rights.

## 2.4 Communicating and raising awareness

In 2014, the FRA will continue to raise public awareness on fundamental rights issues and disseminate information about its work, focusing particularly on communicating with its key stakeholders and partners.

All communication activities are based on the Agency’s Communication Strategy and, more concretely, on its Annual Communication Plan.



In order to ensure that its work has a real impact on policy FRA develops communication products, tools and services for institutions, organisations and actors who are human rights stakeholders to ensure they receive FRA products and services at the right time and in the most appropriate format. In this way the Agency ensures that it provides evidence-based, objective, relevant and useful data and information and advice in a user friendly style and format in a targeted and timely way.

Key tools and channels for the FRA’s communication and awareness raising include online, print and audio-visual tools and products, as well as events, personal meetings, information stands, and broadcast and print media.



In addition, the Agency needs to have ‘its ears to the ground’ being open to civil society. In this regard it has developed relations with civil society organisations such as social partners, professional groups, academics, practitioners, non-governmental organizations and experts. The FRA has established a specific cooperation network for its work with civil society, the Fundamental Rights Platform. Civil

## Section 3 – The FRA themes

### FREEDOMS

#### FRA's multi-annual framework for 2013-2017

- Immigration and integration of migrants, visa and border control and asylum
- Information society and, in particular, respect for private life and protection of personal data

#### 3.1 Immigration and integration of migrants, visa and border control and asylum

##### Policy background

The Treaty of Lisbon calls on the European Union to offer its citizens “an area of freedom, security and justice without internal frontiers, in which the free movement of persons is ensured in conjunction with appropriate measures with respect to external border controls, asylum, immigration and the prevention and combating of crime” (Article 2, the Treaty of the European Union). In turn, the Union is developing a common policy on asylum, immigration and external border control, based on solidarity between Member States, which is fair towards third-country nationals (Article 67, Treaty on the Functioning of the European Union). In parallel, the Stockholm Programme announces a set of measures to facilitate legal access to the Union, and to counteract illegal immigration without preventing access to protection systems by those persons entitled to benefit from them. In March 2010 the Commission presented concrete plans on how to implement the policy commitments of the Stockholm Programme. These constitute the basis for the activities envisaged by the FRA in 2013.



##### Previous work

In 2010-2012 the FRA has focused on border control, irregular migration and asylum. It has not addressed legal migration or visas. In 2013 the FRA will release a handbook together with the European Court of Human Rights on European law in the field of asylum, migration and borders.

In May 2010 a cooperation arrangement was signed with Frontex in order to support the Agency to mainstream fundamental rights. By engaging European Union Member States from the outset in its project work dealing with borders, the Agency intends to create an

environment which will allow for the discussion of sensitive issues with them, as well as with Frontex, before the final research products are published. Linked to this, the Agency is engaging in the area of human rights training. It has, for example, supported the process of updating the common core curriculum for border guards, which contains a list of knowledge and skills that each border guard must have. Two reports are expected to be released in 2013, one on the situation in the Mediterranean sea and a second report on respect for fundamental rights during border checks at airports and land borders.

In the area of irregular migration, the focus of the Agency's work has been on migrants in an irregular situation. Four reports were released in 2010 – 2011: one on immigration detention (a comparative legal analysis of all 27 EU Member States) and three on the rights of migrants in an irregular situation. The latter include a comparative report covering policies in all 27 EU Member States and two reports (on healthcare and on migrants employed in the domestic work sectors) covering 10 EU Member States. Among the issues to be addressed, the reports highlight the situation of those who are in practice not removed and remain in a situation of legal limbo.

In the area of asylum, The FRA has published three reports in 2010, two on asylum procedures (on the duty to inform applicants and on effective remedies) and one on the situation of separated children seeking asylum. These reports allow for the experiences of asylum seekers to inform the work of policy makers entrusted with the creation of a Common European Asylum System. At the beginning of 2011 the Agency published a thematic situation report on ‘The situation of persons crossing the Greek land border in an irregular manner’. The report involved a field visit to Greece to document and better understand the nature of the fundamental rights problem concerning irregular migrants, and to explore potential responses to the problem.



##### Future challenges

The current issues related to migratory movements based on economic push and pull factors, and the integration of security considerations and the need to respect fundamental rights will continue to characterise policy making in the areas of immigration and asylum for the years to come. To this end, the Agency will endeavor to ensure that the results of its research can feed constructively into this process, with the aim of underlining that the fundamental rights language concerning immigration and asylum, which is now inserted in policy documents and legislation, is put into practice.

##### Planned activities in 2014

In 2014, the FRA will build on the work done in previous years and use the results of its research findings to inform policy making processes at the EU level as well as operational activities by sibling agencies, in particular FRONTEX and the European Asylum Support Office, with whom the conclusion of a cooperation arrangement is planned. The Agency's project on extreme forms of labour exploitation which will



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be launched in 2013 will encompass victims of exploitation who are both EU and non-EU citizens. The findings of the research will be presented and disseminated in 2014. In addition, in 2014, the FRA envisages to continue its work on borders by undertaking further research into the fundamental rights implications of large IT databases established or planned at EU level. This project will also relate to visa policies, as it intends to cover also the Visa Information System.

### Expected impact

The overall goal of the FRA in the area of border control and immigration is for policy makers to consider respect for fundamental rights not as an obstacle to effective policies, but rather as a quality indicator. The FRA intends to achieve this by providing policy makers as well as practitioners with evidence on current practices and possible ways forward. Key stakeholders, including national authorities, as well as FRONTEX and EASO, are involved during the implementation of projects to ensure that the results are relevant and usable.

## 3.2 Information society and, in particular, respect for private life and protection of personal data

### Policy background

The increased availability and use of new technologies is having significant repercussions on legal and practical measures to guarantee the fundamental right to data protection. In order to take into account rapid technological developments and reaffirm the importance of data protection in the EU, the European Commission has proposed a wide-ranging data protection reform package in January 2012. The objective of the reform are three-fold: 1) to enhance the internal market dimension of data protection, 2) to increase the effectiveness of the fundamental right to data protection and put individuals in control of their data and 3) to enhance the coherence of the EU data protection framework. Once the reform will be adopted, the EU will have a stronger legal framework to guarantee data protection in a technological environment where privacy concerns are put into question. In parallel, the Council of Europe started its process to modernise the Convention for the Protection of Individuals with regards to Automatic Processing of Personal Data in close collaboration with the EU. In fact, given the global nature of challenges to privacy, the Stockholm Programme encourages the promotion of the Council of Europe Convention as a worldwide standard. In 2014 it is envisaged that overall data protection reform both at EU and Council of Europe level will be concluded.

### Previous work

In May 2010, the Agency' published a report on 'Data protection in the European Union: the role of national data protection authorities' reflects the main focus of its work to date. This report looked at the challenges for the EU's data protection system with respect to current deficiencies relating to the independence, effectiveness and capabilities of data protection authorities in different Member States. The report addressed the current lack of enforcement of the data protection system in some Member States, and also made reference

to research from surveys that has identified the public's lack of awareness of their rights in the field of data protection. In addition to this report, in 2011 the Agency responded to a request from the European Parliament to produce an opinion on Passenger Name Record (PNR); which served to update the Agency's previous opinion. Building on from other Agency reports in 2010 that sought to highlight and address deficiencies and good practices in the EU's fundamental rights architecture, in 2011 the Agency embarked on new research on judicial redress mechanisms and their use in the area of data protection. The research for this project was conducted in 2012, and the research results will be published in 2013. Alongside this project, in 2013 the Agency will prepare, a Handbook on European data protection law, bringing together the jurisprudence available at EU level (comprising the one from the ECtHR and the CJEU) with the one existing at national level. The Agency will put this Handbook together upon specific request of the European Commission and in cooperation with the Council of Europe and the European Court of Human Rights. Data protection was a theme of the three FRA Symposiums: in 2010, the independence of data protection authorities and their contribution to the European fundamental rights architecture was discussed; in May 2011, a dedicated workshop on data protection indicators was organised during the FRA Symposium on fundamental rights indicators. In May 2012, the FRA organised a Symposium on data protection focusing on the fundamental rights dimension of the data protection reform package proposed by the European Commission in January 2012. In October 2012, the FRA published its opinion on the data protection package in response of a European Parliament request for opinion on the fundamental rights compliance of the data protection package. In 2013, at the European Commission's request, the FRA analysed the current situation regarding funding and staffing of data protection authorities.



### Future challenges

The Charter of Fundamental Rights of the European Union has introduced data protection as a separate article (under article 8) to respect for private and family life (under article 7). This is a significant development in consideration of other key human rights documents, such as the European Convention on Human Rights, as it distinguishes data protection in its own right. This separate article reflects the fact that the Charter was drafted in 2000, and therefore has responded to developments and concerns resulting from a growth in use of new technologies and the implications of this concerning data protection and privacy. The challenge is how the EU's new legislative framework on data protection, including the Charter, can be assessed over the next few years with respect to people's enjoyment of their rights in the context of developing new technologies, and the extent to which the regulatory framework, including data protection authorities, is in a position to uphold these rights.



## Planned activities in 2014

The protection of privacy and personal data in the digital era raises fundamental challenges for the EU. With its unique working methods combining sociological and legal research, the FRA is in a position to provide evidence on current developments and targeted insights in specific areas. In 2014, the Agency will assess how data protection awareness and behaviour of internet users could be included in the scope of the Fundamental Rights Barometer – an EU-wide survey on trends in fundamental rights. More specifically, this module could explore how members of the public use information technology with respect to the frequency and type of personal information they divulge, their knowledge in consideration of data protection and privacy concerns, and whether they are aware of and have used data redress mechanisms. This project builds on the Agency's previous work, such as the 2010 report on the role of national data protection authorities in the context of the EU's broader fundamental rights architecture, and the results from the project on redress mechanisms in the field of data protection published in 2013.

## Expected impact

The Agency's work will complement that of, amongst others, the European Data Protection Supervisor and the Council of Europe, which are variously engaged in initiatives to uphold and promote data protection and privacy in relation to ICT. A key expected impact of the Agency's work is to provide evidence of the situation on the ground concerning internet users and data protection issues, which can serve to inform legislative and practical initiatives to promote and protect fundamental rights. At the same time, the Agency's work should ensure that promotion and protection of fundamental rights relating to data protection and privacy are not seen as barriers to the use of and growth in new technologies, but only serve as barriers in the context of unlawful activities that can jeopardise fundamental rights.

## **FREEDOMS** Corresponding projects fiches in the AWP2014

### Project fiche 4.1.1

Severe forms of labour exploitation ..... page 18

### Project fiche 4.1.2

Inter-agency cooperation and activities in the areas of borders, immigration and asylum .... page 19

### Project fiche 4.1.3

Biometric data in large IT borders, immigration and asylum databases - fundamental rights concerns. .... page 20

### Project fiche 4.2.1

Handbook on European data protection case law..... page 21

### Project fiche 4.2.2

Additional activities in the area of "Information society and, in particular, respect for private life and protection of personal data" ..... page 22

\*Third Priority project

# EQUALITY

## FRA's multi-annual framework for 2013-2017

- Racism, xenophobia and related intolerance-
- Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;
- Roma integration;
- The rights of the child

## 3.3 Racism, non-discrimination and Roma integration

### Policy background

Racism, xenophobia, anti-Semitism, Islamophobia, anti-gypsyism and related intolerances remain a concern across the European Union, as evidenced by the Agency's recent annual and thematic reports. In order to make up for the lack of official data on manifestations of racism and related intolerances the FRA launched in 2011 and 2012 several projects to document the situation, for example a survey of Jewish populations on anti-Semitism and its Roma survey.

In particular concerning the Roma, the FRA continues its work in response to the Commission Communication of April 2011, which was adopted by the Council in May 2011, tasking the FRA with providing data and background information that will feed into the Commission's annual report to the European Parliament and to the Council on progress on the integration of the Roma population in Member States and on the achievement of the goals. In addition, the Communication requests the Agency to work with Member States in order to assist them in developing monitoring methods which can provide a comparative analysis of the situation of Roma across Europe. In order to fulfil these tasks the FRA developed and implements a multi-annual programme of action that spans from 2012 to 2020, in the context of the EU's Europe 2020 goal of elimination of poverty and increasing social inclusion. This comprehensive multi-annual programme of action 2012 - 2020 addresses the key issues raised in the Commission Communication, the Council Conclusions and the targets set by Europe 2020, in particular regarding inclusive growth and its flagship initiative "European platform against poverty and social exclusion". The outputs of this programme (reports, data sets, country reports, and other deliverables) will feed into an annual factual FRA report, which will be timed to contribute to the Commission's annual assessment and policy report to the European Parliament and to the Council on progress made on the integration of the Roma population in Member States and on the achievement of the goals.



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### Previous work

The Agency collects, and analyses data, and it publishes relevant comparative reports on issues of discrimination on all grounds, and on the situation regarding racism, xenophobia and related intolerance. For example, since 2004 it publishes an annual update on the situation of anti-Semitism in the EU; in 2005 a report on racist crime and violence; in 2006 a report on the situation of Roma children in education and a report on Islamophobia, in 2010 a report on racism in sport, a report of a pilot study on the representation of minorities in



the press, etc. These reports fulfilled the FRA's strategic objectives in this area, including the cross-cutting area of children's rights; for example, FRA's specific strategic objective to identify and analyse access to quality education and quality health care for children belonging to disadvantaged groups, in particular for Roma and Traveller children. All these reports highlighted the paucity of reliable data in most Member States. In response to this lack of data FRA carried out and published in 2009 EU-MIDIS, a unique survey of migrants and minorities' experiences of racist discrimination and racist crime.

In 2011-12 FRA carried out a second survey of this kind focusing on Jews. Building up on its research on holocaust education the Agency developed in 2008 in cooperation with Yad Vashem a five year programme of human rights education raising awareness of young people about the universal lessons of the Shoah and other genocides and link these universal lessons to fundamental rights and values of the EU.

In regard to the Roma and in the context of its multi-annual programming the FRA completed in 2011 and published in 2012 results of a major pilot household survey of Roma in 11 EU Member States working in parallel with a UNDP/World Bank survey commissioned by DG Regional Policy. In addition, the FRA conducted interviews with several local authorities in the Member States covered by the FRA's research. In 2012 the FRA expanded its research to cover the remaining EU Member States, as part of its multi-annual Roma Programme.

In regard to discrimination on other grounds, FRA's strategic objective is to identify and analyse the situation of LGBT persons, as well as positive measures and practices to reduce discrimination on



grounds of sexual orientation and gender identity. FRA pioneered research work on other grounds of discrimination immediately after its establishment in 2007 leading in 2008 to a legal report and in 2009 a social report on homophobia and discrimination on grounds of sexual orientation and gender identity. In 2010, in collaboration with the Council of Europe (Office of the Commissioner for Human Rights), it updated the legal report. In 2012 FRA launched a survey on experiences of discrimination and victimisation of LGBT people in the EU and Croatia. The results of the survey were presented in May 2013. In addition, together with the European Court of Human Rights, the FRA has prepared a Handbook on European Non-discrimination

law, published in March 2011. In view of the EU's and Member States' obligations regarding the Convention on the Rights of Persons with Disabilities a FRA objective is to identify and analyse the treatment of people with disabilities and in particular the most vulnerable among them, such as people with intellectual disabilities.

In this context, FRA initiated work on disability developing in 2009 a legal study and carrying out in 2010 and 2011 pioneering fieldwork research on the situation of persons with intellectual disabilities and mental health problems in selected Member States.

### Planned activities in 2014

In 2014 FRA will continue to collect data on racism, update its annual overview report on anti-Semitism and disseminate the results of its work on racism and sport examining the possibilities of covering other grounds of discrimination. The Agency will also continue engaging with EU and national actors in activities concerning Holocaust education, particularly in a broader context of human rights education and efforts to preserve the memory of crimes committed by totalitarian regimes. It will complete its analysis and publication of the results of its 2012 survey of Jews and the results of its LGBT survey.

The linked research into the views and perceptions of 'public authorities' vis-à-vis LGBT will also lead to results in 2014.,.

FRA will also start to implement the EU-MIDIS II survey, part of which will be to collect data on the Roma in selected EU Member States, along with covering other immigrant and ethnic minority groups. Based on its previous work on the situation of persons with disabilities during 2013, FRA will further develop rights based indicators in close cooperation with the European Commission to examine how the rights of persons with disabilities are respected, protected, promoted and fulfilled in the EU through analysis of secondary data and by identifying and testing methods for collecting comparative primary data on choice and control for persons with disabilities across the European Union through fieldwork research.

### Expected impact

Each project aims at driving the relevant policy agenda forward by providing policy makers at EU and national level, and other stakeholders with evidence based advice. Work on racism, for example, aims mainly at the national and local level providing evidence as to the need, as a minimum, to implement EU law and develop effective measures to combat these phenomena, but, in addition, can also support civil society organisations in their advocacy work. The data collected in the context of discrimination against LGBT persons will also help member States in implementing Recommendation 2010 (5) of the Committee of Ministers of the Council of Europe on measures to combat discrimination on grounds of sexual orientation or gender identity. Work on multiple discrimination aims to sensitize policy makers, and medical practitioners, about the vulnerabilities resulting from the intersection of ethnic origin, age and gender in health care. Work on disability discrimination aims at supporting the development of more effective EU policies, but can also support national and local authorities and other actors in improving the life of disabled persons. The Agency's Roma programme will support the European Commission in its annual reporting, as well as national and local authorities, in designing



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effective and inclusive Roma strategies. Regarding local authorities, cooperation will be sought with the Council of Europe in the framework of the European Alliance of Cities and Regions for Roma inclusion.

### 3.4 The rights of the child

#### Policy background

The respect, protection, promotion and fulfilment of the rights of the child are objectives of the EU on which the Treaty of Lisbon has put further emphasis. All Member States have signed and ratified the UN Convention on the Rights of the Child, and Article 24 of the EU Charter of Fundamental Rights provides a clear political mandate for action on children's rights. The European Commission published in 2011 an ambitious EU Agenda on the rights of the child. Its purpose is to reaffirm the strong commitment of all EU institutions and of all Member States to promoting, protecting and fulfilling the rights of the child in all relevant EU policies and to turn it into concrete results. In the future, EU policies that directly or indirectly affect children should be designed, implemented, and monitored taking into account the principle of the best interests of the child enshrined in the EU Charter of Fundamental Rights and in the UN Convention on the Rights of the Child. The EU has implemented several initiatives, for example, child alert systems, funding instruments, etc, and tries to ensure the respect and promotion of children's rights in EU legislative and non-legislative actions (mainstreaming). The Commission's Communication notes a significant lack of reliable and comparable data, which hinders the development of evidence-based policies, and identifies as one key challenge the improvement of existing monitoring systems, establishing child rights-related policy targets, and monitoring their impact. It stresses that gaps in knowledge about the situation and needs of the most vulnerable groups of children should be addressed as a matter of priority. The Communication notes that this process will take stock of the child rights indicators developed by the FRA, which were developed on the request of the Commission to measure how the rights of the child are implemented, protected, respected and promoted across the EU. They are intended to guide the Agency's data collection and research, allowing it to develop evidence-based opinions and support the EU institutions and Member States when they take measures or formulate actions. The FRA in close cooperation with the Commission services will develop an ambitious programme on the rights of the child developing projects collecting data on the situation of children in the EU's justice systems guided by the Council of Europe's Guidelines on child friendly justice. In addition, data on children in vulnerable situations will be collected through other projects, for instance the survey on women's experiences of violence, which also covers their experiences as children, the Roma survey that has a particular focus on education, etc.



#### Previous work

The Agency started to work in this area by building up on its past work on Roma children in education. In 2007 following a request by the European Commission the Agency developed indicators for measuring the respect and protection of child rights in the EU. The Agency carried out this task in close cooperation with key institutional stakeholders, namely the Commission, the Council of Europe, UNICEF and Child on Europe. In 2009 the Agency published a report on child rights indicators and continued in the following years to refine and operationalise them. The Agency's work in this area is cross-cutting with many other areas of its work drawing from them, as well as contributing to them. The FRA pays particular attention in engaging children in its relevant research work. Building on this need for child-centered research the Agency carried out in 2009 and published in 2010 research on the situation and experiences of separated asylum seeking children interviewing a large number of boys and girls aged 12-18. In 2011 the FRA developed further its child rights indicators focusing on the issue of child friendly justice in judicial procedures and in 2012 conducted in close cooperation with the European Commission fieldwork research aiming to examine the experiences and views of practitioners in this field in order to assess the effectiveness of the relevant EU legislation on the ground.

#### Planned activities in 2014

Following up to the operationalization of its indicators and the fieldwork research based on interviews with adults carried out in 2012 in the area of child friendly justice, the FRA will continue in close cooperation with the European Commission its fieldwork research based on interviews with children themselves to investigate how child friendly are currently justice procedures that concern children. In parallel, the FRA will support the Commission's efforts to work with Eurostat and national statistical offices in order to develop justice related data disaggregated by age. Building on this work the Agency will cooperate closely with the CoE in developing a Handbook of European Case-law on the Rights of the Child. In the context of its work on child friendly justice, the Agency will develop, in close cooperation with Commission services, analysis related to the participation of children in judicial proceedings, insofar as its resources allow.

In the context of its work more broadly on child rights, the Agency will work closely with Commission services to further develop child rights indicators, proposing a set of core indicators, that are firmly grounded in the international standards set out in the UN Convention on the rights of the child and aligned with the OHCHR model for structural, process and outcome human rights based indicators. This work will be aligned to the FRA's overall work on fundamental rights and child rights indicators (see below) and will be carried out in close cooperation with Eurofound based on the cooperation agreement between the two Agencies and in the light of the Commission's 20 February 2013 Recommendation on Investing in children: breaking the cycle of disadvantage. In addition, this work will take into account and foster synergies with other initiatives underway such as the child well-being indicators developed under EU-SILC and child rights indicator-related work in DGs EAC, SANCO and RTD. The overarching



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goal will be gradually, as resources permit, to populate these indicators with data contributing to coherence of all child rights-related work on indicators by the EU.

### Expected impact

The findings of this research will inform developments in the EU as Member States take measures according to the CoE Guidelines on child friendly justice to improve the way children participate in judicial proceedings by providing evidence based advice and expertise, as well as contributing to the sharing of good practice.

## EQUALITY Corresponding projects fiches in the AWP2014

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## JUSTICE

### FRA's multi-annual framework for 2013-2017

- Access to justice;
- Victims of crime, including compensation to victims;
- Judicial cooperation, except in criminal matters;

### 3.5 Justice, victims of crime and judicial cooperation

#### Policy background

Justice is a field of dynamic development in the EU with ambitions to establish an area of justice. While 'justice' is not only related to criminal justice, it is envisaged that developments at an EU-level in the area of criminal justice in particular will require a stronger role for FRA in the field of data collection and analysis.

The Maastricht Treaty of 1992 (entered into force 1993) saw the introduction of criminal law provisions into selected areas of EU legislation. However, in the period between Maastricht and the Lisbon Treaty (2007, into force 2009), policy and legislative developments in the field of policing and judicial cooperation in criminal matters were relatively slow and limited to certain areas only. This situation reflected Member States' concerns to retain their sovereignty in sensitive areas, and the need for consensus in decision making in the area of police and judicial cooperation in criminal matters. While some notable legislative progress was made, for example with respect to the European Arrest Warrant (2000), other developments were insufficiently taken up at a Member State level; for example, the Framework Decision on the Standing of Victims in Criminal Proceedings (2001) and the Directive on Compensation to Crime Victims (2004).

With the entry into force of the Lisbon Treaty, the former pillar structure of the Union, including the 'third pillar' area of police and judicial cooperation in criminal matters, was largely removed – a development that requires a significant review and revision of policy and law with respect to pre-Lisbon instruments. Crucially, the Lisbon Treaty's introduction of qualified majority voting to all but a limited number of areas under the former third pillar will serve to streamline decision making in these areas. Developments in policing and criminal justice will have major implications with respect to fundamental rights; notably in relation to the Court of Justice of the European



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Union that will have, in time (late 2014, 5 years after the Lisbon Treaty entered into force), full jurisdiction to enforce decisions in the area of justice and home affairs. The Action Plan implementing the Stockholm Programme envisages a number of developments that are either directly or indirectly of key relevance for fundamental rights in this area; for example: a Communication on the Fundamental Rights policy, and reference to the FRA's multi-annual framework "to cover the domain of judicial and police cooperation in criminal matters". To this end, the Agency may be expected to play a needed role in the provision of evidence-based advice in these fields – related to criminal justice but also justice more broadly.

### Previous work

The FRA's Founding Regulation, being pre-Lisbon, excluded in part third pillar issues from the scope of the Agency's work by only allowing involvement upon request by the EU institutions. This necessarily restricted the Agency's activities in the fields of policing and judicial cooperation in criminal matters. As a reflection of these limitations, the Agency undertook projects focusing on access to justice in the area of civil justice — largely related to the area of non-discrimination. In 2011 the Agency published its first report on 'Access to justice in Europe: an overview of challenges and opportunities', which presented a broad overview of access to justice mechanisms and barriers at the international, European and national level with respect to the field of non-discrimination. As a reflection of the Agency's core thematic areas of work for the period 2007—2012, the report addressed the issue of effective access to redress for victims of discrimination, including the right to compensation and legal aid.



In 2012 the Agency published its second broad access to justice report. This was a study on the experience from complaints and support mechanisms in the area of non-discrimination, pointing out challenges and ways forward for EU equality law, including equality bodies.

Other projects by the Agency have looked at subjects that are directly relevant to policing and criminal justice matters as part of projects addressing the fundamental right of equality by means of exploring vulnerable groups' experiences of discrimination – including their experiences of policing; namely, the Agency's EU-MIDIS survey ('European Union Minorities and Discrimination Survey'), and, in particular, the specific results from the survey relating to minorities' experiences of criminal victimisation and policing. Notably, the survey collected the first EU-wide data on minorities' experiences of police stops. The results from this part of the survey were launched in the second half of 2010 as an EU-MIDIS Data in Focus report on 'Police Stops and Minorities', together with an FRA Guide entitled 'Towards More Effective Policing – Understanding and Preventing Discriminatory Ethnic Profiling: A Guide'. These reports have contributed towards the Agency's work in the field of human rights

training and policing, and complement the Agency's on-going work with FRONTEX concerning incorporation of human rights training in their common core curriculum as well as interaction with other JHA-agencies. In 2012 the FRA also launched two reports pertaining to hate crime: 'Making hate crime visible in the European Union: acknowledging victims' rights' and 'EU-MIDIS Data in Focus 6: Minorities as Victims of Crime'.

The FRA has also undertaken work related to human rights education more broadly, and has developed a manual on human rights training and policing. In addition, the Agency has embarked on a long-term project aimed at developing fundamental rights indicators, which includes indicators related to access to justice.

In 2012, the Agency also conducted an EU-wide survey on gender-based violence against women — including violence in childhood. This is the first EU-wide survey of its kind, having interviewed over 40,000 women across the EU. The first results from the survey will be launched in 2014, along with activities related to further analysis of the results as well as communication and use of the findings.

The data will document experiences of sexual, physical and psychological violence, including violence in childhood, in both the private and public domain (such as the workplace), as well as patterns of reporting and non-reporting by victims and their treatment by different victim support services. The data from the survey allows for analysis of results on multiple grounds as it collects – amongst other grounds – information concerning respondents' age, educational background and socio-economic position. In this regard, the Agency has been progressively moving into areas that directly relate to policing and criminal justice matters in relation to 'victims' rights', and, more generally, the scope of the Agency's work has been in a gradual process of transition to address different aspects of policing and criminal justice through the lens of non-discrimination.



As a reflection of this, the Commission's direct request to the FRA to undertake research on victim support services in the EU, specifically with respect to crime victims, is an indication of the role the Agency can play. With the Agency's revised thematic areas of work under its new multi-annual framework, from 2013, the fields of justice and victims of crime have also become increasingly central to the FRA's work.

### Future challenges

The post-Lisbon era has triggered a series of developments where the Agency could play a major role in ensuring a solid fundamental rights basis in key areas related to justice; not least, criminal justice. Notably, the Council Resolution of 30 November 2009, which sets out a six-part 'Roadmap for strengthening procedural rights of suspected or accused persons in criminal proceedings', presents a number of areas where fundamental rights need to be ensured. This six-part (A–F) Roadmap is well underway with a directive on rights in criminal



procedures related to interpretation and translation ('Measure A') and directive on right to information in criminal proceedings (letter of rights) ('Measure B') adopted. Subsequent Measures are planned in the Roadmap, and encompass several fields where fundamental rights compliance is essential and would warrant evidence from data collection and analysis to inform policy and legislative reform.

A parallel development is also the reform of victims' rights, for which work commenced by the Commission in relation to a 'Victims' Roadmap including the Victims Directive (adopted in 2012) that replaces the Framework Decision from 2001 on the standing of victims in criminal proceedings. This is complemented by other elements of the Roadmap, which was put forward by the Hungarian Presidency of the EU in March 2011 with the aim of providing concrete tools and practices for victims in addition to legislation. In this area, future developments concerning the Compensation Directive would also need to be taken into consideration in the FRA's work with respect to victims. The challenge for the Agency is to how to address areas in relation to fundamental rights and justice – with regard to both the Roadmap for suspects and defendants, and for victims of crime. These various aspects should not be seen as competing claims for justice – between suspects / the accused and victims – but should be addressed as part of a complementary fundamental rights 'package' forming the basis of the criminal justice system – which is an important message in itself.

Related challenges to access to justice include the issue of where to turn when rights are being violated and ensuring effective access to justice. A FRA project aimed at such problems was started in 2013 and will continue in 2014.

#### Planned activities in 2014

The Agency's work on support services for victims of crime, commenced in late 2011, is continued during 2014, with the intention that the results from this project can be complemented by the Agency's survey work that collects data on victims' experiences of reporting to various services.

For example; the fieldwork for the Agency's EU-wide violence against women survey was completed in 2012, and the results will provide a rich database for different users in consideration of women's experiences of violence, and with regard to policing and justice responses to violence against women in the context of core fundamental rights.

The outcomes feed into policy development aimed at effectively counter-acting violence against women. The results of other survey research by the Agency that variously addresses victims of hate crime will also provide input into the Agency's work on access to justice and victim support; namely, the survey on Jewish people's experiences and perceptions of anti-Semitism in selected Member States and the survey on Europe's LGBT communities. In addition, the Agency's work in the field of police training and fundamental rights will be able to utilise the results of the Agency's research-based work, in the above areas, in the development of core training material.

In 2014 the Agency will begin to work on the development of a EU wide survey on the majority population's experiences of fundamental rights in the EU, including their access to justice, which will encompass different areas of the Agency's work under the MAF.

The CLARITY project started in 2013 will continue in 2014, aimed at bringing clarity on where to turn when rights are being violated. A possible project is also considered on promising practices on improved access to justice, though, for example, widened legal standing, pro bono support, and e-justice. A further project relates to research on the extent and practical implications of the Article 16 in the EU Charter of Fundamental Rights, right to conduct a business, commenced in 2012 and which will continue into 2014. See also the Equality section related to children and justice.

#### Expected impact

Working closely with key stakeholders in the field of justice – and notably with other EU agencies such as CEPOL, Europol and Eurojust – the Agency intends to provide fundamental rights-centred evidence-based advice concerning the situation on the ground with respect to selected areas of EU policy, legislation and practice. In parallel, the Agency's work should feed into the policy and legislative processes of the European Parliament, Council and Commission – with the Agency becoming a key provider of robust, relevant and timely evidence-based advice on fundamental rights in the area of access to justice.

## JUSTICE

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## Cross-cutting projects or activities covering all MAF areas

### Section 3.6 - Networking and engagement with stakeholders

The Agency cooperates and has relations with a variety of stakeholders at the European, national and international level. The cooperation with stakeholders and partners ranges from formalised annual meetings and events such as the meetings with the National Liaison Officers, the NHRIs, Equality Bodies and Ombuds institutions to the hosting of the Fundamental Rights Platform. The Agency hosts a Fundamental Rights Conference, a Symposium and a Spring conference in collaboration with EU Presidency which bring together stakeholders from across the full spectrum of FRA's projects and activities.

The Agency has regular contact and consultations with the EU institutions and bodies, the Council of Europe, the United Nations and OSCE.

The work with the EU institutions will continue to be strengthened particularly the work with the European Parliament, the Council of the European Union and the European Commission. This relationship is vital to ensure that the Agency's outputs are policy relevant and linked to priority areas of the Union. In addition, the continuous feedback from the EU partners will support the tailoring of outputs. There is growing demand for more reactive services coming from the EU institutions, which request the Agency's fundamental rights expertise and assistance both through informal consultations and formal requests for opinions in the course of legislative and policy-making processes.

The Agency will also strengthen its cooperation with EU Member States through its network of National Liaison Officers to ensure that it effectively fulfils its function and role to provide assistance and expertise to Member States when they implement EU law. In this context, it will also strengthen the dissemination of its reports and findings to national parliaments.

The Agency will continue strengthening cooperation and look at further ways to engage National Human Rights Institutions, Equality Bodies, and Ombuds institutions closely in the projects of the Agency and to further enhance relevance of the FRA's work in relation to stakeholder needs, priorities and fundamental rights challenges on the ground.

The Agency will continue to consult and cooperate with civil society organisations including through the Fundamental Rights Platform.

The Agency will continue to broaden its cooperation with inter-governmental organisations, in particular with the Council of Europe, to achieve synergies in addressing mutual areas of concern and ensure that the Agency's work is shared and communicated across the various bodies and mechanisms associated with the IGOs

An additional dimension to the Agency's work is the development of its relations with Union agencies and bodies such as Eurofound, Frontex, Eurojust, EIGE, EASO and CEPOL. For 2014 FRA offered the coordination of the different networks of all EU Agencies including the Heads of Agencies.

Finally, the Agency will develop networking communities with key stakeholders to provide inputs into the Agency's work and follow-up on its findings. This component is cross-cutting all of the Agency's projects and will entail the use, adaptation and presentation of research outputs, as relevant to various target audiences. This should continue to strengthen the relevance of the Agency's work to meet the needs of its key stakeholders.

In the area of communication and awareness raising, cross cutting activities complement those related to particular projects. This includes information and awareness raising about fundamental rights issues, including in particular on the EU Charter of Fundamental Rights on the one hand, and information about the FRA and its work. Such cross cutting communication activities may address practical needs at events organised by FRA or others, such as information stands and presentations/speeches. Furthermore, FRA's communication work includes the production of factsheets and brochures, a visitor programme, working with Web and other online media and social media, media relations and media monitoring, and online documentation. For these activities FRA will further develop its stock management and will fine-tune its dissemination strategy. In the area of research, a number of activities are also cross-cutting, for example the work on fundamental rights indicators, the Annual Report, or ad hoc requests from the EU's institutions.

#### Objectives in 2014

- Develop and foster a close working relationship with European Union institutions and bodies, EU Member States, the Council of Europe, National Human Rights Institutions, National Equality Bodies, Ombuds institutions, other international organisations, civil society (Fundamental Rights Platform) and the research community;
- Cooperate closely with EU Agencies and coordinate their networks;
- Collect and disseminate relevant data and information;
- Contribute to ensuring fundamental rights in Union legislation and its implementation;
- Raise public awareness of fundamental rights and the EU Charter of Fundamental Rights
- Provide and actively disseminate information about FRA work.
- Communicating the Agency's assistance and expertise relating to fundamental rights to key stakeholders.



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- Identify strategic partnerships with stakeholders to advance fundamental rights

### Expected impact

- Better knowledge and understanding of fundamental rights issues among policy makers and other key stakeholders and partners
- The establishment of new partnerships, networks and communities working on fundamental rights
- The creation of new knowledge, know-how and practice related to fundamental rights
- The improved understanding of various issues related to fundamental rights
- Better informed policy on fundamental rights issues and where relevant changes to policy
- Timely response to ad hoc requests and needs by Commission, Council and Parliament (according to Art 4 of the FRA Founding Regulation) adding value to the EU's policy responses
- Improved quality and usefulness of FRA's Annual Report
- Increased profile of FRA to stakeholders and general public

### Future challenges

- Developing concrete fundamental rights indicators through data collection and reporting on the situation in the EU
- Increasing the impact of FRA's input to policy making at EU and national level

### Corresponding projects fiches in the AWP2014

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**ON-GOING** Project fiche 4.1.1

first priority

**Severe forms of labour exploitation****Description**

A June 2009 Europol report on trafficking highlighted that trafficking for labour exploitation has traditionally “not been a priority for law enforcement action, and in general terms has remained undetected” and that “there is a lack of definition at EU level of the degree of exploitation serious enough to constitute a crime”. In its conclusions the report notes that “this crime will continue to have a major impact upon the EU and, with the current financial climate, it is highly likely that labour exploitation in Europe will rise.

The Charter of Fundamental Rights of the EU prohibits in Article 5 slavery and forced or compulsory labour. Also, under Article 31 every worker has the right to working conditions which respect his or her health, safety and dignity. In addition, severe forms of labour exploitation are often accompanied by other fundamental rights abuses. Different groups of EU and non-EU citizens are vulnerable to severe forms of labour exploitation, which include work in sectors such as agriculture, construction, domestic work, restaurants, cleaning, entertainment and food processing, and can encompass a range of abuses, such as having to work extremely long hours or confinement in sub-standard accommodation without the freedom to leave. The phenomenon is assisted by informal recruiters and temporary employment agencies, which can play a role in leading workers into a situation of extreme labour exploitation.

The project will build on previous FRA research, in particular on the report on migrants in an irregular situation employed in domestic work, and will be linked to work relating to victims' rights and support. The Employers' Sanctions Directive (2009/52/EC) and the Trafficking Directive (2011/36/EU) will serve as benchmarks for the research. Where appropriate, also the draft Seasonal Workers Directive (COM(2010) 379 final) will be taken into account. Reports by the Council of Europe expert group on trafficking in human beings (GRETA) concerning EU Member States will be considered as a source of information. Because of the illegal nature of labour exploitation and the vulnerabilities of its victims – which include both EU and non-EU citizens – it largely remains undetected and unreported. If victims belong to ethnic minorities, such as the Roma, this factor will further impede their access to justice. At the same time, the absence of sufficient controls for investigation of severe forms of labour exploitation by authorities – such as labour inspectorates – means that these abuses remain hidden. Victims of severe labour exploitation have a right to assert claims for remuneration and compensation for violations of their rights as well as to instigate criminal proceedings. A lack of legal definitions or support can hinder victims' access to justice. It is apparent that this is an area that warrants further research on the nature of and responses to the phenomenon in the EU, particularly in areas other than sex trafficking – which has been researched more widely to date.

Furthermore the research will input partially to developing a “Tool assessing fundamental rights in anti-trafficking policy and related actions”, as per the “EU Strategy towards the Eradication of Trafficking in Human beings 2012-2016”. For this tool a comparative analysis of existing tools will take place in order to ensure a multidimensional approach to trafficking in human beings, and

specifically reflecting different forms of exploitation and relevant gender aspects thereof.

**Objectives**

- To collect information in EU Member States on the situation of victims of severe forms of labour exploitation in all 27 EU MS and Croatia, focusing on what factors allow victims of severe labour exploitation to access justice and what factors impede such access. To identify existing good practices that can serve as possible models for the identification of fundamental rights abuses in the field of extreme labour exploitation.
- To map legal and policy response to extreme forms of labour exploitation in Member States.
- Input to developing a “Tool assessing fundamental rights in anti-trafficking policy and related actions”, as per the ‘EU Strategy towards the Eradication of Trafficking in Human Beings 2012-2016”.

**Overall outputs**

- A report will be produced in 2014.
- Engagement with stakeholder groups in the development of the project and targeted outputs.

**Activities and results achieved so far**

In 2011 the FRA collected data and published reports on the situation of irregular migrants in the EU, where some issues of extreme labour exploitation were identified, in particular in the context of domestic work. In 2013, the research phase of the project began.

**Beneficiaries and target groups**

- Labour inspectorates, health and safety officers, recruitment and employment agencies, representatives of areas of work such as agriculture.
- EU agencies, including those working in the area of employment and living and working conditions.
- Member States

**Planned activities in 2014**

Finalisation of research component followed by reporting and stakeholder meetings as a follow-up to the completed research.

**Planned outputs in 2014**

- A report and translations
- Stakeholder meeting(s)

**Financial resources allocated to the project**

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	300.000 €	-	-
Prior years' budget total	650.000 €	-	-
Multiannual	YES		
Year of origination	2013		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*

**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS





**ON-GOING** Project fiche 4.1.2

first priority

## Inter-agency cooperation and other activities in the areas of borders, immigration and asylum

### Description

The FRA has completed several research activities in these areas during 2009-2013. The activities described are based on projects on the situation of irregular immigrants in the EU (2009-2012 Work Programmes); protecting, respecting, and promoting the rights of irregular immigrants in voluntary and involuntary return procedures (2009 Work Programme); Treatment of third-country nationals at the EU's external borders (2010-2012 Work Programmes); Border control and fundamental rights (2010-2012 Work Programmes); Access to justice for asylum seekers (2009 Work Programme) and the Handbook on European law in the field of asylum, immigration and border control (2012 Work Programme). These projects are also directly or indirectly linked to the commitments by the Agency resulting from the cooperation arrangements with FRONTEX and from the European Asylum Support Office (EASO) Regulation. On-going activities with FRONTEX will be continued and further developed, cooperation with EASO will be consolidated and initiated with the eu-LISA (EU Agency for large-scale IT systems).

### Objectives

- Issue ad hoc reports based on existing materials, when required and update selected publications, including the handbook on European law in the field of asylum, immigration and border control
- Make findings of the FRA available to policy makers in a proactive manner
- Share good practices and other findings resulting from FRA research at the right time to the right people
- Effective cooperation with FRONTEX, EASO and eu-LISA enabling them to benefit from the fundamental rights expertise that the FRA can offer

### Beneficiaries and target groups

- European Union institutions
- Frontex, EASO, eu-LISA and other EU JHA agencies
- Member States
- Legal practitioners (handbook)
- Council of Europe

### Activities and results achieved so far

- Ten FRA reports published on these themes and further three planned in 2013
- A joint handbook with the European Court of Human Rights will be released in several languages in 2013
- 2011 Fundamental Rights Conference identified a number of areas for further work by the FRA in the field of asylum, immigration and borders

### Planned activities in 2014

- Provide support to FRONTEX with regard to fundamental rights training;
- Offer expert advice to FRONTEX on issues relating to fundamental rights and support the Agency in the implementation of its fundamental rights strategy, in line with the FRA-FRONTEX cooperation arrangement;
- Implement the working arrangement with EASO and support the Office with expert advice when required;
- Establish cooperation with eu-LISA;
- Communicate research findings to EU institutions and deliver tailor-made input upon request;
- Draft legal opinions if requested by EU institutions
- Communicate research findings to key policy makers at national level and other relevant stakeholders, as appropriate
- Re-print existing reports as required;
- Update the handbook on European law in the field of asylum, immigration and border control.

### Planned outputs in 2014

- Assistance to FRONTEX in designing, planning and implementing training activities;
- Expert advice to stakeholders
- Comments provided to FRONTEX, EASO and eu-LISA on draft documents as requested;
- Selected publications (or parts thereof) updated.

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>330.000 €</b>	-	-
Prior years' budget total	330.000 €	-	-
Multiannual	<b>YES</b>		
Year of origination	<b>2013</b>		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**NEW** Project fiche 4.1.3

## first priority

## Biometric data in large IT borders, immigration and asylum databases - fundamental rights concerns.

### Description

The project will analyse the fundamental rights implications in collecting, storing and using biometric data for immigration, asylum visa processing and border control purposes. The EU has developed four large databases for the management of borders as well as immigration and asylum matters. Three of these databases (the Schengen Information System, the Visa Information System, Eurodac) contain (or will contain) biometric data, whereas this is not the case for the Customs Information System which mainly focuses on goods and means of transport. In addition, proposals for the "Smart Borders" package presented by the Commission on 28 February 2013, suggests the collection of biometric data and the use of new technologies to identify over-stayers and simplify the crossing of international borders of both EU citizens and third country nationals. The Visa Information System (VIS) contains data on admissible applications for short-stay visas. It became operational in North Africa on 11 October 2011 and is gradually deployed, region by region, until all consulates worldwide are connected. The "Smart Borders" package foresees the creation of a Registered Traveller Programme for "bona fide" travellers and the introduction of an Entry-Exit System to enhance security of the EU. It is presently possible to check the biometric data held in the VIS database against fingerprints at points of entry via the European Union Biometric Matching System and in the future this will be possible at exit as well. These tools must be based on common values including the rule of law and respect for fundamental rights as laid down in the EU Charter of Fundamental Rights. The newly established European Agency for the operational management of large-scale IT systems in the area of freedom, security and justice (eu-LISA) will play an important role in managing these systems.

### Objectives

The project will analyse the fundamental rights implications in collecting and using biometric data stored in various databases in the field of borders, visa, immigration and asylum. It will focus on those rights (e.g. asylum, freedom of movement, dignity, right to information, right to remedies) and privacy issues, to the extent they are not covered by EDPS. The project will therefore cover EU citizens as well as third-country nationals. The project will look at a number of challenges which may impact on fundamental rights. These include the quality of the fingerprints collected which impact on error rates and, for the smart border tools, on the ability of the person to cross the border. For example, manual workers or other persons whose fingertips are used as well as persons with certain disabilities may face problems in providing fingerprints of sufficient quality, which may impact on the time they spend at the border or on the decision to allow them to enter. Effects on persons seeking protection will also be examined. Possible positive effect on fundamental rights, such as the reduced need for ethnic profiling will be explored. It will also look at the fundamental rights implications of outsourcing the collection of

biometric data to private companies, and the fundamental rights safeguards that are in place.

### Overall outputs

A report highlighting the fundamental rights risks and also the possible benefits connected with the collection and management of biometric data.

### Activities and results achieved so far

No research has been carried out by the FRA on biometrics yet. The project will build on findings from the research carried out at the EU external borders in 2011 and 2012.

### Beneficiaries and target groups

The findings will inform the debate on the smart border package, which targets EU citizens and third-country nationals. The project's results will benefit the EC, the Council and EP, as well as the Council of Europe.

### Planned activities in 2014

The project should include a legal and policy analysis, reviewing the relevant EU legislation and action as regards the collection and management of biometric data, and how such legislation/action is implemented at national level. It would also take into consideration the updated Council of Europe interim report on the use of biometric data. In addition, targeted interviews with relevant key actors in selected EU Member States on the possible benefits and negative consequences of biometric data use with respect to fundamental rights could be considered. Depending on the progress of the "smart border" proposals, an online survey tool could be developed for possible use in 2015. The online survey would target business people and other frequent travellers on their perceptions of sharing personal biometric data in order to benefit from simplified border crossing procedures. The project will be implemented in close co-operation with EU institutions and bodies.

### Planned outputs in 2014

Publications planned for 2015

### Financial resources allocated to the project

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	50.000 €	-	600.000 €
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	2014		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



ON-GOING Project fiche 4.2.1

first priority

## Handbook on European data protection law

### Description

The protection of the right to data protection is guaranteed at several levels. At national level — national courts and data protection authorities are tasked to protect this fundamental right. At EU level, the Court of Justice of the European Union has developed an important body of case law based on Directive 95/46 and Article 8 of the Charter of Fundamental Rights of the EU. Likewise, the European Court of Human Rights has interpreted Article 8 of the ECHR as guaranteeing data protection.

The Council of Europe is modernising the Council of Europe Convention No. 108. At the EU level, in January 2012, the Commission has presented the EU data protection reform package, which reforms the current data protection rules. Both institutions are working in close collaboration in order to ensure that the reformed European data protection rules are compatible.

Against this background, through its research network and in collaboration with Data protection authorities at national level, Council of Europe/ECtHR, the European Commission, EDPS, Article 29 Working Party and possibly the CJEU, the FRA will prepare a Handbook which will synthesise the European and national law in this fast evolving area.

Once published the handbook could be kept up-to-date through the development of a dedicated web page.

### Objectives

The overall (long-term) objective of the project is to improve the implementation of data protection guarantees in the EU and, from the project partners view point, in the Council of Europe Member States.

The specific objective (short-term) is to raise awareness and knowledge amongst non-specialised judges and legal practitioners at national and European level, including judges, lawyers, and national data protection authorities on fundamental rights guarantees in the area of data protection. By providing an easy-accessible tool to legal practitioners, the Handbook will serve as a main point of reference in the area of European data protection law.

### Overall outputs

The result of the project will be the publication of a Handbook on European data protection law

### Planned activities in 2014

- Launch of the Handbook on data protection day 28 January 2014.
- Additional translation, if funds are available

### Planned outputs in 2014

- Meeting report

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>30.000</b>	-	-
Prior years' budget total	<b>365.000</b>	-	-
Multiannual	<b>YES</b>		
Year of origination	<i>2012</i>		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**NEW** Project fiche 4.2.3

first priority

## Additional activities in the area of “Information society and, in particular, respect for private life and protection of personal data”

### Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

### Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

### Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation to training events
- Development and update of indicators for “Information society and, in particular, respect for private life and protection of personal data”

### Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

### Planned activities in 2014

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

### Planned outputs in 2014

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**NEW** Project fiche 4.3.1

first priority

## Anti-Semitism: Data collection and analysis: holocaust and HR education and training

### Description

The Agency collects regularly existing data and information on the situation regarding anti-Semitism in the EU and has carried out a specific multi-annual project on Holocaust education. In 2011-13 in an effort to make up for the lack of official – and comparable – data on anti-Semitism across the EU it conducted a survey on Jewish people's experiences and perceptions of anti-Semitism in selected EU Member States. The issues covered include experiences of discrimination (direct, indirect and harassment) in key areas of social life, as well as experiences of criminal victimisation and hate crime. In addition perceptions of the extent of discrimination and hate crime were also explored, as well as awareness of legal remedies and victim support.

FRA will also continue to collect data and publish its annual update report on anti-Semitism based on existing data and information. In addition, it will continue engaging with EU and national actors in activities concerning Holocaust education, particularly in a broader context of human rights education and training, including efforts to preserve the memory of crimes committed by totalitarian regimes in pre-war and post-war Europe.

### Objectives

The overall objective is to provide evidence based advice to EU and national policy makers in regard to combating anti-Semitism effectively and raising awareness on preserving the memory of crimes committed by totalitarian regimes.

### Overall outputs

- Annual update on the situation regarding anti-Semitism in the EU
- Communication of the anti-Semitism survey results to key stakeholders
- Networking with relevant actors to raise awareness
- Developing relevant training and training material

### Beneficiaries and target groups

- EU institutions
- Member States
- Law enforcement officials and agencies
- Civil Society (incl. organisations representing the Jewish communities)

### Activities and results achieved so far

The Agency collects data regularly publishing them in the form of an update on the situation in the EU; in 2012 it completed a multi-annual project on Holocaust and human rights education with multiple deliverables and in 2013 it published the results of the anti-Semitism survey. In 2013 the Agency also conducted work on developing training modules for officials regarding fundamental rights drawing on European memory from the Holocaust and experiences of totalitarian regimes.

### Planned activities in 2014

Based on the data collected and analysed the Agency will publish its annual update on the situation concerning anti-Semitism in the EU. It will also communicate and discuss the results of its relevant survey work and the results of its past work on holocaust and human rights education and training, also by networking with key stakeholders.

### Planned outputs in 2014

- Data collection and analysis
- Publication of results
- Meetings with stakeholders
- Training

### Financial resources allocated to the project

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	75.000 €	-	-
Prior years' budget total	-	-	-
Multiannual			
Year of origination			

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS





**NEW** Project fiche 4.3.2

first priority

## Additional activities in the area of “Racism, xenophobia and related intolerance”

### Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

### Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

### Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation to training events
- Development and update of indicators for “Racism, xenophobia and related intolerance”

### Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

### Planned activities in 2014

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

### Planned outputs in 2014

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	-
Prior years' budget total	-	-	-
Multiannual			
Year of origination			

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**ON-GOING** Project fiche 4.4.1

first priority

## ROMA Multi-Annual Programme

### Objectives

The FRA in response to the 5 April 2011 European Commission Communication on an EU Framework for National Roma Integration Strategies up to 2020 developed a multi-annual programme of action comprised of several activities. The objective of these activities is on the one hand to support the European Commission in its relevant annual progress report to the Parliament and the Council and on the other hand to assist Member States in developing effective monitoring mechanisms to collect robust and comparable data.

A key element of the multi-annual programme is the Roma survey. The first wave covering 11 EU MSs was conducted in 2011 in close cooperation with the European Commission, UNDP and the World Bank. Results were published in 2012/13 as key benchmarks for measuring progress made in Roma integration in reference to key indicators of Europe 2020. The second wave will be implemented in the context of EU-MIDIS II measuring progress made in regard to the national Roma integration strategies on Roma integration.

Another element of the multi-annual programme concerns participatory action research which was initiated in 2013.

### Overall outputs

Surveys, analysis, reports, summaries, case studies, indicators, meetings, etc.

### Beneficiaries and target groups

- Roma and non-Roma communities
- Local authorities
- European Parliament
- EU Member States
- European Commission
- Civil society organisations
- European Council International organisations

### Activities and results achieved so far

In 2010 the FRA launched a pilot household survey of Roma in 11 EU Member States in parallel with a survey commissioned by DG Regional Policy, and implemented by UNDP and the World Bank. The FRA also interviewed representatives of several local authorities. Results were published in 2012 and research was expanded to additional MSs adopting the research methodology to the characteristics of their Roma populations.

In 2012 and 2013, the FRA also worked with Member States to develop monitoring methods which can provide a comparative analysis of the situation of Roma across Europe. It set up an ad-hoc working party of government officials from a pilot group of EU Member States and European Commission experts. The working party served to exchange experience on ways to measure progress of Roma integration.

In 2013 the Agency also launched qualitative research activities aimed at contextualising the survey findings and engaging Roma and non-

Roma directly, as well as public, and in particular local, authorities in selected communities across the EU.

### Planned activities in 2014

In 2014 the Agency will carry out the following research and stakeholder engagement activities:

- Collect data in the context of EU-MIDIS II covering Roma in selected Member States
- Continue its qualitative research;
- Continue working with Member States in developing appropriate indicators and data collection methods to monitor progress of Roma integration.

### Planned outputs in 2014

- Progress reports on the qualitative research (internal)
- Progress report on the cooperation with Member States (internal)

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	*	-	-
Prior years' budget total	1.350.000	-	-
Multiannual	YES		
Year of origination	N/A		

\* Budget is allocated within the project "EU-MIDIS II"

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**NEW** Project fiche 4.4.2

first priority

## Additional activities in the area of “Roma integration”

### Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

### Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

### Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation to training events
- Development and update of indicators for “Roma integration”

### Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

### Planned activities in 2014

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

### Planned outputs in 2014

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

**NEW** Project fiche 4.5.1

first priority

## EU-MIDIS II

### Project description

In 2007-2008 the FRA conducted the European Union Minorities and Discrimination Survey (EU-MIDIS) in response to a widespread lack of data on the experiences of immigrants and ethnic minorities in the European Union. This was the largest survey of its kind to date covering all 27 EU Member States and examining the experiences and attitudes of immigrants and other minorities, including Roma. In ten Member States EU-MIDIS also interviewed the majority population for the purpose of comparing key questions in the survey. The extensive face-to-face interviews in EU-MIDIS covered a number of topics, most importantly respondents' experiences of discrimination, victimisation and police stops. In addition to the main topics, the survey also collected a wide range of socio-demographic information on the respondents, allowing for a detailed analysis of the results.

As a follow-up to EU-MIDIS, which showed that Roma respondents were the most discriminated against group amongst ethnic minority and immigrant groups included in the survey, the Agency conducted a targeted survey on the Roma in 11 EU Member States in 2011 (together with UNDP). This survey asked a range of questions – some of which reflected areas covered by EU-MIDIS. The survey also interviewed majority population neighbours of the Roma (see fiche on Roma Multi-Annual Programme). In 2014-2015 the FRA will launch the second wave of EU-MIDIS to assess progress made over the past five years. The results will provide useful comparable data on the actual impact on the ground of EU and national anti-discrimination and equality legislation and policies. This can guide policy makers in developing more targeted legal and policy responses.

This second wave of EU-MIDIS will interview a range of ethnic minority and immigrant groups, including the Roma in selected Member States (where the first wave of the FRA's targeted Roma survey was carried out). EU-MIDIS II will cover core socio-economic indicators used in the first wave to assess changes over time, and it will focus on discrimination experiences and issues related to fundamental rights.

### Objectives

- To collect robust comparable statistical data that can support the EU in protecting the rights of persons with a migrant or minority background, including Roma;
- To further refine survey methodologies engaging with hard to reach population groups;
- To deliver project outputs of use to key stakeholders.

### Overall outputs

- Survey data collected – publication in 2015-2016

### Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States

- Civil society
- Local authorities
- Council of Europe ECRI
- UN CERD
- NHRIs/Equality Bodies

### Activities and results achieved so far

The project follows up on EU-MIDIS, which was carried out during 2007-2008, and which resulted in several publications that were targeted to key actors working in the field of anti-discrimination; such as Equality Bodies at Member State level.

The project also builds on the Agency's work with respect to the Roma – specifically providing data for the Agency's Roma multi-annual programme, which can be read alongside the findings for other minority groups that will be interviewed in EU-MIDIS II.

EU-MIDIS II will be the first time that the Agency has repeated a large-scale survey – which will allow for data on trends over time with respect to different groups' experiences of fundamental rights.

### Planned activities in 2014

- Start of survey development activities – questionnaire development, sampling, training of interviewers, piloting
- Cooperation with stakeholders.

### Planned outputs in 2014

- Meetings with stakeholders;
- Meetings with experts.

### Financial resources allocated to the project

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	2,000,000 €	581.000	550.000
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	2014		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

**NEW** Project fiche 4.5.2

first priority

## Rights of persons with disabilities

### Project description

The EU is party to the UN CRPD and, to the extent of its competences, has an obligation to monitor the respect, protection, promotion and fulfilment of the rights of persons with disabilities. In this regard the EU has put in place a monitoring framework composed of several institutions, including the FRA. In this context the Agency after consultation with stakeholders and its partners in the framework will collect and analyse relevant data, and in close cooperation with the European Commission, further develop indicators and benchmarks, complementing the work carried out by the Academic Network of European Disability Experts since 2008 on behalf of the Commission.

The collection and analysis of data will focus on issues of choice and control persons with disabilities are able to exercise over their daily lives and will cover areas identified in the European Disability Strategy. Choice and control is a key cross-cutting theme in the CRPD and the European Disability Strategy 2010-2020 for which the Agency has already carried out work in this respect through its project on the fundamental rights of persons with intellectual disabilities and persons with mental health problems.

The collection of data will take two complementary forms. One aspect of the identification and population of indicators relevant to the objectives of the European Disability Strategy and the periodic reporting by the EU on the Strategy and the UN CRPD. The indicators will be identified in close cooperation with the European Commission. The population of indicators will use data collected by FRA and where possible available comparative secondary data from a variety of sources, including EU-SILC and the LFS. The focus will be on barriers that persons with disabilities face when making choices about their lives. The second element would be to identify and test methods for collecting comparative primary data on choice and control for persons with disabilities across the European Union through fieldwork research. This could, for example, take the form of a panel survey enabling longitudinal research or a transnational survey. The methodologies and indicators developed could be used by Member States at the national level. An analysis of the data and indicators will be provided

### Objectives

- To collect data that can support the EU in monitoring the fulfilment of the rights of persons with disabilities in accordance to the UN CRPD.;
- To identify and populate indicators
- To refine methodologies engaging with persons with disabilities and their representative organisations in transnational research;

### Overall outputs

- Reports and other deliverables also of AWP 2013 project “children with disabilities”

### Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- EU monitoring framework under art.33 (UNCRPD)
- UN CRPD Committee
- Member States implementation and monitoring mechanisms set up under art 33 UNCRPD
- Professional organisations
- Civil society
- Local authorities
- Council of Europe
- NHRIs/Equality Bodies
- Service providers

### Activities and results achieved so far

The project follows up on work on the fundamental rights of persons with disabilities undertaken by FRA in 2009-2014. Up to date, FRA’s research focused on persons with intellectual disabilities and persons with mental health problems, as well as children with disabilities.

### Planned activities in 2014

- Data collection and analysis
- Cooperation with stakeholders, especially monitoring frameworks set up in the member states under art. 33.2 DRPD

### Planned outputs in 2014

- Meetings with stakeholders;
- Meetings with experts
- Preliminary results

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>650.000 €</b>	-	-
Prior years’ budget total	-	-	-
Multiannual	<b>YES</b>		
Year of origination	2014		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS





Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

**ON-GOING** Project fiche 4.5.3

first priority

## Surveying LGBT people and authorities

### Project description

The Agency will complete the project on discrimination and victimisation of LGBT persons. In 2012 and in 2013 the Agency carried out an extensive online survey and supplemented it by qualitative research that examined the views and experiences of public authorities and other duty bearers on LGBT related issues, including support to victims of discrimination and hate crime.

Hence, the project provided useful evidence to EU institutions and Member States in ensuring compliance with the relevant EU directives, the Charter of Fundamental Rights and the Council of Europe Committee of Ministers recommendation of 31 March 2010 on measures to combat discrimination on grounds of sexual orientation or gender identity.

In 2014 further analysis, communication and dissemination activities will be carried out .

### Objectives

This project provided data to enhance understanding of LGBT persons' experiences of discrimination and victimisation. The results are useful to policy makers, educational institutions, medical professionals, victim support organisations, law enforcement, including the judiciary, and LGBT organisations.

The objective of the project in 2014 is to complete the analysis of the results, and to communicate and disseminate findings to key stakeholders.

### Overall outputs

- Analysis, translations and publication of results.

### Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States professional organisations
- Civil society
- Local authorities
- Council of Europe
- NHRIs/Equality Bodies

### Activities and results achieved so far

The 2008 and 2009 FRA reports on homo- and transphobia have shown that LGBT discrimination and hate-motivated incidents, including expressions and violence based on prejudice and stigma, are a worrying phenomenon in the EU.

In 2012 the Agency carried out a major online survey documenting the extent and nature of discrimination and victimisation experienced by LGBT persons in the EU. In 2013 research on attitude and views of public authorities was completed. The data will be analysed, published and communicated in 2014.

### Planned activities in 2014

- Analysis and drafting of reports
- Translations and publication
- Cooperation with stakeholders.

### Planned outputs in 2014

- Reports and other deliverables
- Meetings with stakeholders

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>100.000 €</b>	-	-
Prior years' budget total	<b>110.000 €</b>	-	-
Multiannual	<b>YES</b>		
Year of origination	2012		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

**NEW** Project fiche 4.5.4

first priority

## Additional activities in the area of “Non-Discrimination”

### Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

### Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

### Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation to training events
- Development and update of indicators for the area “Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;”

### Beneficiaries and target groups

- European Parliament
- European Council
- European Commission
- Member States
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

### Planned activities in 2014

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

### Planned outputs in 2014

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;

**NEW** Project fiche 4.5.5

third priority

## Free Movement: an EU citizen's fundamental right

### Description

In spite of the many efforts taken to facilitate freedom of movement for its citizens and their family members within the European Union, there are still many instances in which EU nationals and their non-EU family members who have settled in another country are not entitled to the same treatment as host country nationals. Citizens whose EU rights are not reflected appropriately in national law face serious difficulties in accessing such rights as they would have to claim them through the judiciary. The objective of this project is to identify the barriers that prevent EU citizens from enjoying free movement across the EU. The project will cover EU citizens and their dependents, including those who are third country nationals.

In its EU Citizenship Report 2010 – Dismantling the obstacles to EU citizens' rights, the Commission identified 25 obstacles EU citizens still encounter in their daily lives when exercising their rights under EU law across national borders. Among them, a number of areas can be identified where more research is needed to clarify what the exact problems are. For example, burdensome and unclear procedures for the recognition of professional qualifications; barriers in access to trans-border healthcare: EU citizens residing in another Member State who fall ill or suffer an injury have the right to receive the same access to healthcare as nationals of that Member State; lack of clarity for EU citizens residing in another EU Member State regarding social benefits that should be claimed in the country of origin and/or destination.

### Objectives

To identify and analyse barriers that prevent EU citizens from enjoying free movement across the EU, focusing on issues, such as recognition of professional qualifications, trans-border healthcare, and recognition of social security. These obstacles were identified as particularly problematic by a recent Communication of the Commission on EU citizens' rights. The research will consist of preliminary fieldwork based on case studies involving local authorities and other key actors. The project will also seek to identify any promising practices in Member States that ensure enjoyment of fundamental rights for those residing in other EU Member States, including their access to social benefits to which they are entitled.

### Overall outputs

Data collection and analysis to identify barriers that prevent EU citizens from enjoying free movement across the European Union in selected areas.

### Activities and results achieved so far

This is a new area of research for the Agency.

### Beneficiaries and target groups

Commission, the Member States, EU citizens

### Planned activities in 2014

The project will start by selecting a number of localities in Member states for fieldwork research with public authorities and other key actors who are responsible for ensuring freedom of movement for EU citizens. In 2015 the research will consist of fieldwork interviewing EU citizens who have moved internally within the EU with respect to their experiences regarding freedom of movement.

### Planned outputs in 2014

- Collection of relevant data and analysis.

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	500.000 €
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	--		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**ON-GOING** Project fiche 4.6.1

first priority

**Children and Justice****Description**

In 2012 the FRA, in close cooperation with the European Commission engaged in qualitative fieldwork research through interviews with legal practitioners, including judges, lawyers and other officials involved in justice procedures to examine the extent to which justice processes are child-friendly and involve children in decisions concerning them. The work took into account the Council of Europe Guidelines on Child Friendly Justice and other relevant international standards.

In 2013 the Agency launched, in close cooperation with the European Commission, similar work regarding how the children themselves experience justice procedures.

**Objectives**

The objective of this project is to complement future data collection activities that will be undertaken by the Commission in order to support, by means of qualitative evidence, the future development of appropriate actions to fully respect, protect and fulfil children's rights.

**Beneficiaries and target groups**

- European Commission
- Member States
- CoE and other IGOs (e.g. UNICEF)
- Civil Society organizations, including professional association
- Specialised agencies
- Ombudspersons for children

**Activities and results achieved so far**

In 2009 FRA developed and published child rights indicators, which were refined and developed further in 2011 and 2012. The FRA published the relevant reports 'Child Trafficking in the EU' in July 2009 and 'Separated, Asylum-seeking Children in EU Member States' in November 2010. In 2011 the FRA mapped the availability of data regarding some aspects of the EU Agenda for the Rights of the Child. In 2012 the Agency carried out fieldwork research involving adults regarding the participation of children in justice systems and examined the requirements for conducting interviews with children in particular settings in EU Member States. In 2013 the FRA started research on children's experiences with court proceedings in EU Member States to explore their situation and status in relation to the various court proceedings and the physical environment in which their interaction with the court system is organised.

**Planned activities in 2014**

- Completing research activities.
- Analysis of results
- Preparation, drafting and publication of reports
- Cooperation with stakeholders.

**Planned outputs in 2014**

- Reports and other deliverables
- Meetings with stakeholders;
- Meetings with experts.

**Financial resources allocated to the project**

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	550.000 €	-	-
Prior years' budget total	515.000 €	-	-
Multiannual	YES		
Year of origination	2013		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*

**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**NEW** Project fiche 4.6.2

first priority

## Handbook of European Case-law on the Rights of the Child

### Description

Issues concerning the rights of the child are increasingly under consideration in cases before the European Court of Human Rights (ECtHR) the European Committee of Social Rights (ECSR) as well as the Court of Justice of the European Union (CJEU).

The project will consist in producing a Handbook, in co-operation with the ECtHR, the ECSR and the CJEU, on the case law of these institutions as it relates to the rights of the child, aimed at assisting legal practitioners in the EU and Council of Europe Member States (and beyond) in their work.

The project will aim to contribute to the implementation of the Council of Europe Strategy for the Rights of the Child 2012-2015.

### Objectives

The main objective of the project is to raise awareness and knowledge amongst judges and legal practitioners of fundamental rights guarantees concerning the rights of the child. The project will result in the publication of a Handbook which will provide judges and legal professionals at the national level, with an accessible summary and analysis - in selected EU languages - of the relevant case law of the ECtHR, the ECSR and the CJEU. The project will be done in co-operation with these institutions, the Commission and the CoE Secretariat.

### Overall outputs

Handbook on European case law

### Activities and results achieved so far

This project builds on the methodology followed in previous FRA-ECtHR projects which enabled the publication of Hand-books on European Case law in the fields of non-discrimination, asylum immigration and border control, and data protection. It will complement the FRA's sociological projects on child-friendly justice, and the FRA's work on the Rights of the Child and access to Justice more generally. Finally it will also contribute towards the FRA's continued support for the implementation of the Council of Europe Strategy for the Rights of the Child (2012-2015).

### Beneficiaries and target groups

-Legal professionals in the EU and Council of Europe Member States (judges, legal counsellors, public prosecutors, etc.)

-Public officials working for the EU, CoE and Member State administrations.

### Planned activities in 2014

- Analysis and selection of extracts from key judgements and decisions delivered by the ECtHR, the ECSR, and the CJEU highlighting the path of the case through the domestic courts and the manner in which EU law, the European Convention on Human Rights, the UN Convention on the Rights of the Child, the European Social Charter and other instruments in the field of the rights of the child were applied at the national and European level.
- Preparation of the Handbook for publication in co-operation with the ECtHR, the ECSR, the CJEU, the Commission and the Council of Europe Secretariat.
- Preparation for the translation of the Handbook into selected languages: the translation, publication and dissemination will be carried out during 2015.
- Specific stakeholder communication and awareness raising activities will be developed, including in Member States and in the framework of the Council of Europe Strategy for the Rights of the Child.

### Planned outputs in 2014

- Draft Handbook of European Case-Law on the Rights of the Child

### Financial resources allocated to the project

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	40.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	2014		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS





**NEW** Project fiche 4.6.3

first priority

## Additional activities in the area of “Rights of the Child”

### Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

### Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

### Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation to training events
- Development and update of indicators for the area  
“Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation;”

### Beneficiaries and target groups

- European Commission
- Member States
- NHRIs/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

### Planned activities in 2014

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

### Planned outputs in 2014

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	-
Prior years' budget total	-	-	-
Multiannual			
Year of origination			

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**ON-GOING** Project fiche 4.7.1**first priority**

## Existence and interpretation of the freedom to conduct a business

### Description

The freedom to conduct a business is a fundamental right under Article 16 of the Charter of Fundamental Rights. Article 16 is closely related to the 'surrounding' articles in the Charter, such as Article 15 on the freedom to choose an occupation and the right to engage in work, and Article 17 on the right to property. It is a right which has been developed by the Court of Justice of the European Union in a number of cases with reference to constitutional traditions in the Member States. Already early on in the history of the Luxembourg court, it was subject to interpretation in cases dealing with freedom to exercise economic and commercial activities and freedom of contract; as well as Article 119 (1) TFEU recognizing free competition. Related more recent cases concern, for instance, obligations on the part of internet service providers and balancing the right to health with Article 16.

Yet, little research has been undertaken in relation to the scope of this right and on its application on the ground. In 2011, the Commission asked the FRA to collect data and provide analysis on this issue. Following preparation through in-house research in 2012, the Agency investigated during 2013 the issues a person in the EU might face in setting up and conducting a business, including in different Member States than that of their nationality.

### Objectives

This project seeks to explore and map the extent and operation of one of the rights in the Charter that to date has received relatively little research attention. The scope of the right was identified through desk-research in 2012, and in 2013 the situation in practice in the EU Member States was assessed. Various elements of indirect discriminatory effects will be addressed through the research; for example, with respect to vulnerable groups such as immigrants and Roma, but also more 'main-stream' problems related to specific areas will be assessed.

### Overall outputs

The project will deliver a theoretical overview of the scope and components of the right as well as a comparative report on the actual situation.

### Beneficiaries and target groups

European Commission

Relevant regulatory agencies at national level

### Activities and results achieved so far

This project is a new strand (from 2012) in the activities of the FRA with an expert consultation held in the second half of 2012. Tangential work also includes collaboration with the European Investment Bank on human rights and business – in particular related to awareness raising and advice on human rights impact assessment.

The EU's Services Directive (2006/123/EC) on collection of data in respect of opportunities and constraints to conduct a business must be considered.

### Planned activities in 2014

- Completing research activities
- Analysis of results
- Preparation, drafting and publication of findings
- Cooperation with stakeholders

### Planned outputs in 2014

- Reports and / or other deliverables
- Meetings, as necessary

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>60.000 €</b>	-	-
Prior years' budget total	<b>250.000 €</b>	-	-
Multiannual	<b>Yes</b>		
Year of origination	<i>2012</i>		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**ON-GOING** Project fiche 4.7.2

first priority

**‘CLARITY’ (Complaints, Legal Assistance and Rights Information Tools for You)****Description**

This project will be undertaken in close consideration of the e-Justice Portal and seeks to complement the Portal with a simple, user-friendly tool guiding the user to the appropriate mechanism when rights are seen to have been violated. The tool must be compatible with the Portal so as to be able to draw on its information automatically.

With the entry into force of the Treaty of Lisbon and the EU Charter of Fundamental Rights becoming legally binding, expectations of people living in the EU have been raised. It has become common to turn to EU institutions and bodies for assistance and advice in resolving complaints of rights violations. However, it is often beyond the mandate of these bodies, beyond the scope of EU competence and/or beyond the scope of the Charter, to deal with these complaints (see European Commission’s 2010 and 2011 Reports on the Application of the EU Charter of Fundamental Rights).

Complementing existing tools, such as the European Commission’s e-Justice Portal, the CLARITY portal will provide online guidance to victims of fundamental rights violations and support organisations for such victims on where they can make a complaint at national level by mapping bodies providing victim advice and assistance – such as equality bodies, national human rights institutions, and ombudsperson institutions. This is important, not the least, in cross-border settings. The tool will be compatible with the e-Justice Portal so as to be able to share information automatically. Data collected specifically on where to turn for victim support through the Agency’s project on ‘Victim Support Services in the EU’, fiche 4.8.1, may also be presented using the tool developed for the CLARITY project. See also the technology section of fiche 4.7.5. – improving access to justice for people living in the EU.

**Objectives**

- Provide clarity to end-users, intermediaries, and professionals as to where complaints ought to be lodged
- Enable accurate information on the mandates and de-tails of complaint bodies.
- Encourage a more harmonised approach to information sharing on complaints that will improve comparability (cf. Commission Recommendation on the use of a harmonised methodology for classifying and reporting consumer complaints and enquiries - C(2010)3021 final)

**Overall outputs**

Creation of a pilot online tool that will allow for easy identification of the most appropriate (non-judicial) complaint body for a particular type of complaint. The user will be provided with basic information on that body together with a link and the possibility to lodge a complaint with that institution. Another way of seeing and labelling this tool would be as an ‘admissibility check list’.

**Beneficiaries and target groups**

- Victims of fundamental rights violations
- Organisations representing such victims
- National (non-judicial) institution with a human rights remit, such as equality bodies or national human rights institutions
- EU institutions and Member States

**Activities and results achieved so far**

From FRA’s EU-MIDIS and onwards, the Agency’s research findings show that awareness of rights as well as where to turn is a crucial obstacle to effectively exercising rights. Measures to address these shortcomings are needed at several levels, and this project seeks to support the work of other actors, such as the Commission, in this regard.

**Planned activities in 2014**

- Compilation of data and contribution to the European e-Justice Portal
- Consultations and cooperation with bodies providing ad-vice and assistance to victims

**Planned outputs in 2014**

- Dedicated online tool

**Financial resources allocated to the project**

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>100.000 €</b>	-	-
Prior years’ budget total	<b>50.000 €</b>	-	-
Multiannual	<b>Yes</b>		
Year of origination	2013		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*

**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**ON-GOING** Project fiche 4.7.3

first priority

## Gender-based violence against women: from childhood to adulthood

### Description

After consultation with key experts, including the CoE, the Agency developed an EU-wide survey on gender-based violence against women that encompasses childhood and adulthood experiences. Violence against women and girls continues to be a pressing problem in many EU Member States, which serves to undermine core fundamental rights such as dignity, access to justice and gender equality (amongst others). The impact of gender-based violence reaches far beyond the immediate individuals involved as it affects families, communities and the wider society, and has significant implications regarding the State's resources and ability to effectively address this social ill.

Existing research and criminal justice data show that the majority of incidents of this nature go unreported, and therefore the State is typically ill-informed about the extent and nature of the problem; which has implications for the development of policies and action concerning violence. To this end, the research provides the first EU-wide comparable survey data on gender-based violence against women, from childhood to adulthood, which can be used to inform policy developments and action in this area. The survey results can also offer useful guidance to Member States in their ratification and implementation of the CoE Convention on violence against women and domestic violence (Istanbul Convention).

Support for an EU-wide survey by the FRA on violence against women stems from the request of the Council under the Spanish presidency and a European Parliament Resolution of 26 November 2009, which was also referred to in Council conclusions of 8 March 2010. EIGE has become progressively operational since 2009 but was not able, at the outset of this study, to develop and launch such a project. To this end, FRA has drawn on its own expertise in the field of survey research, and has worked together with EIGE to ensure that they are incorporated in the project's development. The research carried out by EIGE in 2010-2013 on the sources of secondary data on domestic violence, the extent and nature of victim support services, and on good practices in addressing domestic violence, provides contextual information which can be taken into account when drawing conclusions from the results of the FRA survey.

### Objectives

For the first time the project will provide comparable data on the nature and extent of violence against women in the EU27 and Croatia. The survey aims to offer policy makers and other stakeholders in the EU, and at national level, with evidence necessary for developing legislation and policies to address violence against women through prevention of incidents, protection of victims and prosecution of offenders; including with a view to ensuring compliance with the Council of Europe Convention on violence against women and domestic violence. The data collected and analysed under this project will be of relevance to the future monitoring mechanism to be set up once this Convention enters into force.

### Overall outputs

The results will be communicated through a series of reports, following the approach developed for the EU-MIDIS survey.

### Beneficiaries and target groups

- Member States
- European Commission, and other EU bodies and agencies
- IGOs (UN, CoE)
- Victim support organisations
- Civil Society

### Planned activities in 2014

Based on the results from the survey, the Agency will publish the results and, in particular, develop deliverables for practitioners and authorities working in the area of violence against women; these will consist of deliverables such as: a handbook addressing reporting and non-reporting by victims, which is targeted at victim support and police practitioners; a paper on the fundamental rights and cost implications of violence against women (for example).

The first project results will be published in 2014.

The Agency will undertake a series of meetings with policy makers, frontline organisations and the Council of Europe to increase the impact of the survey results, which will be linked to the project's communication strategy.

### Planned outputs in 2014

- Data analysis
- Publication of results
- Meetings with stakeholders, as necessary

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup>	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>160.000 €</b>	-	-
Prior years' budget total	<b>3,865,300 €</b>	-	
Multiannual	<b>YES</b>		
Year of origination	<b>2010</b>		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**NEW** Project fiche 4.7.4

first priority

## Fundamental rights barometer - establishing a EU-wide survey on trends in fundamental rights

### Description

The Agency will establish a rolling survey (repeated every five years) that will inform the policies and debate on fundamental rights in the EU by providing trends on fundamental rights outcomes on the ground - the FRA Fundamental Rights Barometer. It will be the first EU-wide survey to produce comparable trend data on people's experiences of fundamental rights over time (through each successive round of the survey). The survey programme will consist of a core module, which will measure key fundamental rights indicators on a repeated basis, setting up a benchmark measure for the fundamental rights situation in the EU. The core module, repeated every five years will collect data on a wide spectrum of fundamental rights issues, such as freedom of movement, data protection, discrimination on different grounds and rights awareness – where data is not available through Eurostat, Eurobarometer or other existing EU-wide surveys. The core module can be accompanied by additional modules, which will serve the data needs of other specific FRA projects, as relevant – for example, with respect to data on the rights of the child. The survey design could also explore how additional booster samples could be incorporated in different rounds of the survey, which would be undertaken in specific Member States to address their specific needs through targeted questions with certain groups (such as minorities) or the general population. The first stage of the project, to take place in 2014, will consist of survey development and pre-test activities, which will be necessary for the implementation of the first round of the full-scale survey data collection in the EU27 and Croatia at a later stage.

### Objectives

The survey aims to make up for the current deficit in robust and comparable data on most fundamental rights areas in regard to the general population's experiences of a range of rights 'on the ground'. Subsequent waves of the survey (every few years) will allow for the first time the identification of specific trends over time, which will support EU and national policy makers in making evidence based decisions regarding future legislation and resource allocation. The results will also fill the FRA's data needs in regard to other specific projects.

### Overall outputs

- Pre-testing and development of a technical report
- Identification of core areas for data collection that can serve to inform the FRA's Annual Report and key projects.
- Development of proposals to visualise the data results using interactive tools (maps, etc.) on the FRA's website.
- Approval of the survey instrument – depending on the outcome of the test phase and the expert and stakeholder consultations.

### Activities and results achieved so far

The Agency has carried out survey research on discrimination and hate crime against immigrants and ethnic minorities, LGBT people and

Jews, as well as a survey on women's experiences of gender-based violence and the situation of the Roma. These surveys have been important contributions to address the data gap concerning various ways in which people's fundamental rights are realised, or not, on the ground. However, they have been limited to providing a snapshot concerning a small selection of rights and affected groups, and have not focused on the experiences of non-minority populations.

### Beneficiaries and target groups

EU Institutions, Member States, Equality Bodies and NHRIs, Council of Europe, OHCHR and the Human Rights Council.

### Planned activities in 2014

The project activities in 2014 will concentrate on developing a solid methodology and substantive content structure as a basis for the survey's implementation in the coming years. The content and scope of the survey will be established through consultations with survey experts and selected stakeholders - including (for example) Equality Bodies and National Human Rights Institutions, the European Commission (including Eurostat), Council of Europe, and the UN Office of the High Commissioner for Human Rights. These consultations will assist in outlining a survey strategy, which will be the roadmap for the coming years in terms of guiding the development and execution of the survey - ensuring that the survey fills a gap in existing evidence, which can be used to inform policy, and does not duplicate data collection in other fields. The FRA Fundamental Rights Survey will consist of a set of core questions (which would be repeated every five years for the purpose of a trend analysis) and additional modules that will support the data needs of specific FRA projects and stakeholders.

### Planned outputs in 2014

Results of the stakeholder and expert consultation activities will inform the development of the survey strategy and the draft questionnaire for the survey (containing the core questionnaire and additional modules)..

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>20,000</b>	-	-
Prior years' budget total	-	-	-
Multiannual	<b>YES</b>		
Year of origination	<b>2014</b>		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS





NEW

Project fiche 4.7.5

first priority

## Additional activities in the area of “Access to Justice”

### Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

### Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

### Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation to training events
- Development and update of indicators for the area “Access to Justice”

### Beneficiaries and target groups

- European Commission
- Member States
- National Human Rights Institutions/Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

### Planned activities in 2014

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

### Planned outputs in 2014

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



NEW Project fiche 4.7.6

third priority

## Improving access to justice for people living in the EU

### Description

The project focuses on identifying ways to improve access to justice, beyond existing traditional structures. At first glance, the following three areas could be central for analysis and exploration with a view to propose promising practices:

1. empowerment through broadened legal standing - for example public interest litigation, complaints filed by NGOs on behalf of one or several individuals, 'collective redress' etc. - that removes practical obstacles for the individual(s) and reduces the burden or stigma of complaining;
2. 'private' initiatives such as the involvement of legal clinics and amicus curiae ('friends of the court', i.e. third party intervention with research, legal advice, or the like) that could increase the quality of legal arguments through external contributions and/or reduce the costs for the parties concerned with contributions from civil society, academia, and pro-bono lawyers;
3. e-justice technology and other innovations that facilitate access to complaint / redress mechanisms, while also ensuring sufficient safeguards for 'non-e-users' and their access to justice – with careful consideration of and coordination with the European e-Justice Portal (see also fiche 4.7.2 - CLARITY)

Such examples have helped to improve access to justice in EU Member States and beyond, not least in times of economic austerity. Legal and social mapping of the application of such initiatives in various fields (not only fundamental rights) and in relation to various mechanisms - including assessments based on fieldwork (qualitative research) of how such examples have or have not contributed in practice to people's ability to effectively access justice - would be envisaged.

### Objectives

Expanding on ideas raised in existing FRA research under various MAF areas and further explored during the 2012 FRA Fundamental Rights Conference, this project will focus on changes aimed at facilitating 'primary' (in the sense of initial, 'first port of call') access to different types of redress / complaint mechanisms in order to provide an effective access to justice.

### Overall outputs

The project will deliver a comparative and analytical overview on promising practices with impact analysis.

### Activities and results achieved so far

Under the general heading of improving access to justice, the suggested three focus areas (empowerment, 'private' initiatives and technology) of this project is based on FRA and other research, in line with areas that are of high policy and practical relevance in the EU. The project's selection for improved access to justice would strengthen ties with access to justice components of other FRA

projects, such as those related to disability, asylum, data protection, and children.

### Beneficiaries and target groups

EU Member States seeking to improve access to justice and EU institutions trying to strengthen implementation of EU law.

Civil society organisations, including professional associations, applying or advocating change.

### Planned activities in 2014

Collection of data and analysis of innovative practices across the EU that aim at improving access to justice.

### Planned outputs in 2014

- Data collection and analysis
- Design and implementation of on-line survey
- Expert and stakeholder meetings

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	500.000 €
Prior years' budget total	-	-	-
Multiannual			
Year of origination			

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



ON-GOING Project fiche 4.8.1

first priority

## Victim support services in the EU: An overview and assessment of victims' rights in practice

### Description

In 2011 the European Commission presented a victims' package aimed at ensuring equal rights to victims of crime across the EU – a communication on strengthening rights of victims along with a series of legislative measures. Parallel to this the Hungarian Presidency of the Council of the European Union during the first half of 2011 proposed a Roadmap with five measures, ranging from revision of existing legislation, adoption of new legal instruments, and recommendations on practical measures and best practices related to rights of victims.

A core component in meeting the rights, and needs, of victims is the provision of adequate victim support services in the EU; services that can provide victims with information and support at different stages, which can range from practical advice about how to claim compensation through to support when going to court.

Through a combination of primary research and secondary data analysis, this project looks at victim support services across the EU.

### Objectives

First independent overview of targeted victim support services in the EU Member States, with a review of current practices and gaps aimed at providing constructive data and analysis to the legislative process and advisory services of the EU institutions.

### Overall outputs

- Comparative report with promising practices
- Development of interactive web-based map of victim support services at Member State level (see fiche 4.7.2 – CLARITY)
- Meetings with stakeholders

### Beneficiaries and target groups

- The EU institutions
- Victim support services
- National authorities with a responsibility concerning victims
- Civil society organisations engaged in victim support

### Activities and results achieved so far

The project builds on data collected and analysed during 2012 and 2013 in the course of the project, and draws extensively on the Agency's large-scale survey research; including surveys conducted by the Agency in the area of violence against women, LGBT persons, and anti-Semitism.

### Planned activities in 2014

Additional analysis and reporting of research results.

### Planned outputs in 2014

- A comparative report
- Possible targeted reports
- Expert meetings

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>30.000 €</b>	-	-
Prior years' budget total	<b>450.000 €</b>	-	-
Multiannual	<b>YES</b>		
Year of origination	2012		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**NEW** Project fiche 4.8.2

third priority

## Rights of crime victims to have access to justice – a comparative analysis

### Description

What are the rights of victims of crime in practice in relation to access to justice? An in-depth comparison of the situation of victims in a selected number of EU Member States, which represent different legal systems and traditions, will be undertaken. The research will be done at three levels and will present results that can feed into the EU's Victims' Roadmap with respect to:

1. Legal level: What are the rights of victims to engage with the criminal justice system?
2. Practical level: How are victims supported in practice? The research will examine the existence of services such as separate waiting rooms in courts, direct support from victims/witness support services, interpretation, etc.
3. What are the views of actors in the criminal justice system (the police, lawyers, prosecutors, judges) on the appropriate role of victims in the criminal justice system? Where feasible, in 2015 the research will also examine the experiences of victims with respect to specific offences.

### Objectives

The objective is to investigate and analyse – from a rights-based perspective – how victims of crime are included in the criminal justice process and in this regard the type and forms of support provided to them by Member States' justice systems. The results will support the implementation of the EU's Victims' Roadmap.

### Overall outputs

A comparative report to be published in 2015.

### Activities and results achieved so far

The project will build on FRA's research on victim support services, which was undertaken from 2011–2013, by expanding into a more general overview of the rights of victims of crime – including trafficking – with respect to access to justice. The project will in part be designed to follow up on other FRA projects dealing with victims of crime, such as the FRA survey on violence against women and also with respect to the area of hate crime, or bias-motivated crime, against different vulnerable groups.

### Beneficiaries and target groups

Victims of crime; EU Member States, European Commission.

### Planned activities in 2014

Comparative desk and fieldwork research in selected EU Member States.

### Planned outputs in 2014

Data collection and analysis.

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	550.000 €
Prior years' budget total	-	-	-
Multiannual	YES		
Year of origination	2014		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



**NEW** Project fiche 4.8.3

first priority

## Additional activities in the area of “Victims of crime”

### Description

The Agency follows up its relevant research work through targeted engagement with key stakeholders to ensure that its evidence reaches them and informs their deliberations and decisions.

### Objectives

- To provide opinions and evidence based advice
- Issues analysis and papers based on existing materials, when required and update selected publications,
- Make findings of the FRA available to policy makers in a proactive manner
- Relevant communication & cooperation activities
- Develop EU rights based indicators on specific issues relevant to the area and specific projects

### Overall outputs

- Participation in and organisation of meetings and events
- Preparation and presentation of relevant opinions papers, presentations and other input
- Analysis and briefing
- Participation to training events
- Development and update of indicators for the area “Victims of Crime”

### Beneficiaries and target groups

- European Commission
- Member States
- National Human Rights Institutions and Equality Bodies
- Specialised Agencies
- Union Agencies and bodies
- Civil Society
- Professional organisations

### Activities and results achieved so far

The objective of the Agency, according to its founding regulation is to provide the relevant institutions, bodies, offices and agencies of the EU and its Member States when implementing EU law with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate courses of action within their respective spheres of competence to fully respect fundamental rights. In this regard the Agency has produced in past years a number of opinions following requests of the European Parliament and Presidencies of the EU Council.

### Planned activities in 2014

- Communicate the research findings to key policy makers at EU as well as national level and other relevant stakeholders;
- Developing targeted analysis and briefs;
- Re-print existing reports as required;
- Participation in meetings and events

### Planned outputs in 2014

- Expert advice to stakeholders
- Selected publications (or parts thereof) updated.
- Preparation and presentation of relevant opinions, papers, presentations and other input
- Indicators sets

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	-	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS





## Project fiche 4.9.1

## Annual Reports

## Description

The Agency has a legal obligation to present on 15 June each year two Annual Reports: One on the situation concerning fundamental rights in the EU and one on its own activities. The first presents the situation regarding the respect, protection, promotion and fulfilment of fundamental rights in the EU based on its own analysis of data and information collected in the course of its research activities and additional material collected specifically for this purpose through its research networks and other means. The second report describes in more detail the specific activities of the Agency to achieve its key objective.

## Objectives

- The Annual Reports contribute to the following FRA long-term objectives:
- Identify and analyse major trends in the field of fundamental rights;
- Assist the EU and its Member States in decision making by providing evidence based opinions;
- Inform target audiences through awareness raising activities;
- Identify and disseminate examples of good practice

## Beneficiaries and target groups

- European Parliament
- Council of the EU
- European Commission
- Committee of the Regions
- European Economic and Social Committee

## Planned activities in 2014

The Annual Report is drafted by research staff in house based on data and information collected through all research activities and additional material collected specifically for this purpose through its research networks and other means. This material may also be presented as online documentation.

FRA Annual Report (supplemented by a Summary report as well as a short report for broader audiences) will be produced, translated, published, disseminated and presented to the European Parliament; an accompanying media launch will be carried out.

The Agency will disseminate the results of its work and the various materials to the relevant stakeholders.

## Planned outputs in 2014

- Data collection and analysis
- Annual Report on the situation concerning fundamental rights in the EU
- Annual Activity Report

## Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>800.000 €</b>	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



## Project fiche 4.9.2

## FRA conferences

The Fundamental Rights Conference and the FRA Europe-Day symposium are the Agency's main fundamental rights events, and create space for decision-makers, experts and human rights defenders to examine key fundamental rights challenges in the EU and develop courses of action that better guarantee their protection. Both gather senior officials and experts from national governments, EU bodies, intergovernmental organisations, local authorities, civil society and specialised human rights bodies. They promote the sharing of information on innovative policies, promising practices and projects through practice-oriented workshops and interactive plenary discussions.

The themes for both conferences are set in the context of current EU policy and legislative developments, the Stockholm Programme in particular, and are informed by FRA work. They are used as an opportunity to raise awareness of the work of FRA among key stakeholders and partners, and are therefore often combined with the launch of major FRA reports. The FRA Europe Day Symposium in 2014 is planned as a conference in cooperation with the Greek Presidency of the Council of the European Union. As a substantial support of events in 2014, FRA will contribute to a possible conference in spring of the Greek Presidency on the implementation of the FR Charter by assisting the development of the content. Based on the experiences with a similar seminar with Danish Presidency in March 2012, the conference will seek to explore the challenges and opportunities of applying the Charter in practice.

## Objectives

- Inform debate among policy makers, specialists and practitioners at EU and national level
- Provide a forum for networking and sharing promising practices to support access to fundamental rights
- Facilitate FRA interaction with key stakeholders and continue to explore innovative ways to engage with them

## Beneficiaries and target groups

- Policy-makers (EU, national, regional/local level)
- Law-makers (EU and national)
- Human rights bodies (NHRIs, equality bodies)
- Human rights non-governmental organisations
- Human rights intergovernmental organisations
- Human rights experts and think tanks
- Service sector and victim support organisations and networks

## Planned activities in 2014

## Fundamental Rights Conference

The FRC is the major annual conference of the Agency where it presents key results of its work. It is organised annually together with the EU Presidency and gathers around 300 fundamental rights actors. The specific topic will be decided at a later stage in consultation with key stakeholders and in accordance with FRA priorities.

## FRA Symposium

This is a symposium organised in-house in spring annually, which gathers around 60-80 FRA stakeholders for a discussion based on relevant work carried out by the FRA. The specific topic and participants will be decided at the end of 2013 in collaboration with the Greek Presidency of the Council of the European Union

## Planned outputs in 2014

- Fundamental Rights Conference (incl. report)
- FRA Europe Day - symposium (incl. report and information material)

## Financial resources allocated to the project

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	330.000 €	-	-
Prior years' budget total		-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



## Project fiche 4.9.3

## Cooperating with FRA stakeholders

The Agency cooperates and has relations with different key stakeholders mainly at EU and Member State level. These relations and cooperation assist the Agency in defining, developing and coordinating its work effectively, which will lead to better impact for FRA's work and hence to improved fundamental rights protection. The relations with these bodies ensure that the Agency's work is complementary with that of others, and brings added value to fundamental rights work at the EU level.

The cooperation and consultation with relevant partners is an essential element in any of the Agency's projects throughout a project's lifecycle. In addition, the Agency undertakes a number of cooperation activities that cut across all of the Agency's thematic work, taking the form of coordination meetings, ad-hoc working parties, or EU expert seminars in various fields of the Agency's work, as appropriate and needed.

### Objectives

- Ensure that the Agency's stakeholders and partners and their needs are incorporated into the Agency's work and thinking.
- Receive stakeholder's feedback on the utility of the Agency's work and the impact of its work.
- Provide opportunities for networking and sharing promising practices to support access to fundamental rights
- Ensure regular and timely information sharing and exchange
- Facilitate its interaction with key stakeholders and continue to explore innovative ways to engage with them.

### Beneficiaries and target groups

- European Parliament
- Council of the EU
- European Commission
- EU Agencies, in particular Justice and Home Affairs Agencies
- Committee of the Regions, European Economic and Social Committee
- National Human Rights Institutes and its European Group
- National Equality Bodies and Equinet
- Ombuds institutions (European and National levels)
- Council of Europe

## Planned activities in 2014

### Cooperating with EU Institutions, Bodies and Agencies

- Cooperation with the European Parliament, Council and Commission in all of the Agency's projects
- Cooperation with EU Agencies with FRA lead in coordinating the different networks of all EU Agencies.
- Cooperation with Committee of the Regions and with the European Economic and Social Committee
- Expert seminars and ad-hoc working parties (based on need)

### Cooperating with National Human Rights Institutes, Equality Bodies and Ombuds institutions

Further enhancing FRA cooperation and communication with NHRIs, EBs, and Ombuds institutions which include:

- Joint development and definition of objectives, sub-stance and envisaged outputs with Equinet, European Chair of NHRIs and the European Network of Ombuds Institutions.
- Conceptualisation and organisation of regular stakeholder meetings, in partnership also with the Council of Europe.

## Planned outputs in 2014

- Improved cooperation, coordination and communication between FRA and key stakeholders
- NHRIs interactive data base
- Meetings and meeting reports (including thematic and cross-cutting stakeholder meetings)
- Stakeholder consultations
- Communication products for specific stakeholder groups
- Annual Dialogue on multi-level protection of fundamental rights with Committee of the Regions
- Timely feedback with regard to FRA's annual work programme and other products and activities

## Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>235.000 €</b>	-	-
Prior years' budget total	<b>150.000 €</b>	-	-
Multiannual	N/A		
Year of origination	N/A		

Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



## Project fiche 4.9.4

## Online communication and documentation

The online communication and documentation team has recently totally redeveloped the FRA's online communications, including the relaunch of the FRA website in 2012 to conform to modern web standards, with new technology enabling the introduction of additional features such as multilingual capability, data visualisation and making it more user-friendly, accessible to people with disabilities and interactive. YouTube. These channels, in combination with other new tools such as an e-newsletter, enabled the FRA to address its stakeholders in an interactive manner, allowing online collaboration and exchange of information on and offline.

The Online Communication Strategy developed by the team targeted key audiences as identified in the Agency's Communication Strategy, supporting further the aim of making the FRA online activities an innovative 'information hub' promoting the FRA's excellence and expertise on Fundamental Rights issues.

### Objectives

- The project contributes to the following FRA objectives:
- Informing target audiences through awareness raising activities
- Cooperating with civil society and international organisations.

### Planned outputs

- Ongoing development of new FRA website;
- Further development of social media profiles on main social media platforms (Facebook, Twitter, YouTube etc.)
- Other online tools (e.g. e-mail newsletter, apps etc.)

### Beneficiaries and target groups

- All interested parties (including the general public, media etc) with targeted information for main stakeholder groups

### Activities and results achieved

New website in EN, FR and DE; social media channels; Online Communication Strategy

## Planned activities and output in 2014

### Communication

#### Continuous website development

The relaunched FRA website will continue to be further developed, with the introduction of more interactive features (e.g. additional data visualization). The FRA website and online documentation tools will be more closely integrated to provide a unified user experience examined. Web based information will be made further accessible.

User and stakeholder needs will continue to be addressed via features and technical improvements **Ongoing website updating and maintenance**

The website will be updated and maintained constantly with fresh content adapted to the Agency's priorities and stakeholder needs. The statistics tools have been upgraded and statistics are examined regularly so as to provide inputs for the Online Communications Strategy.

#### Social media

Support for projects will be provided via social media campaigns and posts. The existing social media tools will be studied and ways of enhancing their effectiveness further will be looked at. Other online tools will be examined and their effectiveness assessed in order to decide whether to add them to the FRA's range of online tools.

#### Charterpedia and Charter app

The FRA Charterpedia and Charter app - online information tools on the state of protection of fundamental rights and recent developments in the area of fundamental rights in the European Union and its Member States - will be updated and maintained constantly on the basis of FRA studies and findings.

#### Case Law Database

The FRA Case Law Database will continue to collect and classify decisions of the European Court of Justice, the European Court of Human Rights and National Supreme and Constitutional Courts, with specific reference to the Charter of Fundamental Rights of the EU.

#### Coordination of Human Rights Documentation

The Agency will continue consulting with other European documentation centres and database providers, and support the standard setting initiatives in Human Rights Documentation by organising and participating in meetings and conferences in this area.

## Financial resources allocated to the project

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	210.000 €	-	-
Prior years' budget total	210.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		

Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.



**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



## Project fiche 4.9.5

## Production and dissemination of communication products

In addition to numerous deliverables related to research outputs – as listed under the different chapter headings above - the Agency will produce a number of additional FRA information products, including promotional materials to be disseminated to the main stakeholder groups, to key actors and other target audiences.

### Objectives

The project seeks to contribute to the following FRA long-term objectives:

- inform target audiences through print material;
- identify and disseminate examples of promising practices;

### Planned outputs

FRA information and promotional material supplementing the publication of project-specific deliverables and their language versions.

### Beneficiaries and target groups

Interested public as well as tailored products for specific stakeholder groups.

## Planned activities and output in 2014

In 2011 and 2012, the Agency produced updates of FRA information material and developed new ones. Based on the experiences with these different types of awareness-raising materials for dissemination at FRA events, including conferences and info stands, the Agency will publish, in line with its communication strategy, products and information aimed at various target groups containing information on general fundamental rights issues. The Agency will further adapt and update FRA information material on fundamental rights already available.

### Dissemination policy and stock management

In 2013, FRA seeks to improve further its stakeholder-oriented dissemination strategy, by ensuring, for instance, regular mailings of newly issued FRA publications to its key stakeholders. The Agency will focus therefore on fine tuning its dissemination policy by responding to new and changing needs (broader dissemination of FRA reports in the context of extended FRA contributions at international days and events) and requests received through its website.

The stock management system will be further improved, ensuring sufficient availability of stock in Vienna to satisfy dissemination requests at short notice. In addition, direct access to the Publications Office stock management system, GESCOM, will further the timely delivery of material and reports in printed form to conferences and events or to main stakeholder group. The FRA will look into new channels for dissemination for its research findings and outcome, with the aim of covering the needs of its main stakeholder groups.

## Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>155.000 €</b>	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS





## Project fiche 4.9.6

## Information about FRA work and awareness raising

The founding regulation asks the FRA to disseminate the results of its work, and to raise public awareness. (Art. 4, a and h).

### Objectives

The project seeks to contribute to the following FRA long-term objectives

- Inform target audiences about FRA work
- Awareness raising of fundamental rights amongst specific target audiences
- Assist the EU and its Member States in decision making by providing evidence based opinions;
- Identify and analyse major trends in the field of fundamental rights (via media monitoring)

### Planned outputs

- FRA information and awareness raising material in various languages (newsletters, statements, speeches, factsheets, brochures, audio-visual material, general information and awareness raising material)
- Other communication activities (information inbox, visitor groups programme, information stands, branding of FRA events, corporate visual identity and design)
- Media monitoring

### Beneficiaries and target groups

Main stakeholder groups as well as key audiences as described in FRA Communication and Cooperation Framework

## Planned activities and output in 2014

### Information and awareness raising material in various languages

This includes a monthly newsletter in EN, FR and DE; a weekly newsletter for key stakeholders, statements for website and send out to stakeholders in EN, FR and DE; speeches and presentations; non project related ("horizontal") factsheets in up to 22 languages; brochures and other information and awareness raising material; audio-visual material.

For FRA conferences, stakeholder meetings and other events in 2014, and for the FRA Info Point as well as for other occasions the Agency will ensure availability of such awareness raising material for different target groups.

### FRA media work

FRA media work is usually project-related and on the "push" side. Media monitoring and press clipping service: In addition to in-house media monitoring, the Agency uses a regular media monitoring service to follow closely the impact of FRA activities as presented in different types of media. These services will be continued in 2014.

### Other communication activities

- Visitor Groups Programme
- Public Information Inbox
- Media and diversity work
- Corporate identity / branding of FRA events.

## Financial resources allocated to the project

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	265.000 €	-	-
Prior years' budget total	265.000 €	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



## Project fiche 4.9.7

## Monitoring and Evaluation

The Agency has set up Performance Measurement Framework (see Annex II) to monitor, report and evaluating on its performance as this will help FRA to manage and evaluate its usefulness, effectiveness and relevance, as well as strengthen the alignment of the organisation's projects with its strategic objective, main tasks and thematic priorities.

The performance framework sets out the practical steps needed to assess the FRA performance elaborating some important aspects (such as defining more precise quantitative and qualitative information to be collected, selecting methods and tools of collecting monitoring data) as well as providing a clear and accurate overview of the extent to which the activities contribute to the realization of FRA's outcomes.

One of the major challenges of FRA performance monitoring and evaluation is to create links between the different levels of its intervention and to collect data regarding both the Agency's (1) outputs and (2) outcomes. Monitoring the performance of FRA will be the carried out in accordance with a logic model (composed by outputs, immediate, intermediate and ultimate outcomes) which includes the list of the performance measures.

### Planned activities in 2014

Regarding outputs the monitoring information will be based on the collection, analysis and interpretation of reliable and robust quantitative and qualitative data, e.g. on the projects implemented by the FRA.

At the level of outputs the main sources of information to be used include standard reporting templates, surveys of participants and checklists for quality assessments.

Regarding outcomes the monitoring information will be based on the collection, analysis and interpretation of reliable and robust quantitative and qualitative data regarding the adoption of or follow-up to key FRA conclusions and opinions by "relevant institutions, bodies, offices and agencies of the Community and its Member States".

At the level of outcomes, key information sources will include surveys and desk research data supported by expert panels and focus group meetings organised for each of the thematic areas

### Planned outputs in 2014

Annual Monitoring and Evaluation Report

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>240.000 €</b>	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*



## Project fiche 4.9.8

first priority

## Complementary data collection to support evidence based advice for stakeholders

The research work of FRA as well as cooperation activities with stakeholders are carried out under specific project headings. The appropriations here are intended to cover deliverables and measures on issues and events, which arise during the current financial year, for example responses to requests for the Agency's assistance and expertise by stakeholders, responses to requests for joint events (e.g. by Presidencies of the Council of the EU), additional data or information required by research projects that could not have been foreseen, additional data and information for the annual report, ad hoc expert meetings. Recent examples for such additional ad hoc requests are:

- The report "Respect for and protection of persons belonging to minorities 2008-2010" prepared on request of European Parliament and published September 2011
- The Joint expert seminar with the Hungarian Presidency on "Protecting victims in the EU: The Road Ahead" (March 2011)
- FRA Opinion on the draft Directive regarding the European Investigation Order (EIO) in criminal matters upon request of European Parliament published in February 2012
- Conference "Charter of Fundamental Rights of the European Union" in cooperation with Danish Presidency planned for March 2012
- Responses to stakeholder consultations launched by the European Commission on fundamental rights related issues
- Expert inputs into EU conferences and events on fundamental rights related topics

### Objectives

All FRA objectives may be addressed through this activity

### Beneficiaries and target groups

Different FRA stakeholders depending on the issue

### Planned activities in 2014

- Data collection activities will be carried out, as needs may develop.
- Communication & awareness raising activities
- Project-specific stakeholder communication and awareness raising strategy will be developed

### Financial resources allocated to the project

Total budget in 2014:	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
	255.000 €	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Bodies of the Agency and consultation mechanisms

Project fiche 4.10.1

first priority

**Bodies of the Agency**

This activity concerns the organisation of Management Board (MB) meetings, Executive Board (EB) Meetings, Scientific Committee meetings and meetings of MB members in working groups. It includes the translation and interpretation costs associated with the MB and EB.

- Organisation of MB Meetings (2)
- Organisation of Executive Board Meetings (4)
- Organisation of Scientific Committee Meetings (4)

**Planned activities in 2014**

- Management Board meetings
- Executive Board meetings
- Scientific Committee meetings
- Translations

**Financial resources allocated to the project**

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>255.000 €</b>	-	-
Prior years' budget total	-	-	-
Multiannual	N/A		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*

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EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



Bodies of the Agency and consultation mechanisms

Project fiche 4.10.2

first priority

## Consultation and cooperation mechanism - National Liaison Officers

The EU Member States are key stakeholders in the work of the Agency. The Agency has a role to provide assistance and expertise to Member States on fundamental rights issues when they implement EU law. It therefore works together with Member States to improve the promotion and protection of fundamental rights both at the national and local level. In addition, much of the Agency's products and activities have a potential impact on the work of national administrations. It is therefore of great importance to the Agency to engage with representatives of Member States to ensure that their needs are taken into account, where relevant and appropriate, and to build relations with Member States to provide evidence-based advice on fundamental rights to the Member States. To achieve this, the Agency works closely with the representatives of national administrations who act as National Liaison Officers (NLO). They also have the role to deliver opinions and feedback on the Agency's work.

The Agency meets with its National Liaison Officers twice a year.

The National Liaison Officers undertake their role within three broadly based areas – coordination and communication, information exchange and providing feedback on FRA products and activities.

The National Liaison Officers also form a key group to communicate, disseminate and use the Agency's products. They provide feedback on the utility and relevance of the Agency's products for policy and action purposes. The Agency therefore relies on them to provide feedback on the ways to make its products more relevant for national policy makers.

### Objectives

- Ensure timely and adequate coordination and communication with regard to the Agency's products and activities
- Ensure regular and timely information sharing and exchange

- Ensure timely feedback on the Agency's Annual Work Programme and other products and activities
- Raise awareness of the Agency's work across national administrations

### Planned activities in 2014

Enhancing FRA cooperation with Member States to provide pertinent, updated data and evidence based advice to national governments, in particular by responding to requests for assistance and expertise by Member States within the scope of FRA's activities

Bi-annual meetings will be held and complemented with other forms of cooperation, using online communication means, to support an open and continuous dialogue between FRA and Member States representatives according to real-time needs.

### Planned outputs in 2014

- Bi-annual meetings and related meeting reports
- Regular information exchange, coordination and communication between FRA and the national administrations
- Timely feedback with regard to FRA's work programme and other products and activities

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>80.000 €</b>	-	-
Prior years' budget total	-	-	-
Multiannual	<b>N/A</b>		
Year of origination	<b>N/A</b>		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


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## Bodies of the Agency and consultation mechanisms

Project fiche 4.10.3

first priority

## Consultation and cooperation mechanism - Fundamental Rights Platform

The Agency closely cooperates with non-governmental organisations and with institutions of civil society, active in the field of fundamental rights at national, European or international level. In order to facilitate this cooperation the Agency established a cooperation network (Fundamental Rights Platform), composed of non-governmental organisations dealing with human rights, trade unions and employer's organisations, relevant social and professional organisations, churches, religious, philosophical and non-confessional organisations, universities and other qualified experts of European and international bodies and organisations. The Fundamental Rights Platform acts a mechanism for the exchange of information and pooling of knowledge.

With regard to the Agency's work, the Fundamental Rights Platform undertakes some key tasks:

- it make suggestions to the Management Board on the Annual Work Programme
- it gives feedback and suggests follow-up to the Management Board on the annual report
- it communicates outcomes and recommendations of conferences, seminars and meetings relevant to the work of the Agency to the Director and the Scientific Committee.

The FRP therefore acts as a network for cooperation and information exchange, set to act as the main channel for the FRA to engage civil society and to ensure a close cooperation between the Agency and relevant civil society stakeholders.

The Agency's will again host a meeting of the Fundamental Rights Platform (FRP) as part of its engagement with civil society. The FRP will be consulted to provide suggestions for the FRA work programme. This will be complemented by the feedback on the Agency's Annual Report and looking at ways to better integrate the results of civil society's general activities into the work of the Agency. The e-FRP will be fully operational and should facilitate further interaction with the FRP.

### Objectives

- Ensures feedback to the Agency's work programme and annual report
- Raise awareness of FRA's work with civil society
- Mobilising support of civil society to FRA's work
- Ensure close cooperation with civil society, the social partners and others active in the area of fundamental rights;
- Communicates relevant outcomes and recommendations from civil society activities and products

### Planned activities in 2014

- FRP consultations on FRA AWP and FRA Annual Report
- Regular cooperation and communication exchange with FRP organisations
- Raising awareness on FRA's work and collect feed-back
- Meeting of the FRP
- Meeting of the FRP Advisory Panel
- FRP expansion

### Planned outputs in 2014

- FRP Report on suggestions for the Agency's Work programme
- FRP feedback on the Agency's Annual Report
- Advisory Panel Meeting Report
- Enhanced cooperation FRP –FRA in at least five FRA projects
- FRP interactive data base
- FRP Meeting Reports
- Variety of civil society information, reports and products to inform the Agency's work

### Financial resources allocated to the project

	1 <sup>st</sup> priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
<b>Total budget in 2014:</b>	<b>140.000 €</b>	-	-
Prior years' budget total	-	-	-
Multiannual	<b>N/A</b>		
Year of origination	N/A		

*Additional information on financial and human resources as well as on project indicators are included in annexes 1 and 4.*


**FRA**

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



## ANNEX I Financial and human resources by Area of Activity

FREEDOMS					
	Title	Allocated budget resources (EUR)			
		First Priority	Second Priority	Third Priority	
AREA	<b>Immigration and integration of migrants, visa and border control and asylum</b>				
PROJECTS	<b>4.1.1 Severe forms of labour exploitation</b>				
	Research and stakeholders cooperation	300,000	-	-	
	Communication awareness-raising	-	-	-	
	Total	300,000	-	-	
	<b>4.1.2 Inter-agency cooperation in the areas of borders, immigration and asylum</b>				
	Research and stakeholders cooperation	230,000	-	-	
	Communication awareness-raising	100,000	-	-	
	Total	330,000	-	-	
	<b>4.1.3 Biometric data in large IT borders, immigration and asylum databases - fundamental rights concerns</b>				
	Research and stakeholders cooperation	50,000	-	600,000	
Communication awareness-raising	-	-	-		
Total	50,000	-	600,000		
	<b>Financial resources allocated to the Area of activity</b>	<b>680,000</b>		<b>600,000</b>	
HR	<b>Human resources allocated to the Area of activity</b>				
	Temporary Agents	5.5	Contract Agents	0	
			Seconded National Experts	0.7	
AREA	<b>Information society and, in particular, respect for private life and protection of personal data</b>				
PROJECTS	<b>4.2.1 Handbook on European data protection law</b>				
	Research and stakeholders cooperation	30,000	-	-	
	Communication awareness-raising	-	-	-	
	Total	30,000	-	-	
	<b>4.2.2 Additional activities in the area of "Information society and, in particular, respect for private life and protection of personal data"</b>				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	-	-	-	
	Total	-	-	-	
		<b>Financial resources allocated to the Area of activity</b>	<b>30,000</b>		-
	HR	<b>Human resources allocated to projects</b>			
	Temporary Agents	4.2	Contract Agents	1.8	
			Seconded National Experts	1.0	
EQUALITY					
	Title	Allocated budget resources (EUR)			
		First Priority	Second Priority	Third Priority	
AREA	<b>Racism, xenophobia and related intolerance</b>				
PROJECTS	<b>4.3.1 Anti-Semitism: Data collection and analysis: holocaust and HR education and training</b>				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	75,000	-	-	
	Total	75,000	-	-	
	<b>4.3.2 Additional activities in the area of Racism, xenophobia and related intolerance</b>				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	-	-	-	
	Total	-	-	-	
		<b>Financial resources allocated to the Area of activity</b>	<b>75,000</b>		
	HR	<b>Human resources allocated to projects</b>			
	Temporary Agents	4.25	Contract Agents	2	
			Seconded National Experts	1	
AREA	<b>Roma integration</b>				
PROJECTS	<b>4.4.1 Roma multi annual programme</b>				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	-	-	-	
	Total	-	-	-	
	<b>4.4.2 Additional activities in the area of Roma integration</b>				
	Research and stakeholders cooperation	-	-	-	
	Communication awareness-raising	-	-	-	
	Total	-	-	-	
		<b>Financial resources allocated to the Area of activity</b>	-	-	-
	HR	<b>Human resources allocated to projects</b>			
	Temporary Agents	4.9	Contract Agents	3.8	
			Seconded National Experts	1.0	



## ANNEX I Financial and human resources by Area of Activity

AREA	Discrimination based on sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation				
PROJECTS	<b>4.5.1 EU-MIDIS II</b>				
	Research and stakeholders cooperation		2.000.000	581.000	<b>550.000</b>
	Communication awareness-raising		-	-	-
	Total		2.000.000	581.000	550.000
	<b>4.5.2 Rights of persons with disabilities</b>				
	Research and stakeholders cooperation		650.000	-	-
	Communication awareness-raising		-	-	-
	Total		650.000		
	<b>4.5.3 Surveying LGBT people and authorities</b>				
	Research and stakeholders cooperation		50.000	-	-
	Communication awareness-raising		50.000	-	-
	Total		100.000		
	<b>4.5.4 Additional activities in the area of "Non-discrimination"</b>				
Research and stakeholders cooperation		-	-	-	
Communication awareness-raising		-	-	-	
Total		-	-	-	
<b>4.5.5 Free Movement: an EU citizen's fundamental right</b>					
Research and stakeholders cooperation		-	-	500.000	
Communication awareness-raising		-	-	-	
Total		-	-	500.000	
<b>Financial resources allocated to the Area of activity</b>			<b>2.750.000</b>	<b>581.000</b>	<b>1.050.000</b>
HR	<b>Human resources allocated to projects</b>				
	Temporary Agents	<b>7.85</b>	Contract Agents	<b>2.3</b>	Seconded National Experts
AREA	<b>The rights of the child</b>				
PROJECTS	<b>4.6.1 Children and Justice</b>				
	Research and stakeholders cooperation		450.000	-	-
	Communication awareness-raising		100.000	-	-
	Total		550.000		
	<b>4.6.2 Handbook of European Case-law on the Rights of the Child</b>				
	Research and stakeholders cooperation		40.000	-	-
	Communication awareness-raising		-	-	-
	Total		40.000		
	<b>4.6.3 Additional activities in the area of the rights of the child</b>				
	Research and stakeholders cooperation		-	-	-
	Communication awareness-raising		-	-	-
	Total		-	-	-
	<b>Financial resources allocated to the Area of activity</b>			<b>590.000</b>	
HR	<b>Human resources allocated to projects</b>				
	Temporary Agents	<b>3</b>	Contract Agents	<b>0.2</b>	Seconded National Experts
<b>JUSTICE</b>					
	Title	Allocated budget resources (EUR)			
		First Priority	Second Priority	Third Priority	
AREA	<b>Access to justice</b>				
PROJECTS	<b>4.7.1 Existence and interpretation of the freedom to conduct a business</b>				
	Research and stakeholders cooperation		-	-	-
	Communication awareness-raising		60.000	-	-
	Total		60.000		
	<b>4.7.2 CLARITY</b>				
	Research and stakeholders cooperation		-	-	-
	Communication awareness-raising		100.000	-	-
	Total		100.000		
	<b>4.7.3 Gender-based violence against women: from childhood to adulthood</b>				
	Research and stakeholders cooperation		-	-	-
	Communication awareness-raising		160.000	-	-
	Total		160.000		
	<b>4.7.4 Fundamental rights barometer - establishing a EU-wide survey on trends in fundamental rights</b>				
	Research and stakeholders cooperation		20.000	-	-
	Communication awareness-raising		-	-	-
Total		20.000			
<b>4.7.5 Additional activities in the area of "Access to Justice"</b>					
Research and stakeholders cooperation		-	-	-	
Communication awareness-raising		-	-	-	
Total		-	-	-	



## ANNEX I Financial and human resources by Area of Activity

	<b>4.7.6 Improving access to justice for people living in the EU</b>			
	Research and stakeholders cooperation	-		500.000
	Communication awareness-raising	-		
	Total			
	<b>Financial resources allocated to the Area of activity</b>	<b>340.000</b>		<b>500.000</b>
HR	<b>Human resources allocated to projects</b>			
	Temporary Agents	<b>7.3</b>	Contract Agents	<b>2.8</b>
			Seconded National Experts	<b>1</b>
AREA	<b>Victims of crime, including compensation to victims</b>			
	<b>4.8.1 Victim support services in the EU: An overview and assessment of victims' rights in practice</b>			
	Research and stakeholders cooperation	-	-	-
	Communication awareness-raising	30.000	-	-
	Total	30.000		
	<b>4.8.2 Rights of crime victims to have access to justice – a comparative analysis</b>			
	Research and stakeholders cooperation	-	-	550.000
	Communication awareness-raising	-	-	
	Total			550.000
	<b>4.8.3 Additional activities in the area of "Victims of crime"</b>			
	Research and stakeholders cooperation	-	-	-
	Communication awareness-raising	-	-	-
	Total			
	<b>Financial resources allocated to the Area of activity</b>	<b>30.000</b>		<b>550,000</b>
HR	<b>Human resources allocated to projects</b>			
	Temporary Agents	<b>6</b>	Contract Agents	<b>1.5</b>
			Seconded National Experts	<b>0.2</b>
<b>Cross-cutting projects or activities covering all MAF areas</b>				
	<b>Title</b>	<b>Allocated budget resources (EUR)</b>		
		<b>First Priority</b>	<b>Second Priority</b>	<b>Third Priority</b>
	<b>4.9.1 Annual Reports</b>			
	Research and stakeholders cooperation	550,000	-	-
	Communication awareness-raising	250,000	-	-
	Total	800.000		
	<b>4.9.2 FRA Conferences</b>			
	Research and stakeholders cooperation	-	-	-
	Communication awareness-raising	330.000	-	-
	Total	330.000		
	<b>4.9.3 Cooperating with FRA stakeholders</b>			
	Research and stakeholders cooperation	-	-	-
	Communication awareness-raising	235.000	-	-
	Total	235.000		
	<b>4.9.4 Online communication and documentation</b>			
	Research and stakeholders cooperation	-	-	-
	Communication awareness-raising	210.000	-	-
	Total	210.000		
	<b>4.9.5 Production and dissemination of communication products</b>			
	Research and stakeholders cooperation	-	-	-
	Communication awareness-raising	155.000	-	-
	Total	155.000		
	<b>4.9.6 Information about FRA work and awareness raising</b>			
	Research and stakeholders cooperation	-	-	-
	Communication awareness-raising	265.000	-	-
	Total	265.000		
	<b>4.9.7 Monitoring and Evaluation</b>			
	Research and stakeholders cooperation	172.000	-	-
	Communication awareness-raising	68.000	-	-
	Total	240.000		
	<b>4.9.8 Complementary data collection to support evidence based advice for stakeholders</b>			
	Research and stakeholders cooperation	191.000		
	Communication awareness-raising	64.000		
	Total	255.000		
	<b>Financial resources allocated to the Area of activity</b>	<b>2.490.000</b>		
HR	<b>Human resources allocated to projects</b>			
	Temporary Agents	<b>5.9</b>	Contract Agents	<b>2.7</b>
			Seconded National Experts	<b>1.8</b>

## ANNEX II: ADMINISTRATIVE ACTIVITIES

AREA	Bodies of the Agency and consultation mechanism			
PROJECTS	<b>4.10.1 Bodies of the Agency</b>			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		255.000	-
	Total		255.000	-
	<b>4.10.2 Consultation and cooperation mechanism - National Liaison Officers</b>			
	Research and stakeholders cooperation		-	-
	Communication awareness-raising		80.000	-
	Total		80.000	-
	<b>4.10.3 Consultation and cooperation mechanism - Fundamental Rights Platform</b>			
	Research and stakeholders cooperation		-	-
Communication awareness-raising		140.000	-	
Total		140.000	-	
<b>Financial resources allocated to the Area of activity</b>			<b>475.000</b>	
HR	<b>Human resources allocated to projects</b>			
	Temporary Agents	<b>2.1</b>	Contract Agents	<b>0.9</b>
			Seconded National Experts	<b>0.1</b>
AREA	<b>Operational reserves</b>			
PROJECTS				
HR	<b>Human resources allocated to projects</b>			
	Temporary Agents		Contract Agents	
			Seconded National Experts	

Area of Activity	Allocated human resources				Allocated budget resources (EUR)		
	TA	CA	SNE	Total HR	Operational expenditure	Overheads	Total cost
Immigration and integration of migrants, visa and border control and asylum	5.50	0.00	0.70	6.20	680,000	1,109,562	1,789,562
Information society and, in particular, respect for private life and protection of personal data	4.20	1.80	1.00	7.00	30,000	1,252,731	1,282,731
Racism, xenophobia and related intolerance	4.25	2.00	1.00	7.25	75,000	1,297,471	1,372,471
Roma integration	4.90	3.80	1.00	9.70	0	1,735,927	1,735,927
Discrimination	7.85	2.30	1.20	11.35	3,331,000	2,031,213	5,362,213
The rights of the child	3.00	0.20	1.00	4.20	590,000	751,638	1,341,638
Access to justice	7.30	2.80	1.00	11.10	340,000	1,986,473	2,326,473
Victims of crime, including compensation to victims	6.00	1.50	0.20	7.70	30,000	1,378,004	1,408,004
Cross-cutting projects or activities covering all MAF	5.90	2.70	1.80	10.40	2,490,000	1,861,200	4,351,200
Bodies of the Agency and consultation mechanisms	2.10	0.90	0.10	3.10	475,000	554,781	1,029,781
Operational reserves	0.00	0.00	0.00	0.00	0	0	0
<b>TOTAL</b>	<b>51.00</b>	<b>18.00</b>	<b>9.00</b>	<b>78.00</b>	<b>8,041,000</b>	<b>13,959,000</b>	<b>22,000,000</b>





## ANNEX II: ADMINISTRATIVE ACTIVITIES

## Human Resources and Planning

An efficient and effective Human Resources and Planning makes a direct contribution to achieving FRA objectives. It develops implements and monitors policies, procedures and services, based on the Staff Regulations and in conformity with the Financial Regulation and the Data Protection rules.

Human Resources service provides a full range of centralised, comprehensive human resource management services for FRA staff and assists management in attracting, motivating and retaining qualified employees. It enables and

further enhances a sustainable, high performing work environment that facilitates a culture of teamwork, integration and adaptability of people. Planning services include the coordination of the Annual Work Programme definition and implementation (ensuring the transparency, communication and openness in the formalised stakeholder involvement at all levels in this process) as well as the management and implementation of the monitoring and evaluation activities.

### Principal activities in 2014

In 2014, HR will continue to deliver effective HR services and focus on the implementation of the new appraisal and career advancement processes, the further improvement of effectiveness by documentation and automation of procedures in collaboration with IT, and the advancement of the evaluation of its services. Furthermore, HR will give importance to the continuous development of the knowledge and skills set of the FRA staff in order to guarantee that the Agency and its workforce are modern and fit for purpose. HR will ensure this by providing effective learning/training activities as to the needs of both the Agency and the individual. The staffing resources for the EU institutions and agencies including FRA are, at this stage, subject to a reduction of 5% during the years 2013-2017, as part of the next Multi Financial Framework (MFF). FRA may thus be faced with a reduction of its staff. Planning will focus on the consolidation of the planning procedures as well as the implementation of the several Monitoring and Evaluation activities.

### Principal outputs in 2014

- Basic HR services (selection and recruitment, rights and obligations, appraisal and career advancement, wellbeing, staff learning and development, leaves and absences, staff missions, statistics, commitments and payments under Title I).
- Implementation of the Wellbeing action programme 2013-2014
- Management of title I of the Agency's budget together with Administration
- Management of staff reduction following the Communication "A Budget for Europe 2020"
- Implementation of the Equal Opportunity and Diversity Action Programme 2012-2014
- Management of social dialogue and health and safety at work
- On - going processes (templates, guides, wellbeing, training)
- Consolidated Planning procedures and elaboration of AWP
- Consolidated Monitoring and Evaluation framework
- Enhanced framework of key performance indicators
- Elaboration of Project and Annual Work Programmes and Annual Performance reports
- Implementation of surveys, desk research, focus group meetings for monitoring and evaluation purposes
- Training initiatives on Planning Monitoring and Evaluation

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Human Resources	5	4	--	9
Planning	2	--	--	2
<b>Total</b>	<b>7</b>	<b>4</b>	<b>--</b>	<b>11</b>

## Directorate

The Directorate guides the implementation of the tasks of the Agency in accordance with the direction given by the Management Board.

### Principal activities in 2014

In 2014 Directorate will coordinate the implementation of the Annual Work Programme and Budget 2014 and prepare the ground for the Multi-Annual Framework 2014-2017 and implementation of the 2014 Annual Work Programme. It will provide guidance to the external and internal evaluation process and continue cooperation with National Liaison Officers and civil society.

### Principal outputs in 2014

- Results of external evaluation of FRA achievements during the first five years of operations

	Temporary Agents	Contract Agents	Seconded National Experts	Total
Directorate	6	1	1	8
<b>Total</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>8</b>



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## ANNEX II: ADMINISTRATIVE ACTIVITIES

## Administration

## INFORMATION COMMUNICATION TECHNOLOGY &amp; FACILITIES (ICTF)

## Description

The ICTF team is within the Administration department and it is responsible for the provision of ICT infrastructure, systems and Facilities services including building maintenance, security and reception services.

## Objectives

The ICTF team aims to provide effective ICT and Facilities support services in a paperless and environmentally friendly way. It is responsible for the underline ICTF infrastructure that offers uninterrupted access to the Agency's information systems and facilities; develops and manages the Agency's information systems that address stakeholders' and user needs; provides support services related to information systems as well as in-house facilities to ensure appropriate working conditions.

## Activities and results achieved so far

- Set up and development of the ICT infrastructure including network, telecommunication and ICT security services
- Development of the Business Continuity Plan
- Development of office automation and collaboration intranet applications
- Introduction of ICT solutions replacing existing paper based solutions contributing to a paperless administration.
- Development of innovative information systems for planning, management and procurement.
- Enhancement of building facilities providing furnishing and state of the art solutions for the conference, meeting and training rooms
- Introducing a "green office" approach to enhance the environmental footprint of the Agency.

## Planned activities in 2014

- Manage and further develop the core administrative, financial, human resources and planning information systems.
- Manage and maintain the ICT underline infrastructure and policies ensuring high availability and BCP.
- Develop internal workflow applications that will minimise paper-based processes and enhance the existing reporting mechanisms.
- Enhance extranet applications offering quality services to external stakeholders.
- Provide internal facilities and audio-visual related infrastructure, services and ensuring appropriate working conditions.
- Develop further the environmentally friendly culture and take actions towards an EMAS certification.

## Planned outputs in 2014

- Maintenance of ICT infrastructure and applications
- Implement business continuity actions

- Proactive management and maintenance of Facilities and building equipment
- Reduce the ecological footprint of the Agency.

## Indicators

- 99,98% uptime of ICT systems (excluding defined maintenance windows)
- 100% remote data back recovery
- 99% adherence to Facilities Work plan activities
- 5-10% reduction of energy, water and paper usage

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES					
	Temporary Agents	Contract Agents	Seconded National Experts	Total	Budget 2014
ICT & Facilities	6	3	--	8	2,466 million
<b>Total</b>	<b>6</b>	<b>2</b>	<b>--</b>	<b>8</b>	



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS

## ANNEX III: EVALUATION POLICY

### ACCOUNTING

The mission of the Accounting function, which is functionally independent, is to implement payments and recover funds in accordance with the instructions of the responsible authorising officer and to provide quality annual accounts, in compliance with the applicable financial and implementing rules. The Accounting function also ensures that all budgetary and financial information can be input, filed and registered in order to prepare the annual accounts on a true and fair basis.

#### Principal activities in 2014

- Maintain treasury so as to ensure all payments are implemented without undue delay
- Lay down and validate the accounting systems
- Maintain and prepare the annual accounts in accordance with the financial rules
- implement all payments and collect revenue

#### Principal outputs in 2014

- Production of the Agency's 2012 annual accounts

### FINANCE & PROCUREMENT

The Finance and Procurement team provides service-oriented financial services, ensures sound financial management of the Agency's financial resources (effectiveness, efficiency and economy of operations) as well as compliance with the applicable financial and implementing rules (legality and regularity). The team produces reliable financial reporting to the Agency's management in order to facilitate the decision-making process. The Agency manages its budget following the ABB (Activity Based Budgeting) approach. The presentation of the budget per activity takes into account all operational components (research and communication) under the same budget line. This allows having a clear picture on the use of financial resources per project. The Agency has also in place an electronic application where staff registers the number of hours invested per project, reflecting the real use of human resources. This resource allocation is consistent with the Agency's priorities and pre-defined objectives, and ensures a common framework for planning, budgeting, monitoring and reporting.

#### Principal activities in 2014

- Providing planning, carrying out and monitoring procurement and contracting for operational and administrative needs.
- \* Providing forecasting, implementation and monitoring on budget execution.
- \* Financial Initiation and Verification of all financial transactions.
- \* Updating finance and procurement procedures, when necessary
- \* Regular presentations on finance and procurement issues to staff (including newcomers and trainees).
- \* Enhancing current IT applications (TCM, ABB, etc.)
- \* Providing reporting according to the Financial Rules requirements as well as upon ad hoc requests.
- \* Liaising with the Court for external audits.
- \* Liaising with the Quality Manager for internal audits.

#### Principal outputs in 2014

- Ensure excellence, quality, efficiency and legality and regularity of all transaction and procedures monitored; targeting no final remarks from auditing entities.
- Budget execution target above 95%.
- Delayed payments target less than 10%
- Failed procurement procedures target less than 5%.
- Number of complaints received from unsuccessful bidders, target less than 2%
- Numbers of complaints after the General Court, presented by (possible) bidders and/or contractors, target none.
- Number of exceptions registered, target equal or less than the previous year.

### QUALITY MANAGEMENT

Quality management provides support to the management and staff in setting the FRA Quality Management System and ensuring its continual improvement with a view to deliver to internal and external stakeholders the highest process outcome.

#### Principal activities in 2014

In 2014, the quality team will consolidate the implementation of the Quality management system through the following:

- \* Full coverage and consolidation of the Quality documentation (policies, procedures) and the appropriate description of lean administrative and operational processes.
- \* Assessment of full compliance with ISO 9001 Standards
- \* Annual risk management
- \* Communication and training on Quality assurance issues
- \* Liaise with external auditing bodies for the follow up of corrective and preventive actions
- \* Implementation of improvement initiatives

#### Principal outputs in 2014

- 100% process description in the appropriate procedures
  - Risk register
  - Communication and training initiatives on Quality assurance
  - Management review meetings and improvement initiatives
  - Follow up of corrective/preventive actions
- Liaise with external auditing bodies for the closure of 100% recommendations

FINANCIAL AND HUMAN RESOURCES ALLOCATED TO THE ACTIVITIES				
	Temporary Agents	Contract Agents	Seconded National Experts	Total
Finance & Procurement	6	4	--	10
Accounting	1	--	--	1
Quality Management	1	1	--	2
<b>Total</b>	<b>8</b>	<b>5</b>	<b>--</b>	<b>13</b>

## ANNEX III: EVALUATION POLICY

**1. External evaluation of the FRA****1.1 The purpose**

The Agency, in compliance with its Founding Regulation 168/2007 (art. 30) commissioned in 2011 an independent external evaluation to undertake a review of progress and achievements during the first five years of operations of the Agency.

According to the mentioned article, the external evaluation shall:

- (a) Take into account the tasks of the Agency, the working practices and impact of the Agency on the protection and promotion of FR;
- (b) Assess the possible need to modify the Agency's tasks, scope, areas of activity or structure;
- (c) Include an analysis of the synergy effects and the financial implications of any modification of the tasks;
- (d) Take into account the views of the stakeholders at both Community and national levels."

Within the procurement procedures for selecting the external evaluators, the terms of reference were issued in-house (inspired by good practises of other Agencies by the Management Board in agreement with the EC. The final terms of reference were adopted in July 2011 and the related call for tender launched.

As stated in the Terms of Reference, the overall objective of the study is to evaluate the effectiveness, efficiency, added value, utility, coordination and coherence of the contribution made by the Fundamental Rights Agency while the main specific objectives are as follows:

- To identify instruments for evaluating the FRA effectiveness, efficiency and its added value;
- To assess the FRA usefulness in assisting EU institutions and Member States to ensure fundamental rights are respected;
- To assess the overall ability of the FRA to sustain its activities and meet future challenges;
- To define the barriers and obstacles to optimal performance;
- To identify relevant actions to improve the performance and added value;
- To identify actions needed to eliminate or reduce possible inefficiencies;
- To identify challenges as regards the FRA governance (including managerial issues, planning and priority setting and working practices);
- To benchmark the overall efficiency, balance of resources, budget distribution and resource allocation with other organisations carrying out similar tasks.

The contract was awarded to Ramboll Management Consulting, leader in the field of Evaluation and M&E Systems (it was charged by the Commission to carry out an extensive evaluation of the 26 EU decentralized Agencies).

**1.2 The criteria**

Ramboll Management started its activities in January 2012, when the inception meeting was held. The inception report outlined the work plan from the early stages till the preparation and finalization of the External Evaluation Report, planned for November 2012.

The external evaluator, in order to perform its tasks, referred to the following criteria:

- Effectiveness, to assess the extent to which objectives are achieved, including the quality and timeline of its achievements;
- Efficiency, to assess the extent to which it has conducted its activities and achieved its objectives at a reasonable cost
- Added value, to assess the extent to which it has been successful in addressing needs for the full respect of FR in the framework of Union law
- Utility, to assess the extent to which it has been more effective and efficient in achieving its results and impacts
- Coordination and coherence, to assess the extent to which it coordinates with relevant bodies and agencies in the field of FR carrying out similar tasks

**1.3 The operations and coordination**

ANNEX III: EVALUATION POLICY

Ramboll Management Consulting started its activities in January 2012, when an inception meeting was held. The inception report outlined the work plan from the early stages until the preparation and finalization of the External Evaluation Report, planned for November 2012.

Since the beginning of operations the FRA set up a Steering Group composed by the heads of department and the planning team.

The purpose of the Steering Group was to act as the external evaluator's counterpart, performing the following functions:

- supervising all operations and tasks carried out both in technical and administrative terms;
- ensuring a coordinated and timely delivery of all information and data the contractor might have required
- Ensuring that all aspects related to the functioning of the FRA were well represented in the evaluation documents.

In particular, the planning team of the FRA supported the external evaluator by acting as contact person in order to ensure the necessary daily link between the evaluator and the FRA.

#### 1.4 The methodology

According to the proposed and adopted methodology, the evaluation was performed using a combination of tools and data collection activities which fit the Agency's profile best.

More specifically:

- Systematic review of secondary data
- An online survey directed towards the key stakeholders of the FRA, as defined in the Founding Regulation
- A second survey was directed towards the FRA's staff, members of the Management Board and members of the Scientific Committee
- Interviews carried out both with key stakeholders and FRA staff.
- Benchmarking with other organisations
- Case studies, i.e. in-depth investigations used to examine the identified assumptions and mechanisms in the FRA intervention logic and to explore causation between different levels of results.

The mentioned in – depth investigations carried out during the external evaluation exercise, played a relevant role for two reasons: the first is that the external evaluator used for the reconstruction of FRA intervention logic the performance measurement framework, an Agency's internal document drafted as an essential step towards the designing of its internal and monitoring and evaluation system; the second is that they referred to the contribution analysis.

The approach of contribution analysis is to verify and to validate assumptions behind the program where causality between results' levels (outputs – outcomes) is inferred from the following evidence:

- The programme is based on a reasoned theory of change: the assumptions behind why the programme is expected to work are sound, plausible and agreed upon by at least some of the key players;
- The activities have been already implemented;
- The theory of change is verified by evidence and the chain of expected results occurred;
- Other factors influencing the programme were assessed and were either shown not to have made a significant contribution or, the relative contribution was recognised.

#### 1.5 The conclusion of operations

The FRA external evaluation report has been finalized on 15th November 2012, in compliance with the contract and the work plan.

The presentation of the main findings and recommendations will be made during the Management Board meeting scheduled on 14<sup>th</sup> December 2012.



## ANNEX III: EVALUATION POLICY

## 2. Monitoring and Evaluation of the FRA performance

### 2.1 The Purpose

The adoption of a monitoring and evaluation system and implementation of related activities usually cover an important role for assessing how work programmes are carried out.

According to the Article 15, co. 4 f) of the FRA's founding regulation (168/2007) effective monitoring and evaluation procedures shall be implemented relating to the performance of the FRA against its objectives according to professionally recognised standards. The Director shall report annually to the Management Board on the results of the monitoring system.

The Monitoring and Evaluation activities will serve three purposes:

- Provide reliable performance information to assist management to deliver against targeted results, to address problems promptly and to take planning and budget decisions;
- Improve learning through regular review of strategies, projects and other activities improving internal functioning and providing staff and stakeholders with opportunities to learn more about the effectiveness and performance of the Agency;
- Strengthen accountability and transparency providing empirical evidence on the outcomes of the FRA activities and thus providing reliable information on results to EU institutions, Member states, and relevant stakeholders and to the public

The FRA, both in compliance with provisions of the founding regulations and in coherence with the content of the above mentioned requests contained in the joint statements of the Inter – Institutional Working Group in 2011 launched its road map to set up its internal monitoring and evaluation system.

The main idea is that monitoring and evaluation activities are made against the performance measurement framework based on the mandate, main objectives and core tasks of the FRA (as defined in the FRA founding Regulation) and defining long-term, intermediate and immediate outcomes to be achieved. Key performance indicators will serve to determine the extent to which FRA has delivered the expected results (see Annex FRA Performance Measurement Framework).

### 2.2 The overall planned activities

In order to set up Monitoring and Evaluation, the following activities have been planned:

- Review of the Performance Measurement Framework, refining the list of indicators to measure different activities, outputs, and outcomes in the Logic Model;
- Establishment of the FRA baseline situation for measuring change over time and to establish the basis for a 'before and after' assessment, assessing the achievement of the outcomes and outputs as expressed in the Performance Measurement Framework;
- Design and implementation of Monitoring and Evaluation activities based on the Monitoring and Evaluation Action Plan drafted by the FRA, which includes the methodology to be adopted, data collection methods and data sources to be used;
- Gathering any useful information and data to implement the Monitoring and Evaluation activities at the level of outputs, outcomes and processes of the FRA against the key performance indicators defined in the Performance Measurement Framework.
- Drafting the Annual Monitoring and Evaluation Report (interim and final), based on clear and concrete key performance expectations and evaluation of achievements focused on outcomes and outputs attributed in whole or in part to the activities undertaken;
- Advising the FRA on monitoring mechanisms and appropriate tools for data management (for example databases or software).

Within the procurement procedures for selecting contractors for the M&E Activity, the Framework Contract method was used due to the long time-frame (2012-2016) of the activity, the framework contract terms of reference were issued in-house (inspired by good practises of other Agencies by the Management Board in agreement with the EC). The final terms of reference were adopted in XX 2011 and the related call for tender launched.

### 2.3 The activities implemented so far

The FRA is already carrying out the first set of the overall envisaged activities, according to the agreed work plan. This first phase started in August 2012 and ended in March 2013, with the contract signature with the contractor which will support the FRA planning team for all operations. At present, the system is being designed and a pilot phase, with the selection of a number of projects from different thematic areas and the Communication and Awareness Raising cross cutting activity, is being implemented both for assessing the functioning of the designed methods and tools and for the elaboration of first FRA performance report.

According to the adopted methodology for the first FRA Annual Monitoring and Evaluation Report, the monitoring and evaluation to be performed uses a combination of tools and data collection activities. More specifically:

- Review of background documents, selected projects results and outputs, external evaluation results
- Interviews of relevant external parties and experts in the scientific field of the FRA selected projects

ANNEX III: EVALUATION POLICY

- Interviews and data collection with FRA project managers, thematic coordinators and management team
- Project case studies, i.e. in-depth investigations, desk research and each project's available documentation used to examine the identified assumptions and mechanisms in the FRA RIL/PMF matrix developed by the contractor

Under this pilot phase the reconstructed intervention logic and the performance measurement framework of FRA have been aligned and combined in a matrix form as an essential step towards finalisation of the monitoring and evaluation system and to facilitate the allocation of baseline and targets of the performance measures (indicators) relevant to the matrix which will be carried out in Specific Contract 2.

The revised PMF / RIL Matrix will form the basis for data collection and monitoring of indicators set in PMF.

The overall organizational and Thematic Area level evaluation will be carried out using SWOT Analysis while the selected projects will be evaluated using contribution analysis. Both these methods are qualitative evaluation methods that can operate in the lack of a baseline and targets

The FRA performance report will be structured as follows:

- I. Executive Summary: with an overview of the evaluation methodology, cases selected, results, conclusions and recommendations
- II. Overview: outlining the framework and purpose of the internal evaluation as well as its relationship with Annual Activity Report
- III. Introduction: presenting the aims of the report, purpose of the evaluation, a brief description of FRA evaluation efforts and its context.
- IV. The FRA: background and mandate of FRA, FRA organization and management, Objectives and activities
- V. Methodology: with the planned survey of project related external stakeholders and experts, interviews, desk research, description of methodology used, including tools, case studies, relevance of data collection methods to PMF, results and reporting on outputs, results and reporting on immediate outcomes, results and reporting on intermediate outcomes, Results and reporting on long term impact.
- VI. Evaluation of FRA Thematic Areas: in terms of contribution made by the FRA in the covered domain
- VII. Case studies (to be defined)
- VIII. Conclusions and Recommendations: This section will discuss the findings from the previous sections, recommendations for further developing and exploiting the Performance Monitoring Framework and for FRA to achieve its PMF goals.
- IX. Monitoring Framework: Description of Monitoring Framework

### 3. Communication and use of evaluation results

Results of the external evaluation will be firstly submitted to the attention of the FRA Management Board. The report will be then transmitted to the European Commission, the European Parliament and Council of the EU and published on the FRA web site to inform the general public.

As for the use of the external evaluation results, according to the adopted methodology, several recommendations for actions have been made. They are based on findings and conclusions of the external evaluation and have been grouped in three categories:

- The usefulness of the FRA
- The organisation of the FRA
- The working procedure of the FRA

As for results coming from the monitoring and evaluation activities, the FRA Annual Monitoring and Evaluation Report represents an internal document, aimed at assisting management in delivering against identified results, addressing problems promptly, planning according to lessons learnt from the past and providing empirical evidence of the outcomes of the FRA activities. Even though the internal monitoring and evaluation activities are mainly designed as an internal managerial tool, their results will be communicated to the general public, too.

### 4. Resources and budget

The FRA, for carrying out the External Evaluation, allocated 245,700.00 EUR, only for 2012.

As for the Monitoring and Evaluation activities, the total amount allocated in four Annual Work Programmes, for the period between 2012 and 2016, is 820,000.00 EUR.

ANNEX III: EVALUATION POLICY

The existing Performance Measurement Framework has been used as the basis of the work developed in the framework of the Agency's external evaluation. The drafted framework has been revised in 2012 according to the reconstruction of intervention logic of the FRA realized by the external valutors and will be annually implemented (and reported on) in the framework of the monitoring and evaluation activities of the FRA

## ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

## Performance Measurement Framework

In order to best cater to its stakeholders' needs FRA must be capable of applying the lessons learned and best practices. FRA must strive for continuous improvement to strengthen the effectiveness and impact of its functions. This learning process rests on FRA's ability to carry out its Monitoring and Evaluation activities. The Agency has already introduced project –level indicators describing the planned output of each project (number of reports, number of participants in each event etc.) in order to follow the progress of the implementation of the Annual Work Programme. Monitoring the performance of FRA will be carried out in accordance with a Performance Measurement System which includes a logic model (composed by outputs, immediate, intermediate and ultimate outcomes) and the list of the performance measures (indicators)

The developed indicators, at both project and corporate level ,constitute an integral part of the FRA Performance Measurement Framework, which is a pyramid structure with five levels of indicators has been defined: 1) output, 2) immediate outcomes, 3) intermediate outcomes, 4) ultimate outcome and 5) organisational impact- starting from the project level and finishing with indicators at the corporate level. The framework follows a logical chain where the ultimate outcome determines what intermediate and then immediate outcomes we will seek to reach during the Agency's lifecycle. The Framework thus also gives a set of performance indicators that we will use to assess whether FRA has reached its targets and supplied its products. Each outcome and output has a set of performance indicators (quantitative and qualitative) that will be used to measure FRA's achievement in this area.

Inputs	Resources	Outputs	Immediate Outcomes	Intermediate Outcomes	Long term impact	
human, intellectual physical and economic capital	Data collection	Development of research analysis and surveys, identification of good practices	Relevant, timely, accessible and reliable data, evidence based advice and opinions are provided to decision makers and stakeholders.	Evidence increasingly influences policy development	Relevant institutions, bodies and agencies increasingly respect Fundamental Rights	
		Formulation of opinions to EU Institutions and Member States		Decision makers in government at all levels make use of evidence in the decision making process	Evidence is used in the implementation of policies in practice	
		Publication of thematic reports and handbooks		Relevant non-governmental stakeholders make use of evidence to influences decisions	Effective policies are designed and implemented to guarantee rights to everyone	
		Development of relevant scientific methodologies and standards				
	Targeted communication Strategy, promotion of dialogue with civil society	Awareness Raising for stakeholders	Pertinent emerging fundamental rights issues are brought upwards on the agenda of stakeholders	Increased awareness of fundamental rights among select professional organisations and stakeholders	Frontline professionals acknowledge their responsibilities as Fundamental Rights agents	Human Rights institutions keep safeguarding and enhancing FR protection
		Development of networking activities with key institutional and non-institutional stakeholders	Members of networks (in particular civil society) improve their capacity on fundamental rights	Professional organisations communicate evidence on fundamental rights to membership	Rights holders increasingly know and claim their rights	
	Carrying out, encouraging and cooperating with relevant stakeholders and networks	Networks established at EU level and among national stakeholders	Networks are effectively promoting Fundamental Rights			

## ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

Outputs	Output Indicators	Sources of information
<b>Development of research analysis and surveys, identification of good practices</b>	Number of countries covered by data collection on average (per Thematic Area)	<i>Desk Research</i>
	Number of good practices identified (per Thematic Area)	<i>Desk Research</i>
	Usefulness of information and the analyses provided to stakeholders	<i>Survey</i>
	Percentage (and number) of responses to ad hoc requests	<i>Desk Research &amp; Interviews (FRA Staff)</i>
<b>Formulation of opinions to EU Institutions and Member States</b>	Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU+national level) per year	<i>Survey, Interviews</i>
	Number of requests to the FRA from EU institutions, broken down by initiator	<i>Desk Research, interviews.</i>
	Proportion of requests followed up / completed (not rejected)	<i>Desk Research, interviews</i>
	Average response time and delivery for opinion requests (formal)	<i>Desk Research, interviews</i>
	Degree of satisfaction among main stakeholders to ad-hoc requests /opinions In regards to: relevance, timeliness, quality per thematic area	<i>Survey, interviews</i>
	Average response time and delivery for assistance requests (informal)	<i>Document review of Management information</i>
<b>Publication of thematic reports and handbooks</b>	Number of publications produced per thematic area per year	<i>desk research, interviews</i>
	Degree of satisfaction of stakeholders with thematic reports and handbooks	<i>Survey</i>
	Number of stakeholders who receive copy of the reports	<i>Survey, Desk Research</i>
	Number of publications downloaded (per thematic area)	<i>Web traffic Data (FRA IT) – interviews</i>
<b>Development of relevant methods and standards</b>	Number of methods and standards (incl. sets of indicators produced)	<i>Desk Research</i>
	Usefulness of methods and standards for the FRA's research needs	<i>Interviews (FRA Staff)</i>
	Proportion of methods and standards judged adequate by scientific committee	<i>Interviews</i>
<b>Awareness Raising for stakeholders</b>	Number of events organized per year	<i>interviews, desk research</i>
	Number of training events organized per year	<i>Desk research, interviews</i>
	Attendance of FRC, Symposium and other events organised by FRA, broken down by event.	<i>Desk Research, Interviews</i>
	Number of FRA speeches/presentations to events and conferences.	<i>Desk Research, Interviews</i>
	Number of information instruments (postcards, flyers etc.) distributed	<i>Desk Research, Interviews</i>
	Number of people reached by awareness raising activities (cumulative)	<i>Desk Research, Interviews, survey</i>
	Proportion of answered emails and individual complaints to overall received emails and individual complaints	<i>Desk Research</i>
	Number of Newsletters distributed per year	<i>Desk Research</i>
	Number of recipients of Newsletters per year	
	Number of social media fans/likes	<i>desk research focus group</i>
Number of page views and unique visitors, (website)	<i>Desk Research, Interviews (CAR and IT)</i>	

## ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

	Average time of visitors in website	<i>Desk Research, Interviews</i>
<b>Development of networking activities with key institutional and non-institutional stakeholders</b>	Number of stakeholders contacted to participate in networking activities	<i>Desk Research</i>
	Number of successful applications for FRP	<i>Desk research</i>
	Number of participants in FRA networks	<i>Desk Research</i>
	Increase in number of participants in FRA networks (in one year)	<i>Desk Research</i>
	Number of FRA consultations with Stakeholders p.a. and average number of participants in consultation processes p.a.	<i>Desk Research</i>

Immediate Outcomes	Immediate Outcome Indicators	Source of Information
<b>Relevant, timely, accessible and reliable data, evidence based advice and opinions are provided to decision makers and stakeholders.</b>	Extent to which publications and evidence is considered timely by stakeholders (per thematic area)	<i>Survey, interviews</i>
	Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)	<i>Survey, interviews</i>
	Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)	<i>Survey, Interviews</i>
	Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)	<i>Survey, interviews</i>
	References to FRA in legislative/strategic/political instruments	<i>Desk research</i>
<b>Pertinent emerging fundamental rights issues are brought upwards on the agenda of stakeholders</b>	Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States	<i>Survey, interviews</i>
	Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States	<i>Survey, interviews</i>
<b>Increased awareness of fundamental rights among select professional organisations and stakeholders</b>	Number of professionals trained through partners (police officers, teachers etc.)	<i>Desk research ,survey</i>
	Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its ongoing work	<i>Survey, interviews</i>
<b>Members of networks (in particular civil society) improve their capacity on fundamental rights</b>  <b>Networks established at EU level and among national stakeholders</b>	References to FRA by non-governmental actors	<i>Desk research</i>
	Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities and its ongoing work	<i>Survey, interviews,</i>
	Extent to which FRA contributes to effective data and information-sharing across the EU and Member States on key FR issues	<i>Survey, interviews</i>
	Extent to which network members judge FRA networking activities satisfactory	<i>Survey, interviews</i>
	Number of network members	<i>Desk research</i>
Intermediate Outcomes	Intermediate Outcome Indicators	Source of information
	Extent to which FRA opinions and advice taken on board	<i>Desk research, survey, interviews</i>
	Extent to which EU policies and legislation in relation to FR issues display a common underlying logic of intervention on Fundamental Rights issues	<i>Desk Research, Interviews</i>



## ANNEX V: PERFORMANCE MEASUREMENT FRAMEWORK AND INDICATORS

<b>Evidence increasingly influences policy development</b>	Extent to which FRA opinions and policy advice contribute to the development and implementation of EU legislation and policies that have an impact on FR issues	<i>Survey, interviews</i>
<b>Decision makers in government at all levels make use of evidence in the decision making process</b>	Extent to which the general awareness of FRA work and on-going FR issues has been raised among policy-and decision makers in the EU 27 Member states	<i>Survey, interviews</i>
	Extent to which FRA supports the drafting and / or implementation of laws, policies and practices in FR issues in EU 27 Member States	<i>Survey, interviews</i>
<b>Relevant non-governmental stakeholders make use of evidence to influences decisions</b>	Extent to which FRA non-governmental stakeholders are able to make use of FRA evidence to influence local institutions and broader political forces to promote and develop policies and objectives relating to FR	<i>survey, interviews</i>
<b>Frontline professionals acknowledge their responsibilities as Fundamental Rights agents</b>	Feedback from professionals being trained in FRA training events	<i>Survey</i>
<b>Professional organisations communicate evidence on fundamental rights to membership</b>	Extent to which the general awareness of FRA work and on-going FR issues has been raised among the general public and specific/vulnerable groups	<i>survey, interviews</i>
	Number of events organized by Professional Associations based on FRA evidence / tools	<i>Survey, interviews (FRA)</i>
	Number of participants in Professional Associations events	<i>Survey</i>
	Number of tools / studies / communications based on FRA evidence / tools disseminated by Professional Associations to members	<i>Survey</i>
<b>Networks are effectively promoting Fundamental Rights</b>	Extent to which individuals/organizations joining together on FRA initiative have developed and maintained positive and productive working relationships	<i>Interviews, Survey</i>

<b>Long term impact</b>	<b>Long term impact indicators</b>	<b>Source of Information</b>
<b>Relevant institutions, bodies and agencies increasingly respect Fundamental Rights</b>	Degree to which stakeholders consider FRA intervention to modify institutions/bodies/agencies approach towards FR	<i>Survey, interviews</i>
<b>Evidence is used in the implementation of policies in practice</b>	Extent to which stakeholders consider FRA evidence to have played an active role in FR policies and practice already implemented	<i>Survey, interviews</i>
<b>Effective policies are designed and implemented to guarantee rights to everyone</b>	Degree to which stakeholders consider existing FR policies to be effective in guaranteeing FR to rights holders	<i>Survey, interviews</i>
<b>Human Rights institutions keep safeguarding and enhancing FR protection</b>	Degree to which stakeholders consider FRA intervention to modify institutions/bodies/agencies approach towards FR	<i>Survey, interviews</i>
<b>Rights holders increasingly know and claim their rights</b>	Positive trends in Fundamental rights awareness	<i>Survey, interviews</i>

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
<b><i>Severe forms of labour exploitation</i></b>	<ul style="list-style-type: none"> <li>• Number of publications produced (to be further aggregated at TA level)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of publication downloaded Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of events organized per year</li> <li>• Number of information instruments (postcards, flyers etc.) distributed</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders</li> <li>• Extent to which publications and evidence are considered reliable and of high quality by stakeholders</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instrument</li> <li>• Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States</li> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities and its on-going work</li> </ul>
<b><i>Inter-agency activities in the areas of borders, immigration and asylum</i></b>	<ul style="list-style-type: none"> <li>• Number of stakeholders contacted to participate in networking activities</li> <li>• Number of participants in FRA networks (in one year)</li> <li>• Number of professionals trained through partners (police officers, teachers etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Extent to which network members judge FRA networking activities satisfactory</li> <li>• References to FRA by non-governmental actors</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities and its on-going Work</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered timely by stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>
<b><i>Biometric data in large IT borders, immigration and asylum databases - fundamental rights concerns</i></b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average</li> </ul>	
	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> </ul>	

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
<p><b><i>Additional activities in the area of “Information society and, in particular, respect for private life and protection of personal data”</i></b>  <b><i>Additional activities in the area of “Information society and, in particular, respect for private life and protection of personal data”</i></b></p>	<ul style="list-style-type: none"> <li>• Number of publications produced (then aggregated per thematic area per year)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests in regards to:</li> <li>• Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU - national level) per year</li> <li>• Number of requests to the FRA from EU institutions, broken down by initiator</li> <li>• Proportion of requests followed up / completed (not rejected)</li> <li>• Average response time and delivery for opinion requests (formal)</li> <li>• Average response time and delivery for assistance requests (informal)relevance, timeliness,)</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>
<p><b><i>Handbook on European data protection law</i></b></p>	<ul style="list-style-type: none"> <li>• Number of publications produced (to be further aggregated at TA level)</li> <li>• Degree of satisfaction of stakeholders with handbook</li> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests in regards to: relevance, timeliness,)Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU - national level) per year</li> <li>• Number of requests to the FRA from EU institutions, broken down by initiator</li> <li>• Proportion of requests followed up / completed (not rejected)</li> <li>• Average response time and delivery for opinion requests (formal)</li> <li>• Average response time and delivery for assistance requests (informal)</li> <li>• Number of methods and standards (incl. sets of indicators produced)</li> <li>• Usefulness of methods and standards for the FRA’s research needs</li> <li>• Proportion of methods and standards judged adequate by scientific committee</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence is considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
<b>Anti-Semitism: Data collection and analysis: holocaust and HR education and training</b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (and then to be aggregated at thematic level)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of publications produced per year</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of FRA speeches/presentations to events and conferences</li> <li>• Number of events organized per year</li> <li>• Number of information instruments (postcards, flyers etc.) distributed</li> <li>• Number of people reached by awareness raising activities</li> <li>• Number of training events organized per year</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> <li>• Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States</li> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Number of professionals trained through partners (police officers, teachers etc.)</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on- going work</li> </ul>
<b>Additional Activities in the area of “Racism, xenophobia and related intolerance”</b>	<ul style="list-style-type: none"> <li>• Number of good practices identified</li> <li>• Number of publications produced (then aggregated per thematic area per year)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU - national level) per year</li> <li>• Number of requests to the FRA from EU institutions, broken down by initiator</li> <li>• Proportion of requests followed up / completed (not rejected) Average response time and delivery for opinion requests (formal)</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests /opinions in regards to: relevance, timeliness, quality per thematic area Average response time and delivery for assistance requests (informal)</li> <li>• Number of methods and standards (incl. sets of indicators produced)</li> <li>• Usefulness of methods and standards for the FRA’s research needs Proportion of methods and standards judged adequate by scientific committee</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>
<b>ROMA Multi-Annual Programme</b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average</li> <li>• Number of good practices identified (per Thematic Area)</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Percentage (and number) of responses to ad hoc requests)</li> </ul>	
<b>Additional Activities in the area of “Roma integration”</b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> </ul>

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
	<ul style="list-style-type: none"> <li>• Number of good practices identified</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of publications produced (then aggregated per thematic area per year)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests in regards to: relevance, timeliness,)</li> <li>• Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU - national level) per year</li> <li>• Number of requests to the FRA from EU institutions, broken down by initiator</li> <li>• Proportion of requests followed up / completed (not rejected) Average response time and delivery for opinion requests (formal)</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests /opinions in regards to: relevance, timeliness, quality per thematic area</li> <li>• Average response time and delivery for assistance requests (informal)</li> <li>• Number of methods and standards (incl. sets of indicators produced)</li> <li>• Usefulness of methods and standards for the FRA's research needs</li> <li>• Proportion of methods and standards judged adequate by scientific committee</li> <li>• Number of FRA consultations with stakeholders</li> <li>• Number of participants in consultation process</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> <li>• Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States</li> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> </ul>
<b><i>Rights of persons with disabilities</i></b>	<ul style="list-style-type: none"> <li>• Number of events organized per year</li> <li>• Number of FRA speeches/presentations to events and conferences</li> <li>• Number of people reached by awareness raising activities</li> <li>• Number of FRA consultations with stakeholders</li> <li>• Number of participants in consultation process</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States</li> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• References to FRA by non-governmental actors</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities and its on- going work</li> <li>• Number of network members</li> </ul>
<b><i>Surveying LGBT people and authorities</i></b>	<ul style="list-style-type: none"> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of events organized per year</li> <li>• Number of information instruments (postcards, flyers etc.) distributed</li> <li>• Number of people reached by awareness raising activities (cumulative)</li> <li>• Number of FRA speeches/presentations to events and conferences.</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
		<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States</li> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> </ul>
<b><i>Additional activities in the area of “Non-Discrimination”</i></b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of publications produced (then aggregated per thematic area per year)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests in regards to: relevance, timeliness,)</li> <li>• Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU - national level) per year</li> <li>• Number of requests to the FRA from EU institutions, broken down by initiator</li> <li>• Proportion of requests followed up / completed (not rejected) Average response time and delivery for opinion requests (formal)</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests /opinions in regards to: relevance, timeliness, quality per thematic area</li> <li>• Average response time and delivery for assistance requests (informal)</li> <li>• Number of methods and standards (incl. sets of indicators produced)</li> <li>• Usefulness of methods and standards for the FRA’s research needs</li> <li>• Proportion of methods and standards judged adequate by scientific committee</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>
<b><i>Free Movement: an EU citizen’s fundamental right</i></b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average</li> <li>• Number of good practices identified</li> </ul>	
<b><i>Children and Justice</i></b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection</li> <li>• Number of stakeholders contacted to participate in networking activities</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of participants in consultation process</li> </ul>	<ul style="list-style-type: none"> <li>• References to FRA by non-governmental actors</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities and its on-going work</li> <li>• Extent to which FRA contributes to effective data and information-sharing across the EU and Member States on key FR issues</li> <li>• Extent to which network members judge FRA networking activities satisfactory</li> </ul>



PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
<b><i>Handbook of European Case-law on the Rights of the Child</i></b>	<ul style="list-style-type: none"> <li>• Number of publications produced (to be further aggregated per thematic area)</li> <li>• Degree of satisfaction of stakeholders with handbook</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of downloads (to be further aggregated per Thematic Area)</li> </ul>	<ul style="list-style-type: none"> <li>• Number of network members</li> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>
<b><i>Additional Activities in the area of "Rights of the Child"</i></b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of publications produced (then aggregated per thematic area per year)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests in regards to: relevance, timeliness</li> <li>• Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU- national level) per year</li> <li>• Number of requests to the FRA from EU institutions, broken down by initiator</li> <li>• Proportion of requests followed up / completed (not rejected)</li> <li>• Average response time and delivery for opinion requests (formal)</li> <li>• Average response time and delivery for assistance requests (informal)</li> <li>• Number of methods and standards (incl. sets of indicators produced)</li> <li>• Usefulness of methods and standards for the FRA's research needs</li> <li>• Proportion of methods and standards judged adequate by scientific committee</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>
<b><i>Existence and interpretation of the freedom to conduct a business</i></b>	<ul style="list-style-type: none"> <li>• Number of publications produced ( to be further aggregated per thematic area)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of publications downloaded</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
<b>'CLARITY'</b>	<ul style="list-style-type: none"> <li>• Average time of visitors in website</li> <li>• Number of page views and unique visitors, (website)</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Number of professionals trained through partners (police officers, teachers etc.)</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on-going work</li> </ul>
<b>Gender-based violence against women: from childhood to adulthood</b>	<ul style="list-style-type: none"> <li>• Number of publications produced per thematic area per year</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified (per Thematic Area)</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of events organized per year</li> <li>• Attendance of FRC, Symposium and other events organised by FRA, broken down by event</li> <li>• Number of FRA speeches/presentations to events and conferences</li> <li>• Number of people reached by awareness raising activities (cumulative)</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Number of professionals trained through partners (police officers, teachers etc.)</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on-going work</li> </ul>
<b>Additional activities in the area of "Access to Justice"</b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of publications produced (then aggregated per thematic area per year)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests in regards to: relevance, timeliness,)</li> <li>• Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU- national level) per year</li> <li>• Number of requests to the FRA from EU institutions, broken down by initiator</li> <li>• Proportion of requests followed up / completed (not rejected)</li> <li>• Average response time and delivery for opinion requests (formal)</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests /opinions in regards to: relevance, timeliness, quality per thematic area</li> <li>• Average response time and delivery for assistance requests (informal)</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
	<ul style="list-style-type: none"> <li>• Number of methods and standards (incl. sets of indicators produced)</li> <li>• Usefulness of methods and standards for the FRA's research needs</li> <li>• Proportion of methods and standards judged adequate by scientific committee</li> </ul>	
<p><b><i>Improving access to justice for people living in the EU</i></b></p>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average</li> <li>• Number of good practices identified (to be further aggregated at thematic level)</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of events organized per year</li> <li>• Number of people reached by awareness raising activities (cumulative)</li> <li>• Attendance of FRC, Symposium and other events organised by FRA, broken down by event.</li> <li>• Number of FRA consultations with stakeholders</li> <li>• Number of participants in consultation process</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States</li> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on-going work</li> </ul>
<p><b><i>Fundamental rights barometer - establishing a EU-wide survey on trends in fundamental rights</i></b></p>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified (per Thematic Area)</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of stakeholders contacted to participate in networking activities</li> <li>• Number of participants in FRA networks</li> <li>• Number of FRA consultations with Stakeholders p.a. and average number of participants in consultation processes p.a.</li> </ul>	<ul style="list-style-type: none"> <li>• References to FRA by non-governmental actors</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities and its on-going work</li> <li>• Extent to which FRA contributes to effective data and information-sharing across the EU and Member States on key FR issues</li> <li>• Extent to which network members judge FRA networking activities satisfactory</li> <li>• Number of network members</li> </ul>
<p><b><i>Victim support services in the EU: An overview and assessment of victims' rights in practice</i></b></p>	<ul style="list-style-type: none"> <li>• Number of publications produced</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of publications downloaded</li> <li>• Number of stakeholders contacted to participate in networking activities</li> <li>• Number of FRA consultations with Stakeholders p.a. and average number of participants in consultation processes p.a.</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA by non-governmental actors</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities and its on-going work</li> <li>• Extent to which FRA contributes to effective data and information-sharing across the EU and Member States on key FR issues</li> <li>• Extent to which network members judge FRA networking activities satisfactory</li> <li>• Number of network members</li> </ul>
<p><b><i>Rights of crime victims to have access to justice – a comparative analysis</i></b></p>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average</li> <li>• Number of good practices identified (per Thematic Area)</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> </ul>	

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
<b><i>Additional Activities in the area of “Victims of crime”</i></b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of publications produced (then aggregated per thematic area per year)</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of publications downloaded (per thematic area)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests in regards to: relevance, timeliness,)</li> <li>• Number of hearings/presentations to EP, Council, Committee of Regions and other institutional stakeholders (EU- national level) per year</li> <li>• Number of requests to the FRA from EU institutions, broken down by initiator</li> <li>• Proportion of requests followed up / completed (not rejected)</li> <li>• Average response time and delivery for opinion requests (formal)</li> <li>• Degree of satisfaction among main stakeholders to ad-hoc requests /opinions in regards to: relevance, timeliness, quality per thematic area</li> <li>• Average response time and delivery for assistance requests (informal)</li> <li>• Number of methods and standards (incl. sets of indicators produced)</li> <li>• Usefulness of methods and standards for the FRA’s research needs</li> <li>• Proportion of methods and standards judged adequate by scientific committee</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> <li>• References to FRA in legislative/strategic/political instruments</li> </ul>
<b><i>Annual Reports</i></b>	<ul style="list-style-type: none"> <li>• Number of countries covered by data collection on average (per Thematic Area)</li> <li>• Number of good practices identified (per Thematic Area)</li> <li>• Usefulness of information and the analyses provided to stakeholders</li> <li>• Number of publications produced</li> <li>• Number of publications downloaded</li> <li>• Degree of satisfaction of stakeholders with thematic reports and handbooks</li> <li>• Number of stakeholders who receive copy of the reports</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which publications and evidence are considered timely by stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence are considered relevant for stakeholders (per thematic area)</li> <li>• Extent to which publications and evidence is considered reliable and of high quality by stakeholders (per thematic area)</li> <li>• Extent to which the communication on FRA work ensures accessibility of the work to stakeholders (per thematic area)</li> </ul>
<b><i>FRA conferences</i></b>	<ul style="list-style-type: none"> <li>• Number of events organized</li> <li>• Attendance of FRC, Symposium and other events organised by FRA, broken down by event</li> <li>• Number of information instruments (postcards, flyers etc.) distributed</li> <li>• Number of FRA speeches/presentations to events and conferences</li> <li>• Number of people reached by awareness raising activities</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Number of professionals trained through partners (police officers, teachers etc.)</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on- going work</li> </ul>

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
<b>Cooperating with FRA stakeholders</b>	<ul style="list-style-type: none"> <li>• Number of participants in FRA networks</li> <li>• Increase in number of participants in FRA networks (in one year)</li> <li>• Number of FRA consultations with Stakeholders p.a. and average number of participants in consultation processes p.a.</li> <li>• Number of events organized per year</li> <li>• Number of stakeholders contacted to participate in networking activities</li> <li>• Number of participants in FRA networks</li> <li>• Number of information instruments (postcards, flyers etc.) distributed</li> <li>• Number of people reached by awareness raising activities (cumulative)</li> <li>• Number of Newsletters distributed per year</li> <li>• Number of recipients of Newsletters per year</li> <li>• Number of FRA speeches/presentations to events and conferences</li> </ul>	<ul style="list-style-type: none"> <li>• References to FRA by non-governmental actors</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities and its on-going work</li> <li>• Extent to which FRA contributes to effective data and information-sharing across the EU and Member States on key FR issues</li> <li>• Extent to which network members judge FRA networking activities satisfactory</li> <li>• Number of network members</li> <li>• Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States</li> </ul>
<b>Online communication and documentation</b>	<ul style="list-style-type: none"> <li>• Number of social media fans/likes</li> <li>• Number of page views and unique visitors, (website)</li> <li>• Average time of visitors in website</li> <li>• Number of newsletter distributed per year</li> <li>• Number of recipients of newsletter per year</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Number of professionals trained through partners (police officers, teachers etc.)</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on- going work</li> </ul>
<b>Production and dissemination of communication products</b>	<ul style="list-style-type: none"> <li>• Number of information instruments (postcards, flyers etc.) distributed</li> <li>• Number of people reached by awareness raising activities (cumulative)</li> <li>• Proportion of answered emails and individual complaints to overall received emails and individual complaints</li> <li>• Number of Newsletters distributed per year</li> <li>• Number of recipients of Newsletters per year</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Number of professionals trained through partners (police officers, teachers etc.)</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on- going work</li> </ul>
<b>Information about FRA work and awareness raising</b>	<ul style="list-style-type: none"> <li>• Number of Newsletters distributed per year</li> <li>• Number of recipients of Newsletters per year</li> <li>• Number of information instruments (postcards, flyers etc.) distributed</li> <li>• Number of FRA speeches/presentations to events and conferences</li> <li>• Attendance of FRC, Symposium and other events organised by FRA, broken down by event</li> <li>• Number of people reached by awareness raising activities</li> </ul>	<ul style="list-style-type: none"> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on-going work</li> </ul>
<b>Monitoring and Evaluation</b>	<ul style="list-style-type: none"> <li>• Number of stakeholders who receive copy of the reports</li> </ul>	
<b>Consultation and cooperation mechanism - National Liaison Officers</b>	<ul style="list-style-type: none"> <li>• Number of events organized per year</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Increase in number of participants in FRA networks (in one year)</li> <li>• Number of FRA speeches/presentations to events and conferences</li> </ul>	<ul style="list-style-type: none"> <li>• Extent to which FRA contributes to a greater shared understanding of emerging FR issues among stakeholders in the EU and Member States</li> <li>• Extent to which FRA contributes to a greater shared understanding of FR issues among policy/decision-makers and stakeholders in the EU and Member States</li> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on-going work</li> <li>• Extent to which FRA contributes to effective data and information-sharing across the EU and Member States on key FR issues</li> <li>• Extent to which network members judge FRA networking activities satisfactory</li> </ul>

PROJECT	OUTPUT INDICATORS (short term results)	OUTCOMES INDICATORS (medium/long-term results)
		<ul style="list-style-type: none"> <li>• Number of network members</li> </ul>
<p align="center"><b><i>Consultation and cooperation mechanism - Fundamental Rights Platform</i></b></p>	<ul style="list-style-type: none"> <li>• Number of stakeholders contacted to participate in networking activities</li> <li>• Number of successful applications for FRP</li> <li>• Attendance of FRC, Symposium and other events organised by FRA, broken down by event</li> <li>• Number of FRA consultations with Stakeholders p.a. and average number of participants in consultation processes p.a.</li> <li>• Number of events organized per year</li> <li>• Increase in number of participants in FRA networks (in one year)</li> <li>• Number of stakeholders who receive copy of the reports</li> <li>• Number of information instruments (postcards, flyers etc.) distributed</li> <li>• Number of Newsletters distributed per year</li> <li>• Number of recipients of Newsletters per year</li> </ul>	<ul style="list-style-type: none"> <li>• Increased capacity, knowledge, skills, attitudes and learning of key stakeholders in relation to FRA activities (incl. training) and its on-going work</li> <li>• Extent to which network members judge FRA networking activities satisfactory</li> <li>• Number of network members</li> <li>• Extent to which FRA contributes to effective data and information-sharing across the EU and Member States on key FR issues</li> </ul>



## ANNEX V: RISK REGISTER

In compliance with the Internal Control Standards the Agency has performed an annual risk analysis exercise.

Taking into account the existing processes the Agency has assessed its potential risks on the basis of their likelihood of occurrence and potential impact. This assessment has been presented in a risk register where the following information has been identified:

- risk
- criticality
- possible consequence
- likelihood of occurrence on a three level scale (low, medium or high)
- potential impact (objectives, financial, reputation) on a three level scale (limited, significant or severe)

Following the analysis of existing controls and in the cases where the residual risk still needs to be reduced, specific actions have been identified.

**This annex is an extract of the risk register representing the risks that the Management considers relevant to the implementation of AWP 2014 and that will be mitigated with specific preventive actions.**

Risk details			Assessment of the risks					Management of the risks		
Risk #	Type	Description of the risks	Possible consequences	Likelihood of occurrence	Objectives	Financial	Reputation	Residual risk L*	Action owner	Action (yellow field) (Only if the residual risk still needs to be avoided/reduced/transferred after evaluation of existing controls)

## Management &amp; planning

M4	I1	Inadequate provision of resources in relation to existing and new tasks of the Agency.	Delay in implementation of the annual work programme  Dissatisfaction of the Staff  Decrease of the quality of FRA products/activities  Lack of capacity to address additional requests	Medium 2	Significant 2	Limited 1	Limited 1	Medium 4	All	Strengthen the monitoring of the AWP implementation in relation to unforeseen ad hoc requests.  Strengthen internal evaluation of resources.
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## Communication and awareness raising with Stakeholders

C6	I4	Failure in relating to Stakeholders' needs (especially of those at MS level) due to use of inappropriate working channels or to non-recognition or no involvement of key actors.	Incomplete analysis. Loss of confidence in the Agency. Inappropriate action taken by the Agency. Limitation on the impact of Agency's work.	Medium 2	Limited 1	Limited 1	Significant 2	Medium 4	CAR RES	Specific analysis has been introduced for identification of actions for future enhancement of the cooperation actions at the MS level which will be presented to MB during its May meeting in 2013.  Follow up will be ensured.
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## Human resources management

## ANNEX V: RISK REGISTER

HR8		Delay in adoption of specific implementing rules relevant to Staff regulation in agreement with art 110 of Staff Regulations.	Critical remarks by auditors, European Parliament. Breach of the regulatory framework.	Medium 2	Significant 2	Limited 1	Significant 2	Medium 4	HRP	Ensure close monitoring for adoption of pending implementing rules and adequate incorporation in the operational activities.
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Procurement process										
PR8	13	Conflict of interest for Management Board and Scientific Committee	Legal challenge against the Agency. Loss of reputation. Non achievement of objectives	Medium 2	Significant 1	Limited 1	Significant 2	Medium 4	ADMIN	The Agency is going to develop and implement additional actions for avoidance of conflict of interest including the MB and the Scientific committee.